

GUIDELINES FOR REGISTRATION AS AN APPROVED TRAVEL AGENT/TOUR OPERATOR

1. ***Aims & Objectives*** – The aim and objective of registering the travel agent/tour operator is to encourage quality and standardization of their services offered to the tourists.
2. ***Definition*** – A travel Agency is one which makes arrangement of ticketing, for travel by rail, air, and ship, passports, visas etc .It may also arrange accommodation, tour entertainment and other tourism related services.
3. Application for registration shall be addressed to The Additional Secretary/ Prescribed Authority, Tourism Department ,Government of Sikkim, Gangtok
4. The registration as an approved tour operator shall be granted by the Department of Tourism , Government of Sikkim initially for a period of one year based on the verification report, recommendations of a Gradation Committee constituted vide Rule 49 of the Sikkim Registration of Trade Rules, 2008.
5. Application for renewal shall be addressed to The Additional Secretary/ Prescribed Authority, Tourism Department, Government of Sikkim.
6. The renewal will be granted for one year after inspection conducted by the prescribed committee at the District level with an application by the tour operator along with the requisite fee and relevant documents.
7. Documents received from the applicant will be scrutinized by the concerned officer. The inspection shall be conducted by the inspection team.
8. The following conditions must be fulfilled for grant of registration by the Department of Tourism:
 - i) The Tour operator has an office with a minimum of two qualified staff responsible for handling the office works. He should be well versed with matters related to promotion of tourism. In terms of transport, accommodation ,currency, custom regulations and general information about travel and tourism related services with effective communication skills.

- ii) There should be 100% local employment as per qualification and experience. In case of unavailability of local employees the tour operator should approach the Tourism Department for list of local youths who have undergone capacity/ skill development programme. Even after procuring these details if the tour operator fails to identify a suitable person for employment he may be allowed to hire a non-local person for a maximum period of one year. The details of employees with their bio-data should be sent to the department for information. The Department will review the employees list every six months. Tour operators should employ only local guides, trained and registered with the Department of Tourism, Government of Sikkim.
- iii) The minimum office space should be 150 to 200 sq ft. The office should be easily accessible to the tourists located within neat and clean environment. The office should have basic facilities required like telephone, computer, internet , fax machine. There should be enough sitting capacity for the visitors. There should be sufficient space for reception and easy access to the toilet.
- iv) Registration will be granted to the head office of the tour operator. Branch office will be approved along with the head office provided that the details of branch office are submitted to the Department of Tourism, Government of Sikkim.
- v) In order to streamline the tourist traffic and to ensure their safety and to render quality service permits for restricted and protected areas will only be issued to the tour operators /travel agents registered with the Tourism Department.
- vi) The decision of the Department of Tourism will be final and binding in the matter of registration.

GUIDELINES FOR REGISTRATION AS APPROVED HOTELS

1. ***Aims & Objectives*** – The aim and objective of registering the hotels is to encourage quality and standardization of their services offered to the tourists.
2. ***Definition:*** Hotel is an establishment where a customer is provided with accommodation, food and other services like laundry etc in return for payment
3. Application for registration shall be addressed to The Additional Secretary/ Prescribed Authority, Tourism Department ,Government of Sikkim, Gangtok
4. The registration as an approved hotel shall be granted by the Department of Tourism , Government of Sikkim initially for a period of one year based on the verification report, recommendations of a Gradation Committee constituted vide Rule 49 of the Sikkim Registration of Trade Rules, 2008.
5. Application for renewal shall be addressed to The Additional Secretary/ Prescribed Authority, Tourism Department, Government of Sikkim
6. The renewal will be granted for one year after inspection conducted by the prescribed committee at the District level with an application by the Proprietor of Hotels/ restaurant along with the requisite fee and relevant documents
7. Documents received from the applicant will be scrutinized by the concerned officers. The inspection shall be conducted by the inspection team.
8. There should be 100% local employment as per qualification and experience. In case of unavailability of local employees the hotel owner should approach the Tourism Department for list of local youths who have undergone capacity/ skill development programme . Even after procuring these details if the hotel owner fails to identify a suitable person for employment he may be allowed to hire a non-local person for a maximum period of one year. The details of employees with their bio-data should be sent to the department for information. The Department will review the employees list every six months.

9. Registration will be granted to the head office of the hotel owner. Other hotel chains within Sikkim will be approved along with the main office provided that the details of branch hotels are submitted to the Department of Tourism, Government of Sikkim.
10. Hotels registered with the department will be entitled to incentives and concession as may be granted by the Government from time to time with terms and conditions laid down by the Government.
11. The decision of the Department of Tourism will be final and binding in the matter of registration.

NOTE: THE GRADING SYSTEM FRAMED IS APPLICABLE ONLY WITHIN THE STATE OF SIKKIM AND ANY CLAIM FOR CLASSIFICATION OF STAR CATEGORY AT THE NATIONAL LEVEL HAS TO BE DONE THROUGH MINISTRY OF TOURISM, GOVERNMENT OF INDIA

GRADE

<i>Checklist For Facilities & Services of hotels</i>	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>Comments</i>
Establishment should have necessary trading licenses						
Reception Area	N	N	N	N	N	
Conference	N	N	D	D	-	
Banquet Hall	N	N	D	-	-	
Lounge	N	N	N	D	D	
Facility for Physically Challenged Person	N	N	N	D	D	
Provision of Clock rooms for ladies and gents separately in public areas	N	N	N	-	-	
Water purifying system	N	N	N	N	N	
In house laundry	N	N	D	-	-	
Emergency exit	N	N	N	N	N	
Parking areas	N	N	N	D	D	
Health club	N	N	D	-	-	
Library	D	D	D	-	-	
Boutique shops	N	N	D	-	-	
Garden	N	N	N	-	-	
<i>Guest Room</i>						
Minimum 10 letable rooms	N	N	N	N	N	
Minimum size of bedroom excluding bathroom in sq. ft	150	150	120	120	100	
A clean change of bed and bath linen daily & between check ins	N	N	N	N	N	Gr C&D change of linen on alternate days necessary between each check-in
Minimum bedding 2 sheets , pillow & case blanket	N	N	N	N	N	

,mattress protector/ bedcover						
Sufficient lighting	N	N	N	N	N	
A bedside table & drawer	N	N	N	N	N	
TVs with remote – cable if available	N	N	N	D	D	
A writing surface with sufficient lighting	N	N	N	-	-	
Chairs	N	N	N	-	-	
Wardrobe with minimum 4 cloth hanger per bedding	N	N	N	N	D	
Waste paper basket	N	N	N	N	N	
Curtains at all windows	N	N	N	N	N	
Drinking water and one glass tumbler per guest	N	N	N	N	N	
Mirror at least half length -3”	N	N	N	N	N	
Stationery folder containing stationery and envelopes	N	N	N	D	D	
Do not disturb notice	N	N	N	-	-	
Night spread bed cover with nightly turn down service	N	N	N	-	-	
Safe deposit in room	N	N	N	-	-	
Mini bar fridge	N	D	D	-	-	
Iron and ironing board on request	N	N	D	-	-	
Bath rooms						
Percentage of rooms with dedicated private bathroom	100%	100%	100%	75%	25%	
Minimum size of bathroom in sq ft	45	36	30	30	30	
Communal bathrooms on same floor for grades D&E Access not through kitchen areas , public areas etc				N	N	

24 hrs hot and cold running water	N	N	N	N	N	
Energy saving lighting	N	N	N	N	N	
One bath towel and one hand towel with guest toiletries to be provided	N	N	N	N	N	Grade D&E toiletries not necessary
Floor and walls to have non porous surfaces	N	N	N	N	N	
Public areas						
Conference facilities	N	N	D	-	-	
Accommodation, food and beverages and other tariff available	N	N	N	N	N	
Heating and cooling to be provided in public areas				-	-	
Public rest rooms for ladies and gents with clean towel and soap and wash basin with running hot and cold water and waste bin with lid	N	N	N	D	D	
Facilities for aurally and visually handicapped	N	N	D	D	D	
Multi-cuisine restaurant on premises	N	N	N	D	D	
24 hr coffee shop	N	D	D	-	-	
Room service	N	N	D	-	-	
Crockery and glassware un-chipped	N	N	N	N	N	
Cutlery of good quality	N	N	N	N	N	
Bar	N	N	-	-	-	
Kitchen						
Refrigerator with deep fridge	N	N	N	N	N	
Segregated storage of meat , fish and vegetables	N	N	N	N	N	
Tiled wall, non slip floor	N	N	N	N	N	
Head covering for production staff	N	N	N	N	N	
Daily germicidal cleaning of floors	N	N	N	N	N	
Clean utensils	N	N	N	N	N	

Six monthly medical checks for production staff	N	N	N	N	N	
Ventilation system	N	N	N	N	N	
First aid training for all kitchen staff	N	N	N	N	N	
Drinking water treated with UV+ or filtration	N	N	N	N	N	
Segregation of garbage	N	N	N	N`	N	
Staff quality						
Staff uniform	N	N	N	D	D	
Front office staff –English speaking	N	N	N	N	N	
Percentage of staff minimum one year certificate course from Government recognized hotel and catering institutes	30	25	20	15	10	
Staff welfare/facilities						
Staff cafeteria						
Staff locker rooms						
Toilet facilities	N	N	N	N	N	
Guest services						
Valet service to be available	N	N	D`	-	-	
Laundry and dry cleaning service	N	N	D	D	D	
Acceptance of common credit cards	N	N	N	-	-	
Public telephone on premises	N	N	N	D	-	
Doctor on call	N	N	N	N	N	
Access to travel desk facilities	N	N	N	D	-	
Left luggage facilities	N	N	N	D	D	
<i>Safety and security arrangement</i>						
Smoke detector	N	N	N	N	N	
Fire alarm	N	N	N	N	N	
Fire fighting equipment	N	N	N	N	N	
Intercom	N	N	D	D	D	

Note: N-Necessary
D-Desirable

Medical fitness certificate of the employees to be renewed annually

CHECKLIST FOR FACILITIES AND SERVICES FOR RESTAURANTS

GENERAL	A	B	C	D	COMMENTS
All establishment to have necessary trading license					
Full time operation 7dadays a week	N	N	N	N	
Parking facility	N	N	D	D	
Toilet facility	N	N	N	N	
All floor surface clean and in good condition	N	N	N	N	
Air conditioning	N	N	D	-	
Multicuisine	N	N	D	-	
Table height					
Chair Height18”	N	N	N	N	
Sufficient Lighting	N	N	N	N	
Pantry area	N	N	N	N	
Fire exit	N	N	N	N	
Fire extinguisher	N	N	N	N	
Ventilation	N	N	N	N	
Kitchen					
	N	N	N	N	
Segregated store for meat, fish, vegetables and other food items	N	N	N	N	
Wash basin for food items	N	N	N	N	
Garbage disposal facility	N	N	N	N	
Pest control every 6 months	N	N	N	N	
Receiving store to be clean and distinct from garbage are	N	N	N	N	
Unchipped crockery and cutlery and glassware	N	N	N	N	

Filtered drinking water	N	N	N	N	
Clean linen	N	N	N	N	
English speaking food and beverage staff	N	N	D	D	
Percentage of staff with minimum one year certificate course from food craft institute/IHM	100%	75%	50%	25%	
staff facilities					
Staff rest room/cafeteria	N	N	D	D	
Toilet facility	N	N	N	N	
Staff uniform	N	N	D	D	
	N	N	N	N	
Hand gloves for service staff	N	N	D	D	
First aid training for all staff	N	N	N	N	
Six monthly medical checks for all staff	N	N	N	N	
Other facilities					
Facilities for physically challenged	D	D	D	D	
Adoption of eco friendly practices	N	N	N	N	

Note: Medical fitness certificate of the employees to be renewed annually

GRADATION FOR TRAVEL AGENT/TOUR OPERATORS

FACILITIES AND SERVICES	A	B	C	D	REMARKS
General					
Maximum paid up capital	1,00,000	1,00,000	50,000	50,000	
Should be in operation for a minimum period	10 yrs	5yrs	1 yr	-	
Annual turnover	5,00,000	2,00,000	1,00,000	-	
Minimum office space 150-200sq ft	N	N	N	N	
Located in clean surroundings	N	N	N	N	
Parking space	D	D	D	D	
Should be in full time operation 7 days a week	N	N	N	N	
Office should be under charge of a full time member/staff who is adequately trained/experienced in matters regarding transport Currency, Custom, regulation & general information about tourism related services.	N	N	N	N	
Effective communication skills in English & Hindi	N	N	N	N	
Other foreign language	D	D	D	D	
At least 2 qualified staff with diploma in travel management from recognized university	N	N	D	D	
Office equipment					
Telephone	N	N	N	N	
Computer	N	N	N	N	
Fax machine	N	N	D	D	
Internet connection	N	N	D	D	
Reception area with sufficient chairs	N	N	N	N	

Trained regional guide	N	N	N	N	All tourists must be accompanied by trained guides
<i>Safety and security</i>					
Fire safety measures	N	N	N	N	
First aid kit	N	N	N	N	
Other facilities					
Acceptance of common credit card	D	D	D	-	
Money exchange facility	D	D	D	D	

Marking system for hotel gradation

<i>Criteria</i>	<i>Maximum marks</i>	<i>Score</i>	<i>Remarks</i>
Premises	7		
Guest rooms	8		
Public areas	5		
Bathrooms	8		
Food and beverage	7		
Kitchen	7		
Cleanliness	8		
Hygiene	8		
Safety and security	8		
Communication	7		
Guest services	5		
Eco friendly practices	5		
Facilities for physically challenged	5		
Local employment	5		
Staff quality	7		
Total	100		

Marking system for Restaurant Gradation

<i>Criteria</i>	<i>Max. Marks</i>	<i>Score</i>	<i>Remarks</i>
Premises	7		
Public areas	5		
Bathrooms	8		
Food & beverages	10		
Kitchen	8		
Cleanliness	8		
Hygiene	8		
Safety & security	8		
Communication	5		
Guest Services	8		
Eco friendly practices	5		
Local Employment	5		
Facility for physically challenged person	5		
Staff quality	7		
Total	100		

Marking system for Travel agency/Tour operator

Criteria	Maximum marks	Score	Remarks
Exterior and premises	10		
Guest services	10		
Communication	10		
Furniture and fixtures	10		
Office equipment	10		
Safety and security	10		
Staff quality	10		
Promotional material	10		
Local employment	10		
Eco-friendly practices	10		
Total	100		