

Community Hall Online Booking

User Reference

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1. Introduction

1.1 Purpose

This document serves as a user manual for the *Community Hall Booking System*, providing an overview of the complete workflow. It is designed to help users understand and navigate the system's functionalities with ease.

The *Community Hall Booking System* streamlines the process of booking community halls, managing payments, tracking booking statuses, and generating reports. It caters to both end-users and administrators, ensuring smooth operations and efficient management.

Key features covered in this manual include:

- Booking and managing reservations.
- Processing payments and refunds.
- Viewing and updating booking statuses.
- Generating detailed reports on bookings, users, halls, payments, and refunds.

2. Modules Information

- User Module
- Caretaker Module
- Officer Module
- Head Quarters Module
- Department Module
- Admin Module

3. Functionalities of the Modules

3.1 User Module:

Online booking system of Community Centres allows the general public (Users) to book the community centre belongs to Greater Chennai Corporation with minimum of seven days and maximum of 6 months from the date of the booking.

User types:

- General Public
- GCC Employees

- GCC pensioner
- Councillors

3.1.1. Registration Process:

The system will allow the user to book a hall only if he/she is a registered user.

For Registering the following are things are required.

User Type: The User should select the user type given as dropdown.

(Note: Based on the user type selected the details required will be displayed)

Case 1: (If user select User Type: **General Public**)

Name: The user should enter the full name in the specified filed (required field).

Mobile Number: The user should enter his/her mobile number for registration in the specified filed (required field).

Aadhaar Number: The user should enter his/her Aadhaar number in the specified field (required field).

Profile Photo: The user can upload his/her photo in the specified field.

Email address: The user can enter mail address in the specified field.

Door No: The user should enter the door no in the specified field (required field).

Street: The user should enter the street in the specified field (required field).

Location: The user should enter the location in the specified field (required field).

Pin code: The user should enter the pin code in the specified field (required field).

Case 2: (If user select User Type: **GCC Employee**) (**75% Concession**)

Employee Id: The user should enter the employee id in the specified filed.

Department: If the user entered employee has validated then the employee department will be fetched.

Name: If the user entered employee has validated then the employee's name will be fetched.

Mobile Number: The user should enter his/her mobile number for registration in the specified field (required field).

Aadhaar Number: The user should enter his/her Aadhaar number in the specified field (required field).

Profile Photo: The user can upload his/her photo in the specified field.

Email address: The user can enter mail address in the specified field.

Door No: The user should enter the door no in the specified field (required field).

Street: The user should enter the street in the specified field (required field).

Location: The user should enter the location in the specified field (required field).

Pin code: The user should enter the pin code in the specified field (required field).

Case 3: (If user select User Type: **GCC Pensioner**) (**75% Concession**)

Pensioner Id: The user should enter the employee id in the specified field.

Department: If the user entered pensioner has validated then the employee department will be fetched.

Name: If the user entered pensioner has validated then the pensioner's name will be fetched.

Mobile Number: The user should enter his/her mobile number for registration in the specified field (required field).

Aadhaar Number: The user should enter his/her Aadhaar number in the specified field (required field).

Profile Photo: The user can upload his/her photo in the specified field.

Email address: The user can enter mail address in the specified field.

Door No: The user should enter the door no in the specified field (required field).

Street: The user should enter the street in the specified field (required field).

Location: The user should enter the location in the specified field (required field).

Pin code: The user should enter the pin code in the specified field (required field).

Case 4: (If user select User Type: **Councillor**) (75% Concession)

Councillor Mobile Number: The user should enter the mobile number in the specified field (required field).

Name: If the user entered mobile number has validated then the Councillor's name will be fetched.

Aadhaar Number: The user should enter his/her Aadhaar number in the specified field (required field).

Profile Photo: The user can upload his/her photo in the specified field.

Email address: The user can enter mail address in the specified field.

Door No: The user should enter the door no in the specified field (required field).

Street: The user should enter the street in the specified field (required field).

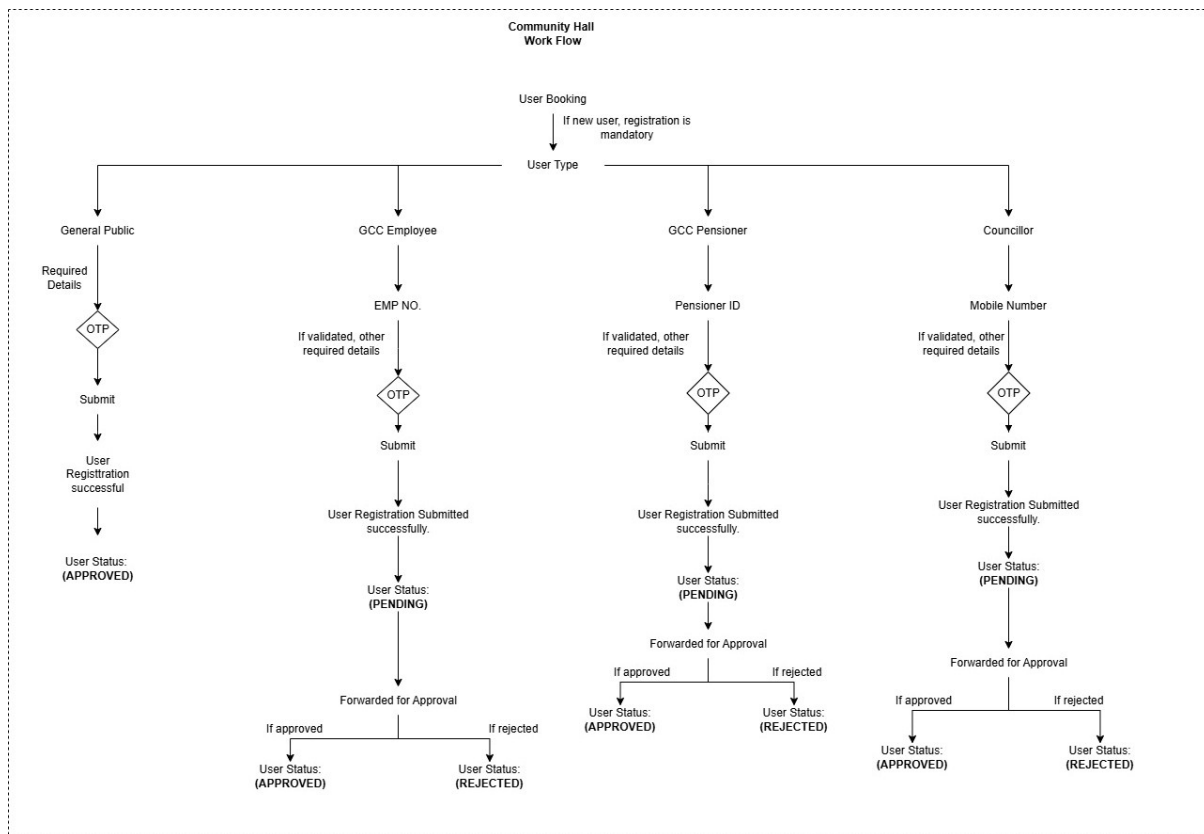
Location: The user should enter the location in the specified field (required field).

Pin code: The user should enter the pin code in the specified field (required field).

Upon clicking "Submit" bottom the system will allow the user for the following.

- The system will allow the user for booking the community hall, if the user type is **General Public**.
- The system will accept the registration form and forward it for department approval, if the user type is **GCC Employee or GCC Pensioner**.
- The system will send an OTP to the validated mobile number and verifies the user and submit the registration form for department's approval, if the user type is **Councillor**.

Once, the registration was approved by the department, the user will able to book the community hall.



3.1.2. Booking Process

The system will allow the user for booking process upon successful login with the registered mobile number and OTP verification with a user-friendly User Interface for the users with user status “**APPROVED**”.

The user interface displays the “Home” page, Booking Details, Hall Details, Community Hall List and Calculate amount.

In “**Home**” page the list of all Community halls will be displayed with hall details. The system will allow the user to check the availability of the hall by filtering with the dates required in the specified field.

Filter option is also provided, the system will filter the halls based on the dates required, Zone, Division required by the user for booking.

Booking process involves the following steps.

Step1: Selection of Community Hall.

The user can select the required hall (**Community Centre**) and view the hall details of it. The details of the hall are listed as following.

- Hall Name & Address
- Hall image
- Zone & Division
- Total area (in Sq.ft.)
- Seating capacity
- Parking Capacity
- Caretaker Name
- Hall full day amount
- Hall Half Day amount
- Deposit amount
- Percentage of GST applicable
- EB unit rate.

Step 2: Selection of functionary and the event date.

Upon clicking “**Book & Continue**” the system takes the user to select the functionary of the event and the event date for booking. The fields are as follows.

Relationship of the functionary: The required field where user should select relationship of the person, booking for the functionary.

Reason for booking: The required field where user should select the reason for which the community hall is being booked. The following are the reasons can be selected by the user.

- Marriage
- Reception
- Birthday
- Betrothal
- Puberty
- Ear Piercing
- Baby Shower
- Commercial
- State Govt. Event
- Central Govt. Event

Start Date: The required field where the user should select the event start date in the calendar displayed based on the availability of the hall. Here in calendar, some key colours which indicates the availability of the hall which are as follows.

Green – Full day availability of the halls.

Purple – Morning availability of the halls.

Yellow – Evening availability of the halls.

Red – Not available

End Date: The required field where the user should select the end date displayed based on the reason selected for booking. The maximum of 2 days will be allowed as an end date if the reason for booking is marriage. Else, only one day will be allowed as an end date.

Start Slot: The required field where the user should select the start slots available (e.g., morning slot or afternoon slot).

End Slot: The required field where the user should select the end slots available (e.g., afternoon slot or evening slot).

Based on the date and slots selected, a small booking summary will be displayed and the user should move to next step for further process.

Step 3: Uploading the required documents.

Based on the Reason for booking selected, the user should upload the required document for further process.

- Betrothal, Marriage & Reception:
 - Bride Name, Bride Photo, Bride Birth certificate or Aadhaar card.
 - Groom Name, Groom Photo, Groom Birth certificate or Aadhaar card.
- Birthday, Puberty, Ear Piercing, Baby Shower:
 - Person name, ID proof, Photo.
- Commercial:
 - ID proof, Request Letter.
- State Govt. Event & Central Govt. Event:
 - Person Name, Govt. ID proof, Department name, Request Letter.

Once the required fields and documents uploaded, the user has to click “Next” for further process.

Step 4: Payment Page

Upon clicking “Next” button, the system takes the user to payment details page. Here the full hall details along with the slots selected and the total amount to be paid (inclusive of GST) including concession (if any) will be displayed. The user has to agree the terms & conditions after verifying all the details displayed for the payment process for further booking process. Upon clicking “Confirm Payment” the system directs the user to bank payment page.

The system allows the user to make payment via UPI, Card Payment & Net banking.

Case 1: PAYMENT SUCCESS & SLOT ALLOTMENT

Upon successful payment, the system will check the availability of the slot, if available, a confirmation popup will be displayed. An Acknowledgement will be generated for the booking with booking status “**Approved**” for the reason for booking except Commercial, State Govt. Event & Central Govt. Event and the slot will be allotted with a “**Booking ID**” of the payment made.

For Commercial, State Govt. & Central Govt. Event, after completion of payment an acknowledgement will be generated for the booking with booking status “**Waiting for NOC**” but the slot will be allotted with a “**Booking ID**” of the payment made.

Case 2: PAYMENT FAILURE

If the payment got failed, an acknowledgement will be generated for the booking with booking status “**Pending**”

Case 3: PAYMENT SUCCESS & SLOT NOT ALLOTTED

Upon successful payment and the slot was occupied by others, then the system will initiate auto refund against the successful payment for the user and the system will update the booking status as “**Refunded**” with refund status “**COMPLETED**”. In case of broken transaction, the system will update the booking status as “**Refunded**” with refund status “**WAITING**” and generates an acknowledge copy for the user with booking status as “**FAILURE**” and comments as “**SLOT OCCUPIED BY OTHER USER**” with refund comment “**Refund will be initiated**”.

3.1.3. Cancellation Process:

In “Booking details” page, the user can view their full booking history with the booking and refund status. Here the user has an option for cancellation of the event for which the booking made will be displayed.

For Cancellation request an OTP will be sent to the user’s registered mobile number. Once the OTP got verified, the slot will let free for other bookings and the status of booking will be updated as “**Cancelled**” with a refund status “**WAITING**” and action will be “**User Cancelled**”.

For Cancellation, only deposit amount lied for that booking will be refunded.

(**Note: Booking can be cancelled one day prior to the event date. **)

3.1.4. Reschedule Process:

In “Booking details” page, the user can view their full booking history with the booking and refund status. Here the user has an option called “**Reschedule**” where the user can reschedule their event date.

Upon clicking “Reschedule” option, a calendar will be displayed where the user can only select the start date (only if available) since, the amount of the halls varies based on their facilities and slots can’t be changed.

Here, the user will be allowed only once to reschedule the booking (**Event date**).

(**Note: Booking can be rescheduled with minimum 7 days and maximum of 6 months of the current date. **)

3.1.5 Additional Actions:

The user can view and book the hall by clicking “Hall Booking” in menu bar. This filed displays the list of halls available for booking. Upon selecting a hall, the user can book the hall as mentioned in booking process (*please refer 3.1.2. Booking Process*).

The user has an option to upload the NOC copy received if the booking status is “**Waiting for NOC**”. Once the user uploaded the NOC copy then the booking status will be updated as “**Waiting for NOC approval**”.

The user can view the amount required for booking a particular hall for the number of days and slots the user wishes to select by using “**Calculate Hall Amount**” in the menu bar.

3.2. Caretaker Module:

Caretaker (in-charge) is the one responsible for the bookings made online on his/her allotted hall for further actions. Caretaker is responsible for recording the start and end EB readings and damage amount caused by the user (public or event functionary) to raise the settlement bill against the deposit amount paid by the user. An additional amount was levied (if any) will be collected from the public by generating a QR Code for making online payment.

3.2.1. Current Event:

In this sub-module the details of the current event (on that particular day) will be displayed. The user (caretaker) has to record the EB starting readings of the current event for calculating the EB amount. Upon clicking “**EB Details**” caretaker has a provision to enter the starting EB reading and upload the image of the reading.

The user (Caretaker) has a provision to view the full details of the event & user (event functionary) by clicking “**View**” in the current event page.

Once the event got completed, the caretaker has to raise the bill for the completed event by clicking the “**Settlement**” option.

Upon clicking “**Settlement**” option, a page will be opened with the details of the event and booking status. Here, the user (Caretaker) has to enter the ending EB reading in the specified field based on which the EB unit consumed by the user (event functionary) will be calculated and the EB amount will be levied for deduction from deposit amount.

Also, if the user (event functionary) caused any damages to the items belongs to the Community Centre, the caretaker has to mention / enter the item got damage and the amount that the damage item cost in the filed specified for that. There is also provision for adding multiple items in damage amount. This amount will also be deducted from the deposit amount.

(Note: Damage amount is not mandatory for raising the settlement bill. **)**

Once all the required field got entered, the total amount to be deducted from the deposit amount will be displayed and the caretaker has to raise the bill by clicking “**Raise Bill**”.

Case 1: If the bill raised is less than the actual deposit amount.

Upon clicking “**Raise Bill**” the request will be forwarded to the particular Officer (Zonal ARO) login for further process with Refund Status as “**WAITING**”. And this will be reflected in “**Settlement List**”.

Case 2: If the bill raised is more than the actual deposit amount.

The system allows user (Caretaker) to generate a QR Code to collect the pending amount from the user (event functionary) with Refund Status as “**WAITING**”. Once the amount paid by the user (event functionary) based on the QR generated the booking status will be updated as “**Completed**” with refund status as “**CLOSED**”.

3.2.2. Past Event:

In this sub-module the details of the past days completed event will be displayed if the settlement bill for the completed event was not raised. The caretaker has a provision to raise the bill for the completed event as mentioned in current event (*please refer 3.2.1. Current Event*).

3.2.3. Future Event:

In this sub-module the details of the succeeding two days event from the current date will be displayed. The user (Caretaker) has the provision to view the booking details and user (event functionary) details of the upcoming events by clicking “**View**” option.

3.2.4. Settlement List:

In this sub-module, all the settlement bill raised by the caretaker will be displayed. Here the caretaker has a provision to view the refund status of the completed events for which the settlement was raised.

3.3. Officer Module:

Officer, who is responsible for the community centres comes under his / her Zone level. The Officer will maintain all the bookings made in community centre of his / her zone. Officer has an access to approve or reject the bookings made in community centre under his / her zone. Also, he is responsible for approving the settlement bill raised by the respective caretaker for refunding the balance amount to the user (event functionary).

Upon successful login by entering his / her registered mobile number and PIN, a detailed graphical representation will be displayed called “**Dashboard**”. In this, the total no. of bookings made under respective zone level along with split ups will be displayed.

3.3.1. Booking Approved List:

In this sub-module, the user (Officer) can view the list of bookings (for the community centre comes under his / her respective zone) with the booking status as “**Approved**”. The user

(Officer) can view the user (event functionary) details and the bookings details by clicking “**Approved**” button provided.

Upon clicking “Approved” button, the system will display the full details of the booking made along with user details. The system also provides the user (Officer) a provision for rejecting the approved upcoming event. By clicking the “Reject” button, the system will display a field where the user (Officer) has to select whether the booking made is “**illegal or other**” and need to enter some remarks regarding the rejection. Once submitted that particular booking will be rejected and will move to **Booking Rejected List** with the booking status “**Rejected**” with refund status as “**WAITING**”. A message via SMS and WhatsApp will be sent to the user (event functionary).

(**Note: Once the booking got rejected, the booking status will be updated as “Rejected” and cannot be changed. **)

3.3.2. Booking Rejected List:

In this sub-module, a list of bookings rejected by the user (Headquarters) / (Officer) will be displayed. The user (Officer) has a provision to view the full details of the bookings by clicking “Rejected” button.

3.3.3. Settlement Pending List:

In this sub module, there are three known tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund where the list of settlements raised by the caretakers, a list of cancelled events and a list of rejected / GCC Blocked events respectively for which refund has to be approved under a particular zone will be displayed.

The User (Officer) has an access to reject the refund request only for the settlement raised for the completed event. If the refund got rejected it will be forwarded to the corresponding caretaker login for further actions.

Once the user (Officer) approved the refund request, the refund for the particular will be initiated from bankside and the system will update the refund status as “**COMPLETED**” with the corresponding booking with status “Approved” will be updated as “Completed”.

3.3.4. Settlement Completed List:

In this sub module, the list of bookings for which the refund got completed will be displayed here in three different tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund.

3.3.5. Reports:

In this section, the user (Officer) can generate a variety of reports based on the data specific to their assigned zonal level. These reports provide detailed insights and help in managing operations effectively within their zone.

The available reports include:

- **Booking Details:** Information about bookings made within the zone, including status, dates, and user details.
- **User Details:** Data about users who have booked halls in the zone, such as contact information and booking history.
- **Hall Details:** Comprehensive information about the halls in the zone, including location, capacity, and current availability.
- **Refund Details:** Records of refunds processed for bookings in the zone, including amounts and statuses.

3.4 Head Quarters Module:

Headquarters login, generally maintained by Head of the Department who has access to approve or reject the bookings made in community centre of all zones. Also, he has an access for approving the settlement bill raised by the respective caretaker for refunding the balance amount to the user (event functionary).

Upon successful login by entering his / her registered mobile number and PIN, a detailed graphical representation will be displayed called “**Dashboard**”. In this, the total no. of bookings made in all zone level along with split ups will be displayed.

3.4.1. User Pending List:

In this sub module, a list of user registration pending for booking community hall will be displayed. The user (Headquarters) should approve or reject the user registration. If approved a successful registration message will be sent to user (event functionary) with user status as “**APPROVED**” and the system will allow the user for online booking. Else, if rejected the user registration application will be rejected with User status as “**REJECTED**”.

3.4.2. User Approved List:

In this sub module, a list of users approved for making online booking will be displayed here.

3.4.3. User Rejected List:

In this sub module, a list of users rejected for making online booking will be displayed here.

3.4.4. Recent Events:

In this submodule, the list of all events based on the time period for 6 months displayed in Past event, Current Event, Future event will be displayed. Here the user (Headquarters) has an provision to view the booking details of the events.

3.4.5. Waiting for NOC Approval:

In this sub-module, the user (Headquarters) can view the list of all bookings with the booking status as “**Waiting for NOC Approval**”. The user (Headquarters) can view the user (event functionary) details and the bookings details by clicking “view” button provided. The uploaded NOC copy for approval is valid, the user (Headquarters) shall approve the booking by verifying the NOC Copy. If approved, the slot will be confirmed for conducting the event by the event functionary and the system will update the booking status as “Approved” with refund status as “**WAITING**”.

3.4.6. Booking Approved List:

In this sub-module, the user (Headquarters) can view the list of all bookings with the booking status as “**Approved**”. The user (Headquarters) can view the user (event functionary) details and the bookings details by clicking “**Approved**” button provided.

Upon clicking “Approved” button, the system will display the full details of the booking made along with user details. The system also provides the user (Officer) a provision for rejecting the approved upcoming event. By clicking the “Reject” button, the system will display a field where the user (Officer) has to select whether the booking made is “**illegal or other**” and need to enter some remarks regarding the rejection. Once submitted that particular booking will be rejected and will move to **Booking Rejected List** with the booking status “**Rejected**” with refund status as “**WAITING**”. A message via SMS and WhatsApp will be sent to the user (event functionary).

(**Note: Once the booking got rejected, the booking status will be updated as “Rejected” and cannot be changed. **)

3.4.7. Booking Rejected List:

In this sub-module, a list of bookings rejected by the user (Headquarters) / (Officer) will be displayed. The user (Headquarters) has a provision to view the full details of the bookings by clicking “Rejected” button.

3.4.8. Settlement Pending List:

In this sub module, there are three known tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund where the list of settlements raised by the caretakers, a list of cancelled events and a list of rejected / GCC Blocked events respectively for which refund has to be approved will be displayed.

The User (Officer) has an access to reject the refund request only for the settlement raised for the completed event. If the refund got rejected it will be forwarded to the corresponding caretaker login for further actions.

Once the user (Officer) approved the refund request, the refund for the particular will be initiated from bankside and the system will update the refund status as “**COMPLETED**” with the corresponding booking with status “**Approved**” will be updated as “**Completed**”.

3.4.9. Refund Failed List:

In this sub module, the list of bookings for which the refund got failed after initiation will be displayed here in three different tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund.

3.4.10. Settlement Completed List:

In this sub module, the list of bookings for which the refund got completed will be displayed here in three different tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund.

3.4.11. Reports:

The user (Headquarters) can generate a wide range of reports to analyse and manage the overall data for the community hall booking system. The available reports provide insights into various aspects of the system, including:

- **Booking Details:** Comprehensive information about all bookings, including status, dates, and booking IDs.

- **User Details:** Data on users who have booked community halls, such as contact information and booking history.
- **Hall Details:** Specific information about the community halls, including location, capacity, and availability.
- **Refund Details:** Records of refunds processed, covering refund amounts, reasons, and statuses.
- **Payment Information:** Transaction details, including payment modes, statuses, and amounts received.

3.5. Admin Module:

Admin login, has the overall access to approve or reject the bookings made in community centre of all zones. Also, he has an access for approving the settlement bill raised by the respective caretaker for refunding the balance amount to the user (event functionary).

Upon successful login by entering his / her registered mobile number and PIN, a detailed graphical representation will be displayed called “**Dashboard**”. In this, the total no. of bookings made in all zone level along with split ups will be displayed.

3.5.1. User Deactivate:

The User (Admin) has a provision to activate or deactivate a mobile number for making a community hall online booking by entering the mobile number.

3.5.2. User Pending List:

In this sub module, a list of user registration pending for booking community hall will be displayed. The user (Headquarters) should approve or reject the user registration. If approved a successful registration message will be sent to user (event functionary) with user status as “**APPROVED**” and the system will allow the user for online booking. Else, if rejected the user registration application will be rejected with User status as “**REJECTED**”.

3.5.3. User Approved List:

In this sub module, a list of users approved for making online booking will be displayed here.

3.5.4. User Rejected List:

In this sub module, a list of users rejected for making online booking will be displayed here.

3.5.5. Recent Events:

In this submodule, the list of all events based on the time period for 6 months displayed in Past event, Current Event, Future event will be displayed. Here the user (Headquarters) has an provision to view the booking details of the events.

3.5.6. Waiting for NOC Approval:

In this sub-module, the user (Headquarters) can view the list of all bookings with the booking status as “**Waiting for NOC Approval**”. The user (Headquarters) can view the user (event functionary) details and the bookings details by clicking “view” button provided. The uploaded NOC copy for approval is valid, the user (Headquarters) shall approve the booking by verifying the NOC Copy. If approved, the slot will be confirmed for conducting the event by the event functionary and the system will update the booking status as “Approved” with refund status as “**WAITING**”.

3.5.7. Booking Approved List:

In this sub-module, the user (Headquarters) can view the list of all bookings with the booking status as “**Approved**”. The user (Headquarters) can view the user (event functionary) details and the bookings details by clicking “**Approved**” button provided.

Upon clicking “Approved” button, the system will display the full details of the booking made along with user details. The system also provides the user (Officer) a provision for rejecting the approved upcoming event. By clicking the “Reject” button, the system will display a field where the user (Officer) has to select whether the booking made is “**illegal or other**” and need to enter some remarks regarding the rejection. Once submitted that particular booking will be rejected and will move to **Booking Rejected List** with the booking status “**Rejected**” with refund status as “**WAITING**”. A message via SMS and WhatsApp will be sent to the user (event functionary).

(**Note: Once the booking got rejected, the booking status will be updated as “Rejected” and cannot be changed. **)

3.5.8. Booking Rejected List:

In this sub-module, a list of bookings rejected by the user (Headquarters) / (Officer) will be displayed. The user (Headquarters) has a provision to view the full details of the bookings by clicking “Rejected” button.

3.5.9. Hall Details:

In this module, the list of halls available for making online booking will be displayed. Here, the user (Admin) has a provision to include new hall in the existing list, edit or make changes in the existing hall details. Also, the user (Admin) has an access to activate or deactivate the existing hall in the hall list for making visible for public view.

3.5.10. Discount Range:

In this module, the discount range applicable for various user types will be updated here.

3.5.11. Settlement Pending List:

In this sub module, there are three known tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund where the list of settlements raised by the caretakers, a list of cancelled events and a list of rejected / GCC Blocked events respectively for which refund has to be approved will be displayed.

The User (Officer) has an access to reject the refund request only for the settlement raised for the completed event. If the refund got rejected it will be forwarded to the corresponding caretaker login for further actions.

Once the user (Officer) approved the refund request, the refund for the particular will be initiated from bankside and the system will update the refund status as “**COMPLETED**” with the corresponding booking with status “**Approved**” will be updated as “**Completed**”.

3.5.12. Refund Failed List:

In this sub module, the list of bookings for which the refund got failed after initiation will be displayed here in three different tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund.

3.5.13. Settlement Completed List:

In this sub module, the list of bookings for which the refund got completed will be displayed here in three different tabs namely, Settlement Refund, Cancelled Bookings Refund and Rejection / GCC Blocking Refund.

3.5.14. Manual Refund:

In this, the payment received as a broken transaction (with booking status as “**REFUNDED**” and refund status as “**WAITING**”) will be refunded manually by entering booking ID, Transaction ID, User ID, Amount & Pass Code for refund. Once submitted, a

refund request will be processed and the system will update the refund status as “COMPLETED”

3.5.15. Reason Master:

In this module, the reason for which a hall can be booked by public will be added here. The user (Admin) can add a new reason by clicking “add new” option and can set the Maximum day limit and the supporting document required for booking will be add here by the user (Admin).

3.3.5. Reports:

The user (Admin) can generate a wide range of reports to analyse and manage the overall data for the community hall booking system. The available reports provide insights into various aspects of the system, including:

- **Booking Details:** Comprehensive information about all bookings, including status, dates, and booking IDs.
- **User Details:** Data on users who have booked community halls, such as contact information and booking history.
- **Hall Details:** Specific information about the community halls, including location, capacity, and availability.
- **Refund Details:** Records of refunds processed, covering refund amounts, reasons, and statuses.
- **Payment Information:** Transaction details, including payment modes, statuses, and amounts received.