OFFICE OF THE SECRETARY GENERAL
INTERNATIONAL QUALITY AND ACCREDITATION BOARD
ACCREDITATION AND CERTIFICATION DIVISION
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Ref No.: IQAB/ACD/2023/65338 **Date: 28/02/2023**

NOTIFICATION

Subject: Revised Accreditation Framework and Operating Standards for Hotels, Resorts, and Allied Hospitality Establishments — Regulation.

Reference: IQAB Charter, 2017 — Sections 14, 19 and 23; previous notifications bearing Nos. IQAB/HR/2020/04 and IQAB/HR/2021/07; recommendations of the 14th Session of the IQAB General Body held on 28 February 2023.

In exercise of the powers conferred upon the International Quality and Accreditation Board under Section 14 read with Section 19 of the IQAB Charter, 2017, and in supersession of all prior notifications, circulars, and guidelines issued on the subject, the Governing Council, with the prior approval of the General Body, hereby makes and notifies the following regulations for the accreditation of hotels, resorts, and allied hospitality establishments:

Whereas,

W-1. the hospitality sector has undergone profound transformation since the issuance of the IQAB Accreditation Framework, 2020, particularly in the domains of guest safety, digital service delivery, and environmental sustainability;

W-2. there exists a pressing need to harmonise service quality, hygiene, biosafety, and operational standards across member jurisdictions to preserve and enhance the reputation of accredited establishments;

W-3. the Board has, after due consultation with industry stakeholders including the Federation of Hotel and Restaurant Associations of India (FHRAI), the Hotel Valuation Service (HVS), the Indian Association of Tour Operators (IATO), the Travel Agents Association of India (TAAI), and State Tourism Departments, finalized the revised framework;

W-4. the General Body of the Board, at its 14th Session convened on the 28th February, 2023, has, by requisite majority, approved the said framework and authorised its notification;

Now, therefore, the Board hereby makes the following Regulations, which shall come into force on the 1st day of April, 2023, and shall apply to every establishment falling within the scope laid down in Regulation 2:

1. Short Title and Commencement. (1) These regulations may be called the "International Quality and Accreditation Board (Hotels and Resorts) Accreditation Regulations, 2023". (2) They shall come into force on the 1st day of April, 2023.

2. Application and Scope. Save as otherwise provided, these regulations shall apply to all standalone and chain-affiliated hotels (1-star to 7-star categories), resorts, wellness retreats, spa resorts, eco-lodges, heritage and palace conversions, boutique and designer hotels, service apartments, condotels, airport and transit hotels, and capsule hotels operating within the territorial jurisdiction of member States.

3. Definitions. In these regulations, unless the context otherwise requires — (a) "Board" means the International Quality and Accreditation Board; (b) "Establishment" means any hospitality unit falling within Regulation 2; (c) "Assessment" means the process by which conformity with the IQAB Quality Framework is evaluated; (d) "Mark" means the IQAB Quality Mark, whether physical or digital; and (e) "Cycle" means the period of validity of an accreditation.

4. Accreditation Tiers. (1) Every assessed Establishment shall be classified into one of the five tiers set out in the Table below, based on the aggregate score obtained across all assessment pillars. (2) Establishments obtaining a score below 50 shall not be eligible to display the IQAB Mark and shall be placed under the Improvement Pathway pending re-assessment.

Tier	Score	Title of Accreditation	Validity of Cycle
I	90 – 100	Platinum Accredited	Three years
II	80 – 89	Gold Accredited	Three years
III	70 – 79	Silver Accredited	Two years
IV	60 – 69	Bronze Accredited	Two years
V	50 – 59	IQAB Certified	One year

5. Pillars of Assessment. (1) Every Assessment shall evaluate the Establishment across six mandatory Pillars, namely — (a) Health, Hygiene and Biosafety; (b) Sustainability and Environmental, Social and Governance (ESG) Compliance; (c) Digital Guest Experience; (d) Service Excellence and Staff Competency; (e) Safety, Security and Accessibility; and (f) Culinary and Food & Beverage Standards. (2) Detailed indicators for each Pillar are set out in the Schedule annexed hereto.

6. Application for Accreditation. (1) Every application for grant or renewal of accreditation shall be submitted, in the prescribed electronic form, through the IQAB Online Accreditation Portal at accreditation.iqab.org along with the prescribed filing fee. (2) No application shall be entertained after 31st December, 2023 for the first cycle; subsequent cycles shall be governed by the schedule notified from time to time.

7. Assessment Process. The Assessment shall be conducted in six sequential stages, namely — (i) Online Registration and Document Submission; (ii) Desktop Review by the IQAB Assessor Panel within fifteen working days; (iii) On-site or Hybrid Verification (mandatory for Tier I and Tier II); (iv) Mystery Guest Audit; (v) Scored Award Decision and issuance of Digital Certificate; and (vi) Mid-Cycle Surveillance Audit at the eighteenth month for Tier I and Tier II.

8. Fees. (1) The filing fee, on-site verification fee, and annual surveillance fee payable by an Establishment shall be as set out in the Table below. (2) The fees specified are exclusive of applicable Goods and Services Tax (GST). (3) A concession of 25% on all fees shall be admissible in respect of Establishments located in Aspirational Districts, the North-Eastern States, and Tier-2 or Tier-3 locations notified by the Board.

Category of Establishment	**Filing Fee**	**On-site Fee**	**Annual Surveillance**
Not exceeding 25 keys	INR 15,000	INR 20,000	INR 8,000
26 to 75 keys	INR 25,000	INR 35,000	INR 12,000
76 to 150 keys	INR 40,000	INR 55,000	INR 18,000
151 to 300 keys	INR 60,000	INR 80,000	INR 25,000
Exceeding 300 keys	INR 85,000	INR 1,10,000	INR 32,000
Resorts (any size)	INR 1,00,000	INR 1,25,000	INR 35,000

9. Surveillance, Renewal, and Lapse. (1) Every accredited Establishment shall undergo a mid-cycle surveillance audit as provided in Regulation 7(vi). (2) An application for renewal of accreditation shall be submitted not later than ninety days before the expiry of the current cycle. Failure to do so shall result in lapse of accreditation and removal from the IQAB Public Registry.

10. Use of the IQAB Mark. (1) The IQAB Mark and the Digital Certificate issued under these regulations are the intellectual property of the Board. (2) The Mark shall be displayed only by Establishments holding a valid accreditation and shall be removed forthwith upon expiry, revocation, or suspension.

11. Misuse, Penalties, and Revocation. (1) Use of the Mark by an un-accredited Establishment, display of an expired or revoked certificate, or any misleading claim of Board affiliation shall constitute a contravention of these regulations. (2) Upon such contravention, the Board may, after giving the Establishment an opportunity of being heard — (a) revoke the accreditation, in the case of a currently accredited unit; (b) cause public de-listing from the IQAB Registry and Searchable Database; (c) impose a monetary penalty ranging from INR 1,00,000 to INR 10,00,000 having regard to the gravity of the contravention; and (d) initiate civil proceedings for trademark infringement under applicable law.

12. Right of Appeal. (1) Any Establishment aggrieved by an order of the Board made under these regulations may, within twenty-one calendar days of receipt of the order, file a memo of appeal addressed to the Appellate Committee at appeals@iqab.org, accompanied by a non-refundable fee of INR 25,000. (2) The Appellate Committee shall dispose of the appeal within sixty days and its decision shall be final for the current cycle.

13. Power to Relax. The Governing Council may, in exceptional cases and for reasons to be recorded in writing, relax any of the provisions of these regulations, provided that such relaxation is not inconsistent with the objects of the IQAB Charter.

Regards,

(Dr Shubhangi Chauhan)
President
International Quality and Accreditation Board

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