

HOTEL & RESTAURANT ASSOCIATION OF ODISHA

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Proceedings of the 29th AGM of the HRAO conducted on 28th March 2018 at Swosti Grand, Bhubaneswar at 4.30 pm.

List of Members presented in the meeting is attached herewith.



As almost all hoteliers in Odisha are now facing lot of difficulties on different issues such as fire NOC, SARAI Act, BAR license, star classification / reclassification etc., the HRAO has taken the initiative and invited Regional Director (East), India Tourism, Govt. of India, Sri J P Shaw, Principal Secretary Tourism, Govt. of Odisha, Dr.(Mrs.) Mona Sharma, IAS, Director Tourism, Govt. of Odisha Sri N B Jawale, IAS, Dy. Fire Officer, Bhubaneswar Sri Majhi to this AGM for a closer interaction with the hoteliers to work out some concrete plans to simplify these issues,

At the outset Chairman welcomed all Govt. officials with flower bouquets to the Dias and requested Sri J P Shaw to deliver his presentation.

Mr. J P Shaw, Regional Director (East), Ministry of Tourism, Govt. of India, in his presentation explained various regulatory schemes / functions of the Ministry of Tourism. He described all the parameters that required for different categories of classification of a hotel or restaurant and informed to the hoteliers that a number of hotels in Odisha have all the requirements to meet the star classification norms of Govt. of India but not yet applied for star classification, he insisted

all hoteliers / travel trade present in the meeting to visit the website of Ministry of Tourism, and go through the classification guidelines, and requested the hoteliers / travel trade who have all the parameters in their respective units should apply for classification online which will give a positive impact to the tourism industry of Odisha. He also emphasized on trained manpower which is very very important for classification.

Fire Safety NOC : Chairman requested Dy. Fire Officer, Bhubaneswar, Mr. R. Majhi to highlight on Fire Safety guidelines. Mr. Majhi informed in the meeting that safety and security is very important not only for hotels but for every industry / hospitals / shopping malls / cinema halls etc., for safety of the tourists / visitors. He explained various norms and regulations of applying for fire safety NOC and informed that hotels having 25 or more rooms with 12 mtr or more in height, having one or more conference hall of 2000 sqft or more should obtain fire safety NOC. In case of hotels having more than 100 rooms, they have to employ one fire safety supervisor. In this connection Chairman HRAO brought to the notice of Mr. Majhi that most of the hotels in the state have approved plans as per guidelines of the Bhubaneswar Municipal Corporation and the Bhubaneswar Development Authority. Now the National Building Code of India Part-4, Fire & Safety – 2005 second revision guide line came into effective from June 2005 whereas most of our hotels have been constructed during 1980-90. Presently most of the hotels do not have fire licence as they cannot meet the new fire guidelines strictly. Chairman proposed to work out with a easier method to get the fire safety NOC without changing the building structure. Mr. Majhi informed that DG Fire Service Mr. B K Sharma is already in the job in consultation with Govt. of India for formulating easier way to get the NOC which is going to be declared soon. Before ending his speech Mr. Majhi suggested all members presented that as it is a long process to meet the parameters of Fire Safety measures to get the Fire Safety NOC, such as installation of sprinkler etc., and as Odisha is hosting the World Hockey in October this year, hoteliers should start complying the necessary requirements with immediate effect so that it will be easy for them to get the NOC in time.

Chairman requested Director Tourism, Govt. of Odisha Sri N B Jawale, IAS, to deliver his views. Mr. Jawale, expressed his views on prospective of Odisha Tourism, he informed to the gather that Odisha Tourism recorded in tourist foot-falls increased from the last year. Govt. of Odisha is working in the right direction for the growth of tourism. Odisha Government working closely with Ministry of Tourism, Govt. of India and working out lot of initiatives which is going

to be benefitted to the State Tourism and Odisha will be one of the most preferred tourist destinations in the Eastern part of the country very soon. He assured that whatever required for the growth of tourism in the state, the state government will definitely do that.

Chairman HRAO called for an Open House discussion and requested every member to share their views / suggestions / problems related to tourism industry before the government officials **for some of the key points are** mentioned hereunder :

- Members proposed to work out a single window clearance for star classification at State government level – on this point Director Tourism informed that the government is working out on this matter and soon facilitating with a tourism act which can solve many issues related to development of tourism development.
- Regarding Fire NOC – Director Tourism informed the government already taken up this issue and will come with solution soon.
- Members from Puri pointed out on CRZ rules which is hampering them to get Fire NOC, classification etc., on this point Director tourism informed that the department is already discussing with Urban Development Department and soon will come up with lot of Acts to solve CRZ issues.
- Advisor HRAO Mr. Deepak Rathor raised that few years back Govt. of Odisha declared hotels as industry and imposed industrial tariff on electricity bill, but sudden withdrawal of industrial tariff from hotels hampered a lot to the hoteliers. In this regard Director Tourism informed that the government has already on this subject and many other matters which will be sorted out but will take little time.
- Regarding development of tourism in Western & Southern part of Odisha, Director Tourism appreciated with the suggestions and assured that Government is working out lot of promotional activities on Southern & Western Odisha, the Tourism Department is planning to promote Dhanu Yatra next year in a big way. Also informed that Tourism Department is giving utmost importance on these areas and result will definitely happen in next one or two years.
- Members from Western Odisha requested Director Tourism to conduct a meeting with hoteliers in Jharsuguda in presence of Principal Secretary Tourism, Director Tourism, Collector and RDC to take forward tourism potential of Western Odisha and Director tourism accepted the request and agreed to meet hoteliers in Jharsuguda in the 1st week of May 2018.

During the Open House discussion Principal Secretary joined the meeting and apologies to the house for joining little late as Madam was in a important meeting with Chief Secretary regarding Hockey World Cup.

Chairman requested Principal Secretary Tourism, Govt. of Odisha Dr. (Mrs.) Mona Sharma, IAS to give her thoughts and direction to the travel trade of Odisha.

Dr. Sharma expressed her happiness to see all hoteliers and travel trade members gathered in the meeting and informed all that it is matter of great pride and challenge for Odisha to host such a big event Hockey World Cup going to be held in the Month of November where players from 16 countries are attending and a crowd of approximate 10,000 are expected every day till the end of the Match. She expressed that it is a great opportunity for Odisha to showcase the brand image of Odisha which will definitely go a long way in promoting Odisha in 16 countries. She suggested all hoteliers and travel trade should come forward to work closely with Tourism Department to make this event a great success.

As hockey board has certain criteria such as star rating of hotels, Fire NOC, Food Safety Certificate, Trained Guide list etc., etc., Principal Secretary advised all members presented in the meeting that all hoteliers should start applying for classification, Food & Safety Certificate and fire NOC immediately. She also informed that not only Hockey World Cup, a number of international conferences also showing interest to Odisha so it is the time for Odisha to showcase its vast tourism potential and seek full cooperation from hotel and travel trade.

- Good sightseeing packages should be worked out and promoted by the Tourism Department.
- Quality & trained guides are required, Tourism Department seek the cooperation from Travel Trade to provide as many as possible trained guides and the government will provide necessary training programme to them.
- She informed that Tourism Department is actively participating many Domestic & International Road-shows but very few hoteliers and travel agents are participating, she requested all members to actively participate in more numbers and promote our state in these roadshows. Department is preparing the list of national & international road-shows and will circulate soon.
- She also suggested to work out packages on Museum circuit covering old museums in and around bhubaneswar, some of the art & craft villages.
- Tourism department in consultation with Forest Department is working out plans to promote Eco Tourism.
- Dr. Sharma assured to the gathering that any good suggestion from the Association will be well taken up by the Tourism Department. She request all members presented to come up with good packages / suggestions for the development of the Tourism Sector.

Chairman HRAO during his speech highlighted the following issues

- Fire NOC issues to be taken up with the higher level and request Principal Secretary Tourism that until relaxation on the NBC guidelines declared by the Government, no hotels to be locked and the same has been agreed by the Principal Secretary Tourism.

- He also proposed to establish State Tourism Development Authority with a continuity term of at least five years to assist the Tourism Dept. in terms of tourist footfalls to the state, boosting image of Odisha, attracting investments to boost the infrastructure in the tourism sector as well as give rise to the employment generation in Odisha.
- Chairman also proposed for an International standard Convention centre to attract international conferences / Convention Tourism to the State. He also requested Principal Secretary Tourism for her kind intervention to start the work of World Trade Centre at Bhubaneswar the foundation stone of which was laid down by Hon'ble CM in the year 2014.
- Like Bird Watching Festival conducted this year by the Tourism Department, Chairman proposed to consider starting of an annual Boat Race Festival which will attract lot of domestic tourists. Dr. Sharma informed that Government is identifying location for watersports activities after demarcation of the area, the infrastructure will be provided by the government and developed through PPT mode. The department is also considering activities like nature walk, bicycling etc.
- Chairman expressed his very much concern regarding the cleanliness of tourist places especially like Kalijai Temple, many foreign tourists visiting Chilika Lake & Kalijai Temple and found the area in very unhygienic condition because of the plastics, dirt and filth near the temple. In this regard Principal Secretary Tourism briefed that the Panchayat & Urban Body of that area will be given responsibility for cleanliness of Kalijai Temple. The department is working out necessary of Panchayats and they already have sufficient funds which can be utilized for this cleanliness work.
- Mr. R K Patra, Secy Gen Puri Hotel Association requested Principal Secretary Tourism that there is no big Convention hall in Puri and proposed for a good quality convention hall of 5000 pax capacity urgently required for Puri which will attract big international / national conferences to Puri. He also assured in the meeting that the unprofessional / rude behavior of Puri pandas has already changed.
- Member from VITS Hotel proposed for night activities like Night Bazaar, Food Bazaar etc., at Puri beaches and Bhubaneswar which will help tourists to have some extra activities in the night.
- Member from Keonjhar Proposed for development of various waterfalls at Keonjhar District. The road connectivity is very poor for which tourist footfall to these areas are very less.
- Member from Berhampur requested Tourism Department for development of Gopalpur Beach providing adequate lighting facilities and cleanliness of the beach.
- Tourist places of Western Odisha needs to be more promoted and should be placed in Tourism literatures / brochures of Tourism Department.
- Member from New Marrion suggested that calendar of events / road-shows to be circulated in advance by Tourism Dept. to enable more hoteliers and travel agents participate.

Dr (Mrs.) Mona Sharma, IAS - Principal Secretary Tourism, Govt. of Odisha appreciated and welcomed all suggestions and informed that all points will be taken forward by the Department. She assured that quality convention center in Puri & Bhubaneswar will be decided in very near future. She also informed that tourism department in consultation with OTDC is working out with lot of tourist destinations giving due importance to all tourists areas, festivals, etc., which is going to be implemented soon.

Dr. Sharma expressed her thanks to all the members presented and request them to come forward with good suggestions which will definitely taken up by the Government for the development of Odisha Tourism. Every good feedbacks should be shared to State Government which will help government in promotion of Odisha Tourism in social media / websites. She also informed that the government need full cooperation from the hotel and travel trade to make the forthcoming Hockey World Cup a Grand Success.

Mr. Dipak Rathor, Advisor, HRAO expressed his sincere thanks & gratitude to the Chairman, for his tremendous contribution to the association since 1984 for growth & prosperity. Many Seminars, Workshops, Conclaves were conducted under his dynamic guidance & supervision also the Puri Beach Festival which was organized in the year 1993 was greatly acknowledged by the people of national & international fame.

He requested Dr. Sharma, Pr. Secretary Tourism, Govt. of Odisha and Director Tourism & Regional Director, Govt. of India to felicitate Chairman, HRAO Shri J.K. Mohanty "HRAO Life Time Achievement Award".

After departure of the Government officials, chairman HRAO announced for one minute silence prayer in the memory of **late Maj. R C Maharana** before starting the **29th AGM of the HRAO**.

Treasurer's Report

The balance sheet of the association was approved unanimously. Treasurer read out the fund position of the Association i.e. Rs.31,54,449/- kept fix deposit with Federal Bank, Cash in Federal Bank was Rs.69,861.42, Cash in SBI was Rs.1,15,166. Members Fee collected Rs.5,55,400/- from 148 members balance 87 members have not paid their fees, Chairman requested all those members who have not paid the membership fees may send their dues at the earliest. The association received payment of Rs.50,000/- from Tourism Department on the account of advertisement released in the Odisha Tourism Conclave Magazine, in this connection the association also received Rs.90,000/- from members. Another Rs.10,000 to be received from Members.

Secretary General's Report

Secretary General in his speech informed about the work progress of the association and explained how the association working closely with the government to resolve various queries / problems of the members from time to time. As a nominated member of the Regional Advisory Committee on GST Council, Secretary General also taken up various GST issues relating to the hotel industry in the GST Council meeting for their consideration and implementation.

He also informed in the meeting that in a Seminar Conducted by Commissioner of Food Safety held recently regarding sensitization training of personnel handling food in the hotel industry it was declared that all hotels and restaurants, having turnover of Rs.12 lakh and above, it is mandatory to employ a trained food safety personnel in their F&B Department to get the Food and Safety license. He suggested all members to kindly inform HRAO in this regard and nominate the details of their personnel to enable HRAO to conduct such training programme in consultation with Commissioner of Food & Safety.

He informed that as a result of continuous follow up by the HRAO with the Government regarding Excise related issues, the government has accepted most of the points such as abolition of MGQ for hotels, permission for additional bar counters in the license premises, availability of FMFL in 60/90 ml bottle for mini bar purposes etc.,

He expressed his thanks to all members HRAO for their active support and cooperation and especially to the Chairman HRAO under whose dynamic guidance the HRAO successfully conducted the 2nd Odisha Tourism Conclave by taking opinions / suggestions / recommendations from experts, government officials and industry professionals for making Odisha Tourism the Driving Force of Future Economy. These recommendations had been compiled and presented to all agencies of Government of Odisha for taking Odisha Tourism to the next level

He also expressed that the HRAO has also taken up various issues with the government relating to rectification in Tourism Policy, Fire Safety issues, SARAI Act issues, implementation of Industrial tariff on Electricity etc., and continues following up for implementation.

“Once again he requested all members to whole-heartedly participate by sending articles & contribution for publishing in the **HRAO Magazine** and giving their valuable suggestions to help us to achieve our aim in making this magazine one of the best in the industry.

Further, with great pleasure he informed all members that a letter from the Office of the Prime Minister of India has been received by our association addressed to the Chairman that the suggestions submitted by the HRAO for establishing of a National Tourism Authority was being incorporated in the draft New Tourism Policy of Govt. of India. A similar suggestion has also been submitted to Hon’ble Chief Minister of Odisha Sri Naveen Patnaik by Chairman, HRAO and the same is being considered in a positive spirit.”

It is a matter of great pleasure for the HRAO that this year 17 Nos of new members have been added in the HRAO family the details are

1. Seven new members from Jharsuguda, i.e. Hotel Bishnu Palace, Hotel Kalinga Bar & Restaurant, Hotel Payal, Hotel Utkal Continental, Hotel Prince, Shree Shankar Hotel, Hotel Ananta Balia.
2. Nine new members added from Sambalpur, i.e. Hotel Natraj, Hotel Li-n-Ja, Hotel Shivom Palace, Hotel Sheetal, Hotel The Garden Siba, upahar Palace Pvt. Ltd., Chandramani Lodge, Hotel Upahar, Hotel Ashoka,
3. One membership application was placed before AGM by Mr. US Panigrahy for their new property, Raja Rani Resort, Gopalpur and the same was approved by the House.

Chairman heartily welcomed all new members to the HRAO family.

To end his speech Secretary General requested all members to whole-heartedly associate with HRAO by sending their important suggestions, articles on the important tourist places of their respective areas which will be taken up by the HRAO with concerned government authority for implementation. He further requested all members to respond all the circulars sent from the Regd. Office regarding various important meetings with government level and send suggestions which will be taken up with the Government. Also expressed his thanks to Mr. R K Patra, Mr. Sankar Banerjee, Mr. Debasis Kumar for organizing the lovely family picnic for HRAO members.

During vote of thanks Chairman appreciated the suggestions of the HRAO members specially the suggestions raised by Mr. Talukdar regarding non availability of Branded Beer and organizing Annual International Standard Food Festival inviting renowned Chef from India, Chairman accepted the suggestions and informed that every good / important suggestions of every members will be taken up exclusively by HRAO. He informed to the house that the Association should closely work together for better future of the Association. He also requested

all members to participate actively in all association meetings and put forth with new suggestions which will help the association to go a long way in following up with the government officials.

Chairman expressed thanks to Mr. R K Patra for well organizing the family picnic at Puri and announced that the next family picnic will be hosted by Secretary General Mr. Srinibash Subudhi in Tomand, Nayagarh in the month of July, 2018.

The meeting was ended with vote of thanks and chairman invited all members for Dinner.

Thanks & Regards
Srinibash Subudhi
Secretary General

Members present list (Annexure-I) ;

1. Mr. J.K. Mohanty, Swosti Group, Bhubaneswar
2. Mr. Srinibash Subudhi, Hotel Janpath, Bhubaneswar
3. Mr. Nilamani Pany, Hotel Prasanti, Angul
4. Mr. Sujit Ku. Mohapatra, Hotel Lingaraj, Bhubaneswar
5. Mr. Naresh Chandra Mohanty, Hotel Shree Durga, Mayurbhanj
6. Mr. Jonathan Raul, Cooks Restaurant, Bhubaneswar
7. Dr. Ramesh Chandra Panda, GM - Hotel Swarnachuda, Balasore
8. Mr. Bijaya Ku. Patra, Hotel Trinath, Nayagarh
9. Mr. Srikant Sahoo, COO - Hotel Shakti International, Puri
10. Mr. Ashis Palit, The Orchard, Jharsuguda
11. Mr. Abhishek Lath, Hotel Meghdoot, Jharsuguda
12. Ms. Khusboo Sahoo, Hotel Prince, Jharsuguda
13. Mr. Sameer Ali, GM - The New Marrion, Bhubaneswar
14. Mr. A. Talukdar, VP - The Crown, Bhubaneswar
15. Mr. Biswajit Patnaik, Hotel Surya Garden, Talcher
16. Mr. Uma S. Panigrahy, Hotel Mayuree, Berhampur
17. Mr. Subrat Dash, GM – VITS, Bhubaneswar
18. Mr. Ranjan Prasad, GM – Swosti Premium, BBSR
19. Mr. Pravudutta Subudhi, Sagar Tarang Residency, Puri
20. Mr. Savyasachi Julu Das, Hotel Lavanya, Keonjhar
21. Mr. Milind Gupta, Food Junction, Bhubaneswar
22. Mr. K. Prasant Kumar, Gautam Palace, Berhampur
23. Mr. Umakant Choudhury, Tara Residency, Bhubaneswar
24. Mr. Raj Kumar, Chandrakala Guest House, Bhubaneswar
25. Dr. Santosh Ku. Behera, Hotel Blue Wheel, Bhubaneswar
26. Mr. Abhisekh Sharma, GM – TRIDENT, Bhubaneswar
27. Mr. Jashobanta Parhi, Head HR – TRIDENT, Bhubaneswar
28. Mr. Jasbir Singh Hura, Hotel Sheela Towers, Sambalpur
29. Mr. J.B. Das, GM – EMPIRES, Bhubaneswar
30. Mr. Jayant Panda, GM (Fin.) – EMPIRES, Paradip
31. Mr. V.P. Nath, Hotel Veena, Balasore

32. Mr. Prasant Jena, Anjali Palace, Bhubaneswar
33. Mr. Narayan Sahoo, Hotel Trimurti, Puri
34. Mr. Chittaranjan Patro, Yummyies' Restaurant, BBSR
35. Mr. Jitesh Garabadu, Hotel Pushpak, Bhubaneswar
36. Mr. Pradeep Ku. Mohanty, Hotel Orion, Bhadrak
37. Mr. Narottam Mohanty, Hotel Namra Palace, Angul
38. Mr. Siba Prasad Mohanty, Hotel Golden Palace, Kendrapara
39. Mr. Jubula Ku. Jethy, Bishal Inn, Cuttack
40. Md. Washim Naiyar, The Sans, Keonjhar
41. Mr. Shiv Kumar Rathor, Geetanjali Veg. Restaurant, Keonjhar
42. Mr. Roshan Sahu, Hotel Pooja, Keonjhar
43. Mr. Dilip Ku. Nanda, Hotel Keshari, Bhubaneswar
44. Mr. Gaurang Jena, Hotel Hari Plaza, Balasore
45. Mr. Dipak S. Rathor, Hotel Ashoka, Cuttack
46. Mr. Raj Kishore Patra, Hotel Holiday Resort, Puri
47. Mr. Preet Ku. Das, The Chef Restaurant, Bhubaneswar
48. Dr. B.N. Patnaik, Hotel Royal Suites, Bhubaneswar
49. Mr. Satya Brata Swain, Kamlesh Continental, Angul
50. Mr. Satyajit Pani, Hotel Paradise, Puri
51. Mr. Ajay Pradhan, CEO – Hotel Pramod, Cuttack
52. Mr. Rabindra Nath Sahoo, Hotel Vintage Villa, Bhubaneswar
53. Mr. D.K. Tunga, Hotel Pashupati, Paradip
54. Mr. K. Mohanan, Venus, Bhubaneswar
55. Mr. Rohit Mohan, Venus NXT, Bhubaneswar
56. Mr. Soumyajit Majumdar, Hotel Hindusthan International, Bhubaneswar
57. Mr. Girish Chandra Nayak, Nayak Beach Resort, Puri
58. Mr. Prafulla K. Rath, Hotel 7 Miles, Bhubaneswar
59. Mr. Debasis Behera, Hotel Adarsh, Cuttack
60. Mr. Chandra Sekhar Sahu, Hotel City Palace, Berhampur
61. Mr. Manish Sekhar Sahu, Hotel City Palace, Berhampur
62. Mr. Debasis Patnaik, The Crown, Bhubaneswar
63. Mr. B.M. Patnaik, Hotel Best Inn, Bhubaneswar
64. Mr. Ashok Mohanty, Hotel Sai Regent, Bhubaneswar
65. Mr. Debasis Kumar, Victoria Club Hotel, Puri
66. Mr. B.C. Praharaj, Hotel Upasana, Bhubaneswar
67. Mr. Sanka Ch. Pradhan, Hotel Santi, Angul
68. Mr. P.G. Nair, Sr.VP – Prachi Resorts, Bhubaneswar
69. Mr. Pradeep Narula, Hotel Basera, Bhubaneswar
70. Mr. A.K. Biswal, Hotel Chand, Bhubaneswar
71. Mr. Sanjeev Ku. Das, Hotel Kalinga, Balasore
72. Mr. Sudhansu Das, Hotel Kalinga, Balasore
73. Mr. Rabi Narayan Sahoo, Hotel Golden Tree, Puri
74. Mr. Manoj Ku. Rout, Hotel Eden Roc, Bhubaneswar
75. Mr. Ramaballav Mohapatra, Hotel Jyoti, Puri
76. Mr. Suresh Chandra Patnaik, Hotel Ankita, Keonjhar
77. Mr. Mukesh Kumar Thacker, Bombay Hotel, Cuttack

78. Mr. Gajendra Nath Biswal, Hotel Roxy, Cuttack
79. Mr. Snehasis Chakravorty, GM – Swosti Grand, Bhubaneswar
80. Mr. Priyanath Behera, VP – Swosti Premium, Bhubaneswar.