Directorate Of Urban Local Bodies

FAQ'S
Online Booking of Kalyan Mandap

Q-1: What is Online Kalyan Mandap Booking System?
It is a software developed by DLB for the purpose of online booking of Kalyan Mandap.

Q-2: How to cancel the booking online?
Booking cancellation option is given in the header section. User must click on it and provide the BIN Number and registered mobile number for cancellation purpose.

Q-3: How to change the booking date and location In case of rescheduling either date or location?

Booking Change option is given in the header section. User has to click on it and provide the BIN Number and registered mobile number for cancellation purpose and user should agreed to the terms and condition provided.

Q-5: Who can avail the discount at the time of booking?

DLB Employees/Pensioner can avail the discount on booking which will be refunded as the booking date is over. To avail the discount user has to opt the of discount, agree the disclaimer that comes in pop-up and have to provide the official Id Proof for verification purpose.

Q-6: How long it will take to refund the security amount?

User has to apply for the refund after the function is over. This request will be forwarded to respective JEs, EEs, and Finance Controller. (7-10 working days)

Q-7: What payment method are accepted?

Net Banking, Credit Card, Debit Card (ATM Card), QR Code Scanner

Q-8: What if amount debited and booking not confirmed?

In this scenario user has to contact the technical team and follow the instructions given by them.

Q-9 How long will it take to process the refund in case of booking cancellation?

As soon as the respective JE ensures the cancellation and forwarded to EE for the process of refund.

Q-10: How to check the status of security refund?

To check the status of the refund, user has to click on the "Check Status" button given in header.

Q-11: How to generate booking receipt?

To generate the booking receipt user have to provide their Booking Identification Number (BIN) and registered mobile number.

Q-12: Do I get any refund if I cancel my booking?

Yes, the refund amount would be based on terms and conditions as given in the portal.

Q.13 Are the booking details forwarded on the email?

Yes, if user has provided the valid email address, then a email consisting details of the booking is forwarded to their email address.

Directorate Of Urban Local Bodies

Q-14: What are the booking cancellation charges?

 (Covered under GST/Applicable Tax Refund Policy)

Serial number	Conditions Covering Change/Cancellation of Booking date	Deduction Rate (%) (Against Booking Amount
1	90 days prior to booked date	
2	Between 89 to 60 days prior to booked date	20%
3	Between 59 to 30 days prior to booked date	30%
4	Between 29 to 22 days prior to booked date	40%
5	Between 21 to 15 days prior to booked date	50%
6	Between 14 to 8 days prior to booked date	75%
7	Between 7 to 0 days prior to booked date	100%

Q-15: What if user is unable to pay using their (ATM Card/Credit Card)?

In this case, first user has to contact to their respective bank to confirm the daily transaction limit of the card. If the amount is not sufficient for the booking they may ask the bank to raise the limit.

Q-16 What if user unexpectedly lands on the error page?

In this case, user has to contact the technical team and provide them the readable screenshot of the error.

Q-17 How user will be updated with the booking/cancellation?

User will get the every notification related to their booking on their registered mobile number which they have provided in the signup form.

Q-18 What does the colour denoted in the check availability page?

Check availability page has dates in three colour codes-

1. Green (Available for booking)

2. Red (Already Booked)

3. Yellow (Date to be booked)

Q-19 What if the session gets expired (Page gets auto reloaded)?

All the applications that includes payment are based on session storage which is only valid for approx. 10-15 min. In case , if the page gets reloaded user have to restart the booking from the start.

Q-20 For how many days the reservation is allowed?

As per the UPHDB guidelines reservation is only allowed for two consecutive days. If the user wants to book more than two days, they may book separately.

Q-21 What if the User is unable to get the OTP on their mobile?

This is based on the condition of the network of their service provider generally OTP does not takes more than 5 mins. to deliver which is valid for 10 mins.

Q-22 Is the booking details forwarded on the email?

Yes, if user has provided the valid email address, then a email consisting details of the booking is forwarded to their email address.

Directorate of Urban Local Bodies

Q-23: What if user choose the incorrect dates?

First of all, user has to ensure every details including dates, amount. Before, going to the payment gateway, in case if the details are incorrect, user can reschedule their booking.