



HOTEL AND RESTAURANT ASSOCIATION (WESTERN INDIA)

Dear Members,

I hope this note finds you well. As we move further into the year 2023, I wanted to take a moment to reflect on the current state of our industry and express my gratitude for your continued support to the HRAWI. I also wish to inform you that two of your Association's EC members including me, have been elected as part of new OB of FHRAI. To represent Western India, Mr Gurbaxish Singh Kohli will serve as FHRAI's Jt. Honorary Secretary and I will serve as its Vice President.

As we navigate through the residual challenges of the pandemic, I am proud to say that our industry has shown resilience and adaptability. With the implementation of stringent safety measures and the adoption of innovative technologies, we have continued to serve our guests while ensuring their safety. Despite the challenges, we have also seen some positive developments in our industry. The demand for experiential travel and unique culinary experiences has only increased and we must continue to innovate and offer new and exciting options for our guests.

After our meeting with the Hon. Tourism Minister last month, we are deliberating on the Minister's suggestions with regard to the State Tourism Policy. HRAWI has submitted recommendations on various aspects that will boost tourism and hospitality in the State including suggestions on strategies to attract tourists from adjoining States, the kind of projects with supporting infrastructure and connectivity that should be developed, and policy interventions on skilling locals in hospitality and tourism, among others. The Association has also suggested promoting themes and destinations to attract domestic and foreign travellers and strategies to spread tourism in districts other than Mumbai.

Your Association has always taken lead in taking initiatives for keeping members abreast of the developments in the industry. So, after five years of the GST implementation, HRAWI thought it to be an appropriate time for reflecting on the changes and implications of the new tax regime for the hospitality industry. For this, we organized seminars on the topic 'Bird's Eye View – 5 Years of GST In Hotel & Restaurant Industry' in Mumbai and Bhopal earlier this month. CA Jinit R Shah, who has over 15 years of practice in Chartered Accountancy led the seminars which were quite insightful.

For quite some time, the hospitality industry and its customers have been undergoing hardships on basis for usage of the copyright music. Multiple agencies have been claiming royalty for the same class of work or multiple agencies representing different class of works are demanding royalty for the same event or use. Through our apex Association - FHRAI, we are in the midst of a consultation process with the Department for Promotion of Industry & Internal Trade (DPIIT) on addressing these problems. A representation has been submitted



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to the Department with a request to design a single window system for collection of license fees and any other clearances at a fixed and reasonable cost. We are suggesting that the same should be collected by a centralized society and it should be the sole body for collecting the license fees. We have requested the Government to remove all the ambiguities in law to ensure a conducive environment for the enforcement of the Copyright Act in the country.

We wish to also inform you that the Government is deliberating a new e-commerce policy to bring changes in digital laws to address the evolving scenarios under e-commerce. HRAWI is an integral part of the discussion and is in the process of submitting recommendations to the concerned authorities. We are also in talks with the ONDC to leverage partnership opportunities for the benefit of the industry.

Among other activities, HRAWI has continued hosting FSSAI's FoSTaC training programmes for the benefit of its member establishments regularly. Last month alone, HRAWI hosted three training programmes and we plan to increase the frequency of the programmes across the Western region. More and more hospitality establishments are realizing the value in training staff in FoSTaC and HRAWI is committed to organizing these trainings to as many professionals as possible. Over the last six years, HRAWI has successfully trained and certified 2499 hospitality professionals from across India's Western region.

I would also like to take this opportunity to remind everyone of the importance of sustainability in our industry. As guardians of the environment, it is our responsibility to reduce our carbon footprint and promote sustainable practices. Let us continue to work towards a greener future for our industry.

Finally, I would like to express my sincere appreciation to all our members for their support to HRAWI. Your active participation and involvement have helped us to achieve our goals and fulfil our mission of promoting and supporting the growth of the hospitality industry in our regions. Let us continue to work together to overcome challenges and achieve success in the months and years ahead.

Best wishes,

Pradeep Shetty, President, HRAWI
