

# The Gazette of Pakistan

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

ISLAMABAD, WEDNESDAY, DECEMBER 7, 1977

## PART II

### Statutory Notifications (S. R. O.)

GOVERNMENT OF PAKISTAN

MINISTRY OF CULTURE, ARCHAEOLOGY, SPORTS AND TOURISM

(Tourism Division)

NOTIFICATION

*Islamabad, the 6th December, 1977*

S. R. O. 1150 (I)/77.—In exercise of the powers conferred by section 29 of the Pakistan Hotels and Restaurants Act, 1976 (LXXXI of 1976), the Federal Government is pleased to make the following rules, namely :—

1. **Short title and commencement.**—(1) These rules may be called the Pakistan Hotels and Restaurants Rules, 1977.

(2) They shall come into force at once.

2. **Definitions.**—In these rules, unless there is anything repugnant in the subject or context,—

- (a) " Act " means the Pakistan Hotels and Restaurants Act, 1976 (LXXXI of 1976) ;
- (b) " Chairman " means the Chairman of the Committee ;
- (c) " form " means form appended to these rules ;
- (d) " member " means a member of the Committee ;
- (e) " schedule " means schedule appended to these rules ; and
- (f) " section " means a section of the Act.

3. **Functions of the Committee.**—The Hotels and Restaurants Committee set up under section 4 may render aid and advise to the Federal Government in relation to—

- (i) the classification of hotels ;
- (ii) the determination and revision of fair rates ; and
- (iii) such matters as may be referred to it by the Federal Government.

(2017)

Price : Rs. 1

4. **Meetings of the Committee.**—(1) Meetings of the Committee shall be called by the Chairman as and when considered necessary and at such times and places as he may deem fit :

Provided that not less than one meeting shall be held in six months.

(2) A written notice with respect to the time and place together with the agenda and the working papers of the meeting shall be sent by post by the Secretary of the Committee to all the members at least fifteen days before the day fixed for the meeting.

(3) Six members including its Chairman shall constitute the quorum for a meeting of the Committee.

(4) The proceedings of every meeting shall be circulated by the Secretary of the Committee among all the members as soon as possible after confirmation by the Chairman.

5. **Method of advice.**—The advice of the Committee shall be expressed in the form of resolution passed in its meeting by consensus of opinion.

6. **Standard of health, hygiene and comfort.**—(1) Every hotel applying for registration and classification shall conform to the standard of health, hygiene and comfort set out as minimum criteria for one star, two stars, three stars, four stars or five stars hotel, as the case may be, in forms A, B, C, D and E respectively in Schedule I.

(2) Every restaurant applying for registration shall conform to the standard of health, hygiene and comfort set out in Schedule II.

7. **Application for registration.**—Application for registration and determination of fair rates and for classification of a hotel under sub-section (1) of section 5 shall be made to the Controller in form 'F' for a hotel and in form 'G' for a restaurant together with a certificate of medical fitness in form 'I' from a registered medical practitioner in respect of the staff of the hotel or the restaurant."

8. **Procedure for registration.**—(1) On receipt of an application under rule 6, the Controller may, either himself or through an officer authorised by him, make such enquiries and seek such additional information as he may consider necessary and conduct inspection of the premises of the hotel or the restaurant.

(2) The Controller shall, if satisfied that the hotel or the restaurant conforms to the standard of health, hygiene and comfort, direct the owner thereof in writing to deposit the registration and licence fees as specified in Schedule III and IV in a scheduled bank and to submit the bank receipt to him within fifteen days of such direction.

Added

7. Subs. by S.O. No. 24(1) 50 dt. 3. 8. 70

[For any purpose, including ascertaining of the fact that it conforms to the reasonable standards of health, hygiene and comfort]

(2) In case the owner of the hotel carries out the renovations or improvements as contained in the notice under the proviso to sub-rule (1) within the specified period the Controller shall withdraw the notice.

14. Principles governing fair rates.—(1) The Controller may fix fair rates to be charged for boarding, lodging and any other service provided in a hotel having regard to—

- (i) the location of the hotel ;
- (ii) the standard of facilities, amenities and services available at the hotel ;
- (iii) the classification of the hotel ;
- (iv) the business activities limited to a particular season ;
- (v) the taxes levied by the Federal Government or a Provincial Government concerned on boarding, lodging and services ; and
- (vi) the general index of prices prevailing in the locality ;

Provided that the Controller may fix minimum fair rates in excess of ten percent of the minimum rates for a particular class of hotels in a particular area and allow the owner of a hotel to adopt rates within that range.

(2) The Controller may fix fair rates for food, drinks and any other service provided in a restaurant, having regard to—

- (i) the location of the restaurant ;
- (ii) the standard and variety of food, drinks and services provided in the restaurant ;
- (iii) the taxes levied by the Federal Government or the Provincial Government concerned on the sales and services of the restaurant ; and
- (iv) the general index of prices prevailing in the locality ;

Provided that the Controller may fix fair rates for each item of food, drinks and services available at the restaurant or a consolidated rate for the full menu of courses and dishes inclusive of service charges :

Provided further that the Controller may fix minimum and maximum fair rates in respect of restaurants having common standard of food, drinks and services in a particular area.

(3) The fair rates once fixed shall remain in force until revised by the Controller.

15. Revision of fair rates.—The Controller may, at any time if he is satisfied that special circumstances requiring revision of fair rates have arisen or exist, revise the fair rates of all or any particular hotel or restaurant.

(2) The Controller may, on an application made to him by owner or manager of a hotel or restaurant stating the reasons for the revision of fair rates in respect of such hotel or restaurant and being satisfied of the necessity for such revision, revise the fair rates of that hotel or restaurant.

16. Rules of the establishment.—(1) Every owner shall submit to the Controller the rules of the establishment in respect of his hotel or restaurant within thirty days of the registration thereof.

(3) The Controller shall, on receiving the bank receipt under sub-rule (2) grant a registration certificate in form 'K' for a hotel and in form 'L' for a restaurant and issue a licence in form 'M' for a hotel and in form 'N' for a restaurant.

(4) Where the Controller is of the opinion that a hotel or restaurant does not conform to the standard of health, hygiene and comfort, he shall record his reason and refuse to register such hotel or restaurant :

Provided that such refusal shall not debar the applicant from seeking registration a fresh after conforming to the standard of health, hygiene and comfort.

9. **Record of registration and licences.**—The Controller shall maintain province-wise registers for hotels and restaurants in the forms set out in Schedule V to VIII containing particulars of their registration and licences.

10. **Certificate of medical fitness.**—(1) The owner or manager of a hotel or restaurant shall furnish to the Controller a certificate of medical fitness in form 'I' in respect of every new employee within a week of his employment.

(2) The owner or manager of a hotel or restaurant shall furnish certificates of medical fitness in form 'I' in respect of its staff by the 15th day of January every year.

11. **Classification of hotels.**—(1) A hotel conforming to any of the minimum criteria set out in forms 'A', 'B', 'C', 'D' and 'E' shall be classified as one star, two stars, three stars, four stars or five stars hotel, respectively.

(2) A hotel which conforms to the minimum criteria of the class applied for shall be classified as such by the Controller and shall be issued a star sign shield of the design set out in Schedule IX to be conspicuously displayed in the reception hall or lounge of the hotel.

(3) If a hotel does not conform to the minimum criteria of the classification applied for, the Controller may classify the hotel according to the classification to which it conforms and issue a star sign shield as laid down in sub-rule (2).

12. **Renewal of licence.**—(1) The owner of a hotel or restaurant may apply to the Controller for the renewal of a licence at least fifteen days before the date of its expiry failing which his licence shall stand cancelled on such date.

(2) The licence of a hotel or restaurant cancelled under sub-rule (1) or suspended or cancelled under the provisions of the Act may be renewed by the Controller on a written request by the owner on payment of the licence fee and a penalty of such sum not exceeding one thousand rupees as the Controller may impose.

13. **Change of classification.**—(1) If at any time in the opinion of the Controller a hotel has failed to maintain the standard of classification assigned to it, he may lower or alter the classification of such hotel :

Provided that no action under sub-rule (1) shall be taken unless the owner is served with a notice directing him to carry out within a reasonable period such renovations or improvements as the Controller may consider necessary for the maintenance of the classification assigned to it.

(2) Within one month from the date of submission of the rules of establishment under sub-rule (1), the Controller shall approve the rules with or without amendments.

(3) An owner desiring to amend the rules of the establishment in respect of his hotel or restaurant shall submit the proposed amendments to the Controller for his approval, and the Controller shall, within one month from the date of their submission, if he considers them appropriate, approve the amendments, with such modifications, if any, as he may consider necessary.

**17. Display of fair rates.**—(1) The fair rates chargeable in a hotel shall be displayed in a conspicuous manner at the reception, bill counters and in the office of the manager, indicating separately the daily rates for a single room, double room, suite, the rate chargeable in case of a double room or suite if occupied by a single person, the service charges, the taxes and the slack season rates, if different from the normal rates.

(2) The rate cards and advertisements issued by a hotel for the benefit of prospective guests shall contain all the details specified in sub-rule (1) and the concessions allowed for special categories of guests like persons connected with airlines, the travel agencies, businessmen and students.

(3) The fair rates chargeable in a restaurant shall be displayed in a conspicuous manner at the reception and bill counters, in the office of the manager and shall also be mentioned in the menu cards indicating the rates of each item of food, drinks service charges, taxes and the consolidated rates for the full menu with prescribed courses and dishes.

**18. Register of guests.**—Every owner or manager of a hotel shall maintain a register in form 'O' in which the names and other particulars of guests checked in the hotel shall be recorded.

**19. Procedure for summary enquiries.**—(1) Where the Controller is required to hold summary enquiry under the Act or these rules, he shall record the statement of the complainant, the owner or manager of the hotel or restaurant concerned and any other person or persons who may have information on the subject of enquiry and afford an opportunity to the accused to explain his position and produce his defence, if any.

(2) After the enquiry under sub-rule (1), the Controller shall record his decision with his reasons.

**20. Appeal and revision.**—(1) Subject to the provisions contained in section 25, any person aggrieved by an order passed by the Controller may, within thirty days from the date of such order, prefer an appeal to the Joint Secretary, Tourism Division, Islamabad.

(2) Any person aggrieved by an order passed by the Controller under the Act or these rules against which no appeal has been preferred may, within thirty days from the date of such order, file an application for revision before the Federal Government.

(3) Every appeal or revision shall be filed in duplicate and be accompanied by a copy of the order appealed against.

## SCHEDULE I

[See rule 6(a)]

## FORM 'A'

[See rule 11(1)]

MINIMUM CRITERIA FOR THE CLASSIFICATION OF  
ONE STAR HOTELS

Minimum criteria	Marking		
	Excellent	Good	Poor
1	2	3	4

**1. Location and building**

- (a) The locality and environment including the approach shall be suitable for a hotel.
- (b) The general construction of the building shall be durable, structurally safe and in good condition.
- (c) The exterior and interior of the building and its furniture, fixtures, bedrooms, public areas, etc., shall be maintained at a reasonable standard and kept in a clean and hygienic condition.
- (d) There shall be separate and independent entrances to the hotel and to the restaurant, if any.
- (e) There shall be proper cooling and heating arrangements according to the local conditions and the weather.

**2. Capacity**

There shall be at least ten bedrooms.

**3. Bedrooms**

- (a) Each bedroom shall have separate access from a corridor or verandah or gallery and be separate from other bedrooms by walls.
- (b) Each bedroom shall be properly ventilated and lighted and shall have at least one window.
- (c) Each bedroom shall have comfortable beds and furniture, a mirror, a wardrobe with hangers, a comfortable chair, a coffee table, a luggage stand and a litter box or basket.

Minimum criteria	Marking		
	Excellent	Good	Poor
(d) There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.			
(e) Each bedroom shall be separately numbered.			
(f) The minimum floor area of each bedroom shall be as follows :—			
(i) 120 sq. ft. for a single bedroom ;			
(ii) 160 sq. ft. for a double bedroom ;			
(iii) 60 sq. ft. for each additional beds over and above two beds in a room ; and			
(iv) the room width and height of the ceiling shall not be less than 10 ft.			

#### 4. Bathrooms

- (a) At least 25% of the rooms shall have attached bathrooms. In all other cases there shall be at least one bathroom on each floor for every eight beds with a separate bath and toilet for ladies.
- (b) If toilets are separate from the bathrooms, there shall at least one toilet for every four beds on each floor, one exclusively for ladies.
- (c) Every bathroom shall be well lighted, ventilated and provided with an air-freshner.
- (d) There shall be a shower and a basin in each bathroom and a water closet and tap in each toilet.
- (e) Every bathroom or toilet shall have a minimum floor area of 36 sq. ft.
- (f) There shall be a mirror with a light over it, above a wash basin, shelf, towel rails and pegs in each bathroom.
- (g) There shall be modern sanitaryware in all bathrooms and toilets. At least 50% of the toilets shall have water closets of western type.
- (h) Each bathroom shall have two points electric socket for shavers.
- (i) There shall be an adequate supply of soap, clean towels and toilet paper in each bathroom.

Minimum criteria	Marking		
	Excellent	Good	Poor

- (j) Running cold water shall be provided in all bathrooms and toilets round the clock. Hot water shall be provided on request.

#### 5. Lighting

- (a) All the public areas including the restaurant, dining room bathrooms, and corridors shall be well lighted and ventilated.
- (b) There shall be a proper lighting arrangements and fixtures in all rooms with the light switch near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.

#### 6. Linen

Clean linen of good quality, mosquito nets, pillows, bedding and blankets or quilts shall be supplied to each guest. Fresh linen shall be supplied to each new guest and otherwise changed twice a week.

#### 7. Reception counter

There shall be a reception counter with telephone facilities round the clock.

#### 8. Restaurant/dining room

- (a) There shall be a clean, hygienically maintained and moderately equipped restaurant/dining room.

*N.B.*—A restaurant is obligatory in case of the hotels on the outskirts of a town or in places where no restaurant is available within half a mile from the hotel.

- (b) There shall be comfortable seating arrangements in the restaurant/dining room.
- (c) There shall be provision of Pakistani food.



Minimum criteria	Marking		
	Excellent	Good	Poor
(d) Menu cards shall be available to the guests.			
(e) The dining room shall be separate from the kitchen.			
(f) A wash basin with soap and towels shall be provided close to the dining room.			
<b>9. Breakfast service</b>			
(a) The supply of breakfast to guests in the bedrooms shall be arranged on request.			
(b) Tea, coffee and snacks shall be provided on request.			
<b>10. Kitchen</b>			
There shall be a clean, hygienic, well-equipped, fly-proofed and well-maintained kitchen and pantry, cooking utensils should be clean and well kept.			
<b>11. Crockery</b>			
Crockery, cutlery and glassware shall be of good quality, clean and unchipped.			
<b>12. Drinking water</b>			
Where tap water is not potable, boiled or filtered drinking water shall be provided in flasks with a clean glass for each guest in each bedroom and in the restaurant/dining room.			
<b>13. Washing arrangements</b>			
Arrangements for the hygienic washing of utensils, crockery, cutlery and glassware shall be made.			
<b>14. Staff and service</b>			
(a) All members of the staff shall be experienced, courteous and efficient.			
(b) All staff shall wear smart and clean uniforms on duty.			
(c) The Manager shall have a working knowledge of English and shall be trained in hotel management and first-aid. The possession of a certificate from a recognized training institute shall be considered to be adequate proof of training.			
(d) At least two employees shall be qualified in first-aid.			

Minimum criteria	Marking		
	Excellent	Good	Poor
15. <b>Laundry service</b> Laundry and dry cleaning services shall be provided.			
16. <b>House keeping</b> House keeping shall be of a good standard. The premises and all furniture and fixtures shall be properly cleaned, dusted and periodically fumigated.			
17. <b>Fire fighting</b> Fire-fighting equipment and electrical and gas safety devices shall be available on the premises at all times.			
18. <b>Facilities</b>			
(a) There shall be space for parking of cars.			
(b) There shall be at least a telephone on each floor for external communication.			

**FORM ' B '**

[ See rule 11(1) ]

**MINIMUM CRITERIA FOR THE CLASSIFICATION OF TWO STAR HOTELS**

Minimum criteria	Marking		
	Excellent	Good	Poor
1. <b>Location and building</b>			
(a) The locality and environment including the approach shall be clean, well maintained and suitable for a good hotel.			
(b) The building shall be well designed, well constructed, durable and structurally safe. All new buildings shall be designed by qualified architects.			
(c) The exterior and interior of the building and its furniture, fixtures, bedrooms, bathrooms, toilets, kitchens, publicrooms shall be maintained at a high standard and kept in a clean and hygienic condition.			
(d) There shall be separate and independent entrances to the hotel and restaurant, if any.			

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- (e) Each bedroom shall be separately numbered.
  - (f) There shall be a lift if there are more than two floors including the ground floor.
  - (g) There shall be parking space for at least ten cars.

## 2. Capacity

There shall be at least twenty bedrooms.

## 3. Bedrooms

- (a) Each bedroom shall have separate access from a corridor or verandah or gallery and be separate from other bedrooms by walls.
- (b) Each bedroom shall be properly ventilated and lighted with at least one window.
- (c) Each bedroom shall have comfortable beds with spring or foam mattresses and furniture, a mirror, a wardrobe with hangers, a comfortable upholstered chair, a coffee table, a luggage stand and a litter box or basket.
- (d) There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.
- (e) Each bedroom shall be separately numbered.
- (f) The minimum floor area of each bedroom shall be :—
  - (i) 120 sq. ft. for a single bed ;
  - (ii) 160 sq. ft. for a double bed ;
  - (iii) 60 sq. ft. for each additional bed over and above two beds in a room ; and
  - (iv) the room width and ceiling height shall not be less than 10 ft.
- (g) All bedrooms shall have attached bathrooms.

**4. Bathrooms**

- (a) Every bathroom shall be well lighted and ventilated.
- (b) Each bathroom shall have—
- (i) a wash basin with a mirror and a light above it, a towel rack, a shelf, clothes hooks or hangers, an electric socket for plugs and a shower.
  - (ii) a toilet with a minimum floor area of 36 sq. ft. All water closets shall be of western type ;
  - (iii) modern sanitaryware ;
  - (iv) running hot and cold water round the clock ;
  - (v) a bath towel, a face towel and a hand towel for each guest which should be changed daily ; and
  - (vi) an adequate supply of soap and toilet paper.

**5. Lighting**

- (a) All the public rooms including the restaurant, dining room, bathrooms and corridors shall be well lighted and ventilated.
- (b) There shall be proper lighting arrangements and fixtures in all rooms with a light point near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.

**6. Linen**

Clean linen of good quality, mosquito nets, pillows, bedding and blankets or quilts shall be supplied to each guest. Fresh linen shall be supplied to each new guest and otherwise thrice a week.

**7. Loung/lobby**

There shall be a reasonably furnished lounge/lobby proportionate to the number of beds in the hotel.

**8. Reception counter**

There shall be a reception counter with telephone facilities round the clock. Lockers for luggage and safe deposit facilities shall be provided at the reception counter.

**9. Telephone**

There shall be a telephone for external calls for the use of the guests.

**10. Restaurant/dining room**

- (a) There shall be a clean, hygienically maintained and well equipped restaurant/dining room with comfortable seating arrangements.
- (b) Provision of Pakistan and Continental food shall be ensured.
- (c) Menu cards shall be available to the guests.
- (d) The dining room shall be separate from the kitchen.
- (e) A bathroom and toilet shall be available conveniently close to the dining room/restaurant.

**11. Breakfast service**

- (a) The supply of breakfast to the guests in bedrooms shall be arranged on request.
- (b) Tea, coffee and snacks shall be provided on request.

**12. Kitchen**

There shall be :—

- (a) a clean, hygienic, well-equipped and well-maintained kitchen and pantry with adequate fly proofing. Cooking utensils should be clean and well kept ; and
- (b) a refrigerator or cold storage facilities for the preservation of food and perishable items.

**13. Crockery**

All crockery, cutlery and glassware shall be of good quality, clean and unchipped.

**14. Drinking water**

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant/dining room.

**15. Washing arrangements**

Arrangements for the hygienic washing of utensils, crockery, cutlery and glassware shall be made. If washing is done manually, it is essential that the three tier system should be followed.

**16. Staff and service**

- (a) The serving staff shall be experienced, courteous and efficient and at least 25% of them shall have been professionally trained at a recognized training institute.
- (b) All staff shall wear smart and clean uniforms on duty.
- (c) The managerial and supervisory staff shall be fluent in English. The Manager should possess at least a diploma in hotel management from a recognized hotel training institute.
- (d) At least two employees shall be qualified in first-aid.

**17. Laundry service**

Laundry and dry cleaning services shall be provided on the premises under the responsibility of the hotel management.

**18. House keeping**

House keeping shall be of a good standard. The premises and all furniture and fixtures shall be properly cleaned, dusted and periodically fumigated.

**19. Fire fighting**

Fire fighting equipment and electrical and gas safety devices shall be available on the premises at all times.

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**20. Facilities**

- (a) There shall be sufficient parking space for at least twenty cars.
- (b) The hotel shall make available on the premises picture post cards, postal stamps, books, newspapers and articles of daily use like toilet goods and cosmetics.
- (c) There shall be a cloak room, facilities of lockers for luggage and a safe deposit.
- (d) There shall be a telephone for external calls in each bedroom.

**21. General**

The floors of rooms and public areas shall be covered by carpet of a good quality.

**FORM 'C'**

[See rule 11(1)]

**MINIMUM CRITERIA FOR THE CLASSIFICATION OF THREE STAR HOTELS**

Minimum criteria	Marking		
	Excellent	Good	Poor
1	2	3	4

**1. Location and building**

- (a) The locality and environment including the approach shall be suitable for a hotel of high standard.
- (b) The architectural features and general construction of the building shall be of a good standard, durable, structurally safe, and in good condition. All new buildings shall be designed by a qualified architect.
- (c) The exterior and interior of the building and its furniture, fixtures, bedrooms, bathrooms, toilets, public rooms and kitchens shall be maintained at a high standard.
- (d) There shall be separate and independent entrance to the hotel and restaurant.

- (e) There shall be proper cooling and heating arrangements according to the local conditions and the weather.
- (f) There shall be a lift, if there are more than two floors including the ground floor.
- (g) A lawn or roof garden shall be maintained.

## 2. Capacity

There shall be at least thirty bedrooms.

## 3. Bedrooms

- (a) Each bedroom shall have separate access from a corridor, verandah or gallery and be separate from other bedrooms by walls.
- (b) Each bedroom shall be properly ventilated, lighted, clean and shall have one or more windows with glass panes measuring at least one-fourth of the floor space and provided with curtains of high quality.
- (c) Each bedroom shall have a comfortable bed or beds not less than 6-1/2' x 3' (single) and 6-1/2' x 4-1/2' (double) with a spring or foam mattress, pillows, blankets or quilts, bed sheets, and pillow covers.
- (d) Each bedroom shall have reasonable free space, a wardrobe with space for the storage of luggage containing coat and dress hangers, a luggage stand, a coffee table, two upholstered chairs, a bed side table a dressing-cum-writing table with large mirror, a waste paper basket, an ash tray, a vacuum flask for drinking water with a hygienically cleaned glass for each guest and a free supply of stationery bearing the name and address of the hotel.
- (e) There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within. All locks shall operate on a master key system.
- (f) Each bedroom shall be separately numbered.



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- (g) The minimum floor area of each bedroom shall be—
- (i) 160 sq. ft. for a single bed ;
  - (ii) 220 sq. ft. for a double bed ;
  - (iii) an additional 80 sq. ft. for each bed over and above two beds in a room ; and
  - (iv) the room width and ceiling height shall not be less than 10 feet.
- (h) All bedrooms shall have attached bathrooms.
- (i) All bedrooms shall be provided with package or unit airconditioning except in cold places and hill stations where heating arrangements for the cold weather shall be provided.
- (j) The floor in all bedrooms shall be fully covered with carpet.
- (k) There shall be a table lamp for every bed.
- (l) The rules of establishment, instructions on how to behave in case of fire and all pertinent local and hotel information including on room service and the meal hours shall be kept in each bedroom.

#### 4. Bathrooms

- (a) Every bathroom shall be well lighted, ventilated, provided with a deodorant air freshener and shall have a floor area of at least 40 sq. ft.
- (b) Each bathroom shall have—
- (i) a wash basin with a mirror and a light over it, an electric plug point, a shelf, a towel rack clothes hooks or hangers, a sanitary litter bin, a toilet, and electric socket for plugs, a flexible shower enclosed with water proof curtains and a mug, a face towel and a bath towel for each guest ;
  - (ii) all water closets shall be of western type ;
  - (iii) each bathroom shall be modern in design and equipped with fittings of good standard ;

- (iv) running chemically sterilized hot and cold water round the clock ;
- (v) a pair each, of bath towels, face and hand towels for every guest which should be changed daily ;
- (vi) an adequate supply of toilet paper of superior quality ; and
- (vii) a long bath tub enclosed with waterproof curtains.

#### 5. Lights

- (a) All public rooms including the restaurant, dining room, bathrooms and corridors shall be well lighted and ventilated.
- (b) There shall be proper lighting arrangements and fixtures in all rooms with a light point near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.

#### 6. Linen

Clean linen and curtains of good quality, together with pillows, bedding, blankets and bed covers shall be supplied to each new guest. Fresh linen shall be supplied to each new guest and otherwise changed daily.

#### 7. Lounge

There shall be a well-equipped lounge proportionate in size to the bed capacity of the hotel.

#### 8. Reception counter

There shall be a reception and information counter with a telephone for external calls manned round the clock, lockers for luggage and safe deposit facilities shall be provided at the reception counter.

#### 9. Restaurant and dining room

- (a) There shall be an airconditioned, hygienically maintained, well-designed and well-equipped restaurant and a dining room with comfortable seating arrangements of superior quality.

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- (b) The restaurant and dining room shall serve a wide variety of Pakistani and Continental food. Service shall be prompt, courteous, and efficient.
  - (c) Menu cards shall be available to patrons.
  - (d) The restaurant and dining room shall be separate from the kitchen.
  - (e) Separate male and female toilets shall be available conveniently close to the restaurant and dining room.
  - (f) Music shall be played in the restaurant and dining room during meal hours.
  - (g) The floor of the restaurant and dining room shall be fully carpeted.
  - (h) Room service facilities shall be provided to all bedrooms on request.
10. **Kitchen and pantry**
- (a) There shall be a clean, hygienic, well-equipped and well maintained kitchen and pantry with adequate fly proofing. Cooking utensils should be clean and well kept.
  - (b) There shall be a cold storage unit to serve the kitchen and pantry.
  - (c) Arrangements for the hygienic washing of utensils, crockery, cutlery and glassware by a mechanised system shall be made.
11. **Crockery**
- All utensils, crockery, cutlery and glassware shall be of high quality, clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.
12. **Drinking water**
- The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant and dining room.
13. As in paragraph 13 of form "D".

**14. Staff and service**

- (a) The serving staff shall be experienced, courteous and efficient and at least 50% of them shall be professionally trained at a recognized training institute.
- (b) All staff shall wear smart and clean uniforms on duty.
- (c) The managerial, supervisory and front office staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate for their jobs from a recognized institute.
- (d) The Manager shall possess a diploma in hotel management from a recognized institute and have fluent knowledge of English and one other foreign language.
- (e) All room bearers, bartenders, dining room bearers etc., coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) A supervisor and another employee shall be qualified in first aid and fire fighting.

**15. Laundry and dry cleaning**

Laundry and dry cleaning services shall be provided on the premises under the responsibility of the hotel management.

**16. House keeping**

House keeping shall be of a good standard. The premises and all furniture and fixtures shall be properly cleaned, dusted every day and periodically fumigated.

**17. Fire fighting**

Fire fighting equipment and electrical and gas safety devices shall be available on the premises at all times.

**18. Facilities**

- (a) There shall be sufficient parking space for at least 30 cars.
- (b) The hotel shall make available on the premises picture post cards, postal stamps, books, newspapers and articles of daily use like toilet goods, cosmetics and medicines.

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- (c) Separate well-equipped cloak rooms shall be provided for ladies and gentlemen.
- (d) There shall be a telephone for external and internal calls in each bedroom.
- (e) There shall be a banquet-cum-conference room proportionate in capacity to the size of the hotel.
- (f) The hotel shall provide postal and telegraphic services on its premises.
- (g) A taxi service shall be provided for guests under the auspices of the hotel management.
- (h) There shall be a foreign exchange counter within the hotel premises.
- (i) There shall be a chemists' shop on the hotel premises.
- (j) There shall be a page boy and shoe shine service.

**FORM 'D'**

[See rule 11(1)]

**MINIMUM CRITERIA FOR THE CLASSIFICATION OF  
FOUR STAR HOTELS**

Minimum criteria	Marking		
	Excellent	Good	Poor
<b>1. Location and building</b>			
(a) The locality and environments including the approach shall be suitable for a hotel of international standards.			
(b) The facade, architectural features, construction and finish of the building shall be of a high standard, durable, safe and well maintained.			
(c) The building shall be designed by a qualified and renowned architect.			
(d) The maintenance of the exterior and interior of the building, grounds, gardens, its furniture, fixtures, bedrooms, bathrooms, toilets, kitchens, public rooms, etc. shall be of the highest standards.			
(e) There shall be separate and independent entrances to the hotel and restaurant with separate service entrances for deliveries.			

- (f) The building shall be centrally air-conditioned and all rooms including the dining room, conference room and banquet halls shall be sound proof.
- (g) There shall be at least one lift for every 100 rooms or major part thereof, in addition to one service lift or more.
- (h) A lawn or roof garden shall be maintained.

## 2. Capacity

There shall be at least fifty bedrooms.

## 3. Bedrooms

- (a) At least 20 of the bedrooms shall be singles and four per cent suits.
- (b) Each bedroom shall have separate and independent access from a corridor, verandah or gallery and be separate from other bedrooms by walls. All rooms shall be out of the view of the public rooms.
- (c) Each bedroom shall be properly ventilated, lighted, clean, and shall have one or more windows with glass panes measuring one fourth of the floor space or more and provided with curtains of high quality.
- (d) Each bedroom shall have reasonable free space and be furnished with—
  - (1) 6-1/2-ft. x 3-ft. single or 6-1/2-ft. x 4-1/2-ft. double beds with foam rubber or spring mattresses ;
  - (2) two pillows and a blanket for each guest with bedsheets and pillow covers ;
  - (3) a dressing-cum-writing table with a large mirror, a wardrobe with space for the storage of luggage, containing coat and dress hangers, a luggage stand, coffee table, two upholstered foam occasional chairs, a bedside table, a waste paper basket, two ash trays, a vacuum flask for drinking water, and two high quality hygienically

- cleaned glasses for each guest, and a free supply of good quality stationery bearing the name and address of the hotel; and
- (4) an electric call bell.
- (e) There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within the bedroom. All locks shall operate on a master key system.
- (f) Each bedroom shall be separately numbered.
- (g) The minimum floor area of each bedroom shall be—
- (i) 160 sq. ft. for a single bed ;
- (ii) 220 sq. ft. for a double bed ;
- (iii) an additional 80 sq. ft. for each bed over and above two beds in a room ; and
- (iv) the room width and ceiling height shall not be less than 10 feet.
- (h) All bedrooms shall have attached bathrooms.
- (i) Every bedroom shall have wall to wall floor covering of high quality and in good condition.
- (j) There shall be a temperature control device in each bedroom.
- (k) Every bedroom shall have a radio with separate channels for relaying news and music both piped and live.
- (l) Suites shall be well furnished and maintained. A radio and T.V. shall be provided in each suit.
- (m) There shall be a table lamp for every bed.
- (n) The rules of establishment, instructions on how to behave in case of fire and all pertinent local and hotel information including on room service and the meal hours shall be kept in each room.

#### 4. Bathrooms

- (a) Each bathroom shall have a minimum floor area of 40 sq. ft. All water closets shall be of western type.

- (b) Each bathroom shall be modern in design, equipped with fittings of a high quality and have its walls and floors covered with impervious material of attractive design and workmanship.
- (c) Each bathroom shall have—
- (i) an electric two point plug socket for a shaver ;
  - (ii) a wash basin with a mirror over it at a face height, a light over the mirror and a shelf conveniently at hand ;
  - (iii) hooks or hangers for clothes, an ash tray, towel rack, a flexible shower, sanitized toilet bowls, a bidet, a receptacle for soap and used blades, a sanitary litter bin, a bath mat, two glasses and a mug ;
  - (iv) an adequate supply of soap, toilet paper, an air freshner and a pair each of bath, face and hand towels for each guest ;
  - (v) a long bath tub with a flexible shower enclosed with water proof curtains ; and
  - (vi) running chemically sterilized hot and cold water round the clock.
- (d) Separate male and female toilets shall be provided in the public areas.

#### 5. Lights

- (a) All public areas including the restaurant, dining room, bathrooms and corridors shall be well lighted and ventilated. There shall be a controlled lighting system in all public areas.
- (b) There shall be proper lighting arrangements and fixtures in all rooms with a light switch and point near the room entrance, a light control next to the bed, fans and heating equipments according to local conditions, a call bell and an electric socket for plugs.
- (c) As in sub-para (c) of paragraph 5 of form "E".
- (d) As in sub-para (d) of paragraph 5 of form "E".



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**6. Linen**

Clean linen and curtains of high quality, together with pillows, bedding, blankets and bed covers shall be supplied to each new guest and otherwise changed daily.

**7. Lounge/lobby**

There shall be—

- (a) a well-equipped and furnished lounge or lobby with space proportionate to the number of the bedrooms ;
- (b) wall to wall floor covering of high quality ;
- (c) a public call telephone booth for visitors ;
- (d) comfortable seating arrangements ; and
- (e) adequate provision of ash trays and waste disposal facilities.

**8. Reception counter**

There shall be—

- (a) a reception and information counter with a telephone for external calls and manned round the clock ;
- (b) a concierge and porter service round the clock ;
- (c) a page service or public address system ;
- (d) an information service providing general tourist information such as local events, attractions, transport, rent a car and taxi service and current and advance reservations ;
- (e) wake-up calls service ;
- (f) numbered room keys ;
- (g) professionally trained staff fluent in English with one member having a working knowledge of another foreign language ;
- (h) facilities for acceptance of cables, telegrams, postal letters and supply of postage stamps ; and
- (i) lockers for luggage and safe deposit facilities.

**9. Conference and banquet hall**

There shall be a well-furnished separate room for holding conferences and banquets.

**10. Restaurant and dining room**

- (a) There shall be at least two restaurants and a dining room. The dining room shall be proportionately spacious to the number of beds in the hotel and shall have comfortable seating arrangements.
- (b) The restaurants and dining room shall be well designed, well-equipped and maintained at a high standard. They shall have—
  - (i) furnishing and decor of superior quality reflecting the local culture, history and traditions ;
  - (ii) the floor of the restaurants and dining room shall be fully carpeted ;
  - (iii) cuisine of a high quality—Pakistan, Chinese and Continental dishes ;
  - (iv) prompt, courteous and efficient service ;
  - (v) attractive menu cards indicating the prices of dishes and full meals; and
  - (vi) music at meal hours ;
  - (vii) the kitchen separate from the dining area.
- (c) There shall be separate male and female toilets with an adequate supply of soap, towel and toilet paper in the vicinity.
- (d) All stewards shall be fluent in English with at least 10% knowing another foreign language.
- (e) Meals and breakfast timings shall be specified and properly notified at the entrances in the lobby, lounge and at the reception counters.
- (f) There shall be a dance floor and an orchestra in the dining room.
- (g) Room service facilities shall be provided in all bedrooms on request.

**11. Kitchen and pantry**

- (a) There shall be a clean and well-equipped pantry attached to the kitchen.
- (b) The kitchen and pantry shall be completely modern, professionally de-

signed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours.

- (c) The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
- (d) They shall be free of all insects and pests.
- (e) The kitchen table tops and shelves shall be of stainless steel or impervious material kept in hygienic, clean and good condition.
- (f) Utensils kept and used shall be of high quality, hygienically cleaned and in very good condition.
- (g) There shall be a dish-washing machine for washing crockery and cutlery and a separate sink with running hot and cold water for washing utensils.
- (h) There shall be cold storage and deep freeze facilities for perishable food and eatables.
- (i) There shall be sufficient waste bins with covers or wastex disposal units.
- (j) There shall be separate areas for the preparation of meat, fish, vegetables, salads, sweets etc.
- (k) There shall be efficient kitchen staff with at least one executive chief trained at a recognized hotel training institute.

#### 12. Crockery

All utensils, crockery, cutlery, glass and tableware shall be of a high quality, clean well maintained and hygienically treated. No crockery or glassware used shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

#### 13. Drinking water

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant and dining room. There shall be a chemical filtration plant for the treatment of water used in the hotel.

#### 14. Bar

There shall be a well-equipped and well-stocked bar with a counter of high quality

necessary furnishings, controlled lighting arrangements, adequate refrigeration facilities, all types of glassware necessary for wines, spirits and beverages, a sufficient quantity and variety of liquors and beverages, cigarettes, cigars, snacks and an ice cube making machine.

15. **Staff and service**

- (a) The serving staff shall be experienced, courteous and efficient and at least 75% of them shall have been professionally trained at a recognized training institute.
- (b) All staff shall wear smart and clean uniforms on duty.
- (c) The managerial, supervisory and front office staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate for their jobs from a recognized institute.
- (d) The Manager shall possess a diploma in hotel management from a recognized institute and have fluent knowledge of English and at least one other foreign language.
- (e) All room bearers, bartenders, dining room bearers etc. coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) A supervisor and three other employees shall be qualified in first-aid and fire fighting.
- (g) Bookings shall be honoured on the terms quoted and all contractual obligations shall be met properly.

16. **Laundry and dry cleaning**

There shall be a modern laundering, dry cleaning and pressing unit on the premises under the management of the hotel.

17. **House keeping**

- (a) House keeping shall be of internationally recognized standards. The premises, furniture and fixtures shall be spotlessly clean and tidy at all times.
- (b) House keeping shall be under the supervision of a professionally qualified, trained and experienced house-keeper assisted by a sufficient number

of supervisory staff and house maids, all trained at a recognized training institute.

- (c) House maids shall be available on call from 8.00 A.M. to 10.00 P.M.

**18. Fire fighting**

Adequate precautions against fire together with fire escapes, alarms and modern fire-fighting equipment shall be available on the premises. Precautionary arrangements and modern equipment to prevent and deal with electricity and gas accidents shall also be provided.

**19. Management**

- (a) The hotel shall be under the supervision of a Manager trained at an internationally recognized institute, and with sufficient experience in hotel management.
- (b) The Manager shall be fluent in English and shall know one of the following languages :—
- (i) French
  - (ii) German
  - (iii) Arabic.

**20. Facilities**

- (a) There shall be sufficient parking space for at least 50 cars.
- (b) A book and newspapers stall, a chemist shop, a stall for cosmetics and items of daily use including postal stamps and tourist picture post cards, a bank, facilities for travel booking and information, a souvenirs stall, barber shops for men and women, a beauty parlour and a tobacco shop shall be provided on the premises.
- (c) There shall be a shopping arcade within the premises of the hotel.
- (d) There shall be separate, well-equipped and properly manned cloak rooms for ladies and gentlemen.
- (e) There shall be a telephone for external and internal calls in each bedroom.
- (f) There shall be a well-equipped and decorated banquet-cum-conference hall separate from the dining room and

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proportionate in capacity to the size of the hotel.

- (g) A taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate on meters at rates to be fixed and notified by the Regional Transport Authority.
- (h) There shall be a foreign exchange counter within the hotel premises.
- (i) There shall be a valet and shoe shine service.
- (j) There shall be a separate dining room for the staff.
- (k) There shall be a staff changing/rest room with lockers and necessary furnitures.
- (l) T.V. sets shall be supplied on request in bedrooms and in all suites.
- (m) There shall be a swimming pool within the hotel premises. The pool shall be subject to chemical treatment. A filtration plant shall serve the pool.

**FORM 'E'**

[See rule 11(1)]

**MINIMUM CRITERIA FOR THE CLASSIFICATION OF FIVE STAR HOTELS**

Minimum criteria	Marking		
	Excellent	Good	Poor
<b>1. Location and building</b>			
(a) The locality and environment including the approach shall be suitable for a hotel of high international standards.			
(b) The facade, architectural features, construction and finish of the building shall conform to high international standards.			
(c) The building shall be designed by a qualified and renowned architect.			
(d) The maintenance of the exterior and interior of the building, grounds, gardens its furniture, fixtures, curtains, bedrooms, bathrooms, toilets, kitchens, public areas etc. shall be of the highest standards.			

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- (e) There shall be separate and independent entrance to the hotel and restaurant with separate service entrances for deliveries etc.
- (f) The building shall be centrally air-conditioned and the bedrooms, dining rooms, conference and banquet halls, lobbies and lounges etc. shall be sound proof.
- (g) There shall be at least one lift for every 100 rooms or major part thereof, in addition to service lifts of which there shall be at least one.
- (h) A lawn or roof garden shall be maintained.

## 2. Capacity

The hotel shall have at least 60 bedrooms.

## 3. Bedrooms

- (a) At least 20% of the bedrooms shall be single and 5% suites.
- (b) Each bedroom shall have separate and independent access from a corridor, verandah or a gallery and be separate from other bedrooms by walls. All bedrooms shall be out of view of the public areas.
- (c) Each bedroom shall be properly ventilated, lighted and clean and shall have one or more windows with glass panes measuring at least one-fourth of the floor space and provided with curtains of high quality.
- (d) Each bedroom shall have reasonable free space and superior quality finishing with—
  - (i) 6-1/2-ft. x 3-ft. single or 6-1/2-ft. x 4-1/2-ft. double beds of high quality with a double foam rubber mattress ;
  - (ii) two pillows and a blanket for each guest with bed sheets and pillow covers in addition to two extra pillows and a blanket ;
  - (iii) a dressing-cum-writing table with a large mirror and a chair, a wardrobe or wall cupboard with space for the storage of luggage containing coat and dress hangers, a luggage stand, a coffee table, a

- three piece foam sofa set, side-table, a waste paper basket, two ash trays, a vacuum flask for drinking water, two hygienically cleaned glasses for each guest and a free supply of good quality stationery bearing the name and address of the hotel ; and
- (iv) an electric "do not disturb" indicator fixed outside the door.
- (e) There shall be an automatic locking system on the door of each bedroom opening into the corridor with a double locking device from within. All locks shall operate on a master key system.
- (f) Each room shall be separately numbered.
- (g) The minimum floor area of each bedroom shall be—
- (i) 160 sq. ft. for a single bed ;
  - (ii) 220 sq. ft. for a double bed ; and
  - (iii) an additional 80 sq. ft. for each bed over and above two beds in a room ; and
  - (iv) the room width and ceiling height shall not be less than 10 feet.
- (h) All bedrooms shall have attached bathrooms.
- (i) Every bedroom shall have wall to wall floor covering of superior quality.
- (j) There shall be a temperature control device in each bedroom.
- (k) Every bedroom shall have a 4-band radio and system of playing piped music for guests. There shall be separate channels for oriental and western music and a channel for relaying live music from the premises of the hotel itself such as from the night club, coffee shop etc.
- (l) Suites shall be well furnished and decorated. A radio, T.V. bar counter, kitchenette and refrigerator shall be provided in each suite.
- (m) There shall be a table lamp for every bed.
- (n) The rules of establishment, instructions on how to act in case of fire and all pertinent local and hotel information including that on room service



and the meal hours shall be kept in each bedroom.

- (o) A bouquet of fresh flowers shall be supplied in each bedroom daily.

#### 4. Bathrooms

- (a) Each bathroom shall have a minimum floor area of 48 sq ft. All water closets shall be of western type.
- (b) Each bathroom shall be extremely modern in design and equipped with modern fittings of superior quality with the walls and floors covered with impervious material of attractive designs and workmanship.
- (c) Each bathroom shall have—
- (i) an electric two point plug socket for a shaver.
  - (ii) a wash basin with a mirror over it at face height and a light over the mirror.
  - (iii) hooks or hangers for clothes, ash trays, towel rails, sanitized toilet bowls, a bidet, a receptacle for soap and used blades, a sanitary litter bin, a bath mat and two sanitized glasses ;
  - (iv) an adequate supply of soap, air freshner, toilet paper and shampoo, a fresh cake of soap to be provided every morning ;
  - (v) a pair each of bath, face and hand towels for each guest.
  - (v) a long bath tube enclosed with water proof curtains, a flexible shower and two sanitized shower caps ;
  - (v.i) running chemically sterilized hot and cold water round the clock ; and
  - (v.ii) a non-skid devise in the bath tub.
- (d) Separate well equipped male and female toilets in the public areas.

#### 5. Lights

- (a) All public areas including the restaurant, dining room, bathrooms and corridors shall be well lighted and ventilated. There shall be a controlled lighting system in all public areas.

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- (b) There shall be proper lighting arrangements and fixtures in all rooms with a light switch and point near the room entrance, a light control next to the bed, a call bell and an electric socket for plugs.
- (c) There shall be alternative arrangements for lights in case of failure of the electric power supply.
- (d) There shall be a standby generator for electricity.

#### 6. Linen

Clean linen of superior quality, together with pillows, bedding, blanket and bed covers shall be supplied to each new guest and otherwise changed daily.

#### 7. Lounge/lobby

There shall be—

- (a) well-equipped and furnished lounge or lobby with space proportionate to the number of bedrooms ;
- (b) wall to wall floor covering of a superior quality ;
- (c) a public call telephone booth for visitors ;
- (d) comfortable seating arrangements ; and
- (e) adequate provision of ash trays and waste disposal facilities.

#### 8. Reception counter

There shall be—

- (a) a reception and information counter with a telephone for external calls manned round the clock ;
- (b) a concierge porter s rvice round the clock ;
- (c) a page service or public address system ;
- (d) an information service providing general tourists information on local events, attractions, transport, rent a car, taxi service and current and advance reservations ;
- (e) a wake-up call service ;
- (f) numbered room keys ;

- (g) professionally trained staff fluent in English. At least one member shall have a working knowledge of another foreign language ;
- (h) facilities for acceptance of cables, telegrams, postal letters and supply of postage stamps ; and
- (i) lockers for luggage and safe deposit facilities.

#### 9. Conference and banquet hall

There shall be well-furnished and fully equipped halls for holding conferences and banquets.

#### 10. Restaurant and dining room

- (a) There shall be at least two restaurants, a dining room and a round the clock coffee shop. The dining room and coffee shop shall be spacious in proportion to the capacity of the hotel.
- (b) The restaurants, dining room and coffee shop shall be well designed, well equipped and maintained at a high standard. They shall have—
  - (i) furnishing and decor of superior quality reflecting the local culture, history and traditions ;
  - (ii) the floor of the restaurant, dining room and coffee shop shall be fully carpeted.
  - (iii) cuisine of high quality with Pakistani, Chinese and Continental dishes with prompt, courteous and efficient service ;
  - (iv) attractive menu cards indicating the prices of dishes and full meals ;
  - (v) Music at meal hours ; and
  - (vi) a kitchen separate from the dining areas.

#### 11. Kitchen and pantry

- (a) There shall be a clean and well-equipped pantry attached to the kitchen.
- (b) The kitchen and pantry shall be completely modern professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours.

- (c) The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
- (d) They shall be free from all insects and pests.
- (e) The kitchen table tops and shelves shall be of stainless steel or impervious material kept in hygienic, clean and good condition.
- (f) Utensils kept and used shall be of high quality, hygienically cleaned and in very good condition.
- (g) There shall be dish-washing machine for washing crockery and cutlery and a separate sink, with running hot and cold water for washing utensils.
- (h) There shall be cold storage and deep freeze facilities for perishable food and eatables.
- (i) There shall be sufficient waste bins with covers or waste disposal units.
- (j) There shall be separate areas for the preparation of meat, fish, vegetables, salads, sweets etc.
- (k) There shall be efficient kitchen staff with at least one executive chef trained at a recognized hotel training institute or catering institute.

#### 12. Crockery

All utensils, crockery, cutlery, glass and tableware shall be of the best available quality, hygienically treated and sterilized. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

#### 13. Drinking water

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant and dining room. There shall be a chemical filtration plant for the treatment of water used in the hotel.

#### 14. Bar

There shall be a well-equipped and well-stocked bar with a counter of high quality, necessary furnishing, controlled lighting arrangements, adequate

refrigeration facilities, all types of glassware necessary for wines, spirits and beverages a sufficient quantity and variety of liquors and beverages, cigarettes, cigars, snacks and an ice cube making machine.

**15. Staff and service**

- (a) All staff members shall be professionally trained, experienced, courteous and efficient.
- (b) All staff members shall wear clean uniforms on duty.
- (c) The managerial, supervisory and front office staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate for their jobs from a recognized institute.
- (d) The Manager shall possess at least a diploma in hotel management from a recognized institute, and have fluent knowledge of English and at least one other foreign language.
- (e) All room bearers, bartenders, dining room bearers etc., coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) A supervisor and three other employees shall be trained in first-aid and fire-fighting.
- (g) Bookings shall be honoured on the terms quoted and all contractual obligations shall be met promptly.

**16. Laundry and dry cleaning**

There shall be a modern laundering, dry cleaning and pressing unit on the premises under the management of the hotel.

**17. House keeping**

- (a) House keeping shall be of internationally recognized standards. The premises, furniture and fixtures shall be kept spotlessly clean and tidy at all times.
- (b) House keeping shall be under the supervision of an experienced house keeper holding an executive rank and trained at an internationally recogni-

zed institute who shall be assisted by a sufficient number of supervisory staff and stewardesses trained at a recognized institute.

- (c) House keeping-staff shall be available on call round the clock.

18. **Fire fighting etc.**

Adequate precautions against fire, together with fire escapes, alarms and modern fire fighting equipment shall be available on the premises. Precautionary arrangements and modern equipment to prevent and deal with electricity and gas accidents shall also be provided.

19. **Management**

- (a) The hotel shall be under the supervision of a Manager holding a degree or diploma in hotel management from an internationally recognized institute and with sufficient experience in hotel management.
- (b) The Manager shall be fluent in English and shall know one of the following languages :—
- (i) French (ii) German (iii) Arabic.

20. **Telephones**

- (a) There shall be telephones for external communication with a PBX functioning round the clock.
- (b) There shall be room telephones to provide contact with various service departments in the hotel.

21. **Facilities**

There shall be—

- (a) sufficient parking space for at least 100 cars ;
- (b) a book and newspaper stall, a chemist shop, a stall for cosmetics and items of daily use including postal stamps and tourist picture post cards, a bank, facilities for travel booking and information, a souvenirs stall, barber shop for men and women, a beauty parlour and a tobacconist ;
- (c) a shopping arcade within the premises of the hotel ;

- (d) separate, well-equipped and properly manned cloak rooms for ladies and gentlemen with toilet facilities ;
- (e) a well-equipped and decorated banquet-cum-conference hall, separate from the dining room and proportionate in capacity to the size of the hotel ;
- (f) a post and telegraphic office on the premises of the hotel ;
- (g) a taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate meters at the rates to be fixed and notified by the Regional Transport Authority ;
- (h) a foreign exchange counter within the hotel premises ;
- (i) a valet and shoe shine service ;
- (j) a separate dining room for the staff ;
- (k) a staff changing/rest room with lockers and necessary furniture ;
- (l) T. V. sets to be supplied on requests in bedrooms and in all suites.
- (m) a chemically treated swimming pool within the hotel premises with a filtration plant to serve the pool ;
- (n) facilities for travel information, bookings and conducted tours for guests ;
- (o) a head waiter or hostess in attendance in the dining rooms at breakfast and during meal hours ;
- (p) there shall be a daily supply of newspapers to guests in bedrooms ; and
- (q) a liveried doorman on duty at the entrance to the hotel.

## 22. Security

The hotel shall maintain trained security to ensure security on its premises.

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7 { SCHEDULE-II  
[See rule 6(2)].

## STANDARD OF HEALTH AND COMFORT FOR THE REGISTRATION OF A RESTAURANT

1. The kitchen shall be hygienically clean and separate from the dining room.
2. The quality of crockery, cutlery, galssware and tableware in a restaurant shall also be neat and clean.]

1/2 subs by SRO 160(LKE)/97 dt 23/08/1997.

**Schedule-III**

[See rule 8(2)]

**Registration Fee**

(a) for hotels:

Class of Hotel	Rate Per Bed	Minimum
One Star Hotel	Rs. 200/-	Rs. 4000/-
Two Star Hotel	Rs. 400/-	Rs. 16000/-
Three Star Hotel	Rs. 600/-	Rs. 36000/-
Four Star Hotel	Rs. 800/-	Rs. 80000/-
Five Star Hotel	Rs. 1000/-	Rs. 120000/-

(b) for restaurants:

Seating capacity of not more than fifty

Seating capacity of above fifty persons

	Seating capacity of not more than fifty		Seating capacity of above fifty persons	
	A.C.	Without A.C.	A.C.	Without A.C.
(i) In Karachi, Hyderabad, Sukkar, Bahawalpur, Multan, Lahore Faisalabad, Rawalpindi, Islamabad, Muree, Peshawar, Swat and Quetta.	10000	5000	20000	10000
(ii) Other places	3000	1600	6000	3000

**Schedule-IV**

[See rule 8(2)]

**Licence Fee**

(a) for hotels:

Class of Hotel	Rate Per Bed	Minimum
One Star Hotel	Rs. 100/-	Rs. 2000/-
Two Star Hotel	Rs. 200/-	Rs. 8000/-
Three Star Hotel	Rs. 300/-	Rs. 18000/-
Four Star Hotel	Rs. 400/-	Rs. 40000/-
Five Star Hotel	Rs. 500/-	Rs. 60000/-

(a) for restaurants:

Seating capacity of not more than fifty

Seating capacity of above fifty persons

	Seating capacity of not more than fifty		Seating capacity of above fifty persons	
	A.C.	Without A.C.	A.C.	Without A.C.
(i) In Karachi, Hyderabad, Sukkar, Bahawalpur, Multan, Lahore Faisalabad, Rawalpindi, Islamabad, Muree, Peshawar, Swat and Quetta.	5000	2600	10000	5000



## SCHEDULE IV

[See rule 8(2)]

## LICENCE FEE

## (i) for hotels

Class of hotel	Annual Licence fee	
	Rate per bed	Minimum
One star hotel .. .. .	Rs. 1	Rs. 25
Two star hotel .. .. .	Rs. 2	Rs. 50
Three star hotel .. .. .	Rs. 5	Rs. 250
Four star hotel .. .. .	Rs. 10	Rs. 500
Five star hotel .. .. .	Rs. 25	Rs. 2,000

## (ii) for restaurants

	Seating capacity of not more than fifty persons		Seating capacity of above fifty persons	
	Air-conditioned	Without aircondition	Air-conditioned	Without aircondition
(a) In Karachi, Hyderabad, Sukkur, Bahawalpur, Multan, Lahore, Lyallpur, Rawalpind, Islamabad, Murree, Peshawar, Swat and Quetta.	Rs. 1,000	Rs. 500	Rs. 2,000	Rs. 1,000
(b) Other Places .. .. .	Rs. 500	Rs. 300	Rs. 1,000	Rs. 5,000

**SCHEDULE V**  
(See rule 9)

S. No.	Registration No.	Name of hotel and address	Name of owner and address	Classification and any subsequent change in classification with dates.	Date of registration	Date of Cancellation	Date and period of suspension	Date of restoration of Registration.
1	2	3	4	5	6	7	8	9

**SCHEDULE VI**  
(See rule 9)

Sl. No.	Registration No.	Name of restaurant and address	Name of owner and address	Date of registration.	Date of cancellation.	Date and period of suspension	Date of restoration of registration.
1	2	3	4	5	6	7	8

**SCHEDULE VII**  
(See rule 9)

Sl. No.	Licence No.	Name of hotel and address	Name of owner and address	Classification and registration number with any subsequent change in classification.	Date of issue of licence	Period of validity	Date of cancellation	Date of suspension	Date of renewal of licence
1	2	3	4	5	6	7	8	9	10

**SCHEDULE VIII**  
(See rule 9)

Sl. No.	Licence No.	Name of restaurant and address	Name of owner and address	Registration No.	Date of issue of licence	Period of validity of licence	Date of cancellation.	Date of suspension.	Date of renewal of licence
1	2	3	4	5	6	7	8	9	10

**SCHEDULE IX**

[See rule 11(2)]



**N. B.**

Background in dark green colour.  
Lettering and crest in white colour.  
Stars in yellow colour.

**FORM 'F'**

( See rule 7 )

**APPLICATION FOR REGISTRATION OF A HOTEL**

1. Name of the hotel.
2. (a) Year of establishment ;  
(b) Date of commission in respect of new hotels commissioned on or after the 1st January, 1977.
3. (i) Address ;  
(ii) Telegraphic address ;  
(iii) Telex number ;  
(iv) Telephone numbers, if any.
4. **Location**  
(i) Province.  
(ii) Town.  
(iii) Street.
5. Nature of ownership (Please state whether sole proprietorships, firms ; cooperative limited company, etc.).
6. Name of owner with parentage.
7. (i) full address of owner ;  
(ii) Telegraphic address of owner ; and  
(iii) Telephone number if any.
8. Name of manager with parentage :  
(i) address;  
(ii) telephone number, if any.
9. **Land**  
(i) area of hotel ;  
(ii) covered area ;  
(iii) whether held proprietorship or on lease or mortgage.

## 10. Costs

- (i) cost of land ;
- (ii) cost of building ;
- (iii) cost of furniture and fixtures ;
- (iv) cost of equipment ;
- (v) annual lease or mortgage money, if any ;
- (vi) working capital ; and
- (vii) total investment.

## 11. Building:

- (i) number of floors ;
- (ii) number of rooms on each floor ;

Nature of rooms	With attached bath	Without attached bath
Single bed		
Double bed		
Suites		
Total		

## (iii) public rooms :

- (a) Please give details e.g. visitors room, reception hall, cloak room, reading room, restaurant, etc., with the area of each room,
- (b) Common bath rooms (indicate floor and numbers),
- (c) Common toilets (indicate floor and numbers) ; and
- (iv) number of staircases and lifts ;
- (v) car park (lease indicate capacity) ;
- (vi) area of compound and gardens, if any ; and
- (vii) date of completion of construction ; Please also mention last date of renovation, if any.

*N.B.*—Please attach a plan of the building.

## 12. Furniture and fixtures including floor coverings, if any, provided in—

- (i) a bedroom ;
- (ii) common rooms ;
- (iii) corridors, galleries etc. ;
- (iv) bathrooms attached with bedrooms ; and
- (v) common bathrooms and toilets.

## 13. Facilities available on the hotel premises (please give details e.g. telephones whether provided in rooms or on each floor and lobby, banking counter, reception, postal counter, running hot and cold water, heating or airconditioning, restaurant, coffee shop, bar, cold storage, lockers, entertainments, etc.

14. Types of cuisine served, whether a restaurant is attached with the hotel.  
 15. Class of majority of guests (please indicate whether mostly foreigners or Pakistanis, and also mention the peak season of business).  
 16. Employees :—

Category	Total number	Professionally trained	Not professionally trained but experienced	Apprentices	English knowing
Manager .. ..	..	..	..	..	..
Front office staff ..	..	..	..	..	..
Information/Reception desk staff .. ..	..	..	..	..	..
Billing desk staff ..	..	..	..	..	..
Stewards .. ..	..	..	..	..	..
House keeping staff ..	..	..	..	..	..
Cooks .. ..	..	..	..	..	..
Room bearers .. ..	..	..	..	..	..
Restaurant bearers ..	..	..	..	..	..
Others .. ..	..	..	..	..	..

17. Classification desired.

18. Rates charged (please give full details of room rents, service charges, taxes and rates for breakfast, meals etc.)—

- (i) immediately before the 1st January, 1977, and;  
 (ii) present (with date from which prescribed).

Place ..... Signature of applicant.....

Date ..... Designation of applicant.....

**FORM 'G'**

( See rule 7 )

**APPLICATION FOR REGISTRATION OF A RESTAURANT**

1. Name of the restaurant
2. (i) Year of establishment  
 (ii) Exact date of commission in respect of new restaurant commissioned on or after the 1st January, 1977.
3. (i) Address.  
 (ii) Telegraphic address.  
 (iii) Telex number.  
 (iv) Telephone numbers, if any.

4. Location :
  - (i) Province
  - (ii) Town
  - (iii) Street
5. Nature of ownership (Please state whether proprietorship, partnership, cooperative, company etc.)
6. Name of owner with parentage :
7. (i) full address of owner ;  
(ii) telegraphic address of owner ; and  
(iii) telephone number, if any.
8. Name of manager with parentage:
  - (i) address ;
  - (ii) telephone number, if any.
9. Size :
  - (i) total area ;
  - (ii) area of the kitchen ;
  - (iii) area of the pantry ; and
  - (iv) area and seating capacity of the dining hall.
10. Costs :
  - (i) cost of furniture and fixtures ;
  - (ii) cost of equipment ;
  - (iii) annual rent ;
  - (iv) working capital ; and
  - (v) total investment.
11. Furniture and fixtures (please give details separately for the dining hall and the kitchen).
12. Facilities available on the Premises :
  - (i) reception/bill counter ;
  - (ii) telephone ;
  - (iii) airconditioning or cooling and heating according to local conditions and weather ;
  - (iv) cloak room ;
  - (v) toilet ;
  - (vi) car park (please indicate capacity) ; and
  - (vii) entertainments.
13. Type of cuisine offered.
14. Class of majority of guests (please indicate whether mostly foreigners or Pakistanis).

15. Employees :

Category	Total number	Professionally trained	Not professionally trained but experienced	Apprentices	English knowing
Manager .. ..	..	..			
Reception .. ..	..	..			
Billing .. ..	..	..			
Cooks .. ..	..	..			
Bearers .. ..	..	..			
Others .. ..	..	..			

16. Rates charged :

- (i) immediately before the 1st January, 1977 ;
- (ii) Present with date from which prescribed.

Place..... Signature of applicant.....  
 Date..... Name of applicant.....  
 Designation of applicant.....

**FORM 'H'**  
 [ See rule 7(a) ]

**CERTIFICATE OF STANDARD OF HEALTH, HYGIENE AND COMFORTS IN A HOTEL/RESTAURANT**

This is to certify that the Hotel/Restaurant.....  
 .....  
 (Name of hotel/restaurant)  
 located at.....  
 .....  
 (address)  
 owned by.....  
 .....  
 (Name of owner)  
 conforms to the standards of health, hygiene and comforts.

Signature :  
 Chief Public Health Officer,  
 Municipal Committee/Corporation.

Place .....  
 Date .....

1. Issued by SFC 824(1)/80 dt. 3-8-80

FORM - I

[See rule 7 (b)]

CERTIFICATE OF MEDICAL FITNESS FOR EACH MEMBER OF THE STAFF OF A HOTEL AND RESTAURANT

[City Hospital]

Date .....

MEDICAL FITNESS CERTIFICATE

I hereby certify that I have fully examined Mr./Mrs./Miss .....

(Name of person) an

employee/apprentice or candidate for employment in .....

hotel/restaurant as .....

and am satisfied that he/she has no disease contagious or otherwise, constitutional weakness or infirmity of mind or body except .....

I do not consider this a disqualification for the job performed by him/her.

He/She is not suffering from any communicable disease.

Signature of Practitioner, Registered Medical Officer  
[Medical Officer, N.D.-1]

Name .....

Official seal

Signature of Person examined.

FORM - I

[See rule 7 (c)]

CERTIFICATE OF SAFETY AND PROTECTION AGAINST FIRE OR ACCIDENT OF THE STRUCTURE OF A HOTEL/RESTAURANT

This is to certify that the Hotel/Restaurant .....

(Name of hotel/restaurant) .....

located at .....

owned by .....

is structurally safe and adequately protected against fire or any accident arising out of electricity of gas in accordance with the standards laid down by the Government.

Signature :

Chief Engineer,  
Municipal Committee/Corporation

Place .....

Date .....

1. 0 mulla by 840-824 (11/82 dt 3-2-80



**FORM - E**

[See rule 8 (3)]

**HOTEL REGISTRATION CERTIFICATE**

Registration No. ....

owned by (Name of hotel with address) .....

has been registered by (Name of owner with address) .....

this day (date, month and year) .....

as a Star Hotel (hotel with classification) under the Pakistan Hotels and Restaurants Act, 1976 (LXXXI of 1976).

Seal of office, .....

Place, .....

Date, .....

Controller, .....

Department of Tourist Services.

**FORM - T**

[See rule 8(3)]

**RESTAURANT REGISTRATION CERTIFICATE**

Registration No. ....

owned by (Name of restaurant with address) .....

has been registered by (Name of owner) .....

this day (date, month and year) .....

as a (Restaurant) under the Pakistan Hotels and Restaurants Act, 1976 (LXXXI of 1976)

Seal of office

Place, .....

Date, .....

Controller, .....

Department of Tourist Services.

**FORM - M**

[See rule 8(3)]

**LICENCE FOR HOTEL**

Licence No. ....

owned by (Name and address of hotel) .....

is hereby (Name of owner) .....

licensed under the Pakistan Hotels and Restaurants Act, 1976 (LXXXI of 1976)

to operate as (hotel with classification) .....

for tourists, for the year .....

Seal of Office

Place..... *Controller,*  
 Date..... *Department of Tourist Services.*  
 Renewed for the year..... *Controller,*  
 Seal of Office..... *Department of Tourist Services.*  
 Place.....  
 Date.....

**FORM 'N'**

[ See rule 8(3) ]

**LICENCE FOR RESTAURANT**

Licence No.....

.....  
 ( Name and address of restaurant )  
 owned by..... is hereby  
 (Name of owner )  
 licensed under the Pakistan Hotels and Restaurants Act, 1976 ( LXXXI of 1976 ),  
 to operate as..... for  
 (restaurant)  
 tourists  
 for the year.....

Seal of Office

Place..... *Controller,*  
 Date..... *Department of Tourist Services.*  
 Renewed for the year.....  
 Seal of Office..... *Controller,*  
 Place..... *Department of Tourist services.*  
 Date.....

**FORM 'O'**  
(See Rule 18)

**Register of guests in a hotel  
NAME AND ADDRESS OF HOTEL**

Surname	First Name	Home address	City	State or Country	Date of Arrival	Purpose of visit (whether business or pleasure, etc.)	Coming from	Passport No.	Date & place of issue.	Nationality
1	2	3	4	5	6	7	8	9	10	11
Profession	Destination	Dep't. Date	Are you remaining in Pakistan for more than six months.	Are you employed in Pakistan.	Name of Company	Mode of payment	Room	Signature		
12	13	14	15	16	17	18	19			

**MAHMUD ALAM KUREISHY,**  
*Assistant Chief.*

