

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. Audience

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.

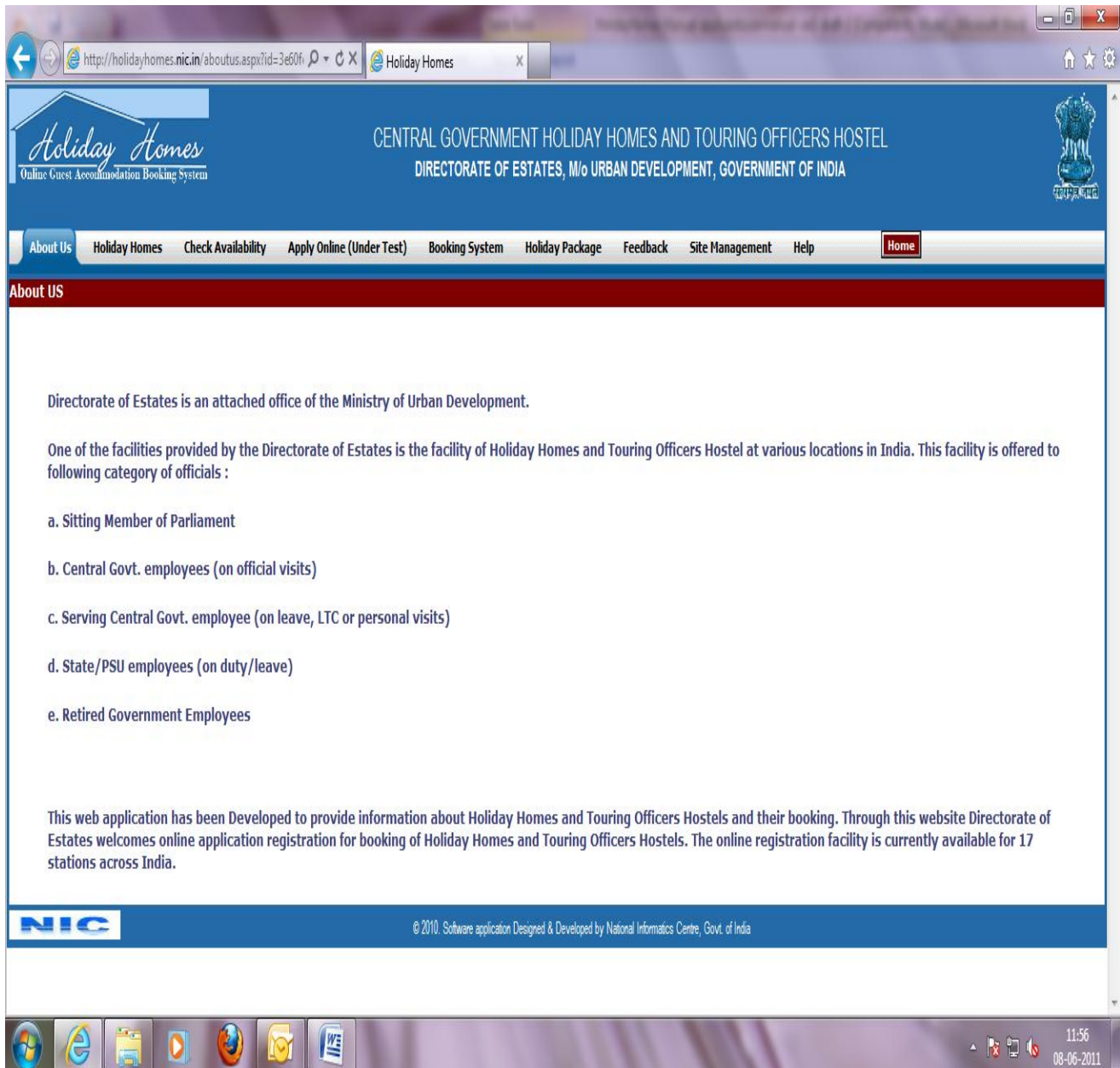


Home Page Screen

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

4.2 **About Us** - When you click About Us following About Us screen will come:



The screenshot shows a web browser window displaying the 'About Us' page of the Holiday Homes website. The browser's address bar shows the URL: <http://holidayhomes.nic.in/aboutus.aspx?id=3e60f>. The website header features the 'Holiday Homes' logo and the text: 'CENTRAL GOVERNMENT HOLIDAY HOMES AND TOURING OFFICERS HOSTEL, DIRECTORATE OF ESTATES, M/o URBAN DEVELOPMENT, GOVERNMENT OF INDIA'. A navigation menu includes 'About Us', 'Holiday Homes', 'Check Availability', 'Apply Online (Under Test)', 'Booking System', 'Holiday Package', 'Feedback', 'Site Management', 'Help', and 'Home'. The 'About US' section contains the following text:

Directorate of Estates is an attached office of the Ministry of Urban Development.

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 :

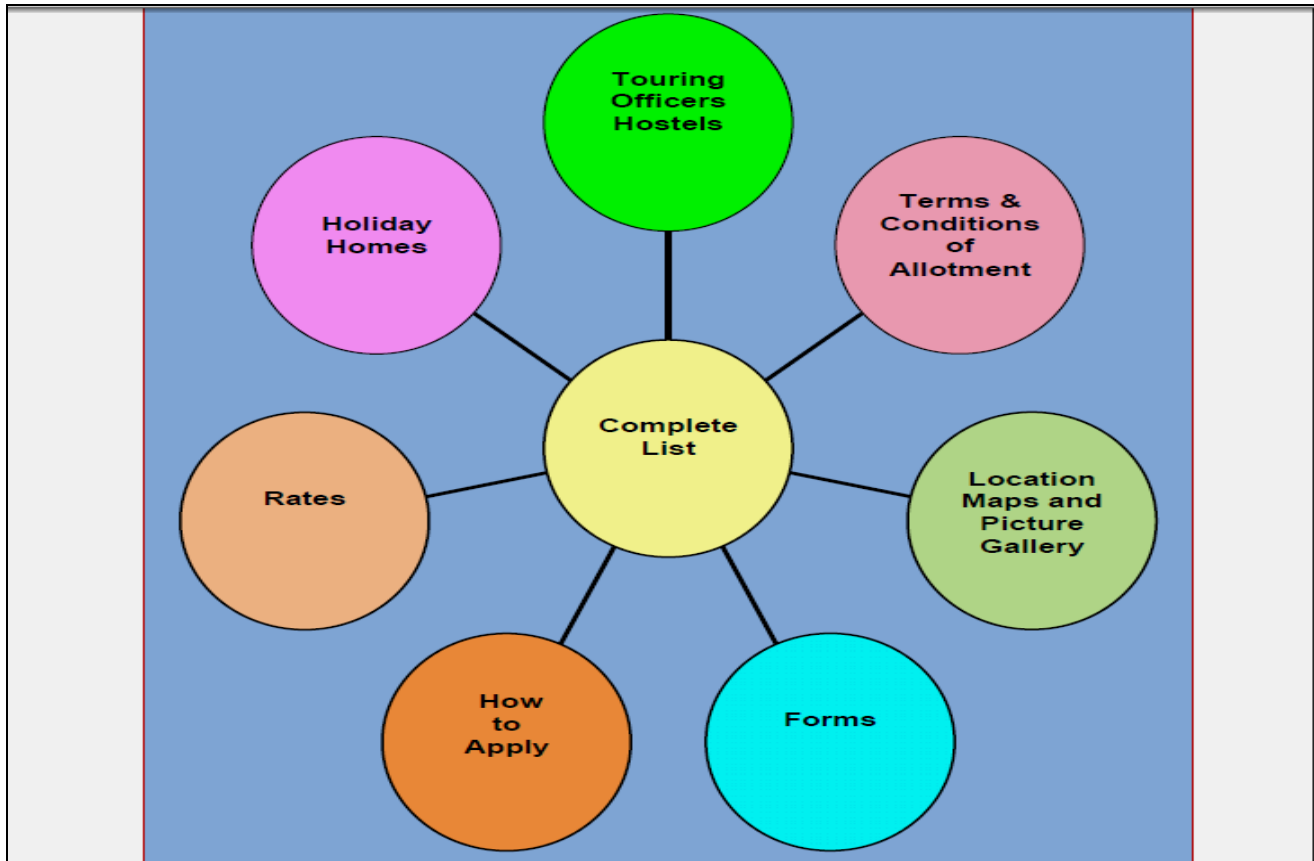
- Sitting Member of Parliament
- Central Govt. employees (on official visits)
- Serving Central Govt. employee (on leave, LTC or personal visits)
- State/PSU employees (on duty/leave)
- Retired Government Employees

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.

The footer of the page includes the NIC logo and the copyright notice: © 2010. Software application Designed & Developed by National Informatics Centre, Govt. of India. The Windows taskbar at the bottom shows the system clock as 11:56 on 08-06-2011.

About Us Screen

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

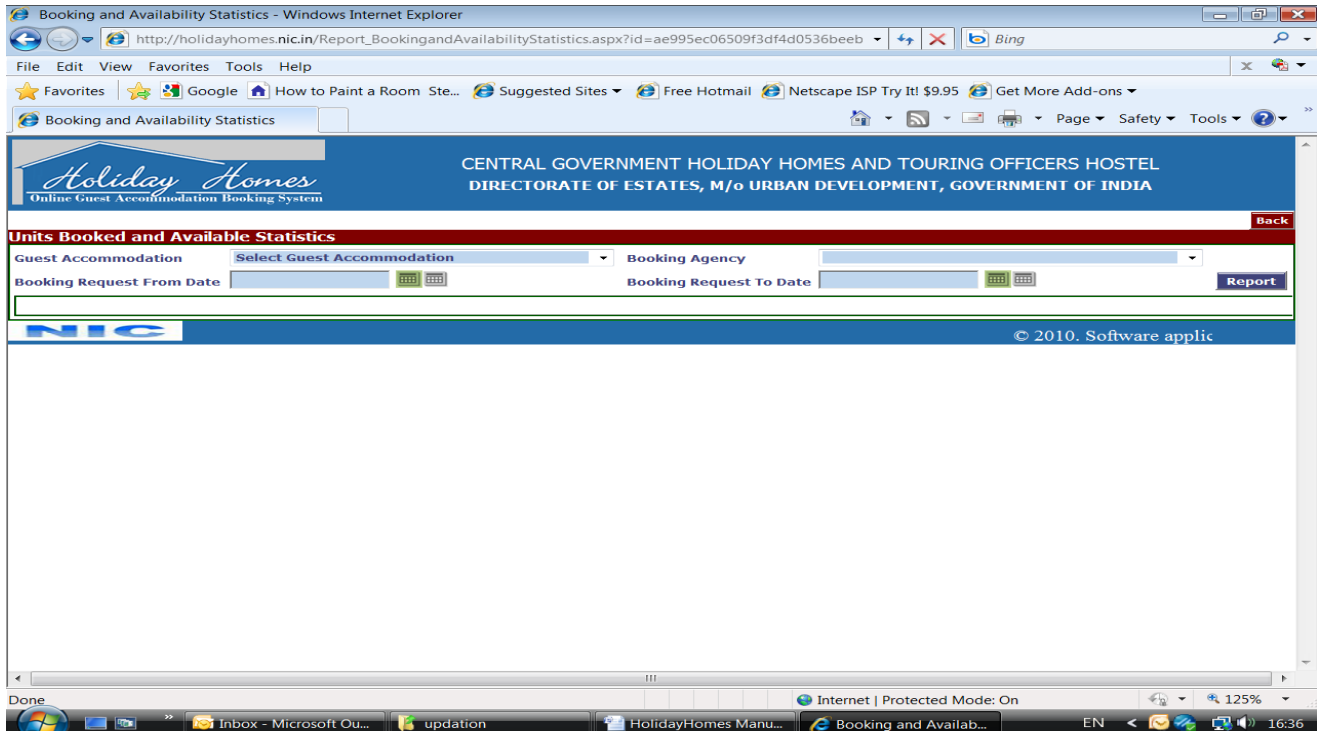


Holidayhomes PDF Screen

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 Picture Gallery	Link to the information about Location Maps and Picture Gallery of 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

4.4 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.

Online Guest Accommodation Booking System
MUSSOORIE HOLIDAY HOME

Demand-Cum-Availability Statistics
 Status as on: 08/06/2011
 Booking Agency: DOE-DELHI
 Total no. of units at the disposal of Booking Agency offered for advance booking: 4
 Types of Room Available: DOUBLE BED ROOM NON-AC [2] / DOUBLE BED SUITE NON-AC [2]

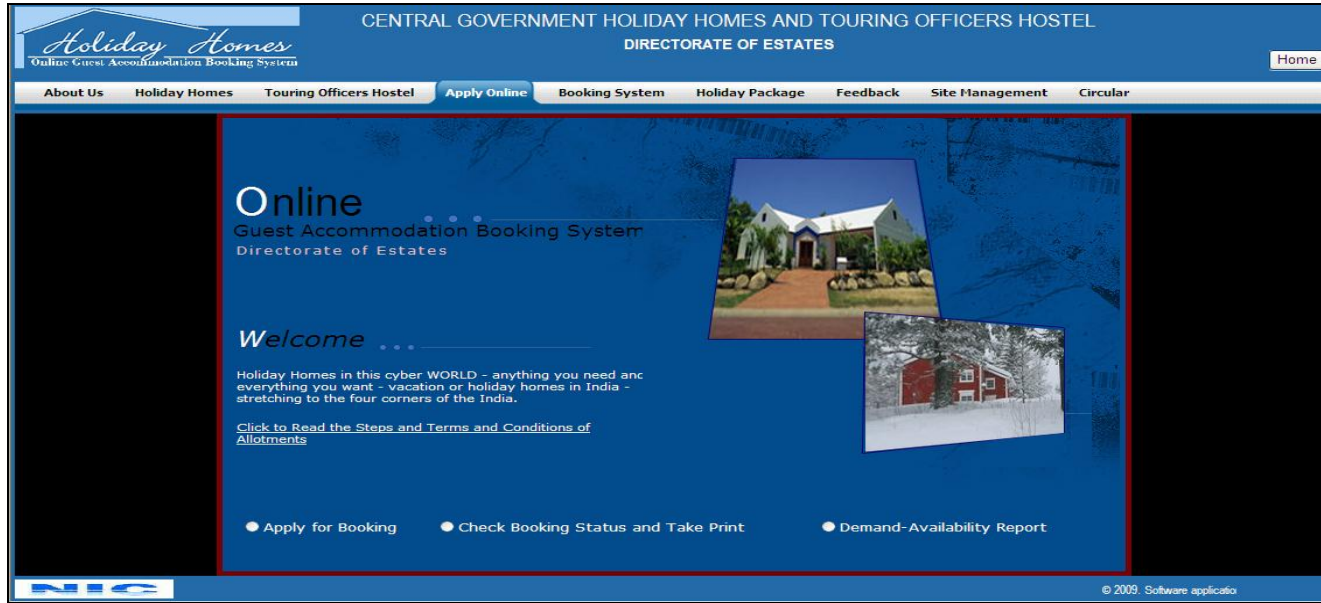
Days	No. of Rooms already allotted	Availability		Pending Demand
		Number of Rooms available for advance booking as on date		
08/06/2011	0	4		0
		Available Rooms	Type of Rooms	
		2	DOUBLE BED ROOM NON-AC	
		2	DOUBLE BED SUITE NON-AC	
09/06/2011	0	4		0
10/06/2011	0	4		0
11/06/2011	0	4		0
12/06/2011	0	4		0
13/06/2011	0	4		0
14/06/2011	0	4		0
15/06/2011	0	4		0

Software application Designed & Developed by National Informatics Centre, Govt. of India

[Print](#)

Demand Availability Report Screen

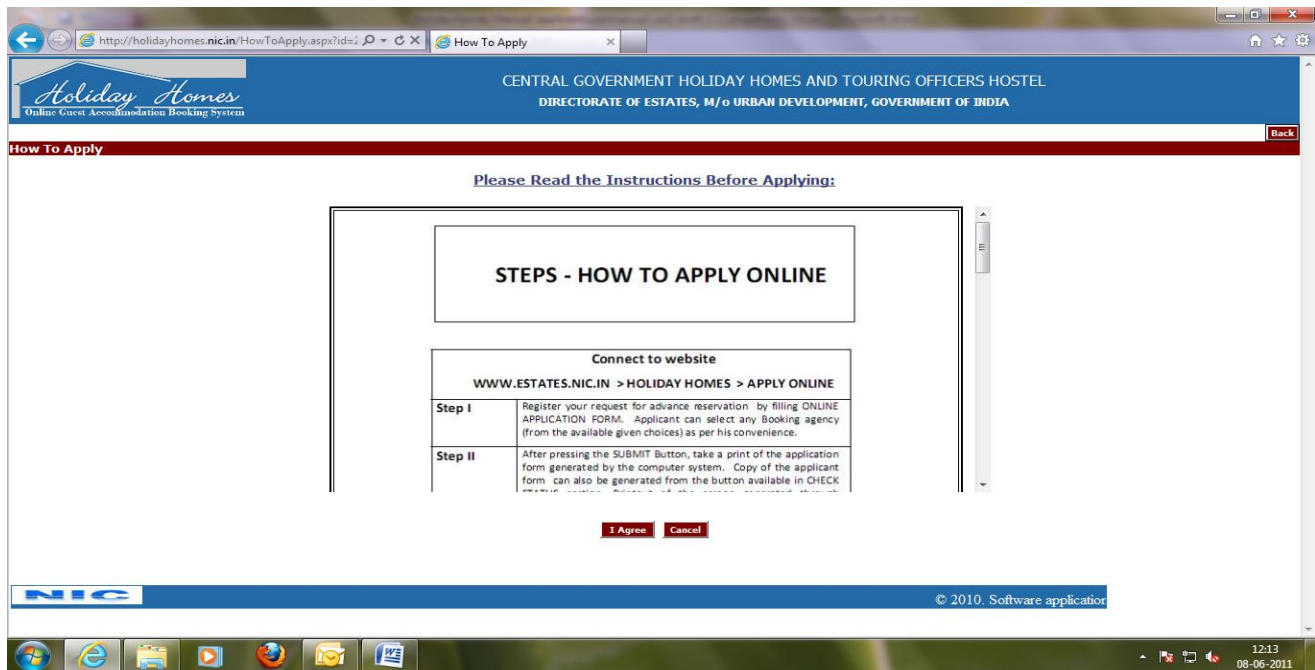
4.5 Apply Online – After click on this link following screen will be displayed to you. You have to read 'Steps and Terms and conditions of Allotments' before making the online request. Through this screen user can Apply for Booking, Check Booking Status and also see the Demand and Availability report.



Apply Online Welcome Screen

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

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



Apply Online Instructions Screen

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

The screenshot shows a web browser window with the URL <http://holidayhomes.nic.in/BookingRequest.aspx?w>. The page title is "Booking Request". The header features the "Holiday Homes" logo and the text "CENTRAL GOVERNMENT HOLIDAY HOMES AND TOURING OFFICERS HOSTEL, DIRECTORATE OF ESTATES, M/o URBAN DEVELOPMENT, GOVERNMENT OF INDIA". A "Back" button is visible in the top right corner.

The form is divided into two main sections, both with red headers:

- Booking Request Detail:** This section contains several fields, some of which are marked with a red asterisk to indicate they are mandatory. The fields include:
 - Guest Category: A dropdown menu with "Select Guest Category" as the placeholder.
 - Accommodation at: A dropdown menu with "Select Guest Accommodation" as the placeholder.
 - Booking Agency: A dropdown menu.
 - Unit Type: A dropdown menu.
 - Check In Date: A date picker field.
 - Check Out Date: A date picker field.
 - No of Nights: A text input field.
 - Visit Purpose: A dropdown menu with "LTC - PERSONAL" selected.
- Applicant Detail:** This section contains fields for personal and professional information:
 - Name: A text input field with a "PFR" dropdown menu next to it.
 - Designation: A text input field.
 - Mobile: A text input field.
 - E-Mail: A text input field.
 - Identity/PPO No.: A text input field.
 - Office Name: A text input field.
 - Office Address: A text input field with a scroll bar.
 - Office Phone: A text input field.
 - Office Fax: A text input field.
 - Grade Pay: A text input field.
 - Applicant Visiting: A dropdown menu with "Select Official Visiting" as the placeholder.

The footer of the page includes the "NIC" logo and the copyright notice "© 2010. Software application Desig". The Windows taskbar at the bottom shows the system clock as 12:18 on 08-06-2011.

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:

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 *	
-----------	----------------	---------	--	----------------	--

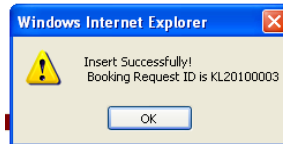
In this block you have to select the ID Type, ID No., ID Issued By. These are the details about the ID which one of the dependent family members will be carrying during their stay in Guest Accommodation.

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 KOLKATA GUEST HOUSE					
1)					
Booking Request Details					
Booking Request ID	KL20100003	Dated	06/01/2010	Room Type	SINGLE BED ROOM AC
Check In	26/01/2010	Check Out	29/01/2010	No of Nights	3
Nature of Visit	LTC - PERSONAL	Request Sent to	DOE-KOLKATA		
2)					
Applicant's Particular					
Guest Category	CENTRAL GOVERNMENT RETIRED			ID Card/PPO No.	ABC111/1
Name	TEST			Designation	TEST
Office	TEST			E-mail	
Phone	123442344	Fax		Mobile	21345
Address for Communication					
TEST					
Details of Visitors					
S.No	Name	Age	Relationship		
1	TEST	30	SELF		
2	A	31	FAMILY		
Payment Details (Demand Draft / Cheque) [Not Refundable]					
DD No.		Date		Amount(in Rs.)	0
Bank					
Declaration					
<p>(A) I declare that accommodation asked for the Guest House/Holiday Home, will be occupied by me/family members and guests, as declared above. I will be responsible to make good any loss/damage to property, fixtures, fittings, furnishings, during the booking period. I undertake to vacate the accommodation as per Check-Out time specified above. I will not over stay without the written permission of the Alloting Authority, otherwise I/family members/my guests will be liable to pay market rate of Licence Fee as imposed as decided by Dte. of Estates and face physical eviction from the occupied premises. I am aware that I will not be entitled to claim refund of the advanced booking amount and I will not ask for the refund in case the requested accommodation is not utilized by me, after submission of the application.</p> <p>(B) I declared that the information given above is correct and nothing has been concealed / misprinted. I shall also abide by the terms and conditions governing this allotment. I also undertake to take meals, etc. in the Holiday Home/Hostel, if catering arrangement is available and to pay the applicable charges directly to the caterer/Caretaker. I undertake that I will not withdraw my application for booking. In case the cheque (given by me as advance payment) is dishonoured for any reason, I authorize my DDO to deduct equal amount from my salary and remit the same to the Dte of Estates, on receipt of their demand.</p>					
3)					
To be verified by the Administrative Office of applicant					
(Applications not verified by the Administrative Office of applicant will not be entertained)					
(a) Certified that Shri/Smt./Kum. <u>TEST</u> , Designation <u>TEST</u> is a permanent employee of this office.					
(b) Office Category (Please Tick):					
Central govt. Ministry/Department <input type="checkbox"/>		Central PSU/Semi Govt. Office/Office of State Govt./U.T. Admn <input type="checkbox"/>		Retd. employees annex copy of PPO <input type="checkbox"/>	
Other (Please specify) <input type="text"/>					
(c) The certified copy of the tour program, specifying the period and place of official journey is enclosed. (if applicable)					
Endorsement No _____ Date _____ Signature with Office Seal.					
This application is to be despatched with DD / Pay order drawn in favour of:					
AEM KOLKATA, ESTATE MANAGER					
ESPLADE EAST, KOLKATA					
					<input type="button" value="Back"/> <input type="button" value="Print your Booking Request"/>

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.

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

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'.

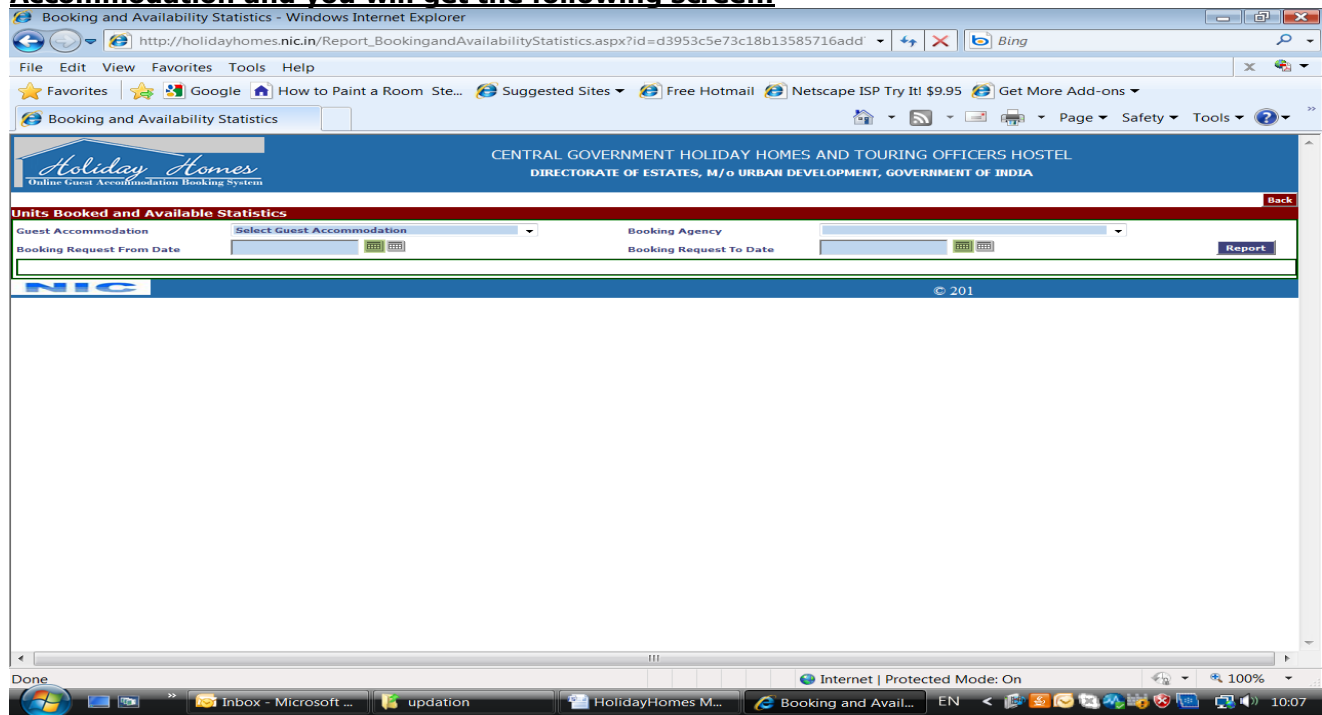
Depending on case status following screen will appear indicating status as Pending or Confirmed:

Booking Request ID	Check In	Check Out	Room Type	Guest Name	Guest Designation	Status
KL20100003	1/26/2010 12:00:00 AM	1/29/2010 12:00:00 AM	Single Bed Room AC	test	test	PENDING

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:



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.

Online Guest Accommodation Booking System
MUSSOORIE HOLIDAY HOME

Demand-Cum- Availability Statistics
Status as on: 08/06/2011
Booking Agency: DOE-DELHI
Total no. of units at the disposal of Booking Agency offered for advance booking: 4
Types of Room Available: DOUBLE BED ROOM NON-AC [2] / DOUBLE BED SUITE NON-AC [2]

Days	No. of Rooms already allotted	Availability		Pending Demand								
		Number of Rooms available for advance booking as on date										
08/06/2011	0	<table border="1"> <tr> <td colspan="2">4</td> </tr> <tr> <td>Available Rooms</td> <td>Type of Rooms</td> </tr> <tr> <td>2</td> <td>DOUBLE BED ROOM NON-AC</td> </tr> <tr> <td>2</td> <td>DOUBLE BED SUITE NON-AC</td> </tr> </table>		4		Available Rooms	Type of Rooms	2	DOUBLE BED ROOM NON-AC	2	DOUBLE BED SUITE NON-AC	0
4												
Available Rooms	Type of Rooms											
2	DOUBLE BED ROOM NON-AC											
2	DOUBLE BED SUITE NON-AC											
09/06/2011	0	4		0								
10/06/2011	0	4		0								
11/06/2011	0	4		0								
12/06/2011	0	4		0								
13/06/2011	0	4		0								
14/06/2011	0	4		0								
15/06/2011	0	4		0								

Software application Designed & Developed by National Informatics Centre, Govt. of India

[Print](#)

Demand-Availability Report Screen

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

4.7 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:

The screenshot shows a web browser window displaying the feedback form for the Holiday Homes application. The browser address bar shows the URL: <http://holidayhomes.nic.in/feedback.aspx?id=8803>. The page header includes the "Holiday Homes" logo and the text "CENTRAL GOVERNMENT HOLIDAY HOMES AND TOURING OFFICERS HOSTEL, DIRECTORATE OF ESTATES, M/o URBAN DEVELOPMENT, GOVERNMENT OF INDIA". The navigation menu includes "About Us", "Holiday Homes", "Check Availability", "Apply Online (Under Test)", "Booking System", "Holiday Package", "Feedback", "Site Management", "Help", and "Home". The feedback form is titled "Feedback" and includes the following fields and options:

- Radio buttons for feedback categories:
 - Give Your Feedback About Technical Issues Related To Web Application.
 - Feedback About Administrative Issues Related To Information, Process and Enquiry.
- Feedback Type: A dropdown menu with "-----Select-----" as the current selection.
- Related To Subject: A dropdown menu.
- Feedback: A large text area for entering the feedback.
- Name: A text input field.
- Email Id: A text input field.
- Contact No.: A text input field.
- Submit and Cancel buttons.

The footer of the page includes the NIC logo and the text "© 2010. Software application De". The Windows taskbar at the bottom shows the system clock as 13:05 on 08-06-2011.

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