DIRECTORATE OF ESTATES, M/O URBAN DEVELOPMENT, GOVERNMENT OF INDIA

Online Guest Accommodation Booking System

[User Manual For Applicants]

Document Prepared By – Sunil Babbar, Scientist 'C', NIC Document Reviewed and Approved By – A.N. Mishra, Senior Technical Director, NIC [Last Updated on June 2011]

This web application is designed and developed by Urban Development Division of National Informatics Centre for the Directorate of Estates.

1. Introduction

Directorate of Estates is an attached office of the **Ministry of Urban Development**. It is responsible for the administration and management of the office buildings and residential accommodation of Government of India in the metropolitan cities of Delhi, Mumbai, Calcutta and Chennai and five other cities/towns namely Shimla, Chandigarh, Ghaziabad, Faridabad and Nagpur. There are around 60,000 general pool residential government quarters in Delhi, allotment of all these quarters done by the Estate office.

One of the facilities provided by the Directorate of Estates is the facility of Holiday Homes and Touring Officers Hostel at various locations in India. This facility is offered to following category of officials:

- a. Sitting Member of Parliament
- b. Central Govt. employees (on official visits)
- c. Serving Central Govt. employee (on leave, LTC or personal visits)
- d. State/PSU employees (on duty/leave)
- e. Retired Government Employees

This web application has been Developed to provide information about Holiday Homes and Touring Officers Hostels and their booking. Through this website Directorate of Estates welcomes online application registration for booking of Holiday Homes and Touring Officers Hostels. The online registration facility is currently available for 17 stations across India.

2. <u>Audience</u>

The targeted audiences of this web application are:

- **a.** Applicants (Category of officials as mentioned in the Introduction, to whom Holiday Homes and Touring Officers facility is offered)
- **b.** Booking agencies of Directorate of Estates (authorized to confirm bookings)
- **c.** Section responsible for web content updation (Content Manager)
- **d.** Web Application Administrator

3. Facility Provided by Web Application

S.No.	Facility	Link/Section	Audience(s)
1.	Introduction about web application	About Us	Applicants, Public, Content Manager
2.	Information about Holiday Homes and Touring Officers Hostel (Locations, Rates, Booking Agencies, Booking Method, etc.)	Holiday Homes	Applicants, Public, Content Manager
3.	To check the Availability status for the required period of stay	Check Availability	Applicants
4.	To read about the steps of online booking	Apply Online	Applicants
5.	To apply online for the registration of Booking of Holiday Homes / Touring Officers Hostel	Apply Online	Applicants
6.	To Know about demand and Availability statistics for the period	Apply Online	Applicants
7.	To check the status of Booking Request	Apply Online	Applicants
8.	To Confirm, Reject, Cancel bookings	Booking System	Booking Agencies
9.	To Generate Bank Challan	Booking System	Booking Agencies
10.	To Diary received booking applications	Booking System	Booking Agencies
11.	Master Data Updation	Booking System	Application Administrator
12.	Internal Reports	Booking System	Booking Agencies
13.	For package offers on Holiday Homes / Touring Officers Hostel	Holiday Package	Applicants, Public, Content Manager
14.	To provide feedback – Queries, Suggestions and Complaints	Feedback	Applicants, Public
15.	For changing header, footer, labels on the web page	Site Management	Web Administrator
16.	Help Section	Help	Applicants, Public, Content Manager

4. Operating Instructions for Applicants

4.1 How to Start the Application

To start the application, type the following URL in the Internet browser:

http://holidayhomes.nic.in

As soon as you open the above link, the home page will appear. User can access the various as per requirements. The home page screen is shown below.



Home Page Screen

Home page screen is used as gateway to provide information about Holiday Homes and Touring Officers Hostel and option to register online for some stations. The Home page has following options:

About Us	You will get general introduction about the web application
Holiday Homes	On clicking this link, a PDF file will open. This file will have further links
	to provide information about Holiday home as well as touring officers
	hostel
Check Availability	Through this option you can check the availability and demand for the
	Holiday Homes / Touring Officers Hostels for the dates you want. This
	facility is available for the Holiday Homes / Touring Officers Hostels,
	booking registration for whom have been made online. This facility is
	available for maximum of 90 days from the current date.
Apply Online	On clicking this option you will get the options to checks the steps of
	booking, Apply for registration of Booking, Check the status of
	application and Check the demand and availability
Booking System	This is a link for internal system for Directorate of Estates
Holiday Package	Through this option you can check if any Holiday Packages are offered
	by Directorate of Estates
Feedback	You can provide your feedback about the web application as well as
	about the Holiday Homes / Touring Officers Hostel, through this option
Site Management	This link is for Site Administrator
Help	You can find instructions, manuals etc. which will help you in using this
	system
Images on the Right	Image is displayed as main image on home page when you click on it

<u>4.2</u> About Us - When you click About Us following About Us screen will come:

) (http://holidayhomes. nic.in /aboutus.aspx?id=3e6	・ ク マ C × _ <i>(</i> Holiday Homes	X International		
Curst Accounted ation Booking System	CENTRAL GOV director	/ERNMENT HOLIDAY HOMES A Rate of estates, M/0 urban devel	ND TOURING OFFICERS HO opment, government of india	STEL
out Us Holiday Homes Check Availability A	ply Online (Under Test) Booking 9	System Holiday Package Feedback	Site Management Help	Home
US				
Directorate of Estates is an attached offic	of the Ministry of Urban Dev	elopment.		
One of the facilities provided by the Direct following category of officials :	orate of Estates is the facility	y of Holiday Homes and Touring O	ficers Hostel at various location	is in India. This facility is offered to
a. Sitting Member of Parliament				
b. Central Govt. employees (on official vis	ts)			
c. Serving Central Govt. employee (on lea	e, LTC or personal visits)			
d. State/PSU employees (on duty/leave)				
e. Retired Government Employees				
This web application has been Developed Estates welcomes online application regis stations across India.	o provide information about l ration for booking of Holiday	Holiday Homes and Touring Office Homes and Touring Officers Host	rs Hostels and their booking. Th els. The online registration facili	rough this website Directorate of ity is currently available for 17
	© 2010. Softwar	re application Designed & Developed by National Informati	s Centre, Govt. of India	

About Us Screen

<u>4.3</u> Holiday homes – When you click Holiday Homes link, a PDF file will open up as pop up window as shown below:



Holidayhomes PDF Screen

Through the links available on Holiday Homes PDF Screen you will get the following information on clicking the respective links:

Holiday Homes	On clicking this link, a PDF file will open. This file will provide
	information about Holiday homes
Touring Officers Hostel	On clicking this link, a PDF file will open. This file will provide
	information about Touring Officers Hostel
Terms and Conditions of Allotment	This link will provide information on 'Terms and Conditions of Allotment'
Rates	Through this option you will be able to know the charges / rates for Holiday Homes and Touring Officers Hostel
How to Apply	This link will guide you to the steps required for applying for Holiday
	Homes / Touring Officers Hostel
Location Maps and	Link to the information about Location Maps and Picture Gallery of
Picture Gallery	Holiday Homes / Touring Officers Hostel. You will able to know where
	this accommodation is located.
Forms	Physical Form in Hindi and English for applying to stations other than
	DoE Delhi, Chennai and Shimla in case of Holiday Homes and DoE Delhi
	and Chennai in case of Touring Officers Hostel
Complete List	This link will provide Consolidated Information on Holiday Homes /
	Touring Officers Hostel

<u>4.4</u> Check Availability – When you click this link following page will open where you will have to select the Holiday Homes / Touring Officers Hostel and then select the booking Agency for that accommodation and then give the period for which you want to know the availability and demand:



Demand Availability Screen

Please select the Guest Accommodation, Booking Agency and Period for which you want to check the demand – availability and press 'Report' Button. Booking Request From Date and Booking Request From To dates are to be specified since these are mandatory columns. Calendar for these dates are active for the allowed range of 90 days from the current date, for the period you can check the status. You will get the following report in new window which can be printed by clicking a 'Print' Button at the bottom of the report page.

Demand Availability Report provides the following information:

- Total No. of Rooms with their Types available for Online Booking Request at Guest Accommodation /Touring Officers Hostel, with the selected Booking Agency
- Total no. of Rooms available and Booked with their Types on a particular day
- Total Pending Demand on a particular day

You need to click the + against the figures to see the Types of Rooms.

	http://holidayhomes. nic.in /Report	BnAStatistics.asp D + C X Booking and Availability Statist	iReport X
		Unline Guest Accommodati Mussoorie Holid/	ON BOOKING SYSTEM AY HOME
Demand-Cun Status as on:	n-Availability Statistics 08/06/2011		
Booking Age	ncy: DOE-DELHI		
Types of Roo	m Available: DOUBLE BED ROOM N	INCY OTTERED FOR ADVANCE BOOKING: 4 ION-AC [2] / DOUBLE BED SUITE NON-AC [2]	
		Availability	Pending Demand
Days	No. of Rooms already allotted	Number of Rooms available for advance booking as on date	Total no. of pending application already registered online for advance booking as on date
		4 🖻	
08/06/2011	0 🖽	Available Rooms Type of Rooms 2 DOUBLE BED ROOM NON-AC	0
		2 DOUBLE BED SUITE NON-AC	
09/06/2011	0 🕀	4 🕫	0
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Demand Availability Report Screen

<u>4.5</u> Apply Online – After click on this link following screen will be displayed to you. You have to read 'Steps and Terms and conditions of Allotments' before making the online request. Through this screen user can Apply for Booking, Check Booking Status and also see the Demand and Availability report.



Apply Online Welcome Screen

<u>To read the instructions click the link ' Click to Read the Steps and Terms and Conditions of Allotments'</u>

To apply online select the button 'Apply for Booking' following screen will come

tow To Apply Please Read the Instructions Before Applying: STEPS - HOW TO APPLY ONLINE Image: Steps - HOW TO APPLY ONLINE Connect to website WWW.ESTATES.NIC.IN >HOLIDAY HOMES > APPLY ONLINE Step I Register your request for advance reservation by filling ONLINE Step I Register your request for advance reservation by filling ONLINE Step I After pressing the SubJUMT Button.take a print of the application	tow To Apply Please Read the Instructions Before Applying: STEPS - HOW TO APPLY ONLINE STEPS - HOW TO APPLY ONLINE Connect to website WWW.ESTATES.NIC.IN >HOLIDAY HOMES > APPLY ONLINE Step I Register your routes to advance neeroation by filing ONLINE APPLICATION FORM. Applicant can select any Booking agercy if the available given rolutes is an per to generate by the convertence. Step II After pressing the SUBMT Buttor, take a print of the application form can also be generated from the button available in CHECK	Holiday Homes Online Encer According Tooling System	How 16	CENTRAL GOVERNMENT HOLIDAY HOMES AND TOURIN Directorate of estates, m/o urban development, gove	G OFFICERS HOSTEL ERNMENT OF INDIA	Back
STEPS - HOW TO APPLY ONLINE Image: Connect to website WWW.ESTATES.NIC.IN >HOLIDAY HOMES > APPLY ONLINE Step 1 Application advance reservation by filling ONLINE Step 1 Applications bester any Booking agency (from the available given choices) as per his convenience. Step 1 After pressing the SubJUME Button. Label agring of the application	STEPS - HOW TO APPLY ONLINE STEPS - HOW TO APPLY ONLINE Somect to website WWW.ESTATES.NIC.IN > HOLIDAY HOMES > APPLY ONLINE Step 1 Register your requests for advance reservation by filling ONLing agency (from the available given choices) as per his convenience. Step 11 After pressing the SUBMIT Button, take a print of the applicant from the button available in CHECK	юм то Арріу	Ple	ase Read the Instructions Before Applying:	- 100	
Connect to website WWW.ESTATES.NIC.IN > HOLIDAY HOMES > APPLY ONLINE Step I Register your results for advance reservation by filling ONLINE APPLICATION FORM. Applicant can select any Booking agency (from the available given choices) as per his convenience. Step II After pressing the SUBMIT Button. state a print of the application	Connect to website WWW.ESTATES.NIC.IN > HOLIDAY HOMES > APPLY ONLINE Step 1 Register your request for advance reservation by filling ONLINE applicant can select any Booking agency (from the available given choices) as per his convenience. Step II After pressing the SUBMIT Button, take a print of the application form generated by the computer system. Copy of the applicant form can also be generated from the button available in CHECK		5	STEPS - HOW TO APPLY ONLINE		
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Dich ii	form can also be generated from the button available in CHECK		Step I Step II	Register your request for advance reservation by filing ONUNE APPLICATION FORM. Applicant can select any Booking agency (from the available given choices) as per his convenience. After pressing the SUBMIT Button, take a print of the application		

Apply Online Instructions Screen

<u>Read the instructions and Press button 'I Agree', you will get the following screen for filling</u> up the form. If do not want to continue press 'Cancel' button and website will be closed:

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Holiday O	Homes Booking System	CENTRAL GOVERNMENT HOLIDA' DIRECTORATE OF ESTATES, M/o U	Y HOMES AND TOURING OFFICERS HOSTEL RBAN DEVELOPMENT, GOVERNMENT OF INDIA
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Booking Request Deta	ail		
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ccommodation at *	Select Guest Accommodation	Check Out Date	
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ame •	2. *	Identity/PPO No. *	Office Fax
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Booking Application Screen

You can apply for accommodation through the this **screen**. Red marked fields are mandatory. Though there are four sections provided to the user under this screen but only 2 are visible by default and once you completely fills the two shown on screen two more will appear and screen will look like as shown below:

Holiday Online Guest Accommode	Homes atlea Booking System	CENTRAL GOVE	ERNMENT HOLIDA DIREC	Y HOMES AND) TOURING OFF. TES	ICERS HOSTEL	-
* Indicate Mandatory fiel	lds						Back
Booking Request [Detail						
Guest Category *	CENTRAL GOVERNMENT SERVING	Check In Date	• 24/12/2009		Visit Purpose LTC	- PERSONAL	~
Accommodation at *	DELHI HOLIDAY HOME	Check Out Date	• 29/12/2009				
Booking Agency *	DOE-DELHI	No of Nights					
Unit Type *	Double Bed Room AC	*					
Applicant Detail							
Name •	MR Y RAM	Identity/PPO No. •	RAM001/NIC		Office Fax		
Designation *	PROGRAMMER	Office Name *	NIC				
Mobile *	9999999999	Office Address *	NIC CELL, ROOM NO	1, gate no 1, nii	RMAN BHAWAN,		
E-Mail	RAM@GMAIL.COM	Office Phone *	0119999999		Applicant Visiting	Yes	*
Members Detail							
Salutation	Name	Sex	Age	Relationship	Cle	ear Member	
MR ¥	RAM	Male 💙	25 s	ELF	*		
MR ¥		Male 💙	E	AMILY	✓ Cl	ear Member	
MR ¥		Male 🗸	E	AMILY	✓ Clean	ear Member	
MR 💙		Male 💙	E	AMILY	✓ Cl	ear Member	Add Member
Payment Details							
These field can be filled on printed output.							
Demand Draft							
Demand Draft No •		Bank	Name •				
Demand Draft Date							
Amount *							
		Sub	mit				
NIC	© 2009. Software	e application Designed	& Developed by Nati	onal Informatics (Centre, Govt. of Ind	lia	

Booking Application Screen - 2

These four sections to be filled by the applicants are as follows:

Booking Request Detail: You will have to select in the order of 'Guest Category', 'Accommodation At', 'Booking Agency', and 'Unit Type' then the fields 'Check In Date', 'Check Out Date' and 'No. of Nights' will become active. You have to select Check In and Check Out Date using the calendar attached and can clear the dates using the button for clearing dates, attached next to calendar.

Applicant Detail section will be enabled after all the fields of Booking Request Detail section has been filled up.

Applicant Detail: This section is for entering the Name, Designation, Mobile No., Email Address, Identity/PPO No. (Identity card no. in case of serving and PPO no. in case of retired persons), Office Name, Office Address, Office Phone, Office Fax, Grade Pay. Then you have to select whether Applicant will also be visiting at Guest Accommodation or not, under the field 'Applicant Visiting'

When user select yes option in 'Applicant visiting' field, Members Detail section will show the self entry with all the details otherwise before entering Members Details you will have to fill the block shown below:

ID Type 🔸	CGHS CARD COPY	ID No *	ID Issued By *	

In this block you have to select the ID Type, ID No., ID Issued By. These are the details about the ID which one of the dependent family members will be carrying during their stay in Guest Accommodation.

Members Detail: After the completion of the entire above blocks 'Members Detail Block' will be activated. In this block details of the members who will be visiting, has to be entered. These details are Salutation, Name, Age, Sex and Relationship. Clear Member button has been given to clear the details of member.

To add more members than the space available on form click button 'Add Member'

Payment Details: After the completion of the entire above blocks 'Payment Detail Block' will be activated. This block is optional, you can fill the details under this block if have the details otherwise you can leave this block entirely empty. In case you decided to fill this block then all the fields in this block are to be filled.

After filling the form Click on 'Submit' button following pop up screen will appear:



Application Submission Confirmation

This shows that your request has been successfully submitted. Kindly note down this Booking Request ID and Click on 'Ok' button and Your Application for booking will come up as shown below:

Government of India Directorate of Estates APPLICATION FOR ADVANCE BOOKING OF ACCOMMODATION AT KOLKOTA GUEST HOUSE								
1)								
-/ Booking Reques	t Details							
Booking Reques	tID	KL20100003	Dated	06/01/2010	Room Type	SINGLE BED ROOM AC		
Check In Nature of Visit		26/01/2010 LTC - PERSONAL	Check Out Request Sent to	29/01/2010 DOE-KOLKATA	No of Nights	3		
2)								
Applicant's Part	icular							
Guest Category	,	CENTRAL GOVERNME	NT RETIRED		ID Card/PPO No.	ABC111/1		
Name		TEST			Designation	TEST		
Office		TEST			E-mail			
Phone		123442344	Fax		Mobile	21345		
Address for Con TEST	nmunication							
C No Norre	<u>rs</u>	And Deletionali						
S.No Name	TECT	Age Relationshi	CELE					
2	A	21	EAMTLY					
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Pavment Deran	s (Demanu Drai	t / cheque/(Not Keruhuai	ne)					
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DD No. Bank (A)I declare that according period. I und Fee as dimages as accommodation is not (5) I declared that th arrangement is availe my DDO to deduct eg	mmodation asked for ertake to vacate the lecided by The. of E utilized by me, after : e information given a ble and to pay the a ual amount from my s	r the Guest House/Holiday Home, , accommodation as per Cleedi-Out t submission of the application. tobove is correct and nothing has be pplicatile charges directly to the co alary and remit the same to the Ott	Date Date	claration guests, as declared above. I will be re but the written permission of the Allocan at i will not be entitled to chame refu by the terms and conditions governin thdraw my application for booking. In c	Amount(in Rs.) assorbible to make good any lose/demoge g dutpinity, otherwise L'amilt members/r nd of the sidvanced booking amount and o the sidvanced booking amount and the sidvanced to bake to take the cheque (given by me as advance	0 to properly, fotures fittings furnishings, during y guests will be liable to pay manifelt stee of Lio I will not ask for the refund in case the reque meals, etc. In the Holiday Home/Hostell, if cas payment) is distingnoured for any reason, i auth		
DD No. Bank (A)I declare that acco booking period. 1 und Fee as dimages as accommodation is not accommodation is not accommodation is not booking period. 1 und (5) I declared that is my DDO to deduct eq 3)	immodation asked for erfake to vacate the lecided by Dite. of E Utilized by me. ofter a Utilized by me. ofter a bie and to pay the a ual amount from my s	r the Guest House/Holdsy Home, accommodistion as per Cleak-Out States and face physical evidion i blove is correct and nothing has be plicable charges directly to the ca alary and remit the same to the Div	Date Deter Will be occupied by me/family members and me specified above. I will not over stay with nor the occupied premises. I are aware th enconcested / mispinted. I shall also abid encyficaratiker. Underskie that i will not wi of Exists, on receipt of their demand.	claration guesta, as declared above. I will be re but he written permission of the Aldein at i will not be autibled to clarem refu by the terms and conditions governin thdraw my application for booking. In c	Amount(in Rs.) apponsible to make good any loss/demage g Authony, otherwise Ufamilt memberary of of the solvance booking amount and ing this alisitment. I also undertake to take case the okeque (given by me as advance	0 to property, fortures, fittings, furnishings, during y guests will be liable to pay market rate of Lio will not ask. For the redund in case the reque meals, etc. in the Holiday Home/Hostel, if est payment) is dishonoured for any reason, i auth		
DD No. Bank (A)I declars that according period. I und beoking period. I und Fee as dimages as i accommodation is not accommodation is not arrangement is availa my DDO to deduct ag 3)	immodation asked for ertake to vacate the lecided by Dte, of E utilized by may after a set of the set of the least of the set of the value of the set of the se	the Guest House/Holday Home, accommodation as per Clear Out States and face physical eviden bown is correct application; as to pay the state of the state pplicable charges directly to the ca slary and remit the same to the Direct State of the state of the State State of the same to the Direct State of the same to the Direct State of the same to the Direct State of the State of the State of the Direct State of the State of the State of the Direct State of the State of the State of the Direct State of the State of the State of the Direct State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State State of the State of the State of the State of the State State of the State of the State of the State of the State State of the State of the State of the State of the State of the State State of the State	Date Date	claration Option a declared above. I will be re- top the under permission of the Allebia at i will not be entitled to dame refu- by the terms and conditions good. by the terms and conditions good. by the terms and conditions good. The second second second second second the second second second second second the second second second second second ministrative Office of applice	Amount(in Rs.)	0 to property, fortures, fittings, furnishings, during y guests will be liable to pay market rate of Ud i will not ask. for the refund in case the reque meats, etc. in the Holiday Home/Hostel, if cat payment) is dishonoured for any reason, i autho		
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Booking Request Report Screen

You have to take the print out of the application and get it forwarded from your office and submit it to the Booking Agency along with requisite payment.

<u>To check your booking status and take the print out of 'Application Form' or 'Confirmation</u> <u>Letter' as the case may be, select the button 'Check Booking Status And Take Print' from</u> <u>the Apply Online Welcome Screen and you will get the following screen:</u>

Holiday Homes Online Guest According Booking System	CENTRAL GOVERNMENT HOLIDAY HOMES AND TOURING OFFICERS HOSTEL DIRECTORATE OF ESTATES
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Check Booking Status Screen

'Booking Status Report Screen' will give the status whether application is pending or allotment is confirmed. To know the status enter your Identity / PPO No. and Booking Request ID and click ' Print Request' .

Depending on case status following screen will appear indicating status as Pending or Confirmed:

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Status Report Screen

You can take the print out of Booking Application in case of Pending status or Confirmation Letter in case of Confirmed status.

Demand and Availability Report - Click to know the Demand and Availability status of Guest Accommodation and you will get the following screen:

Booking and Availability Statistics - Windows Internet Explorer	
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Demand Availability Screen

Please select the Guest Accommodation, Booking Agency and Period for which you want to check the demand – availability and press 'Report' Button. Booking Request From Date and Booking Request From To dates are to be specified since these are mandatory columns. Calendar for these dates are active for the allowed range of 90 days from the current date, for the period you can check the status. You will get the following report in new window which can be printed by clicking a 'Print' Button at the bottom of the report page.

Demand Availability Report provides the following information:

- Total No. of Rooms with their Types available for Online Booking Request at Guest Accommodation /Touring Officers Hostel, with the selected Booking Agency
- Total no. of Rooms available and Booked with their Types on a particular day
- Total Pending Demand on a particular day

You need to click the + against the figures to see the Types of Rooms.

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Demand-Availability Report Screen

<u>4.6</u> Holiday Packages – Click on this link to check if any Holiday Packages are offered by Directorate of Estates

<u>4.7</u> Feedback – Click on this link to provide your feedback about the web application as well as about the Holiday Homes / Touring Officers Hostel.

On clicking this link following screen will come:

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<u>4.8</u> Help – Click on this link to get the page where you can find the links to user manuals, steps for booking and other documents