

PRESS RELEASE

The Department of Tourism and Civil Aviation has been receiving complaints from the tourists regarding the service standards in the hotels and increasing taxi fares. Complaints of such kind not only portray a bad image of the hotels and transport operators but also can tarnish the image of the State as a whole. A single bad experience can altogether nullify the effort of the Government and the Stakeholders involved towards taking tourism of the State to greater horizons through all these years. Since transport and accommodation constitute the most important element of the tourism industry, it becomes the responsibility of these two industries towards playing the pivotal role of captains of the industry for others to follow.

In view of the ongoing peak tourist season the Department of Tourism and Civil Aviation would like to appeal to all the hotel owners to meet the service standards to the tourists by maintaining proper sanitation and hospitality issues and the transport operators to refrain from excessive charging. We would also like to appeal to the travel agencies/tour operators and others involved in tourism promotion to maintain quality service which will go a long way in making Sikkim one of the most sought after tourism destinations in the Global market.

N. Yethenpa, IAS
Secretary,
Tourism & Civil Aviation Department,
Government of Sikkim