

Respected Sir/Madam,

We want to know the following :-

1. What are the rights of a Indian tourist against the hotel? (If He/she is not a client of that hotel)
2. What are the rights of a Indian tourist against the hotel? (If He/she is a client of that hotel)
3. What if the hotel staffs fight/misbehave with tourist?
4. What if the tourist doesn't file complaint at the time of fight or misbehave?
5. What all punishment are there for hotel for fight or misbehave with tourist?
6. Where tourist can file complaint?
7. How much time it will take to punish hotel?
8. Will anyone check the CCTV Camera of Hotel for such incidences?
9. If anyone file complaint against hotel for misbehave and what all procedure?
10. If anyone want to file a complaint against a hotel in kullu but the complainer is from Delhi, how the complainer got to know what all procedure is going or how can he/she get to know if anyone gave punishment to the hotel ?
11. Can tourist file a complaint by RTI ?
12. What if a hotel staff will abuse, misbehave or Fight with a female?
13. Is there is any law in which tourist can use the washroom of any hotel if He/she is not a client of hotel?
14. Is there any law in which hotel can deny using their washroom to female?
15. Is there any law in which hotel can deny using their washroom to male?
16. What if a hotel staff will abuse, misbehave or Fight with Indian tourists who are not his client?
17. Is there is any law in kullu near bus stand in which hotel can deny to use their washroom?

I am attaching the copy of my complaint with the RTI please reply as soon as possible.

Regards,
Akshay Jain
+91-9311355884



Copy of Complaint sent to Himachal Pradesh Tourism Board (Director)

To,
Himachal Pradesh Tourism Board (Director)
Tourism & Civil Aviation Department,
Block No. 28, SDA Complex,
Kasumpti, Shimla-171009
Ph.: 0177 - 2625864.

Respected Sir/Madam,

This is to draw the kind attention of the authorities towards the bad experience I had at **Hotel Malabar, Near Kullu-Manali Airport, Bhuntar, Distt- Kullu (H.P.) Ph: 01902-266199, 265899** on my way back to **Delhi** from **Manali** on **23 April 2017**. I was travelling with a group of 6 friends from Manali when our bus stopped near the hotel and one of my female friend pleaded at the hotel reception to use the washroom as the surrounding of the place was neither hygienic nor safe.

Even after multiple requests he denied the access to washroom to which we told him very politely that it was our lawful right (**According to Indian Sarais Act, 1867 any individual can ask for water free of charge from any hotel at any time for themselves and their pets. Furthermore, he or she can use the washroom for free, and no one can stop them. It is your right to demand water from any hotel at any time.**) and we shall complaint and we left the place and headed towards our bus meanwhile he called a group of local goons and started to fight and abuse us when my other friends intervened, he started being physical and molested our female friends with foul language.

It is appalling to witness such an incident for tourists in such a manner. We have been both shocked and disappointed to have been treated in such a way and believe that you should be made aware of the whole incident.

I trust that this is not the way a hotel should treat tourists and you will mention my concern with the authorities. I am open to discussing the matter further and hope that you will come up with a decision and prevent such incidents in future.

I look forward to hearing from you

Akshay Jain
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