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

# Online Guest Accommodation Booking System

## [User Manual For Applicants]

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**[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. <u>Introduction</u>

**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. <u>Facility Provided by Web Application</u>

| 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. <u>Operating Instructions for Applicants</u>

## 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.
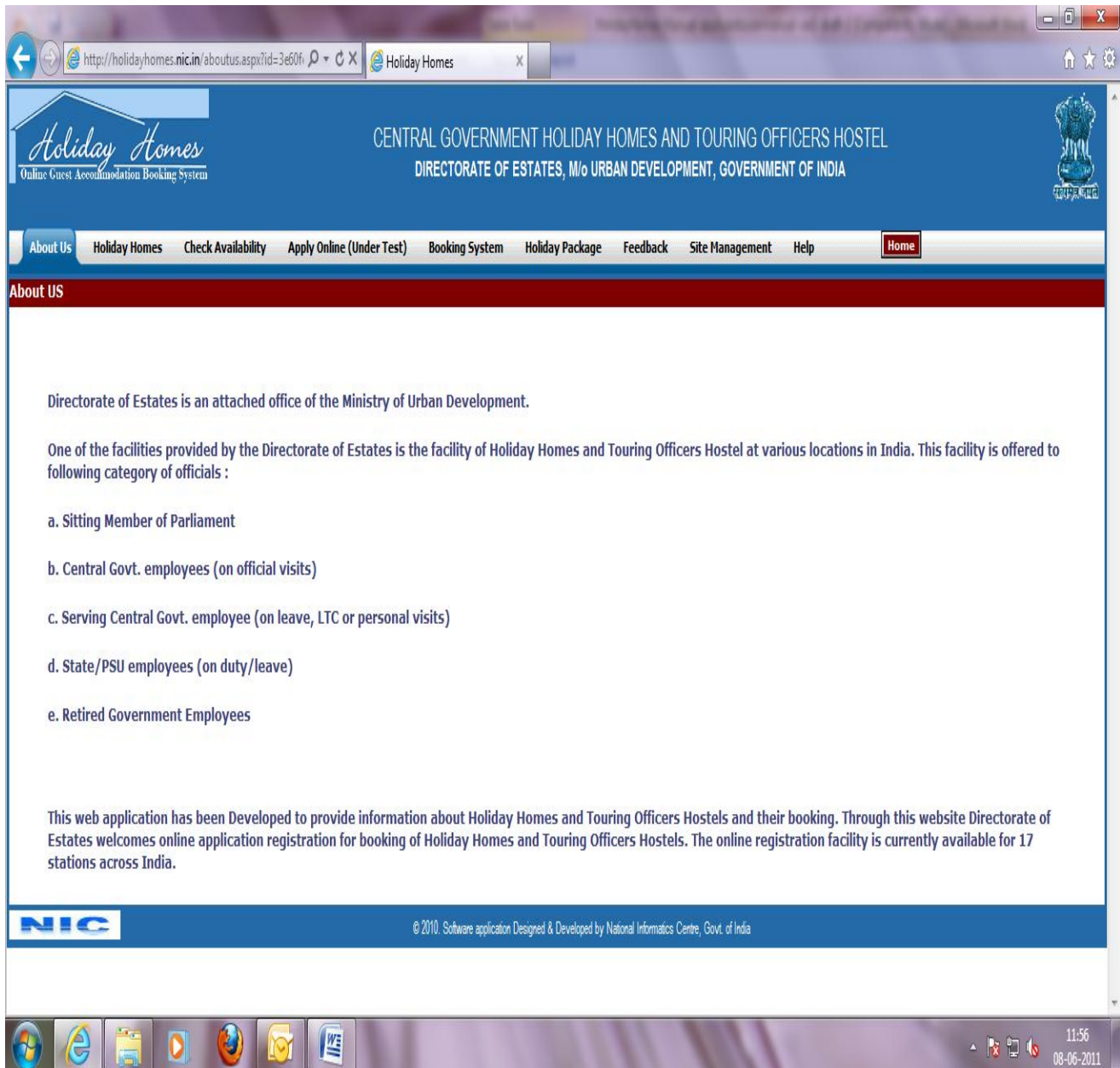


**Home Page Screen**

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:



**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:
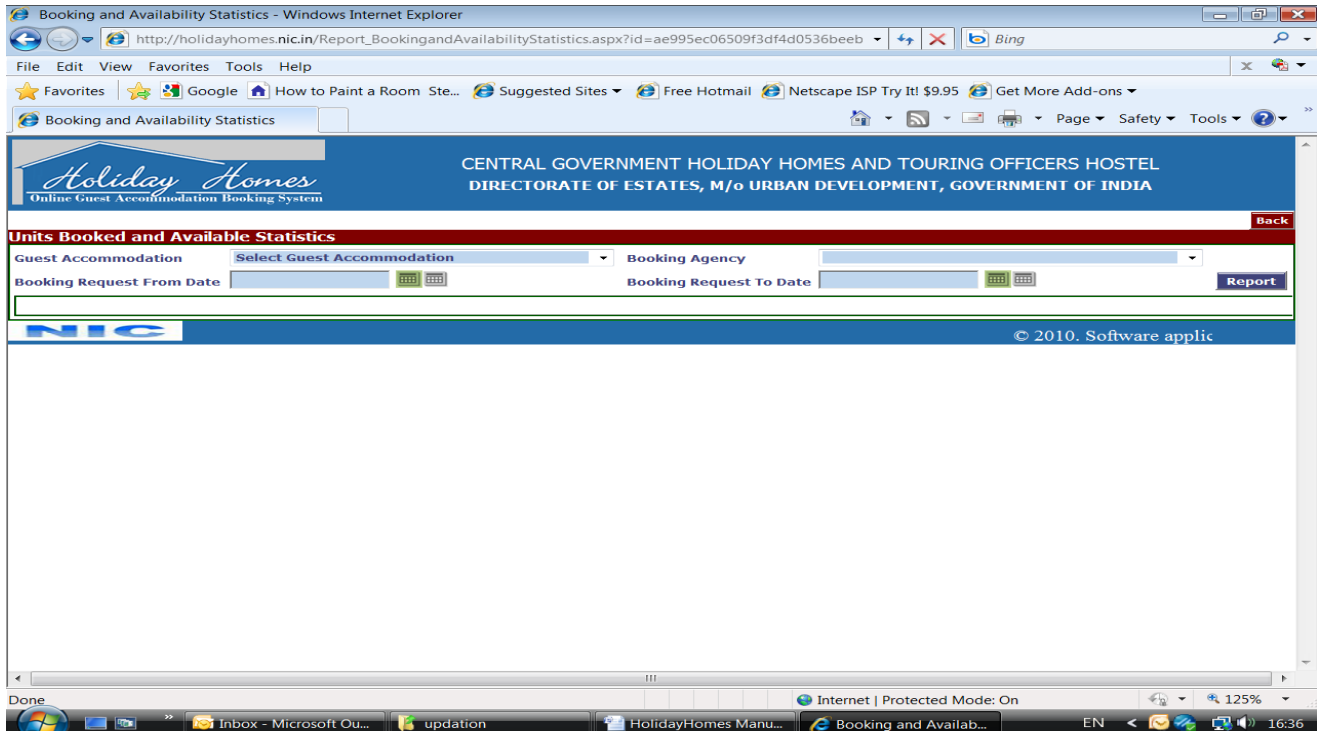


**Holidayhomes PDF Screen**

**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<br>Number of Rooms available for advance booking as on date | Pending Demand<br>Total no. of pending application already registered online for advance booking as on date |
|---|---|---|---|
| 08/06/2011 | 0 ⊞ | 4 ⊟<br><table><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> | 0 |
| 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.
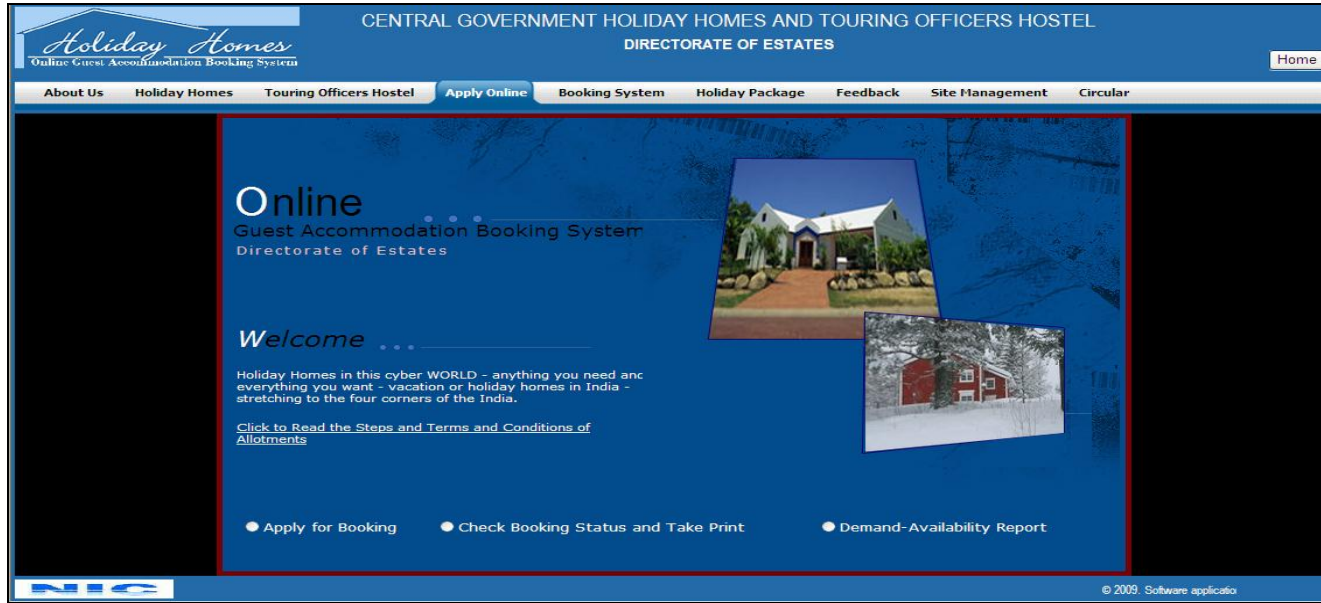


**Apply Online Welcome Screen**

**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**
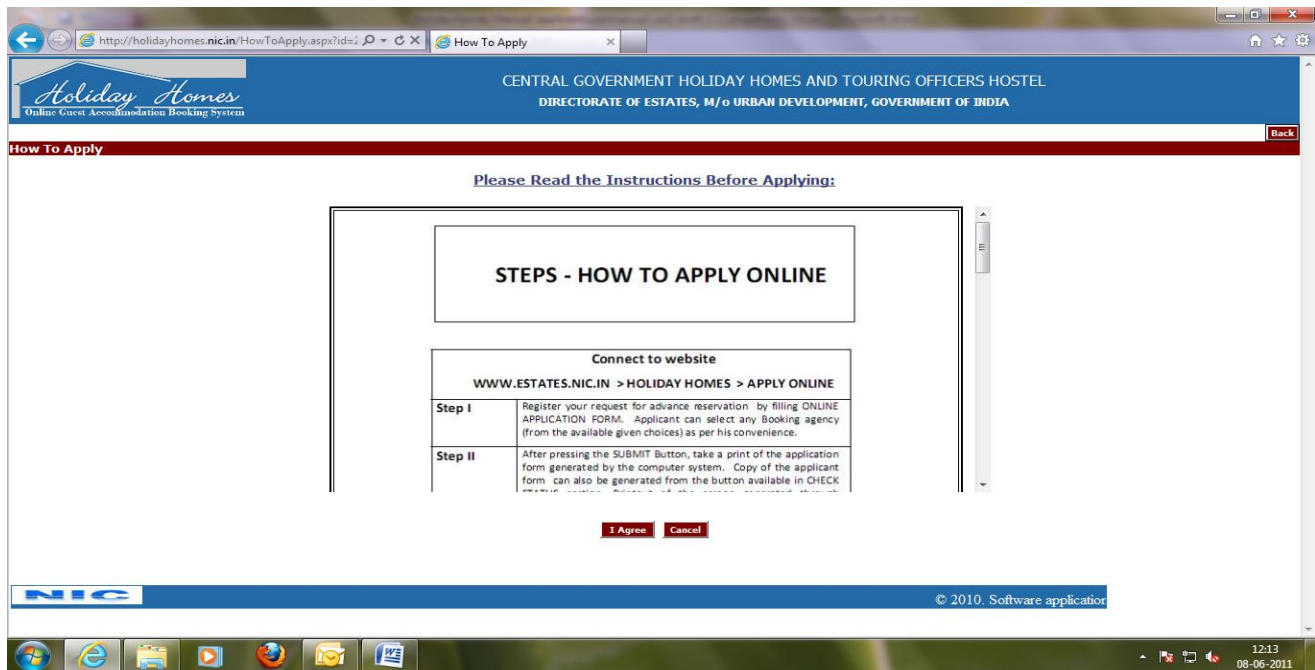


**Apply Online Instructions Screen**

**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:**



**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:



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:



**Windows Internet Explorer**

Insert Successfully!
Booking Request ID is KL20100003

OK
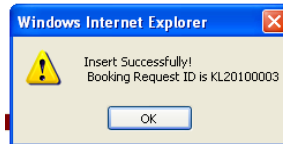
**Application Submission Confirmation**

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:



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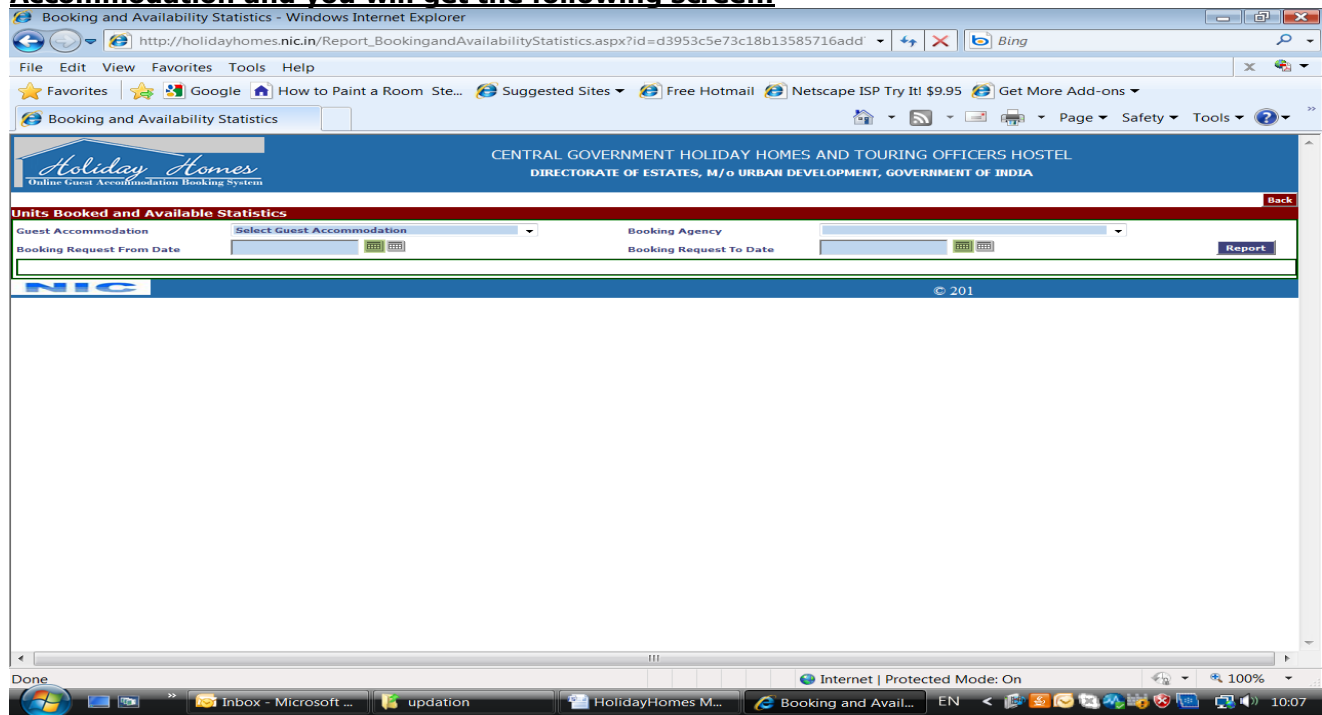
Depending on case status following screen will appear indicating status as Pending or Confirmed:



**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.

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- 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.**

**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:



**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