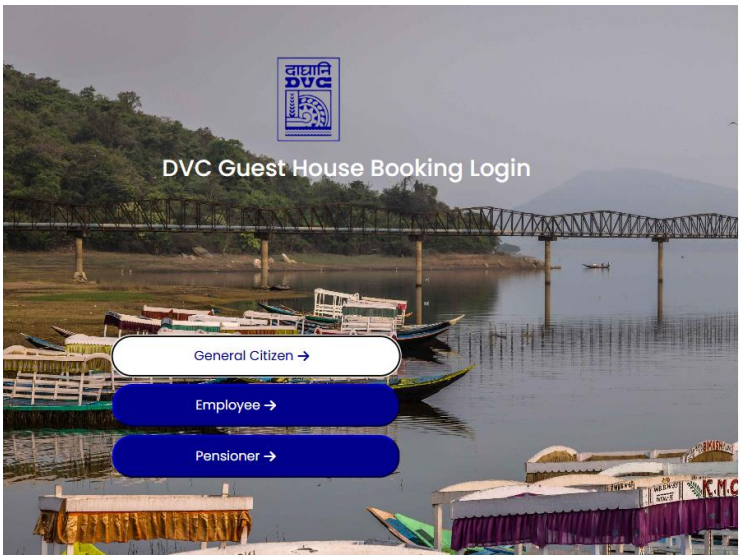
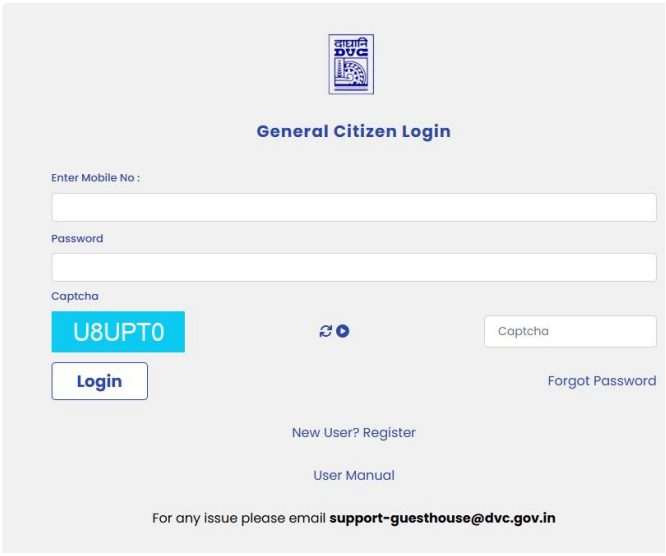
DVC Guest House User Manual

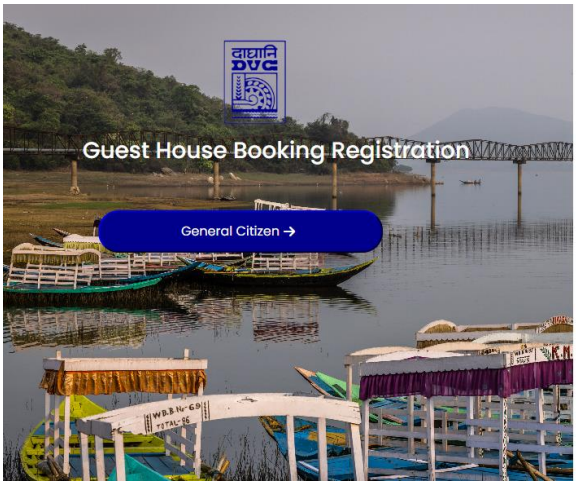
1. **General Citizen can visit Online Guest House/Holiday Home booking application at the URL https://www.dvc.gov.in/guesthouse/Userlogin . Also, User can find link on DVC Website-→ Quick links -->DVC Guest house Booking.**

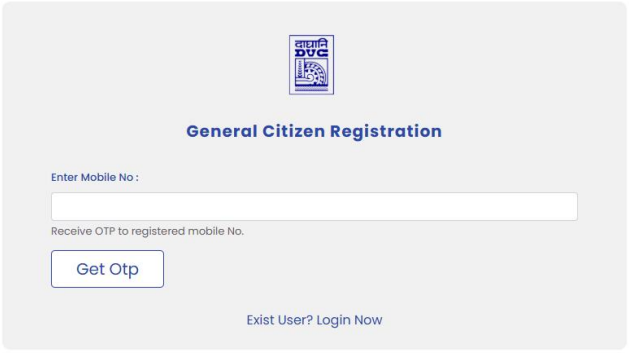
2. Users will click on **New User? Register** for registration. User will prompt to Registration page.





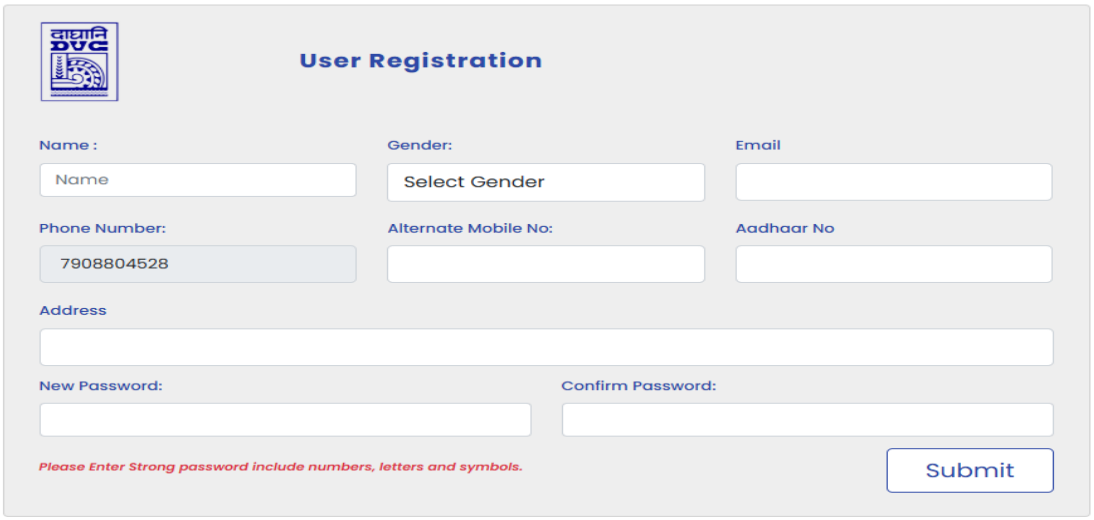
For registration, the user will enter their mobile number and click on the "Get OTP" button. They will then be prompted to enter the 4-digit OTP received on their registered mobile number.





3. After successfully verifying the OTP, the user will be redirected to the registration details page. The user will then fill in all the required details, such as name, email, Aadhar number, and a new password. After completing the form, they will click the "Submit" button to complete the registration process successfully.

4.



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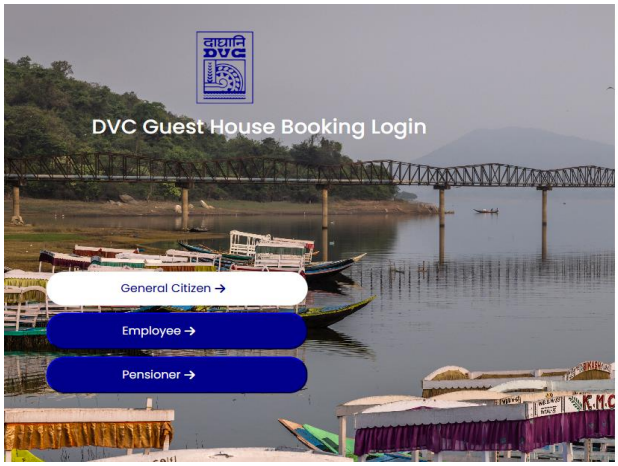
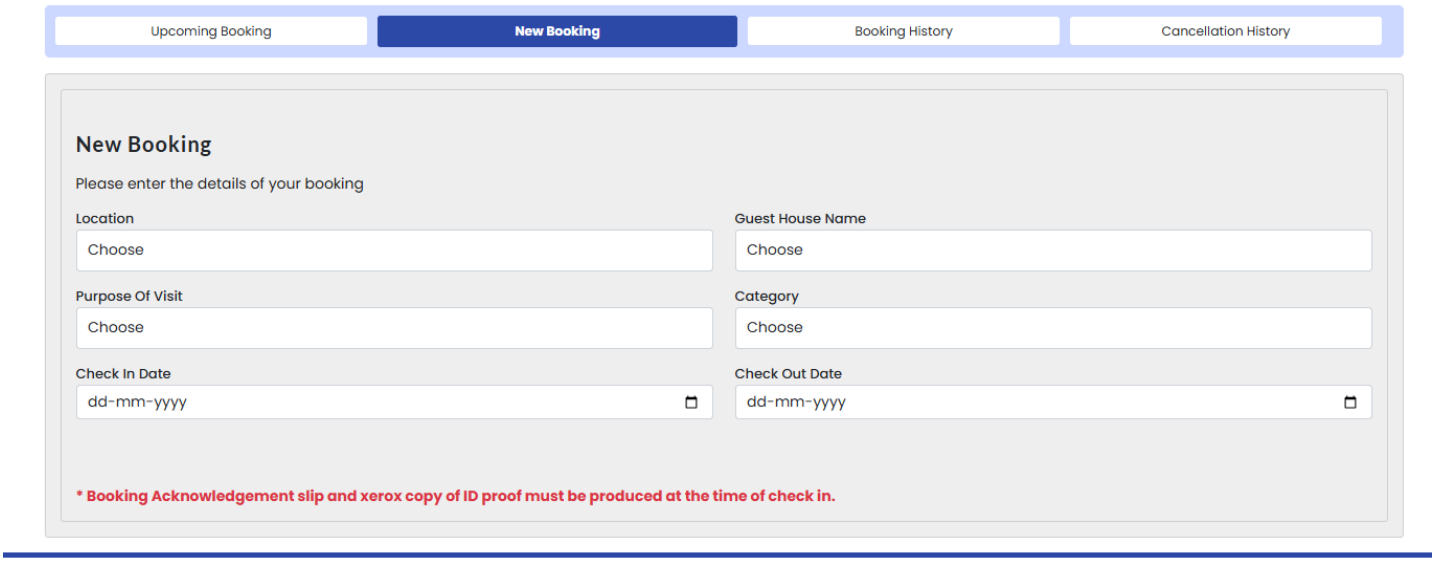
ully registration, user can login with registered mobile number, password, captcha and click on login button.



5. After that user will enter 4-digit OTP received on registered mobile number.

6. After OTP verification User will redirect to the Dashboard.



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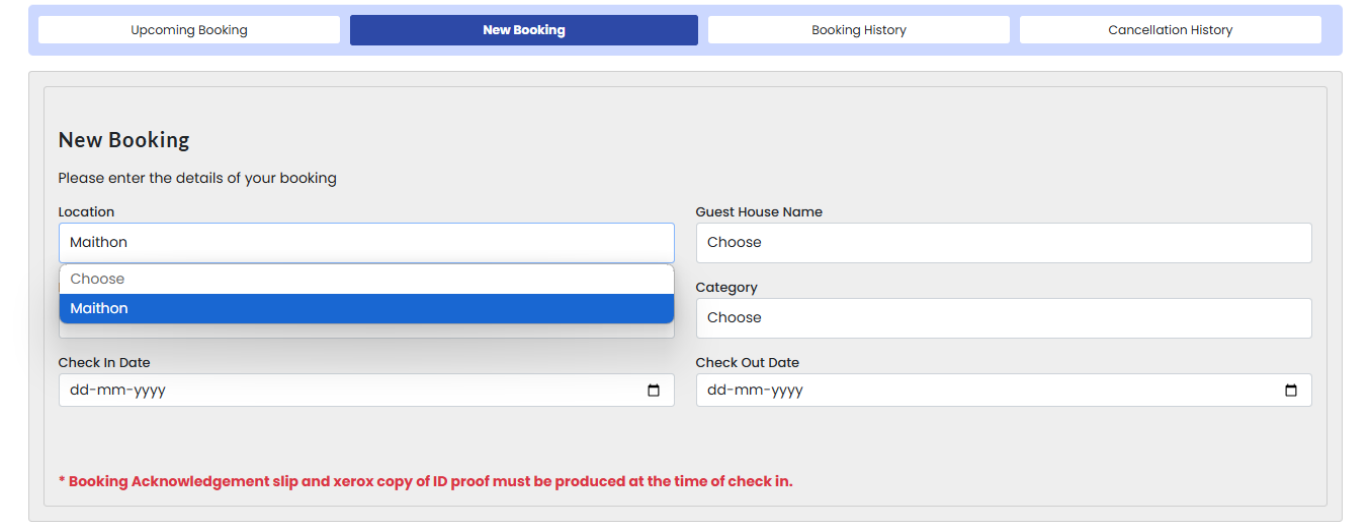
7. In the above image there is 4 tab, from this tab user will be able to see these tabs:-

Upcoming booking
New booking
Booking history
Cancellation History

8. For new Booking, click on '**New Booking**' tab, where users will have to fill few information for the booking like **Location, Guest house Name, Purpose of visit, Category along with check-in and check-out date.**



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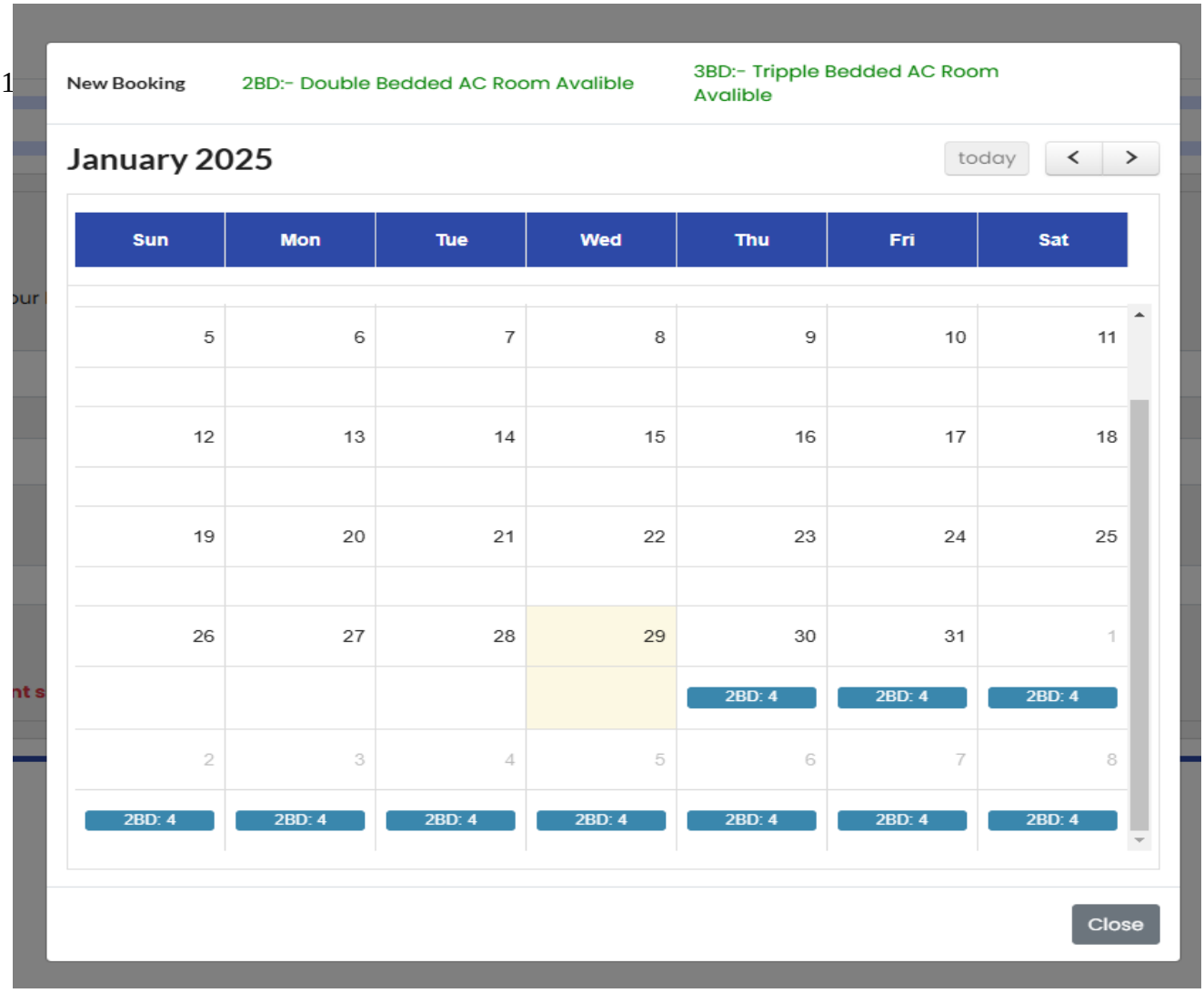
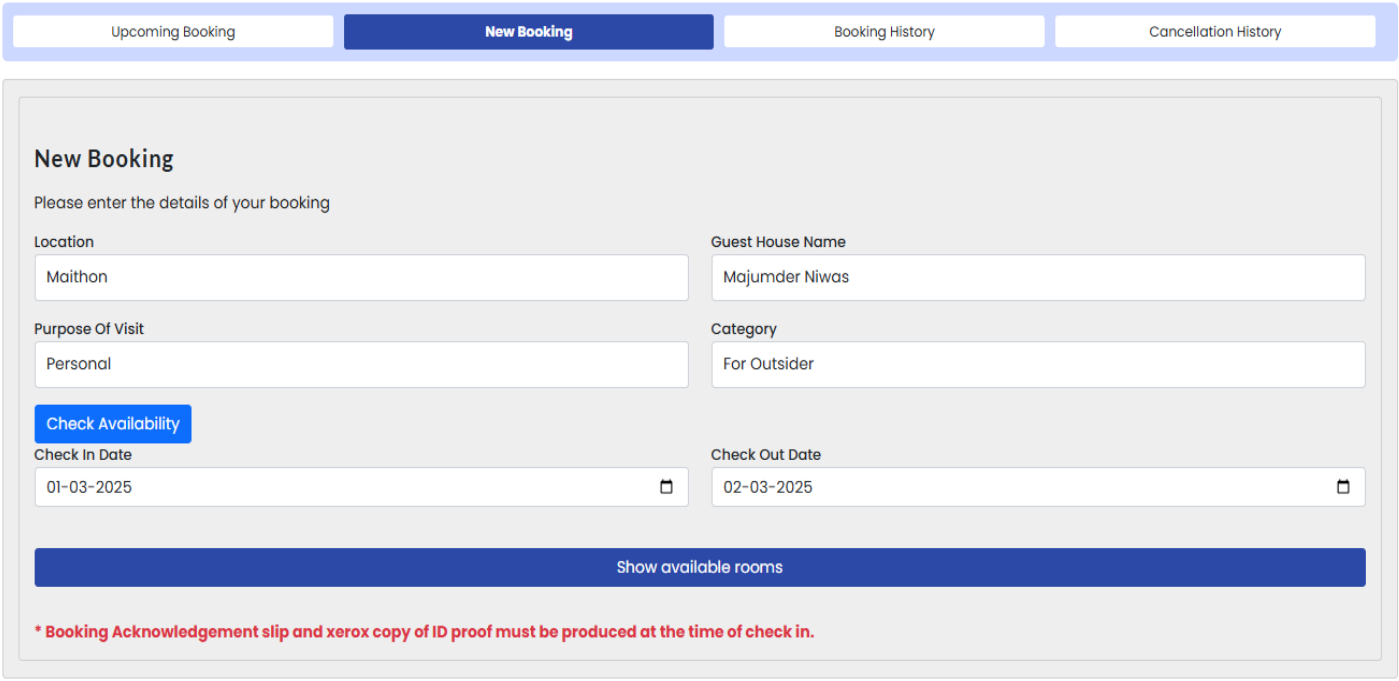
9. On clicking **'Check Availability' button, users will be redirected to the Availability chart in pop-up screen, where users can view the number of rooms available.**

1



ck-in date and check-out date based on the availability of the rooms and then click on the 'Show available rooms' button.



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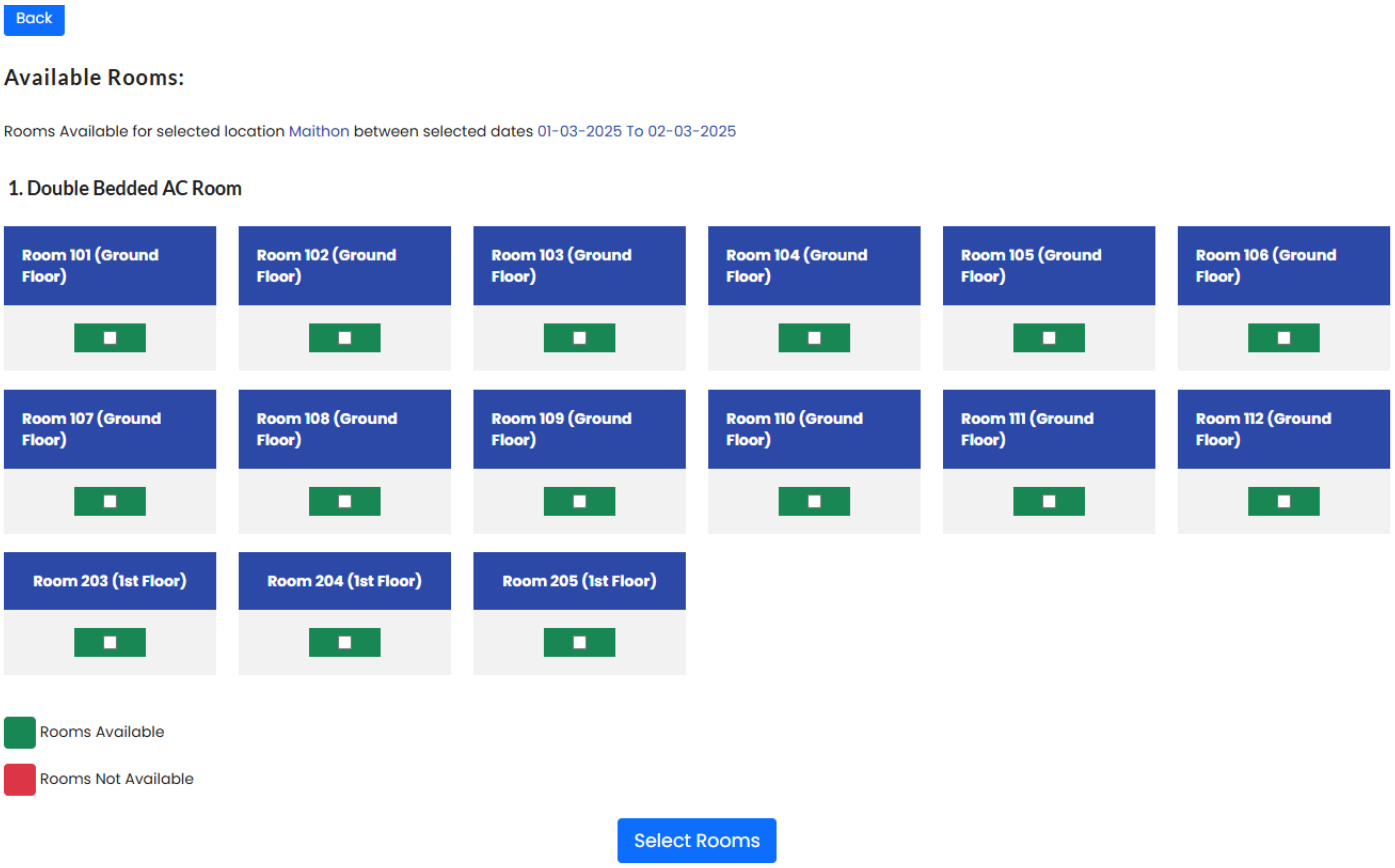
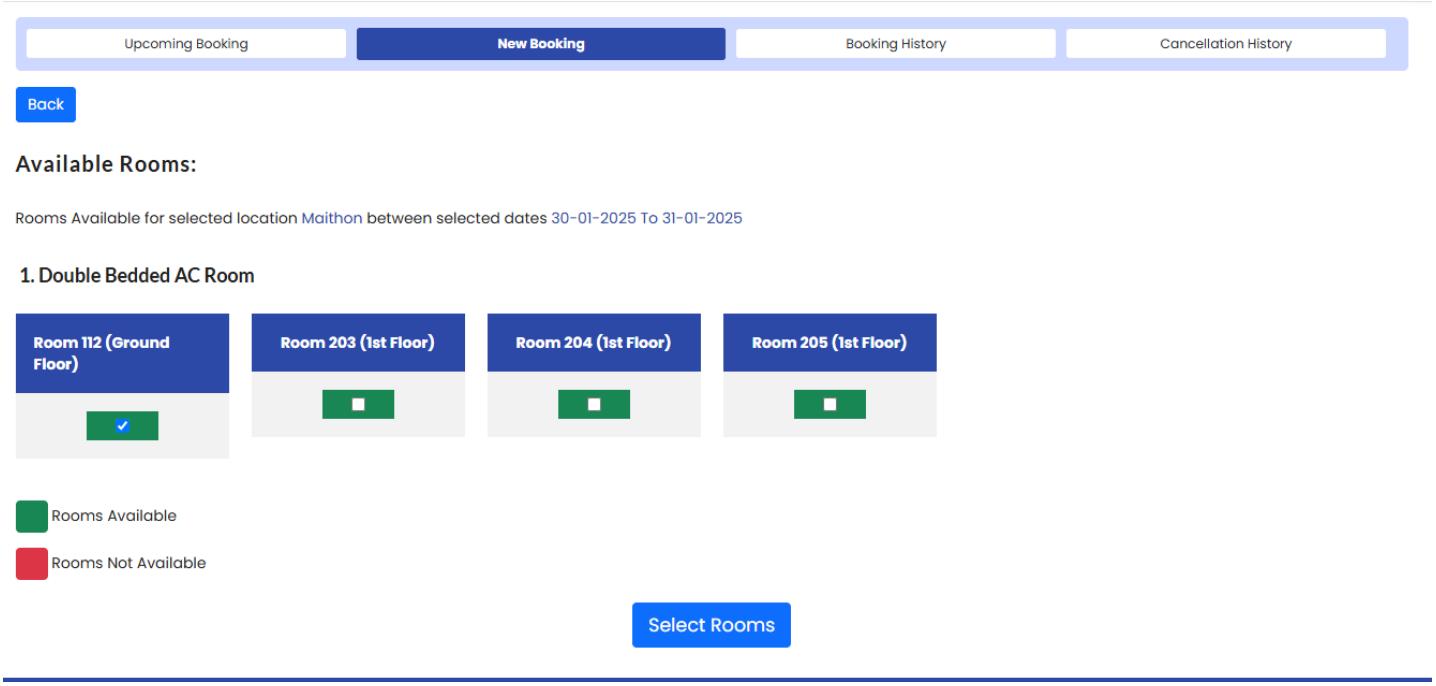
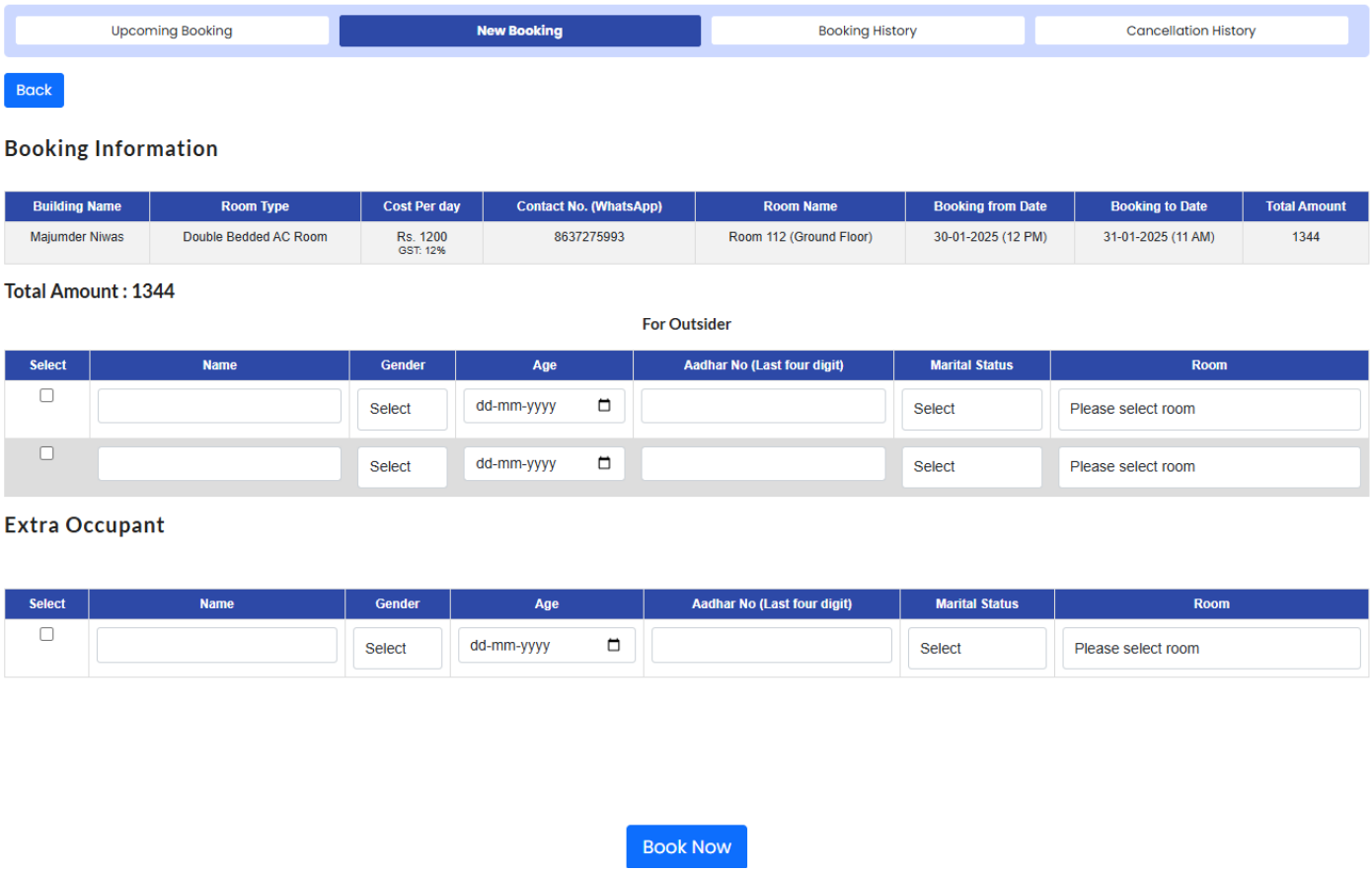


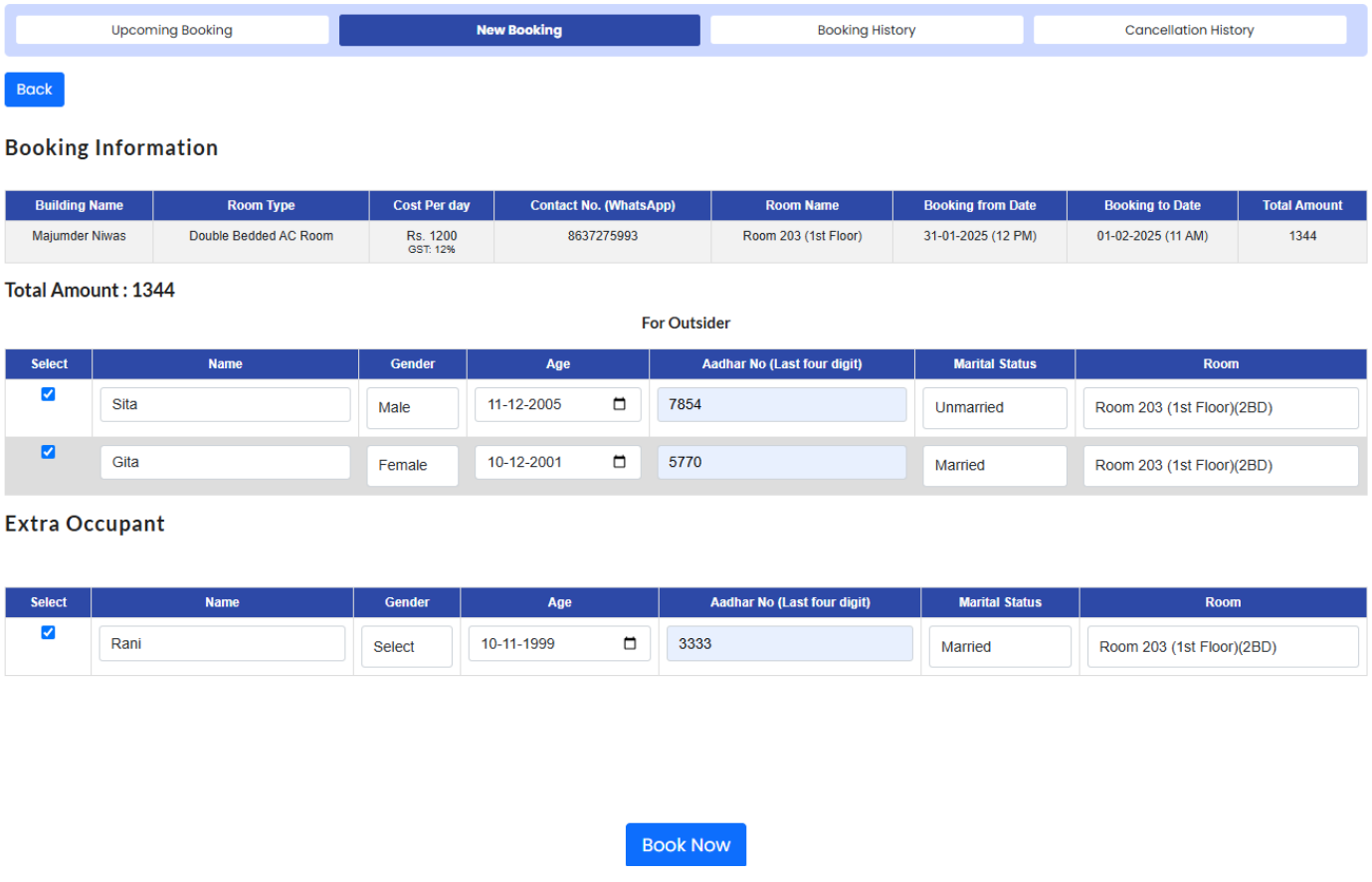
11. After selecting the rooms, users will be prompted to enter the guest details.



12. After clicking select rooms, **user will be required to provide the details of the guests as follows :-**



13. Here showing how to fill all the field.



14. After filling the guest details, **click on 'Book now'** button**.**
15. User will then be able to view the **booking summary** and they will have to confirm and pay for the booking**.**

Booking Summary

Travel Period

Check In:	2025-01-31	Check In Time : 12:00 PM
Check Out:	2025-02-01	Check Out Time : 11:00 AM

Your Selection

Total No. of Room :	1
Total No. of Guest:	3
Total No. of Days and Nights :	1

Back to New Booking

Guest Details

SL no.	Name	Age	Gender	Marital Status	Aadhar No. (Last 4 Digit)	Room No
1	Sita	19	Male	Unmarried	7854	Room 203 (1st Floor)
2	Gita	23	Female	Married	5770	Room 203 (1st Floor)
3	Rani	25	Male	Married	3333	Room 203 (1st Floor)

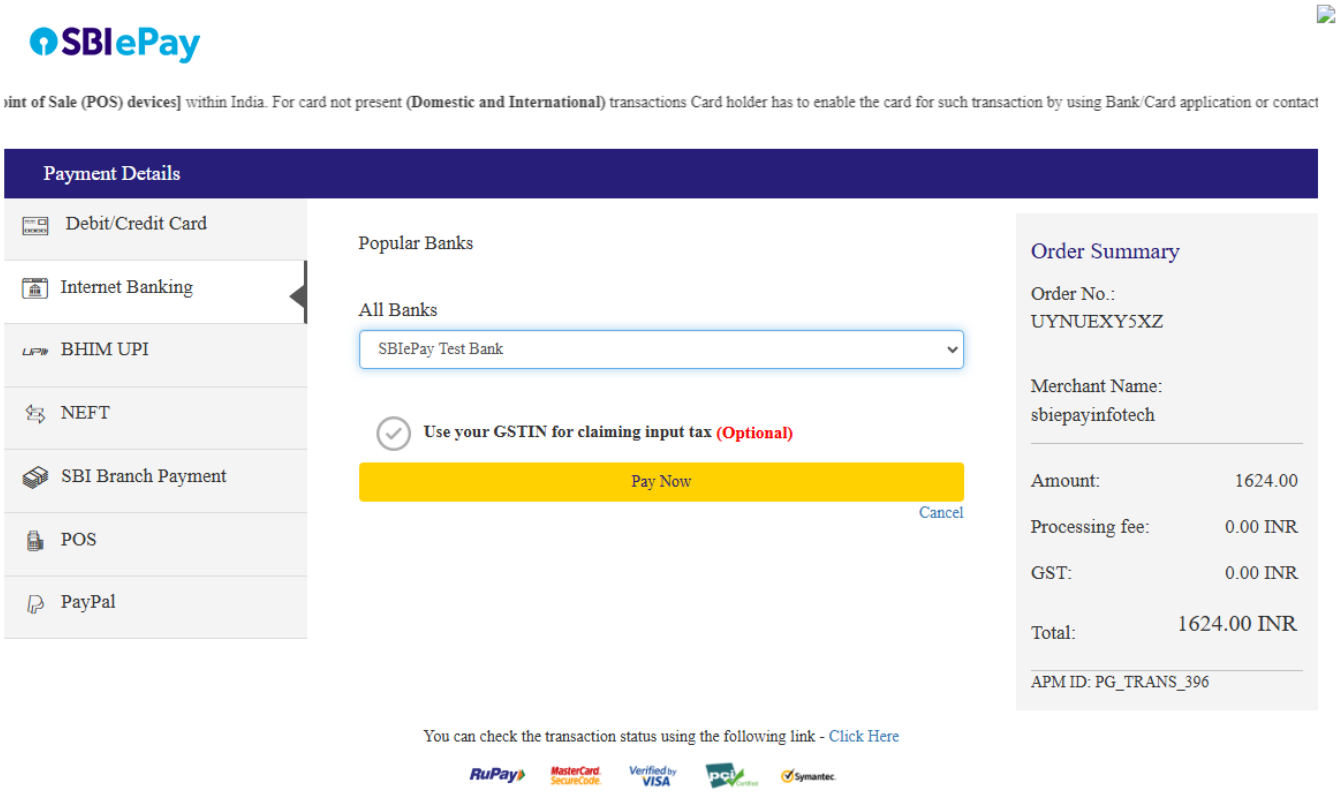
Amount Details

Sno	Location	Name of Guest House	Room Type	Room Name	Rate Per Room	Rate for Extra Occupant	Total No. of Days	Total Basic	GST@12%
1	Maithon	Majumder Niwas	Double Bedded AC Room	Room 203 (1st Floor)	Rs. 1200	250	1	Rs. 1450	174

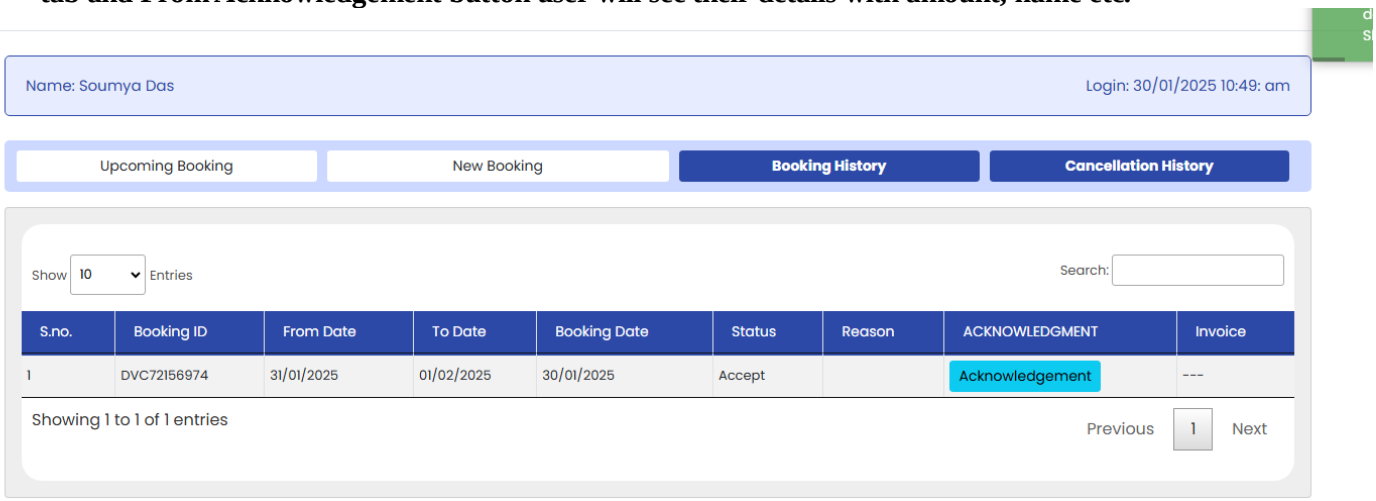
Total Amount : 1624

Confirm & Pay

16. Users will be redirected to the 'Payment Gateway' Page, **and they have to do payment for confirmation.**



17. **After completing the 'payment successfully', Users can view their booking information in 'Booking History' tab and From Acknowledgement button user will see their details with amount, name etc.**



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DAMODAR VALLEY CORPORATION

GUEST HOUSE BOOKING

CIT Rd, CIT Scheme VII M, Block II, Ultadanga, Kolkata, West Bengal 700054

Contact : 033-6607-2800 email id: support-guesthouse@dvc.gov.in

BOOKING ACKNOWLEDGMENT

Booking ID	dvc72156974	Contact No		Booking Date	30-01-2025
Booked by	Soumya Das	Email Id		Booking Source	Outsider

Nationality	Indian	Total No of Adults	3	Total No of Childs	0
Check In Date	31-01-2025 (12 PM)	Check Out Date	01-02-2025 (11 AM)	Booking Id	dvc72156974

Property name	Majumder Niwas	Category	For Outsider
Address	Maithon	Email Id	support-guesthouse@dvc.gov.in
City/District	Maithon	State	WEST BENGAL
Pin Code	828207	Contact No	
Check In Date	31-01-2025 (12 PM)	Check Out Date	01-02-2025 (11 AM)

Si no.	Room Type	Room No	From Date	To Date	Status	Rate	Basic Account	GST	Total Amount
1	Double Bedded AC Room	Room 203 (1st Floor)	31-01-2025	01-02-2025	Active	1200	1200 + 250	174	1624
	Grand Total								1624
Total Invoice Value (in words)		One thousand six hundred and twenty four Rupees							

Payment Information	Mode	Processed By	Transaction Id	Date & Time	Total Amount
	NB	SBI epay	4411255071312	30-01-2025	1624

Terms & Conditions

*** Booking Acknowledgement slip and xerox copy of ID proof must be produced at the time of check in.**
1.Photo identity card(duly attested by the employee/ex-employee must be produced at the time of check-in.
2.If a room reservation from DVC is cancelled.Only the room rent for the cancelled room shall be covered by this.DVC will be responsible for reimbursing the cost of the room rental exclusively.Only expenses related to room rent will be considered admissible.
3.Booking : 100% Advance at the time of booking.

Cancellation Charge :
1) 25% of advance will be forfeited if cancellation is made clear 30 days from the date of Reservation.
2) 75% of advance will be forfeited if cancellation is made less than 30 days from the date of Reservation.

DAMODAR VALLEY CORPORATION

GUEST HOUSE BOOKING

CIT Rd, CIT Scheme VII M, Block II, Ultadanga, Kolkata, West Bengal 700054

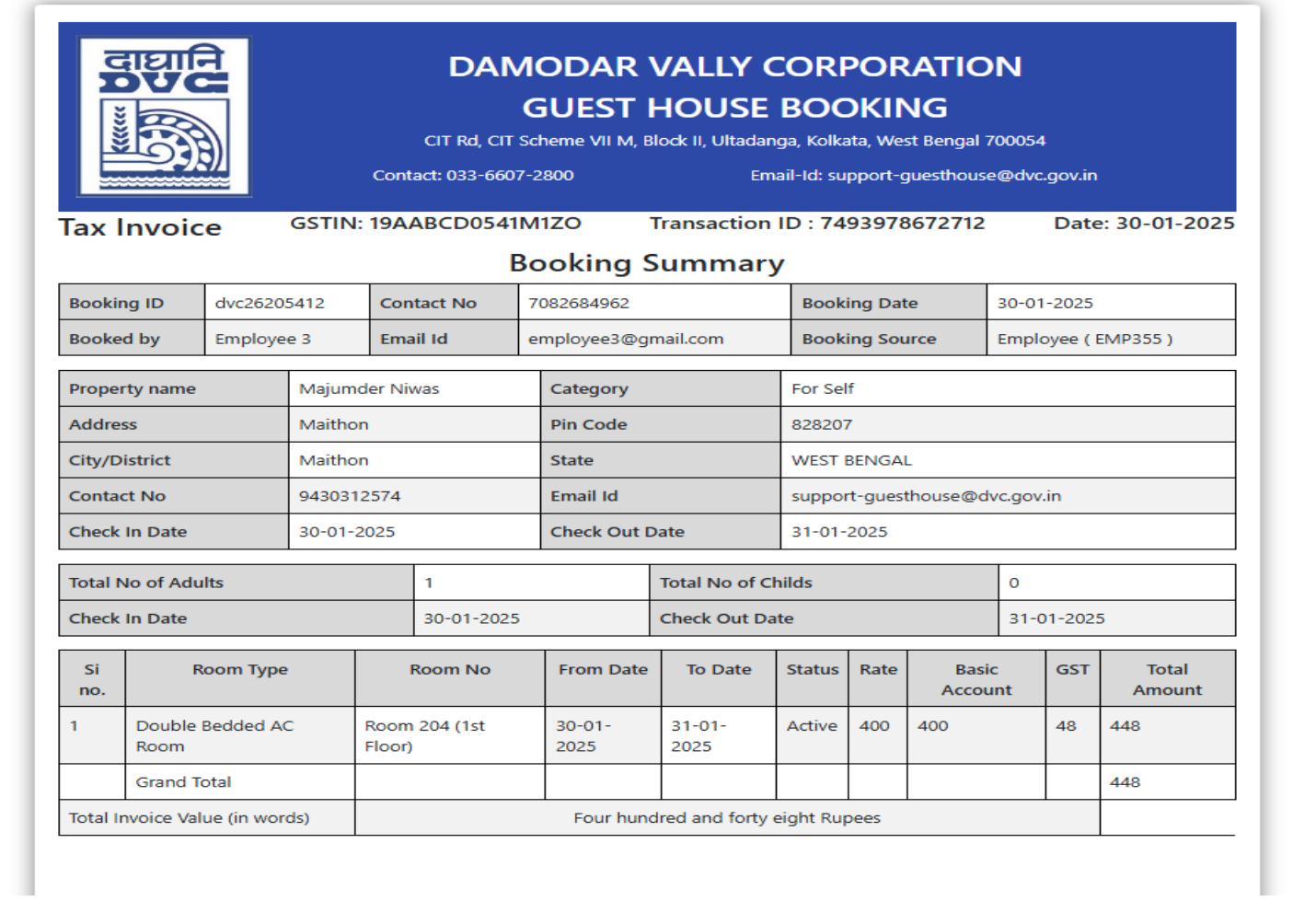
Contact : 033-6607-2800 email id: support-guesthouse@dvc.gov.in

BOOKING ACKNOWLEDGMENT

Guest Details

SL no.	Name	Age	Gender	Marital Status	Room No	Aadhar No. (Last 4 Digit)
1	Ram	20	Male	Married	Room 203 (1st Floor)	2345
2	Rahul	19	Male	Married	Room 203 (1st Floor)	2345
3	Raja	23	Male	Married	Room 203 (1st Floor)	5770

18. User can also view the **'acknowledgement'** and invoice of the booking in the '**Booking history'** tab. Invoice will be displayed from the date of booking.



DAMODAR VALLY CORPORATION

GUEST HOUSE BOOKING

CIT Rd, CIT Scheme VII M, Block II, Ultadanga, Kolkata, West Bengal 700054

Contact: 033-6607-2800 Email-Id: support-guesthouse@dvc.gov.in

Tax Invoice GSTIN: 19AABCD0541M1ZO Transaction ID : 7493978672712 Date: 30-01-2025

Booking Summary

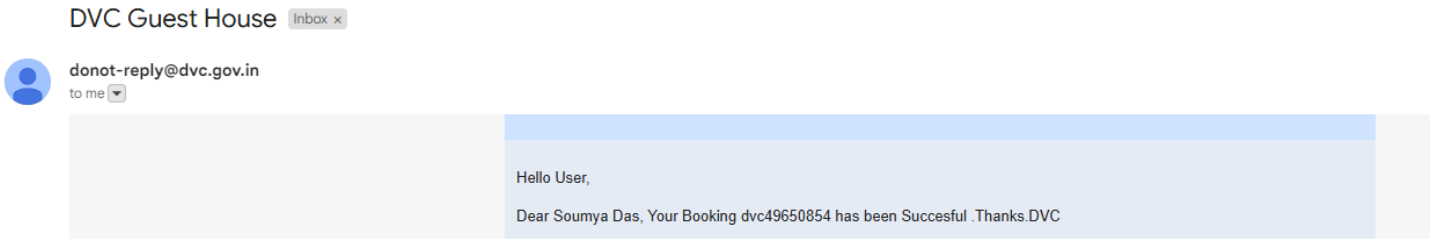
Booking ID	dvc26205412	Contact No	7082684962	Booking Date	30-01-2025
Booked by	Employee 3	Email Id	employee3@gmail.com	Booking Source	Employee (EMP355)

Property name	Majumder Niwas	Category	For Self
Address	Maithon	Pin Code	828207
City/District	Maithon	State	WEST BENGAL
Contact No	9430312574	Email Id	support-guesthouse@dvc.gov.in
Check In Date	30-01-2025	Check Out Date	31-01-2025

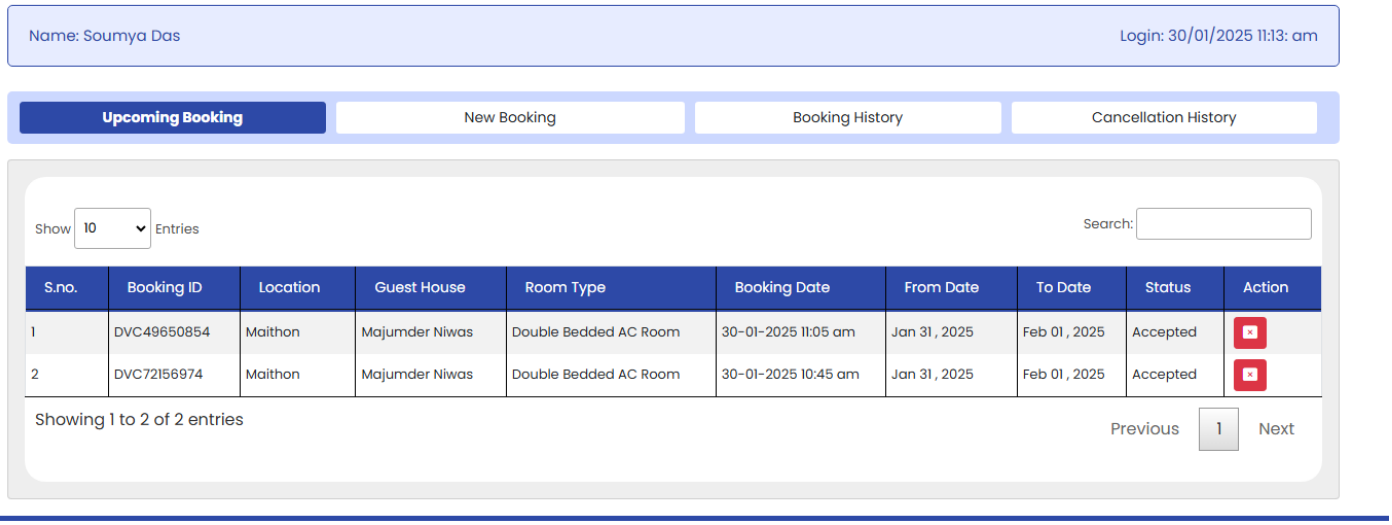
Total No of Adults	1	Total No of Childs	0
Check In Date	30-01-2025	Check Out Date	31-01-2025

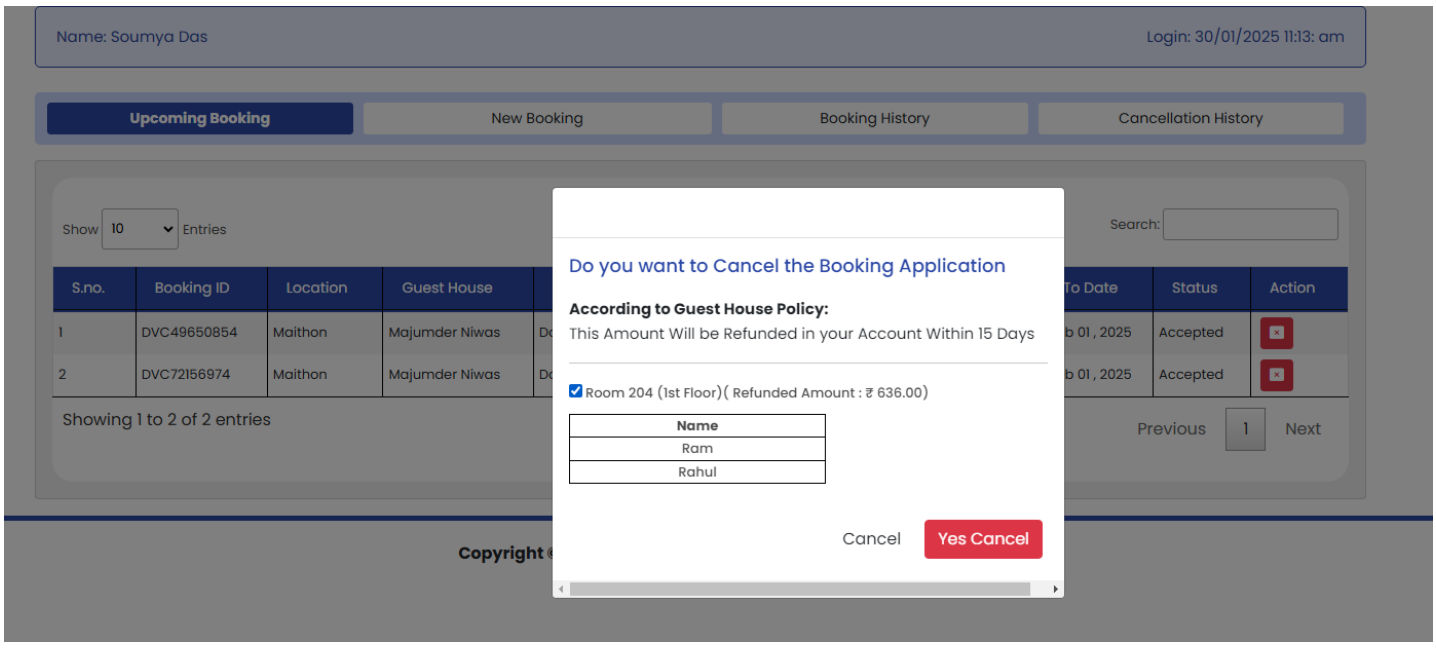
Si no.	Room Type	Room No	From Date	To Date	Status	Rate	Basic Account	GST	Total Amount
1	Double Bedded AC Room	Room 204 (1st Floor)	30-01-2025	31-01-2025	Active	400	400	48	448
	Grand Total								448
Total Invoice Value (in words)		Four hundred and forty eight Rupees							

19. On **Successful booking ,User will receive a mail of booking with booking id.**

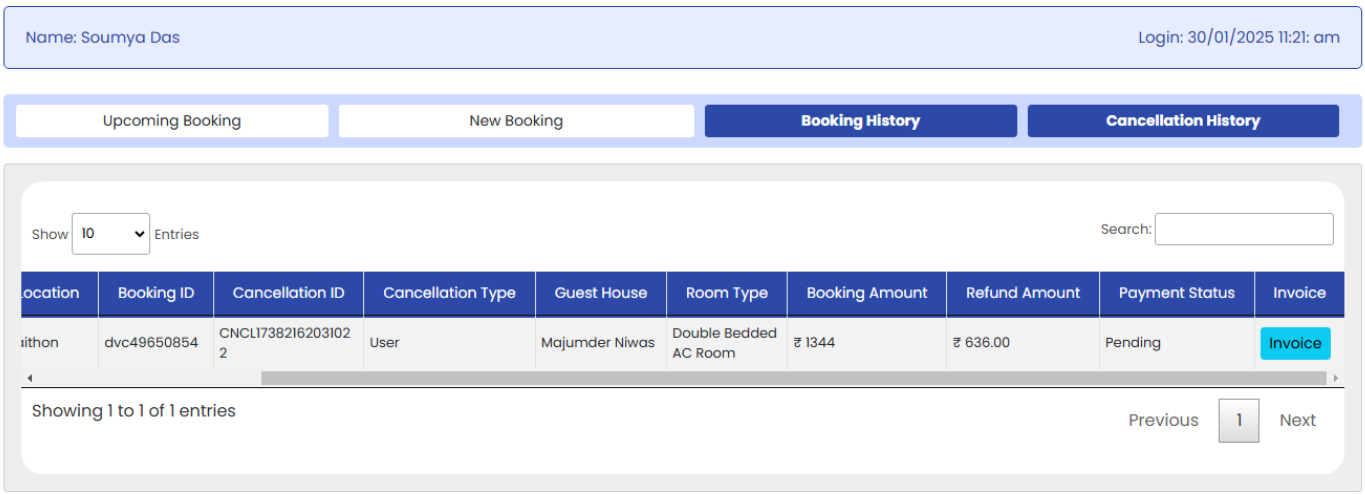


20. Users **can also cancel the booking in the 'Upcoming Booking' tab. When users click on 'Upcoming booking', List of all current booking details will show. When Users will click on red marked action then Cancellation pop-up will appear which shows room no. with guest list, User will choose the room and click on 'Yes Cancel'.**





21. After when user cancel room then status of the room will update in Acknowledgement page as cancelled. The amount against cancelled room will be updated as 0 (e.g. Room 204 is cancelled by user).



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User can also view the invoice of the cancelled booking in the 'Cancellation History' tab.

DAMODAR VALLEY CORPORATION

GUEST HOUSE BOOKING

CIT Rd, CIT Scheme VII M, Block II, Ultadanga, Kolkata, West Bengal 700054

Contact: 033-6607-2800 Email-Id: support-guesthouse@dvc.gov.in

Tax Invoice GSTIN: 19AABCD0541M1ZO Transaction ID : 1957058387412 Date: 30-01-2025

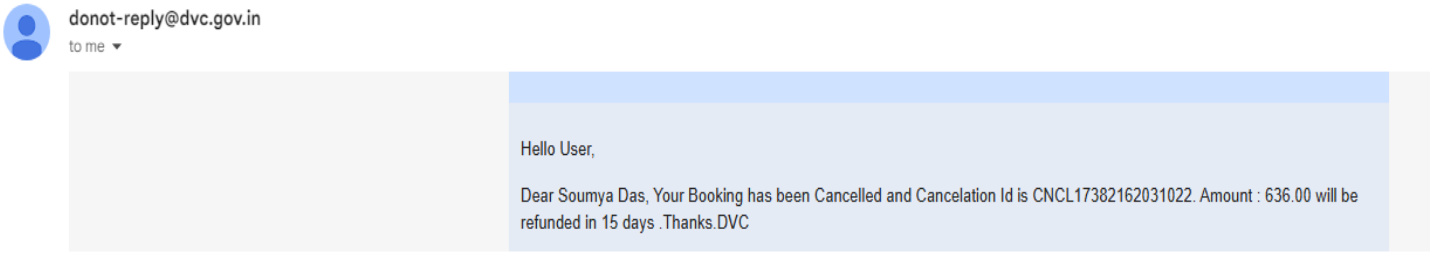
Cancellation Summary

Cancellation ID	CNCL17382162081022	**Contact No**	[redacted]	**Cancel Date**	30-01-2025
Booked by	Soumya Das	**Email Id**	dvc.developer@gmail.com	**Booking Source**	Outsider

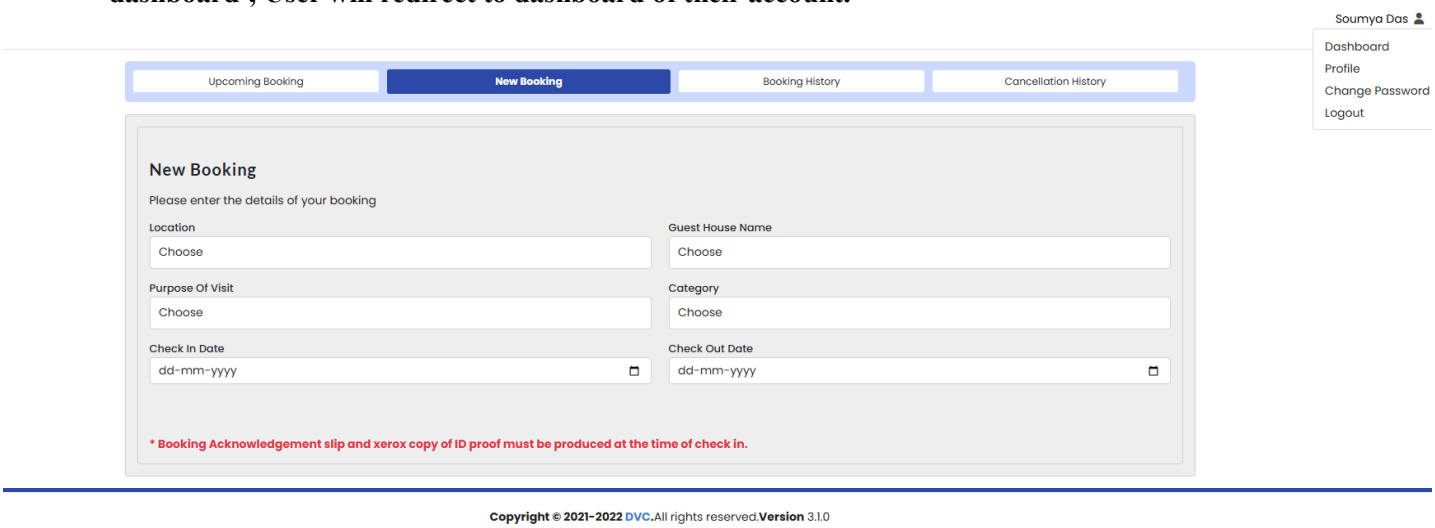
Property name	Majumder Niwas			**Booking Id**	Dvc49650854
Address	Maithon				
City/District	Maithon	**State**	WEST BENGAL		
Pin Code	828207	**Contact No**		**Email Id**	support-guesthouse@dvc.gov.in
Check In Date	31-01-2025	**Check Out Date**	01-02-2025		

Si no.	Room Type	No Of Rooms	Room No	From Date	To Date	Booking Amount	Refund Amount	Cancellation Charge	GST 18%	Total Amount
1	Double Bedded AC Room	1	Room 204 (1st Floor)	31-01-2025	01-02-2025	1344	636.00	600	108	708
	Grand Total					1344	636	600	108	708
Total Invoice Value (in words)	Seven hundred and eight Rupees									

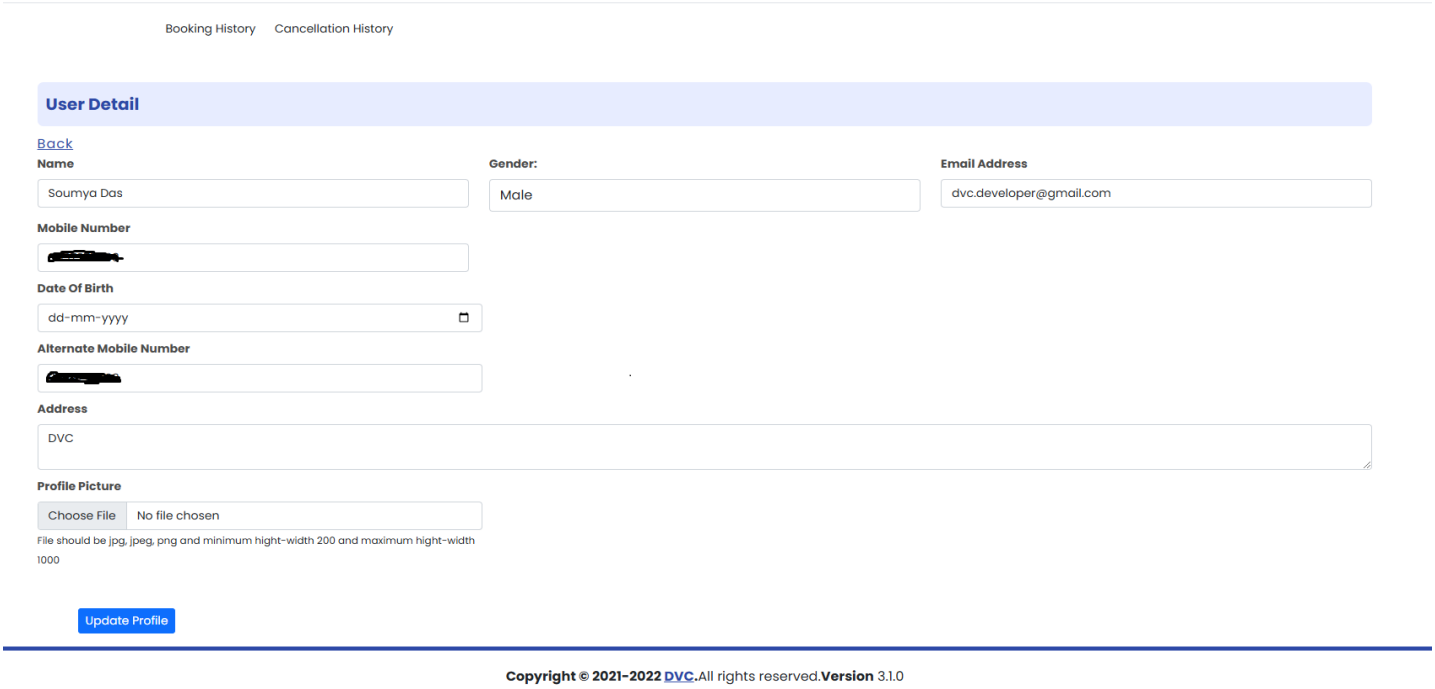
22. **On Successfully cancellation, User will receive a mail for cancellation with refund amount.**



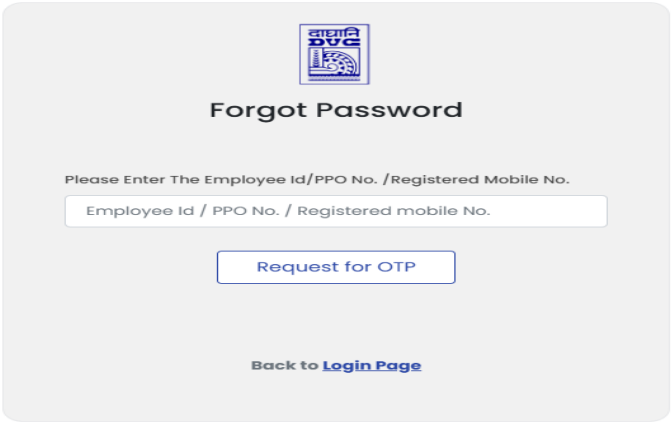
23. **User can also Update their profile, change password by clicking on user icon in header section. On click on 'dashboard', User will redirect to dashboard of their account.**



24. **User can update their profile by click on 'Profile' in user icon in header section.**



25. If User forgot his password, then user click on the change password button, it will redirect to the forgot password reset page where user will provide their registered mobile number to receive OTP.



26. User can change the password by click on '**Change Password**' in user icon in header section.

27. For any issue, please email on : **support-guesthouse@dvc.gov.in**

THANK YOU