



MCD

Municipal Corporation of Delhi

Online Booking of Community Hall **Standard Operating Procedure (SOP)**

1. Purpose

To provide step-by-step guidance for citizens to register, book, and manage Community Hall reservations through the MCD Online Booking System.

2. System Access

1. Ensure your device is connected to the internet.
 2. Open a web browser and visit: **<https://mcdonline.nic.in/bms>**
 3. Select **Community Hall Booking** from the available options.
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3. User Registration

(Required for first-time users)

1. Click **“New User – Click Here for Signup/Registration”**.
 2. Fill in all mandatory fields on the Sign-Up page.
 3. Click **Submit** to complete registration.
 4. Log in using your registered mobile number via OTP authentication.
 5. Use the **Edit Profile** option (top-right corner under your name) to update details, including mobile number.
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4. Login & Navigation

Upon logging in, you will see the following menu on the left side:

- **Dashboard** – View your booking history and details.
 - **Search Availability** – Check available halls for your chosen date and shift.
 - **Book Community Hall** – Initiate the booking process.
 - **Instructions & Guidelines** – Important rules and terms; read before booking.
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5. Search Availability

1. Select your preferred date and hall.
 2. View the color-coded calendar:
 - **Available**
 - **Blocked**
 - **Booked**
 - **Not Available**
 - **Initiated**
 - **Selected Date**
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6. Booking Process

A. General Bookings

1. Click **Book Community Hall**.
 2. Select:
 - Booking Type
 - Event Name
 - Hall & Shift
 3. Click **Search** to view hall details (size, category, floor, rent, security deposit, etc.).
 4. Click **Book Now** and fill the application form:
 - Name, Address, Bank details (for security refund)
 - Upload required documents
 - Verify mobile number via OTP
 5. Submit the form and proceed to date selection on the calendar.
 6. Review total charges (including GST).
 7. Click **Check Final Availability and Proceed** → Confirm booking.
 8. Pay via online payment gateway.
 9. Download your booking receipt from **Dashboard** → **Action Tab**. A confirmation SMS will be sent.
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B. Concessional Bookings

1. Follow steps 1–7 from **General Bookings**.
 2. Your request will be sent for **Zonal AO approval**.
 3. Track status on your **Dashboard** (approved/rejected).
 4. Upon approval, proceed with online payment.
 5. If your initially selected hall becomes unavailable, choose an alternate available hall.
 6. Complete payment, download receipt, and receive SMS confirmation.
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7. Refunds

A. Security Deposit Refund

1. Submit a manual application to the concerned zonal office.
2. Zonal AO will confirm hall condition with the Hall Supervisor.
3. Refund will be processed from HQ:
 - Deduction for any damage (partial or full forfeiture possible).
4. Status will be visible on Dashboard and via SMS.

B. Cancellation & Refund

1. Log into Dashboard.
 2. Click **Cancel** on your booking record.
 3. Enter the reason, upload supporting documents (if any), and submit.
 4. Refund will be processed as per the **Terms & Conditions** in Instructions & Guidelines.
 5. Track status on Dashboard and via SMS.
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8. Important Notes

- Always read **Instructions & Guidelines** before booking.
- Keep all required documents ready before initiating booking.
- All communications will be sent to the registered mobile number.