

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY- INNOVATIVE USE OF ICT BY STATE GOVERNMENT PSUs'/ COOPERATIVES/ FEDERATIONS/SOCIETIES

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

40 resorts booking counters, Haryana Tourism Corporation(HTC) Booking offices at Delhi, Chandigarh and Karnal are provided access to the system. 40 registered tourist agents and booking web portals are also provided interface to book rooms in any resorts of HTC. Any tourist/citizen from all over the world can also book rooms as well as book e-Ticket of Surajkund International Crafts Mela by paying through bank payment gateway using internet banking or debit/credit card.

(ii) Number of delivery centres

40 resorts, 40 registered booking agents, booking office of HTC at Delhi, Chandigarh, Karnal acts as delivery centre. During Surajkund International Mela , Mela counters are also work as delivery centre for e-Ticketing.

(iii) Geographical

(a) National level – Number of State covered

No boundaries

(b) State/UT level- Number of District covered

No boundaries

(c) District level- Number of Blocks covered

No boundaries

Please give specific details:-

The system is web based, therefore services regarding user registration, booking of rooms, e-Ticketing , cancellation of booking etc can be availed from any internet point.

(iv) Demographic spread (percentage of population covered)

Any tourist from all over the world, who wants to book rooms in any resorts of HTC or wants to visit Surajkund International Mela can use the services.

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project) :

The lively state of Haryana is at the confluence of history, art and culture. The best of archaeology, landscape, infrastructure and tradition promise an experience of a lifetime to those paying a visit to this state. The states' close proximity to New Delhi makes it convenient for tourists to plan a quick vacation to the places of interest in Haryana. Haryana Tourism, a trailblazer in highway tourism has currently got a network of 42 Tourist Complexes equipped with 807 comfortable air-conditioned rooms apart from facilities like banquet, conference and multi-purpose halls, restaurant and bar facilities. Haryana Tourism has also been very proactive in projecting the state as a pertinent centre for trade and

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commerce.

Moving with times and in consonance with the changing technology, it became an essential pre-requisite that the information about the room occupancy position at various Tourist Complexes should be made available online. The lack of this information was causing great shortfall in revenue and also the tourist access to important destinations like Kurukshetra, Injure and Surajkund etc., had got narrowed down.

Earlier, a conservative system for booking of rooms was being followed at the Tourist Complexes, whereby the tourists were deprived of an ideal opportunity to reside in a decent and pocket-friendly state tourism accommodation. At the same time, they were being fleeced by the private players in the hospitality industry.

Before online booking system was introduced, there existed a huge gap between the Tourist Complex and the booking offices located in Delhi and Chandigarh. The booking offices had to first confirm the room's availability from the Complex on phone and then book the rooms for the customer.

Most of the business was coming mainly from current booking. Tourists had to visit either the Complex or the booking offices at Chandigarh or Delhi in order to book the room in advance. There was no other way to book the room in advance.

Even the management at corporate level was not able to monitor on day-to-day basis the room occupancy, guest type and advance booking business. The tourists from abroad were not able to book rooms while scheduling their travel plan to India and Haryana in particular.

The customer base was limited and they were not able to avail the schemes launched by the Corporation. In case of cancellation of accommodation due to one or other reasons, the customers/tourists had to follow a cumbersome procedure for getting the refund.

There was no automated mechanism to maintain the record of each category of room for every Tourist Complex and neither any foolproof feedback system. The feedback from customers was being taken on a conventional register where usually good feedbacks were recorded and the management was not able to access the actual feedback from customers.

Surajkund International Crafts Mela

Surajkund International Crafts Mela held every year from 1-15th February at Faridabad, Haryana. Keeping in view the record participation of 12 countries in the Surajkund Crafts Mela 2012, the Mela has been upgraded to an international

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level. In 2013, the 27th Surajkund International Crafts Mela was held from 1-15th February at Surajkund, Faridabad, had a record number of participation from 20 countries. In 2014, Sri Lanka was the Partner Nation of the Mela and state of Goa was the Theme State. **The Mela was visited by over 10 lakhs visitors including both domestic and foreigners.** A record business has been generated from online ticketing. About 1,200 crafts persons from various states of India and abroad participated in the Mela and hundreds of cultural artistes from across the globe presented scintillating performances at the Mela.

Visitors had to waste hours in queue to buy tickets at Mela counter. For the Mela management, it was very cumbersome to manage the crowd on ticket counters.

- 3. Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

Portal has following three main components

- 1. Integrated On Line Rooms Booking System**
- 2. e-Ticketing for Surajkund International Mela**
- 3. Content Management System**

Integrated On Line Rooms Booking System

- ✓ Booking of Rooms by customers using Internet Payment Gateway
- ✓ Advance Booking & Current Booking at the Tourist Complexes.
- ✓ Concessional Booking
- ✓ Discounted Booking
- ✓ Travel agent interface for booking and cancellation
- ✓ Booking request by customer who do not have facility of Payment Gateway and depositing required amount in the Tourist Complex account from anywhere.
- ✓ Confirmation of Booking Request
- ✓ Cancellation of Booking
- ✓ Check-in
- ✓ Check-out
- ✓ Change type of accommodation
- ✓ Making change in Tariff, Destinations, User Creation and so on
- ✓ Publishing special discounted plans at different occasions
- ✓ Taking out accommodation from booking for repair/ maintenance
- ✓ Room Chart
- ✓ **Monitoring at Corporate Office:** Finances and occupancy reporting at Corporate, Management and Tourist Complex level

E-Ticketing for Surajkund International Crafts Mela by visitors using bank payment gateway

- ✓ e-Ticketing at the Mela counter.

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- ✓ Entry and checking of tickets at Mela gate.
- ✓ Reports regarding daily visitors and collection.

Content management system:

- ✓ **Publishing of news items, tenders, events etc.**
- ✓ **Publishing of fairs, festivals, events photo gallery.**
- ✓ **Live Chat**
- ✓ **Grievances Redressal**
- ✓ **Feedback of tourist**
- ✓ **Connected with social sites like Face book, Twitter, YouTube, Wikipedia etc.**
- ✓ **Other features on the portal are User Registration for Newsletters, Opinion Poll, May I Help You, Smart Distance Calculator**

4. Strategy Adopted

(i) The details of base line study done,

To achieve the objectives stated above and to make the room reservation system more lucid, Haryana Tourism Corporation decided to develop a tourism portal. NIC Haryana was selected to study and develop the portal. A group of officers from NIC, Haryana and Haryana Tourism Corporation was created to study the information needs and it submitted the proposal to PEC for approval. PEC approved the proposal. After the approval, the design and development process for the portal got started.

The culture of HTC was most difficult to change but it became possible with the efforts of Chairman, Secretary Tourism and MD, HTC, who played a crucial role in the smooth and successful implementation of this project for the benefit of the Corporation.

The existing system of different Tourist Complexes and booking offices of HTC was closely examined. In the initial stage, there was an apprehension in the minds of staff relating to the new booking process. But it was told to them that the new system will be similar to the existing manual system and also it will be much more user-friendly and helpful in maintaining the records in a more efficient manner.

‘On-line Room Booking System’ was all set to offer the following:

- ✓ Provide all the facilities of existing system
- ✓ Removal of shortcomings in existing system
- ✓ To fulfill the objectives defined for the new system.

In the first phase, Portal was designed and developed as per W3C Guidelines that comprised information about the Haryana Tourism Tourist Complexes, various tourist places of Haryana and their significance, mode of conveyance to reach these places, tourist packages, etc. Master database of Complexes, types

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of rooms, tariffs was also created.

The main challenge in developing this portal was to make the information secure as the portal involves financial transaction, including usage of credit cards. Moreover, the transaction at the Tourist Complex level should also be secure with 100% accuracy, as each transaction has financial implications.

(ii) Problems identified,

- ✓ Most of the counter In-charges at the Tourist Complexes possessed no knowledge of computer.
- ✓ Misconceptions in the minds of Resort managers and counter In-charges about computerization.
- ✓ Managers of the Tourist Complexes and counter In-charges could sense that now the management at top level will be able to monitor and control the working of the Tourist Complexes more closely and their personal interest will be affected.
- ✓ Due to the above reasons, staff at the Tourist Complexes was hesitant to implement the system.

(iii) Roll out/implementation model,

To make the system secure and reliable, following steps were taken:

- ✓ Each employee of HTC either dealing with the reservation of rooms or monitoring the system was given secure user/password. Five types of roles were clearly defined, namely Management at the central level, Administrator of the site, Manager at Tourist Complex level, Counter in-charge at Tourist Complex level and authorized agents of HTC. These roles were strictly integrated in the application to maintain the integrity and security of the data.
- ✓ Necessary hardware/software is provided at each resort.
- ✓ More than 800 employees covering all the complexes were given training in phases.
- ✓ Axis bank was selected by the Corporation to provide Internet Payment Gateway. However provision was provided to integrate more banks in future.
- ✓ Security audit with highest standards was cleared.

(iv) Communication and dissemination strategy and approach used.):

- ✓ Information regarding Tourist places and Tourist Complexes is provided on the portal.
- ✓ Customer Registration interface is provided on the portal.
- ✓ Tourist can register and book rooms in any of the Tourist Complexes of HTC using credit/debit card.
- ✓ Tourist who do not have debit/credit cards can also book rooms by making request on the portal and depositing the amount in the account of the Tourist Complex in any branch of Axis Bank.
- ✓ Contact information and services available are also provided on the site.
- ✓ Training programmes are arranged for the employees to get well-versed in the Booking system

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- ✓ More than 800 employees were imparted training for using the application according to the roles of the users.
- ✓ Their feedback was integrated in system to make it more acceptable to the users.
- ✓ Initially some flexibility was provided to the counter In-charge in making change in reservation, cancellation and other functions. Later it was withdrawn and given to the top administration only.

5. **Technology Platform used-**

(i) Description,

- ✓ MS Visual Studio 2005, .NET 2.0
- ✓ SQL Server 2012
- ✓ IIS 7.0 web server
- ✓ Shastry Park Data centre New Delhi.

(ii) Interoperability

- ✓ Standard code for HTC resorts, facilities etc are used for all the e-services. In future , same code will be used for all computerization
- ✓ All the employees of HTC provided userids. Same userid is used for all the computerised services like rooms booking, e-ticketing , content management system, personal services.
- ✓ On transfer of employee , facility above is changes as per new postings while userid remains the same.

(iii) Security concerns

- ✓ Website & Databases are well secured as hosted at National Data Centre of NIC , behind firewalls
- ✓ Website/software is security audited.
- ✓ Login/ passwords (MD-5 hissing techniques) have been used
- ✓ Physical security is also maintained
- ✓ Audit logs are generated to reconcile any security related issues.
- ✓ Role base access is provided to the users.

(iv) Any issue with the technology used

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We are planning mobile application for rooms booking and e-ticketing.

- (v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

It is Government organization developing for government. Corporation is fully satisfied with the services provided by NIC. NIC and HTC jointly takes care of all the problems and enhancement of the system.

- 6. Enhancement of Productivity** (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

Existing staff and other resources of resorts were used for e-booking of rooms.
No extra manpower was required for the computerization.

- 7. Efficiency Enhancement** (Give specific details about the following #)

- (i) Volume of transactions processed,

Year	Collection from Rooms Booking(Rs)	Collection using payment gateway(Rs)	e-Ticketing of International Surajkund Crafts Mela(Rs)
2009	92344434	874324	
2010	186809194	2725267	
2011	197757454	3388010	
2012	211524256	3500971	
2013	227242862	3743506	311650
2014	113076342	2572587	859835

- (ii) Coping with transaction volume growth

- (iii) Time taken to process transactions,

No extra time taken, booking and e-ticketing get processed as the payment is completed.

- (iv) Accuracy of output,

100% as per the available parameters.

- (v) Number of delays in service delivery

No delays, all process completed in time.

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- 8. Service Delivery – Business/ Client Centricity** (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

- ✓ Any tourist can register on the site and use services provided on the portal.
- ✓ 40 travel agents are also registered with the portal after service agreement.
- ✓ Agreement with bank payment gateways is made for payment of charges.

- 9. Citizen Centricity** (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

All the services are provided over internet and get automatic instant response, hence service is provided with less efforts, time and cost.

(ii) Feedback/grievance redressal mechanism,

- ✓ Portal has provision for registration of grievances by the users/visitors.
- ✓ System also has provision of registering feedback of tourist regarding their stay in tourist resorts of HTC.
- ✓ HTC management can respond to their queries and inform the user accordingly on the site or email.

(iii) Audit Trails,

Details of every user and their activities is maintained in audit trail.

(iv) Interactive platform for service delivery,

- ✓ All the services are provided on - line over internet.
- ✓ SMS and email are sent to the user for every important transactions like registration, booking , cancellation etc.
- ✓ Contact details with mobile , phone no , email are provided on the portal in case of any problem faced.

(v) Stakeholder consultation

- 10. User convenience** (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

- Any citizen/tourist can access the site and book rooms in any of the resort of HTC anytime anywhere basis over web. Also put

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grievances/feedback on the site.

- SMS is sent to the user regarding confirmation of booking.
- Email is also sent to the user during various transactions on the portal.

(ii) Completeness of information provided to the users,

- ✓ Complete information is provided to the user as per their role in the application.
- ✓ Visitors are provided complete status of availability of rooms, rents, resorts along with information about tourist places in Haryana.
- ✓ If any citizen registered with HTC and they can book rooms in any resorts of HTC over internet.

(iii) Accessibility (Time Window),

All the services on the portal are provided over internet, no human intervention, so accessible anytime from anywhere if the user has facility of internet and debit/credit card or internet banking of any bank.

(iv) Distance required to travel to Access Points

As the booking can be done over web, user can access the service from his/her home also. However if someone not having internet facility, may visit to nearest HTC tourist complex or registered tourist agents.

(v) Facility for online/offline download and online submission of forms,

All the facilities are on line.

(vi) status tracking

User is registered before doing any transaction. After login, one can do transaction and see status of transaction.

11. Innovation (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

- ✓ SMS is sent to customer/tourist as well to the Complex Manager for user registration, confirmation of booking, cancellation of booking etc. Visitor can use SMS for check in the guest house.
- ✓ Booking slip, e-Ticket is also sent on email.
- ✓ Bank Payment Gateway is used for payment for Room Booking and e-Ticketing for Surajkund Mela

Problem in commonly used On-Line System	In our system
Commonly 'On-Line Room Reservation	✓ In our system, an integrated

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<p>System' provides room booking on payment through credit/debit cards to the customers. Mostly room booking system for customers on web and at the counters of the hotels runs separately and is not integrated. Due to above factors, the following problems are faced by the customers, hotels and management:</p> <ul style="list-style-type: none"> ✓ Partial accommodations are opened for customers on web. ✓ Not Integrated view: Resort manager and counter in-charge have to work more to manage room's occupancy on two separate systems. ✓ More Manpower: Extra work has to be done to consolidate various financial reports for the Resort. ✓ Management is difficult: Institution like Haryana Tourism Corporation, which manages 43 resorts in different locations of the Haryana State, it is very difficult to process the data for integrated view of financial and physical status for management to monitor the working of all hotels. 	<p>solution has been provided for all the 43 resorts, customers, corporate office, management, and Tourist agents, hence removing all the problems described above faced in the traditional Rooms Booking System.</p> <p>✓ System also offers facility for those who do not have credit cards can block accommodation and deposit the tariff in Resort account in Axis bank and get the booking confirmed.</p>
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12. Defined and Achieved outcomes (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

Purpose of the portal was to provide easy access of rooms booking to the customer/tourist. Make the process of refund of cancellation hassle free, transparency, efficiency, eliminating fraudulent & corrupt practices, timeliness, effective feedback services to customers and cost effectiveness. Portal has met the expectations in all these parameters. Initially it has to be implemented in 24 Resorts, due to its successful run, HTC implemented it in three other Resorts within a month. Now it is implemented in **40 resorts and encouraged** by its success, it also started **e-Ticketing system for Surjkund International Crafts Mela** for the last two years.

13. Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #)

- ✓ Net technology is used for developing the web portal with SQL Server as data base.
- ✓ Highest level of security audit is cleared for the site and hosted on the highly

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secure data centre of NIC.

- ✓ Secure Payment Gateway of Axis Bank is used.
- ✓ Technical team of NIC, Haryana, develops the web portal.
- ✓ Four junior programmers were hired for 6 months for proper and smooth implementation of the system.
- ✓ More than 800 officials working in different offices/ resorts of HTC along with 4 junior programmers were given training for using the system.
- ✓ All the resorts were divided in to 4 groups. One junior programmer is deputed in each group for technical help.
- ✓ The existing staff were trained to use the system and it is working fine since 2009, its sustainability cannot be doubted.

14. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

- ✓ Provision of registration of users
- ✓ Provision of SMS alerts on registered mobile phone no
- ✓ User friendly interfaces
- ✓ Provision for change of user-Id passwords
- ✓ Provision of booking of rooms , e-Ticketing
- ✓ Provision of cancellation of booking and automatically credit of refund amount in the user account.
- ✓ All the transaction of booking like booking, cancellation, discount booking, check in , check out, room change, room type change etc. are provided on the integrated system.
- ✓ Provision for Increasing/decreasing of inventory are provided to make the system flexible.
- ✓ Any new resorts can be added simply adding the resorts in resort master.

(ii) Measures to ensure replicability

System is designed in such a way that it can be easily replicated in any similar organization. **System has already implemented for the guest houses of Indian Council for Agriculture Research(ICAR) , Delhi, Tripura Tourism, West Bengal Tourism.**

- ✓ All the parameters which changed time to time or state to state are kept in master files.

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- ✓ Most of the data which can change with the change of time or change of rule are also kept in master file.
- ✓ Role based interface is integrated to update the master file.
- ✓ User manual available
- ✓ No hard-coding of local requirements
- ✓ Reports are dynamically updated

(iii) Restrictions, if any, in replication and or scalability

No restriction

(iv) Risk Analysis

Risk Description	Mitigation Strategy
Availability of service 24x7	Portal is hosted on National data Centre. Downtime is very minimal and it is informed.
User's acceptance of the New System	Training, Publicity & Helpdesk
Failure of Transaction	In case of failure from bank side or client side, automatic system is developed to rollback the transaction and refund amount if any to the client for incomplete transaction.
Password exploitation & change in data	Information of each important transaction is sent to the user registered mobile. Password change information is also sent to the client mobile.
Security & Safety of Data	As the data reside on the National Data Centre, all type of safeguard like replication to DR site, firewall etc are maintained.

15. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) **To organization**

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- ✓ **Increase in Direct Sale:** Now guests enjoy the convenience of a one-stop availability check at website, instant booking and auto-generated email confirmation.
- ✓ **Make Sales Immediately:** Rooms are reserved immediately and payment directly goes into the Tourist Complex account.
- ✓ **Healthy Competition:** Compete directly with other hotels as the room tariffs are far less in comparison to others and also the facilities are better than others.
- ✓ **Developing of sales network:** HTC is in the process of signing MOU with many travelling agents like Railway Tourism and Make My Trip with an instant online reservation facility through this website.
- ✓ **Better management of Rooms inventory:** When dealing with a sudden group booking or taking rooms out of service for renovation, etc, a hotel can immediately change the inventory allotment on the system to prevent any other booking coming in.
- ✓ **Managing Rooms for Better Business:** Publishing and providing room facilities to the customers by determining the right price, aim at the right market with different rates based on hotel's seasonal situation (New Year's, Diwali, Christmas, summer vacations).
- ✓ **Makes Web Content Management Easy:** Enables authorized user to update and manage the online reservation system with ease.
- ✓ **Increase in tourist activities:** Tourism in Haryana has been exposed to the world through this website, which will certainly increase the tourist activities in the state, hence more business to the state.
- ✓ **Easy and Efficient Reporting:** Several reports have to be prepared at all the Tourist Complexes daily, weekly, fortnightly, monthly, quarterly and yearly, and have to be sent to HTC, HQ. Then the reports collected from all the Complexes are compiled for the state level. It required a lot of time and manpower and there was a chance of committing errors. This application provides access to all these reports for each level of the Corporation in no time and with 100% correctness.
- ✓ **Better Control hence Efficiency:** Management now has better control over functioning of the Resorts and monitoring of the working is happening in a more efficient way.
- ✓ **Better Planning for expansion:** It will be possible for the management to study the demand/ supply requirement and make the plan for future expansion of the existing Complexes/hotels and new resorts.
- ✓ **Improvement in Finances:** Finances of all the hotels have improved remarkably in comparison to the period when the system was not online.
- ✓ The online e- ticketing for Surajkund International Crafts

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Mela has also smoothened the functioning at ticket counters of the Mela. There are off-line machines placed at the Mela gates for doing online ticketing and billing, this has not only saved time but also negated chances of any kind of misappropriation in accounts

(ii) To citizen

- ✓ **Comfort for the tourists & visitors:** Computerization of room booking of HTC Complexes has made it possible for the visitors to plan their visit and book the rooms in advance using credit cards or e-mail interface, which was not possible earlier. The most convenient part of booking online is that it can be done from the comfort of your own home or business travelers can do it whilst on the move from a laptop or using a mobile phone.
- ✓ **INSTANT CONFIRMATION.** Bookings are confirmed at the moment they are made, 24 hours a day, 365 days a year.
- ✓ **Easy access to information:** All tariffs and accommodation types are listed on HTC website for each Tourist Complex. A customer gets a fair idea about the rooms and can choose the room in which they want to stay. Also there is information about the hotel facilities, services offered and local services. Can you imagine how long it would have taken to find out all this information over the phone? This facility is certain a boon for tourists across the globe yearning to visit Haryana.
- ✓ **Easy Cancellation:** Cancellation can sometimes be a pain over the phone or even face-to-face, as there may be unnecessary cancellation charges too. This way, one is provided with the facility of instant cancellation and amount is refunded in the same mode as paid while booking.
- e-Ticketing initiative for Surajkund International Crafts Mela has definitely brought a change for the better. As people are increasingly growing net savvy and find it easier to log on to the website, **haryanatourism.gov.in** and book the Mela tickets using their credit card rather than queuing up at the Mela gates.

(iii) Other stakeholders

16. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

Objectives, which were set at the time of plan, have been fulfilled successfully. It is evident from the speed of implementation of the system. As it was planned that the system will be implemented in phases over a period of 2 years but within 2 months of its inception, it has been implemented in 27 Tourist Complexes. Presently, it is implemented in **40 resorts**

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and the Corporation plans to implement it in remaining Complexes very soon by providing hardware and communication link.

G2G benefits

- ✓ Transparency
- ✓ Enhancement of efficiency
- ✓ Less paper
- ✓ Cost effectiveness
- ✓ Eliminating Fraudulent & Corrupt Practices
- ✓ Effective feedback services to Customers
- ✓ Tourist Complex can now manage a larger customer base
- ✓ Communication costs reduced
- ✓ Enable effective monitoring of Credit Control
- ✓ Increase occupancy
- ✓ Focused marketing

G2C benefits

- ✓ Easy accesses to information relating to tourist place in Haryana
- ✓ Easy to make plan to visit and make booking of rooms.
- ✓ Transparent system with required level of satisfaction
- ✓ Services made available online and Hassle free
- ✓ No human interference in booking of rooms
- ✓ Cost effectiveness and service can be obtained at door step i.e. from any internet point

G2B benefits

- ✓ Payment gateway of banks is used for payment and depositing of rooms and ticket charges in the account of resorts.
- ✓ **HTC has made agreement with 40 Travel Trade Operators and internet booking portal like cteartrip. Interface is provided to agents for booking of HTC Complexes.**

G2E benefits

- ✓ Less paper work
- ✓ Less processing of data and compilation of reports
- ✓ Less burden

17. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

Before computerization	Redesigned System
✓ Booking can be done only on the arrival of the tourist at the Front	✓ Customer can book the rooms in any Tourist Complex from anywhere

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<p>Office of the Tourist Complex.</p> <ul style="list-style-type: none"> ✓ Through the Booking offices at Delhi ✓ In case, a tourist wants to transfer the funds in a/c of Room Accommodation, same can be sent through Cheque/Draft only and the process was indeed cumbersome. ✓ It was very difficult to implement concessional and discounted booking in transparent manner at all the Complexes of the Corporation. 	<p>anytime basis using Credit/Debit card.</p> <ul style="list-style-type: none"> ✓ Tourists who are not having Credit/Debit Cards can block the accommodation in advance (6 days ahead) by depositing the amount in the Axis Bank of respective Tourist Complex within 48 hours of blocking otherwise the blocked rooms will automatically get cancelled. ✓ Customer can also book the accommodation from the Tourist Complex(which are computerized) for the respective Tourist Complex. ✓ Haryana Tourism Corporation has set up Computerized Booking Offices at Chandigarh, Oasis (Karnal) and Delhi. ✓ HTC has made agreement with registered 40 private tourist agents. Interface is provided to agents for booking of HTC Complexes. ✓ On completion of successful booking done in any of the ways given above, a Booking Slip will be generated (Format enclosed), which the customers will show at the time of check in. ✓ Automatic e-mail is also sent to the customer for each transaction, if e-mail address is provided by the customer (Whereas in the case of Online Booking through the Portal, it is mandatory).
<p>Process of Cancellation of Booking:</p> <ul style="list-style-type: none"> ✓ Earlier customers had to visit the Tourist Complex for cancellation and it was very cumbersome to get the Booking cancelled and get the refund amount. ✓ There was no proper mechanism of maintaining the system of cancellation. ✓ There were frequent complaints from the visitors for non-cancellation of booking and non-payment of refund in time. ✓ There was also report of leakage 	<ul style="list-style-type: none"> ✓ Customers can now cancel the Booking by logging on to his/her account on the Portal for booking done by customers using Credit/Debit cards or depositing the amount in Complex's bank account. ✓ Refund is automatically credited in the customer's account in case of booking done using Debit/Credit card. ✓ In case of booking done by depositing the amount in Tourist Complex's Bank account, refund will be sent by cheque on the customer address as per the Policy. ✓ For the Booking done at the Tourist Complex Counters, cancellation can

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<p>of revenue by the counter in-charge.</p> <ul style="list-style-type: none"> ✓ Manually calculating the refund amount was very difficult as under the cancellation rules, %age of refund amount is to be calculated on the basis of hours remaining for check-in time. 	<p>be done by visiting the counter or by sending e-mail to the Complex from the same e-mail account, which was given at the time of booking by the customer.</p> <ul style="list-style-type: none"> ✓ Amount to be refunded is calculated automatically, no change can be made at any level. ✓ Provision for pending refund is made where Complex officers make refund entry and send the cheque on the customer address.
<p>Process of Check-in, Check-out, Change of rooms, and Change Category of rooms before Computerization:</p> <ul style="list-style-type: none"> ✓ Above processes were being done manually in register, difficulty was faced in finding vacant position in each type of room, identifying the vacant room, calculating the amount on change of type of room and so on. 	<ul style="list-style-type: none"> ✓ All the processes are automated in the computerised system now. ✓ At the time of check-in, list of vacant rooms are displayed for allocation. On selecting the vacant room from the list and submitting the form, a check-in slip is generated, which is signed by both the customer and the Complex's officers and put in the files for future requirements. ✓ At the time of check-out, departure slip is generated and room is automatically shown vacated. There is also provision of taking additional amount if due. ✓ Time of Check-in and Check-out is the actual time and officials at the Counter cannot change it. It has helped the organization in preventing the misappropriation of revenue by the Tourist Complex officials.
<p>Change in the tariff and publishing special discounted plans at different occasions is done by the headquarters of the Corporation, which is situated at Chandigarh. In the manual system, implementation and advertising of the change in rates and special offers to the customers in time was very difficult.</p>	<ul style="list-style-type: none"> ✓ 'Online Room Booking System' has given provision to the Management for changing the Room Tariff for any type of rooms in any Complex with immediate effect. ✓ System has also got the provision for publishing/advertising special offers on special occasions for the know-how of the customers. ✓ In the manual system, there was no proper mechanism for maintenance of records for drawing out an accommodation from booking, which was under repair/ maintenance. ✓ Computerized system has given provision for withdrawing any room for maintenance and there is a provision for monitoring it by management stationed at

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	the headquarters.
✓ Monitoring Financials and Occupancy Reporting at Tourist Complexes and Corporation as a whole: There were several reports, which had to be prepared at Tourist Complex level and sent to the headquarters in Chandigarh, where these were compiled for financial analysis and future planning. In the manual system, it took lot of time and manpower.	✓ All these reports have been provided in the computerized system, hence saving time, cost and manpower.

18. Other distinctive features/ accomplishments of the project:

Replication & Scalability of the System:

1. Encouraged by the successful running of the system in Haryana, Tripura Tourism Department has also implemented our system with minor customization.
2. West Bengal Tourism has also desired to implement the system for its resorts. NIC, Haryana has provided the initial training to NIC, West Bengal officers and offered the system for its customization.
3. Indian Council for Agriculture Research, New Delhi (ICAR) has also implemented the system for its five Guest Houses in Delhi. Implementation in other Guest Houses under ICAR in different cities will be done next phase. NIC, Haryana has done necessary customization.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.