



DEPARTMENT OF TOURISM & CIVIL AVIATION
GOVERNMENT OF SIKKIM
PARYATAN BHAWAN – TADONG

No: 16 / T S CAD

Date: 06.10.2024

CIRCULAR

Sub: Modifications in the AtithiGIS portal and penalty for noncompliance under Rule 83 of the SRTT Rules

All tourism entities (hotels, homestays and other accommodation units) registered with the Tourism & Civil Aviation Department are hereby informed that the AtithiGIS portal has been modified for ease of guest registration and online collection and deposit of dues. The following features are now available:

1. **Guest Self Booking:** Each property can download a unique QR code from the "Guest Self Booking" menu and display it at the reception. Guests can scan it, or visit atithigisbooking.sikkim.gov.in, register through OTP and submit their own details. The property shall verify and accept the request and complete check-in.
2. **Payment menu:** Dues can be paid under three sections – One-time Settlement (for amounts collected in cash from guests not registered on the portal), Previous Dues (multiple pending dues can be paid together) and Current Week Dues.
3. **Guest payments:** Guests can pay at check-in through "Pay Now"/QR code, or any time before check-out.
4. **Reminders:** Automatic weekly reminders for pending dues will be sent by email and WhatsApp/SMS.
5. **E-Challan Facility:** E-Challan shall be issued in case of noncompliance.
6. **Guest Details Retrieval Facility:** A guest who previously checked in at the hotel can be located by entering a mobile number in the search bar. This feature helps complete the application form quickly with prior data.
7. **Simple registration form:** The registration form has been modified and made simple by removing unnecessary fields.
8. **Registration Message and Certificate:** After completing registration and payment, guests will receive notification via SMS and WhatsApp. An attractive certificate will be issued on behalf of the Tourism Department, including the name of the hotel where the guest stayed.
9. **Contact & Support Section-** Necessary email IDs and Mobile numbers have been provided to get instant customer support in case of technical issues being faced during registration and payment.

All entities are directed to enter guest details and clear all dues regularly through the portal. Attention is drawn to **Rule 83 of the Sikkim Registration of Tourist Trade (SRTT) Rules**, which provides:

"The department may conduct random online audits of the tourism entities periodically and those failing to comply with online fund collection and deposit shall be imposed a fine of Rs 5,000/- for the first month, Rs 10,000/- for the second month and shall lead to deregistration of the entity for non-compliance of the directives for 3 (three) consecutive months."

Entities with pending dues will be given a grace period of 15 days, followed by three weekly reminders. Entities that remain non-compliant after three reminders shall, after verification by the Department, be issued a penalty challan (E- Challan) as per the above rule.

This is issued with the approval of the competent authority.

By Order,

Sd/-

Shri Raj Kumar Yadav (IAS)
Commissioner-cum-Secretary
Tourism & Civil Aviation Department
Government of Sikkim

Memo No: 38 - 43 Copy to:

- PS to Commissioner-cum-Secretary, for kind information.
- PS to Secretary, for kind information.
- PS to PCE-cum-Secretary, for kind information.
- All District Tourism Officers, for wide circulation.
- Presidents of Hotel and Homestay Associations, for information of members.
- IT Section, for uploading on the Department website and AtithiGIS portal.
- Guard file.




Additional Director
Tourism & Civil Aviation Deptt.
Government of Sikkim
Gangtok
Tourism & Civil Aviation Department
Government of Sikkim