ONLINE
GUEST HOUSE ACCOMMODATION
BOOKING SYSTEM

(User Manual for Applicants)
1. INTRODUCTION:

Defence Accounts Department has been mandated with the responsibility of Accounting, Payment, Audit and rendition of Financial Advice to the Defence Services and Defence Organizations such as Defence Research Development Organization, Ordnance Factories, Border Roads Organization, Coast Guard etc. The Department’s history can be traced back to over 265 years. The Department is headed by the Controller General of Defence Accounts and the Headquarters of the Department is located at Ulan Batar Road, Delhi Cantt. Sub Offices of the Department are spread all over the country.

Continuous expansion of functional responsibilities and activities of the Department over a period of time has resulted in frequent movement of officers and staff to various stations on temporary duties and inspections etc. The Department has largely been dependent on defence services for accommodational needs of visiting officials. But to their own requirement, defence services are unable to provide guest house/transit accommodation for visiting DAD Officers and Staff. To overcome this problem, Department has taken up construction of Guest House and Transit Accommodation pan India. With consistent efforts and as a welfare measure, Department has so far established guest houses/transit accommodation/holiday homes at 34 stations. The facilities of guest houses/transit accommodation/holiday homes created by the Department are offered to the following category:

   a. Serving Officers and Staff of Defence Accounts Department
   b. Retired Officers and Staff of Defence Accounts Department
   c. DAD Officers and Staff on Deputation
   d. Serving Officers and Staff of Other Central Government/State Government/ PSUs
   e. Retired Officers and Staff of Other Central Government/State Government/ PSUs.

This web application has been developed to provide information about Guest House/Transit accommodation/Holiday Homes and their booking. Through this website DAD welcomes online application registration for booking of Guest House/Transit accommodation/Holiday Homes.

2. AUDIENCE:

The targeted audience of the web application are;

   (a) Applicants (Category of Officers and Staff as mentioned above)
   (b) Administrators of Guest House Booking Management System of Defence Accounts Department.
   (c) Office and Section responsible for web content updation (Content Manager)
   (d) Web application Administrator
3. OPERATIONS INSTRUCTIONS FOR APPLICANTS

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

http://dadguesthouses.in

As soon as the link opens, the home page will appear. User can access to the various features as per requirement. The home page screen is given below:

HOME PAGE OF GUEST HOUSE

Home page screen is used as gateway to provide information about Guest Houses and option for registration of users online. Images of some of the DAD guest houses are displayed on the right side of home page with the image of HQrs Office at Centre. The home page has following options:

<table>
<thead>
<tr>
<th>About DAD</th>
<th>Overview of the Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>DAD Guest House</td>
<td>Provides information about DAD Guest House/Transit accommodation/Holiday Homes.</td>
</tr>
<tr>
<td>Visitors Login</td>
<td>Facilitates for registration of new user, Options for checking the availability of accommodation, Booking of accommodation, status of application etc.</td>
</tr>
<tr>
<td>Management login</td>
<td>Link for internal system for Defence Accounts Department</td>
</tr>
<tr>
<td>Feedback</td>
<td>User can provide feedback about the web application as well as the Guest House.</td>
</tr>
</tbody>
</table>
4. ABOUT DAD

On clicking the link, the following screen will appear. The screen displays the information about Defence Accounts Department (DAD), History and brief on Landmarks in the history of DAD.

About DAD

History

Landmarks in the history of Defence Accounts Department

5. DAD GUEST HOUSES

On clicking this link, the following screen appears.
Through the links available on the Guest House screen above, the following information can be obtained:

<table>
<thead>
<tr>
<th>Select Guest House</th>
<th>Guest House can be selected from the drop down box.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of rooms</td>
<td>On selection of Guest House, through pop window, details and Types of Rooms in the guest house.</td>
</tr>
<tr>
<td>Terms and conditions</td>
<td>Information on Terms and conditions for allotment</td>
</tr>
<tr>
<td>Rates</td>
<td>Information about the charges/rates for Guest House/Transit accommodation/ Holiday Homes</td>
</tr>
</tbody>
</table>

6. EXISTING USER LOGIN

Instructions:

1. If the applicant is new user; provision for new user registration is available on the screen.
2. PAN No. of the applicant with the user id
3. Password should be 8 to 14 alphanumeric letters which should include 1 Upper Case Character and 1 Special Character viz @#$ etc.
4. Computer generated code to be entered in the relevant box for authentication
5. Option is available to reset the password/user id.
7. NEW USER REGISTRATION:

Link for registration for the first time.

Applicant Details: User id will be the PAN No.,
Details to be entered by the Applicant viz Mobile No., Officer type (may be chosen from drop down box), e-mail id, name, date of birth, department Name & address, designation, payband (selection from combo box), grade pay (selection from corresponding combo box), Password and confirm password (Password should be of 8 to 14 alphanumeric letters which should include 1 Upper Case Character and 1 Special Character viz @#$ etc).
The numeric word verification may done by the applicant for creating account and generating One Time Password. The OTP generated by the system, will be received on the registered mobile of the applicant. For receiving OTP, the mobile number should not be in DND (Do not Disturb) service The OTP received by the applicant needs to be entered on the following screen;
- In case of non receipt of OTP, applicant can regenerate the OTP by clicking ‘Regenerate OTP’ box. The following screen will appear;

- Applicant may enter his user id and registered mobile number to regenerate ‘OTP’.

8. On successfully completion of the above, applicant will be redirected to the following screen:
9. On entering the user id, password and displayed code, applicant will be logged in and the following screen will appear;

- Guest house may be chosen from the dropdown box. Check in date, time of arrival and number of days may be selected. Check out date is auto generated.
- On clicking check availability box, following screen will be displayed;

- Availability of VIP Rooms/Suites will be displayed and accordingly booking of rooms can be made by clicking on ‘Book Now’ box.
Applicant has to select ‘Booking For’ (Self/Family), Purpose of visit, Room Category, number of rooms. On selection of the above, billing information will be generated. On selecting the subsequent information and on acceptance of terms & conditions, Applicant can book the accommodation by pressing ‘Book Now’ box.
- On booking of guest house the following pop message will be displayed:

![Image of booking details](image1.png)

- On agreeing to the amount to be paid, the following pop up message will be displayed and SMS will also be received on the registered mobile.

![Image of booking details](image2.png)

- Applicant can generate printed copy of the booking request by clicking 'Print Booking Status'

![Image of booking status](image3.png)
- Cancellation of Booking: For cancellation of booking, applicant may click the ‘Cancel Booking’ option, which will display the following popup. By clicking ‘Cancel’ button, the accommodation booked will be cancelled.

- On cancellation, the following pop up will be displayed.
11. For change of password: Enter the relevant fields and code for change of password.
MANAGEMENT

1. Management screens are used by the concerned administrative offices for approval of the booking requests made by the applicants, cancellations of the bookings, generation of various reports relating to booking of guest house accommodations, revenue generation etc.

2. Management module consists of the following;

   (i) Counter In-charge
   (ii) Complex Manager

3. The User Id and Password for various levels of management have been circulated to the concerned.

4. For login of Counter In-charge: The designated Counter In-charge, can confirm the request made by the applicant for booking of accommodation, change of rooms, generation of various reports relating to check in, check out, occupancy reports, financial reports, feedback reports etc. By Selecting 'Management Login' on Home Page: On clicking, the following screen will be displayed:

The User ID, Password and numeric code have to be entered in the relevant fields.
5. On entering the above data, the following screen will be displayed; On this screen, instant booking of the accommodation can be made by the Counter Incharge:
6. For ‘confirmation/clearance of pending request for booking of accommodation’ the same can be invoked from drop down facility provided under the option of ‘Reservation’ displayed at the top of the screen. On selection the following screen will be displayed;

From the above screen booking request made by the applicants can be confirmed or rejected.

7. For disabling the accommodation at the station, the same can be done by selecting ‘Reservation’ displayed on the top of the screen and subsequently ‘room disable/enable’ option by the Counter Incharge. Specimen of the screen as under;
8. ‘Check in, Room Change and Check out’ details can be seen from the drop down menu of ‘check in/out’ displayed on the top of the screen.

i. Check in today screen is displayed as under:

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Booking Id</th>
<th>Visitor Name</th>
<th>Visitor Address</th>
<th>Visitor Email</th>
<th>Phone</th>
<th>Category</th>
<th>No. of Units</th>
<th>Date From</th>
<th>Date To</th>
<th>Check in</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ii. Room Change screen: facilitates for change of rooms of the occupants.

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Booking Id</th>
<th>Visitor Name</th>
<th>Visitor Address</th>
<th>Visitor Email</th>
<th>Phone</th>
<th>Category</th>
<th>No of Units</th>
<th>Date From</th>
<th>Date To</th>
<th>Change Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

iii. Check out today screen displayed as under:

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Booking Id</th>
<th>Visitor Name</th>
<th>Visitor Address</th>
<th>Visitor Email</th>
<th>Phone</th>
<th>Category</th>
<th>No. of Units</th>
<th>Date From</th>
<th>Date To</th>
<th>Room No</th>
<th>Checked Out</th>
<th>Extend Booking</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
9. Various reports can be generated from the drop-down window ‘Reports’ displayed on the top of the screen.

10. Print out relating to confirm reservation, check-in, Room-change, Departure slips can be generated from drop down ‘Slips Re-print’ option displayed at the top of the screen:
11. Counter In-charge can change his Password by clicking on 'Change Password' which leads to the following screen:

12. **Complex Manager**: Complex Manager is the overall controlling authority of the designated Guest House Accommodation. The facilities featured under Para 5 to 10 above can be done by the Complex Manager. The facility of ‘Cancellation of Booking’ is available for Complex Manager only. The accommodation booked by the applicant/Counter In-charge can be cancelled by the Complex Manager by clicking ‘Cancel Booking’ which leads to the following screen.
13. Feedback: Feedback can be furnished by the guest/occupant of the guest house accommodation by selecting ‘Feed Back’ option on the ‘Home Page’. On clicking the ‘Feed Back’, the following screen will be displayed;

The Guest of the Accommodation may provide the feedback by selecting/filling the relevant fields displayed on the screen.