Online Booking of Community Hall

Standard Operating Procedure (SOP)

Please read the below procedure steps for online booking of Community Hall carefully:-

- Open the system's browser, ensure the system is connected to the internet.

- Enter the URL in the address bar of the browser:

  https://mcdonline.nic.in/csdsdmc *(for SDMC)*

  https://mcdonline.nic.in/csdndmc *(for NDMC)*

  https://mcdonline.nic.in/csdedmc *(for EDMC)*

  and go to "**Citizen Login**" module.

- At first time visit, citizen must register to proceed, please "**New User Click Here for Signup / Registration**".

- Fill mandatory information on **Sign-Up page** and click on Submit button.

- On successful Sign-Up, **Login with Registered Mobile No**. through OTP authentication.

- After successful authentication, login to application "**Community Hall Booking**"

- Citizen can also change mobile number and other details through "**Edit Profile**" option available under name display at top right corner.

- Citizen must read all the **Important Instructions and Guidelines**

- After login, you have following options on left side stating: -

  o **Dashboard** – It will show your booking details

  o **Search Availability** – It will show you available Community Halls for booking

  o **Book Community Hall** – It will proceed for booking for Community Hall as per your requirement by taking applicant information, uploading of documents and online payment accordingly.

  o **Instruction & Guidelines** – The important aspect to read before booking the Community Hall.

Instruction and Guidelines

- Please read the Instruction and Guidelines mentioned on the Login homepage of Community Hall Application before proceeding for Booking of Community Hall.

Search Availability

- Citizen can check the Community Hall which he wants to book is available or not.
- A date wise detailed calendar is available to check the availability.

Book Community Hall (For General)

- Click on Book Community Hall, select Booking Type, Event name, Select hall and Select Shift and then click Search.

- After Search, it will display Community Hall details like Size, Category, Floor, Hall Rent, Security Deposit, etc.

- After checking the above details, click on Book Now. It will display Community Hall Details and Calendar Date selection.

- Calendar will be colour coded stating Available, Blocked, Booked, Not available, Initiated and Selected Date.

- After Selection of Date, it will display all the charges to be paid for that Community Hall including GST.

- Click on "Check final availability and proceed" and confirm the same.

- After confirming, enter application details i.e all the required fields (Name, Address, Bank details for Security refund, etc.), upload relevant documents, verify mobile number with OTP and click on submit.

- After submitting, it will again confirm the final charges of Community Hall and click on "Pay Online" and **pay requisite charges** using online payment gateway.

- After Payment, Booking receipt will be generated for download and booking confirmation message will be received on OTP verified Mobile number and the record will be seen in "**Dashboard**" under Action tab.

Book Community Hall (For Concessional)

- Click on Book Community Hall, select Booking Type, Event name, Select hall and Select Shift and then click Search.

- After Search, it will display Community Hall details like Size, Category, Floor, Hall Rent, Security Deposit, etc.

- After checking the above details, click on Book Now. It will display Community Hall Details and Calendar Date selection.

- Calendar will be colour coded stating Available, Blocked, Booked, Not available, Initiated and Selected Date.

- After Selection of Date, it will display all the charges to be paid for that Community Hall including GST.

- Click on "Check final availability and proceed" and confirm the same.

- After confirming, enter application details i.e all the required fields (Name, Address, Bank details for Security refund, etc.), upload relevant documents, verify mobile number with OTP and click on Submit.

- After submitting, the application will forward to Zonal AO or AC/DC for online approval of Community Hall.

- Citizen can check status of their application on your dashboard either approved or rejected.

- If application is approved by Zonal AO or AC/DC, citizen can proceed for online payment of Community Hall. In case the previously selected Community Hall is booked by someone else, then citizen have the option to select another available Community Hall, click Submit.

- After submitting, it will again confirm the final charges of Community Hall and click on "Pay Online" and **pay requisite charges** using online payment gateway.

- After Payment, Booking receipt will be generated for download and booking confirmation message will be received on OTP verified Mobile number and the record will be seen in "**Dashboard**" under Action tab.

Security refund

- After End of Event Date, your request for refund of Security Deposit will auto forward to Zonal AO.
- Zonal AO, on the basis of confirmation from Hall Supervisor for Hall Damages, will either refund your Security Deposit or forfeit the same.
- Citizen can check the refund status on its dashboard and a message will be sent to Citizen for refund initiation.

Cancellation refund

- Before Event Date, citizen can cancel the Community Hall from their Dashboard itself.
- On action button of booking request, Citizen will click on Cancellation, mention reason of cancellation and upload relevant document (if any) and submit.
- After submitting cancellation refund will be initiated as per the cancellation charges T&C. (mentioned in Important instructions and guidelines)
- Citizen can check the cancellation refund status on its dashboard and a message will be sent to Citizen.