GOVERNMENT OF SIKKIM
TOURISM & CIVIL AVIATION DEPARTMENT
PARYATAN BHAWAN
TADONG - 737102
Gangtok, SIKKIM
www.sikkimtourism.gov.in
Phone No: 232218, Fax: 232216

Ref No. 162 | T&CAD

Date: 29.08.2026

OFFICE ORDER

With the approval of the competent authority, in order to ensure the smooth implementation of digitalisation and simplification of services, the following shall be implemented or adhered to, effective from September 1, 2026:

Online Services:

- Physical movement or submission of applications for the registration of **Hotels & Resorts, Bed & Breakfasts, Service Apartments, Holiday homes, Home stays, Restaurants,** shall be discontinued. All applications shall be submitted and processed online using Single Sign on (SSO) Portal.
- The Bank Receipt System shall be discontinued with effect from **September 1, 2026.** An online payment gateway facility is available in the system for all online services. However, if a physical application is submitted by the applicant, designated staff shall process the application through the online mode only for all the above services.

Offline Services:

- The physical movement or submission of applications for the registration of Travel Agents, Adventure Tour Operators, Outdoor Photographers, all Tourist Guides, Cooks, and other services that are not yet available online shall continue as usual.
- However, the Bank Receipt System (SBS Bank) for these cases shall be discontinued, effective September 1, 2026 (Refer rule 10(2) Sikkim Financial rules 2025). QR Codes with sound boxes will be used for such payments to ease the process. QR payment receipts shall be accepted as the sole proof of payment.

All concerned DTOs and TICs are directed to ensure strict compliance with the above instructions and facilitate a smooth transition to the digital payment and services delivery system, thereby ensuring ease of doing business for all tourism stakeholders.

DEPTT. OF TOURISM & CIVIL AVIATION ★ GANGTOK ★ GOVT. OF SIKKIM

Additional Director
Homestay & Hospitality Section
Tourism and Civil Aviation Department
Government of Sikkim

Additional Director
Tourism and Civil Aviation Deptt
Government of Sikkim
Gangtok

Copy for information to:

1. PS to the Commissioner cum Secretary, DOT&CAv
2. PS to the Secretary, DOT&CAv
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