रक्षा सम्पदा संगठन
DEFENCE ESTATES ORGANIZATION

DIGIT

“e-Chhawani”
Online Management of Cantonment Boards

Hall Booking

User Manual

भारत इलेक्ट्रॉनिक्स
BHARAT ELECTRONICS

Dear Citizen,

Click here if you have booked **before** 18 Dec 2021

OR

Click here if you have booked on or **after** 18 Dec 2021

Version 1

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About this Manual

The purpose of this document is to help citizen to submit online application for booking of halls available in cantonment board, make payment, Search for Halls and Download/Print Payment Receipts.

The Hall Booking module allows the citizens to:

a. **Search and View Available Halls in Cantonment Board**
b. **Submit online Application for Hall Booking**
c. **Make Online Payment for Hall Booking**
d. **Cancel or request for cancellation of Application**

e. **Download/Print the Applications and Payment Receipts**

f. **Request for Refund**

1. General Functions

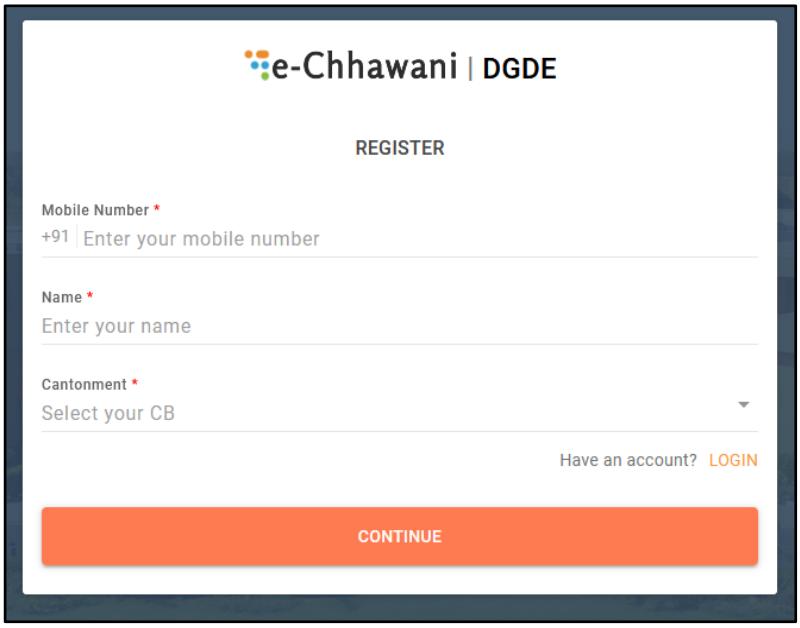
1.1 Login into the Application

To login, please go to the following link:

https://echhawani.gov.in/citizen/

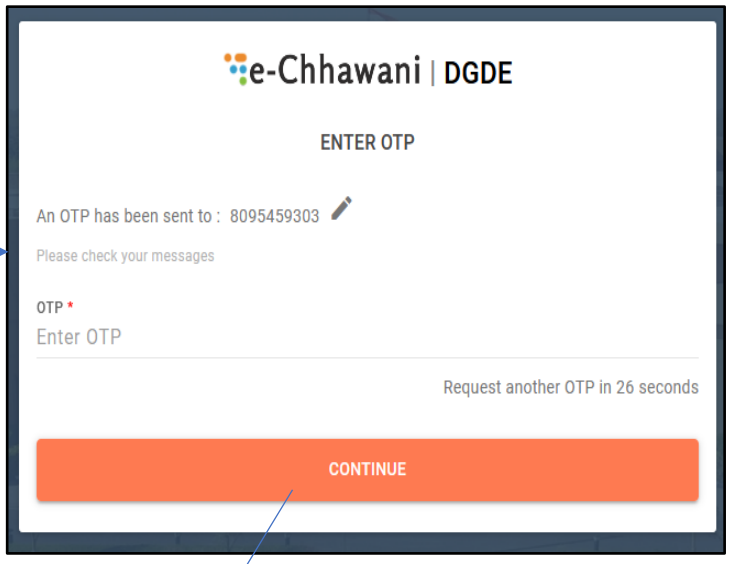
The citizen lands on the following page. Select the language of choice and click on **Continue.**

To Register,
Enters Mobile Number, Name and selects his/her CB and click on **Continue.**

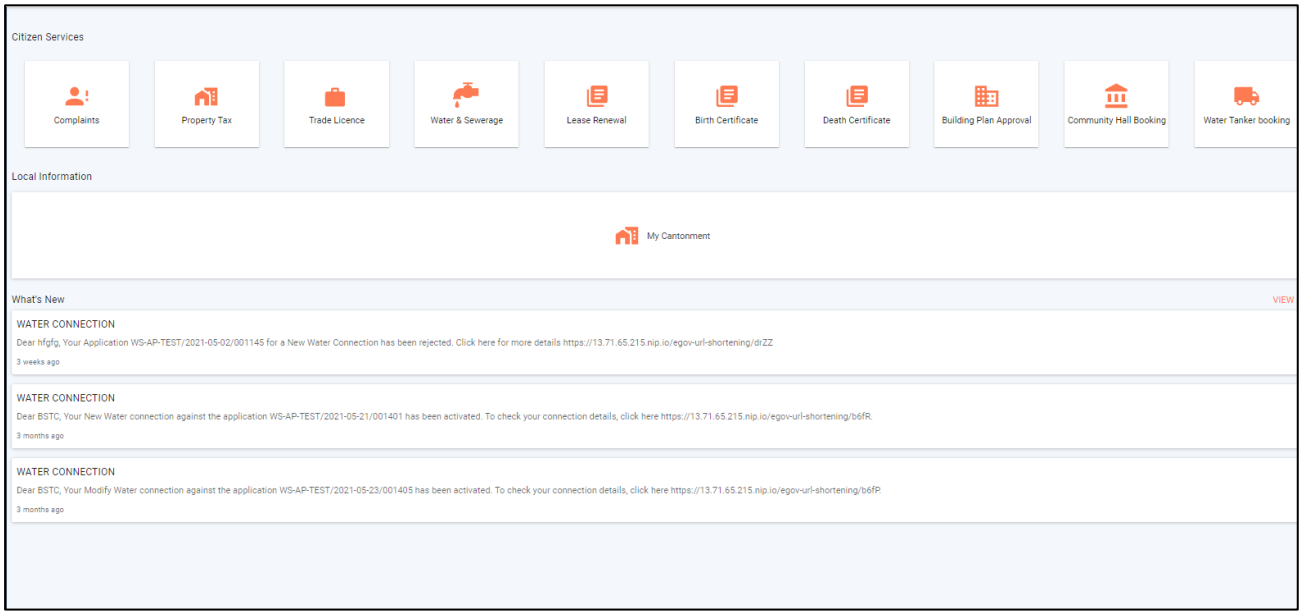


An OTP will be sent to the entered Mobile Number.

Enter the received OTP and click on **Continue.**

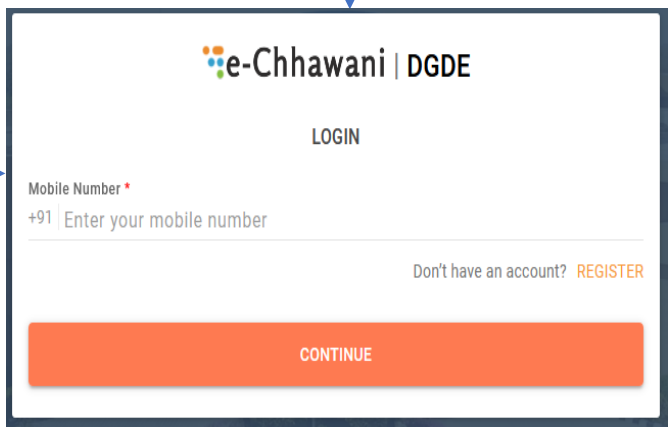


On login, the homepage will be displayed on the citizen screen.

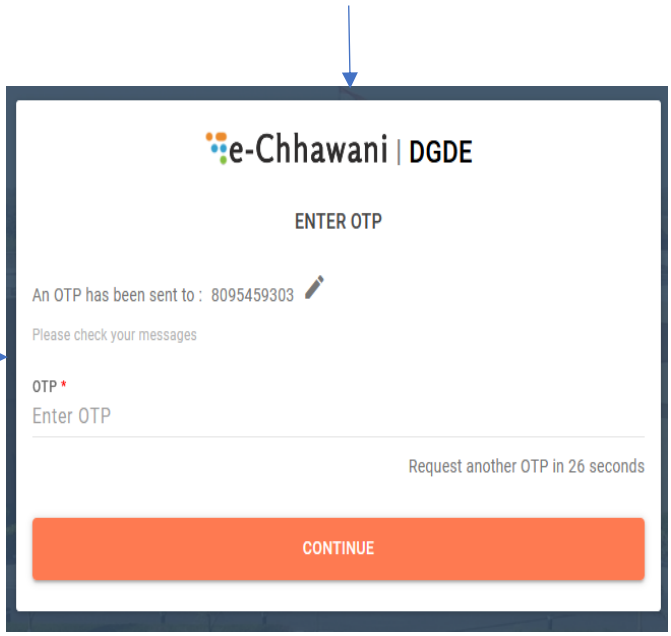


For an already registered user, click on "**Login**".

Enter the registered Mobile Number and click **CONTINUE**.



Enter the received OTP and click on **Continue.**



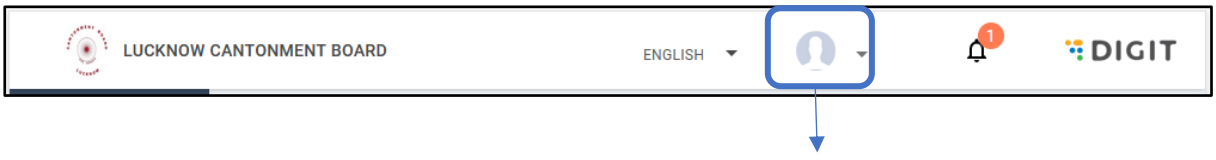
On login, the homepage will be displayed on the citizen screen.

1.2 Editing the Profile

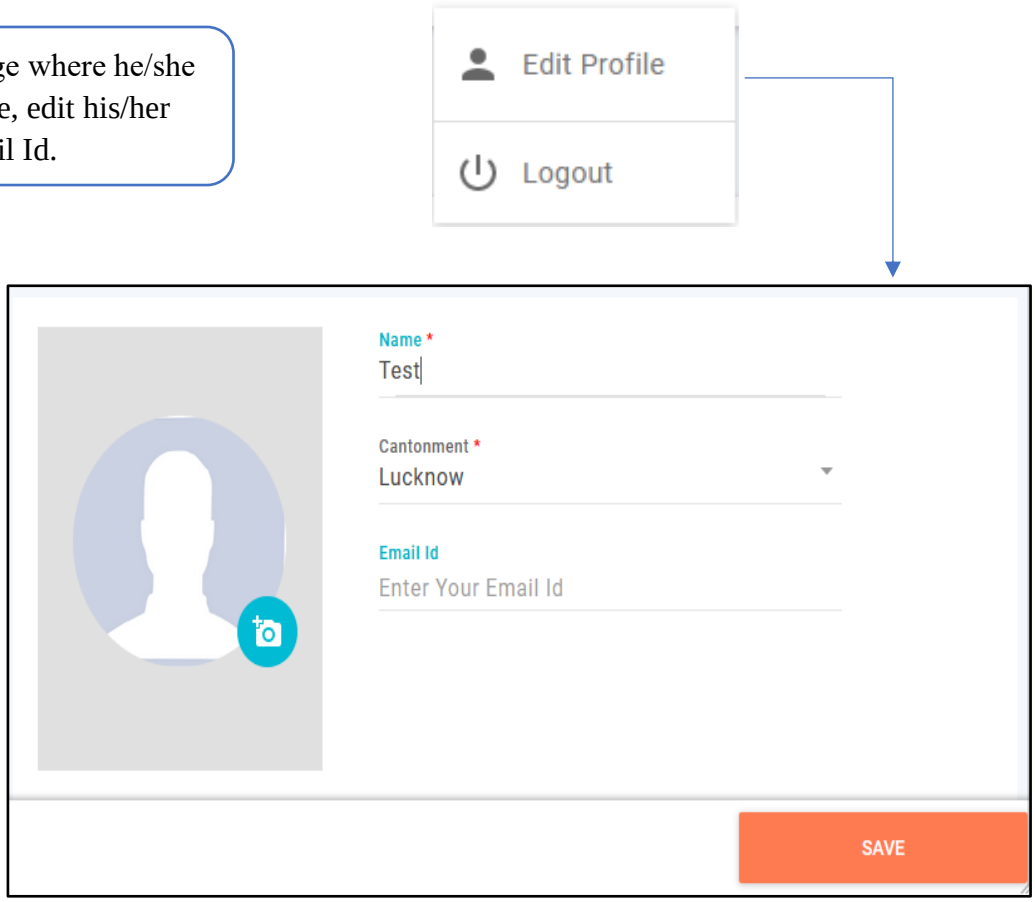
Follow the steps shown below to edit your profile. You can:

a) Enter/Update Name, Cantonment and Email ID
b) Upload Profile Photo

1.2.1 Enter/Update Name, Cantonment and Email ID

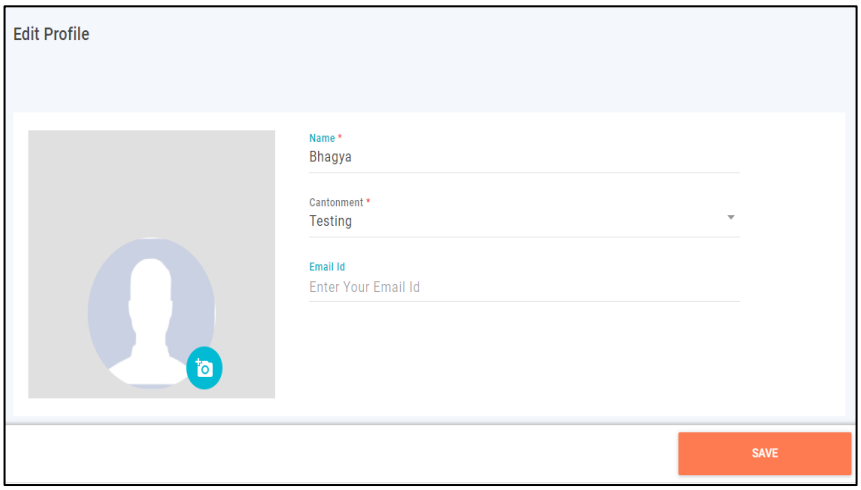


User sees the “Edit Profile“ page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

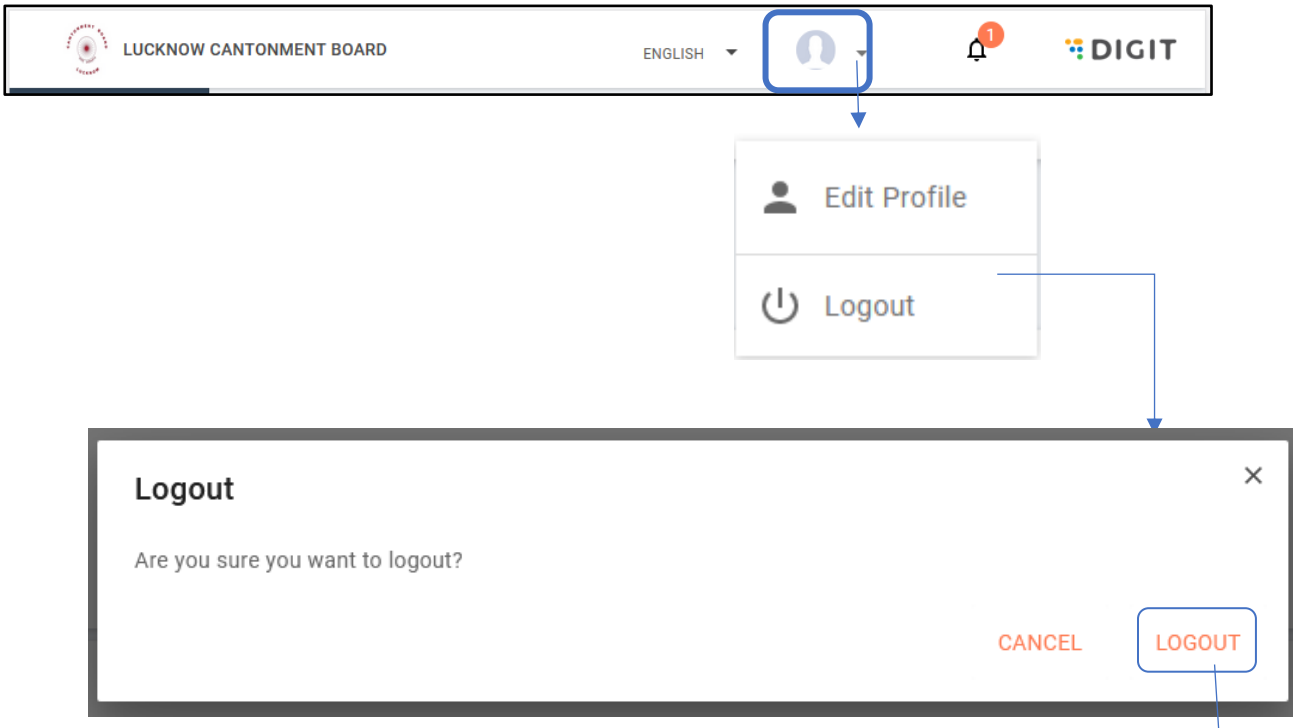


1.2.2 Update Profile Photo

To update the profile photo, click on the Camera Icon and save

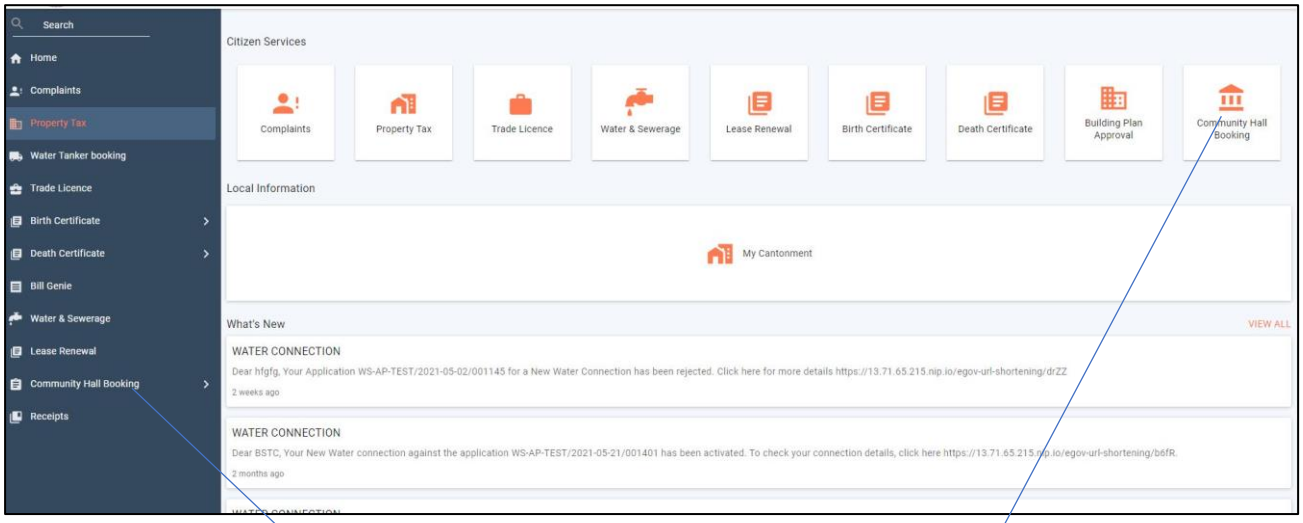


1.3 Logout



Click on “LOGOUT” to logout of the application

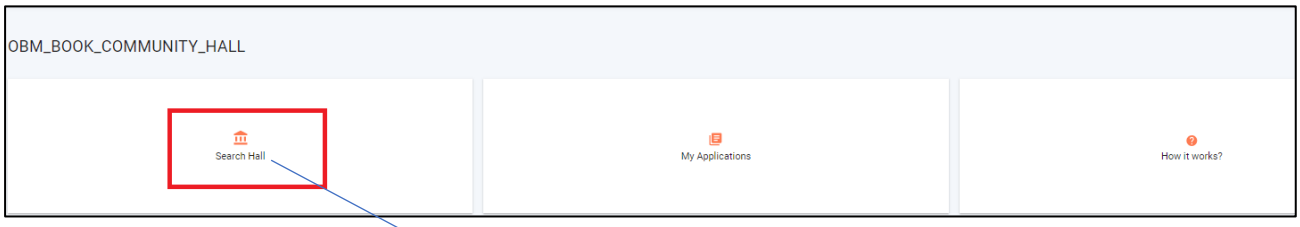
2. Hall Booking



On the Landing page, click on “Hall Booking" to proceed.

“Hall Booking” screen is displayed.

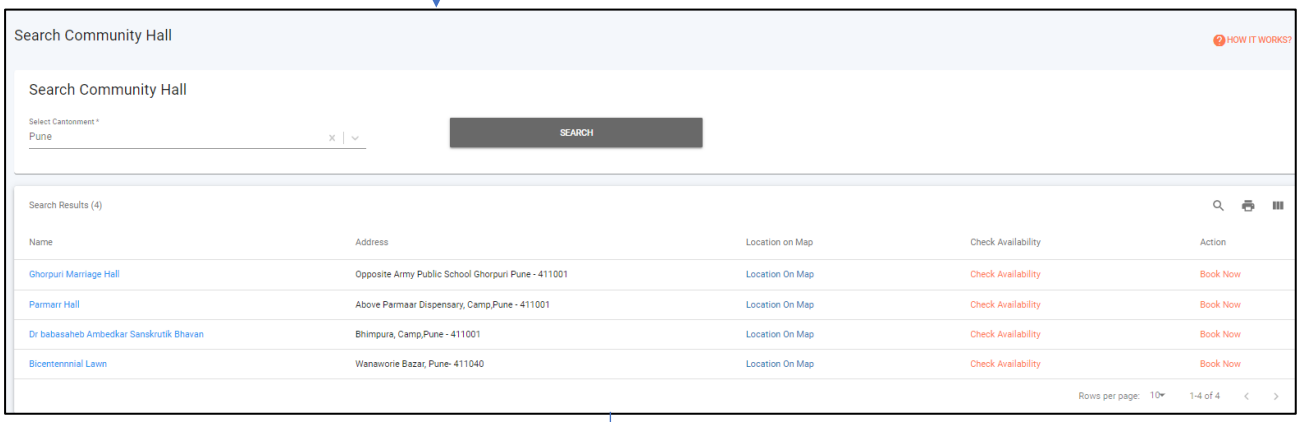
2.1 Search



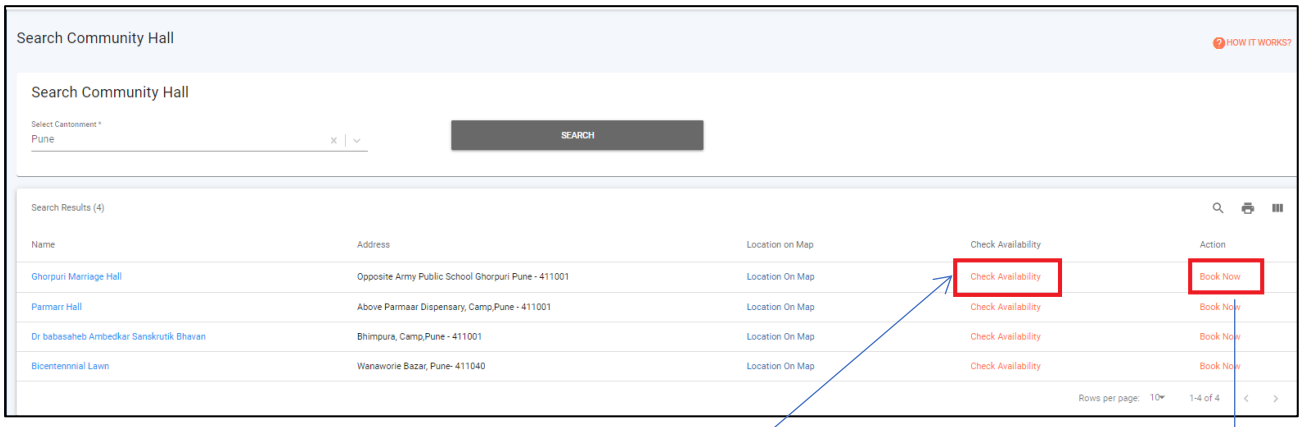
Click on “Search Hall”: Search Screen is displayed

Select Your CB, Click on “Search” Button to view the slots available

Click on Reset button to reset the values

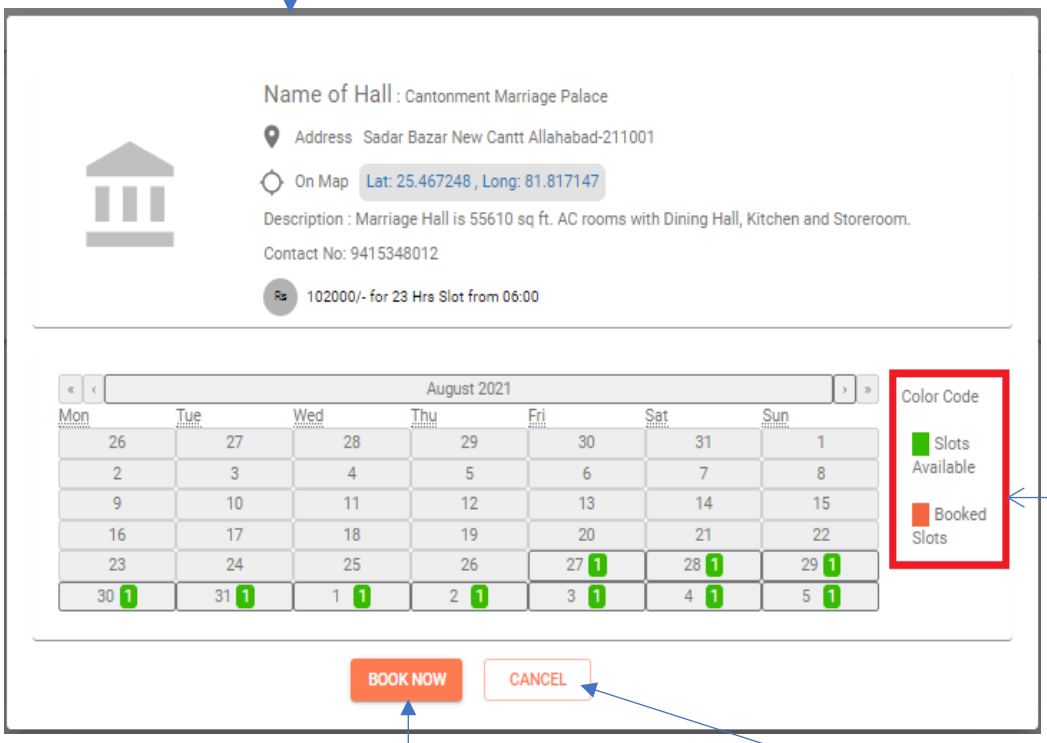


2.2.1 Check Availability



Click on Check Availability to view the Available slots

Click on Book Now to Book the Hall



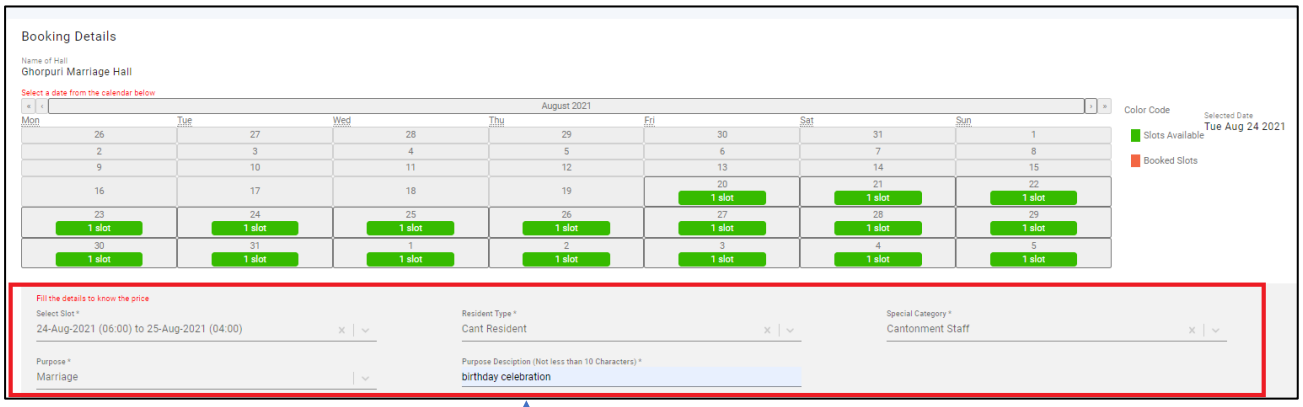
Shall Show the Available and booked slots

The Slots Available screen is displayed: View the Slots Available and click on “Book Now” to Book the Hall.

Click on CANCEL to exit from BOOK NOW Screen

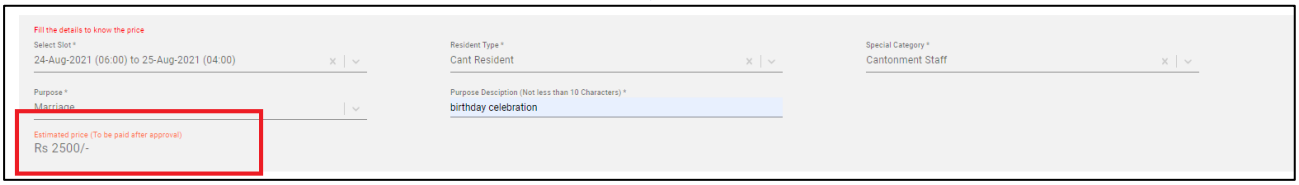
2.2.2 Book Hall

I. Enter Booking Details

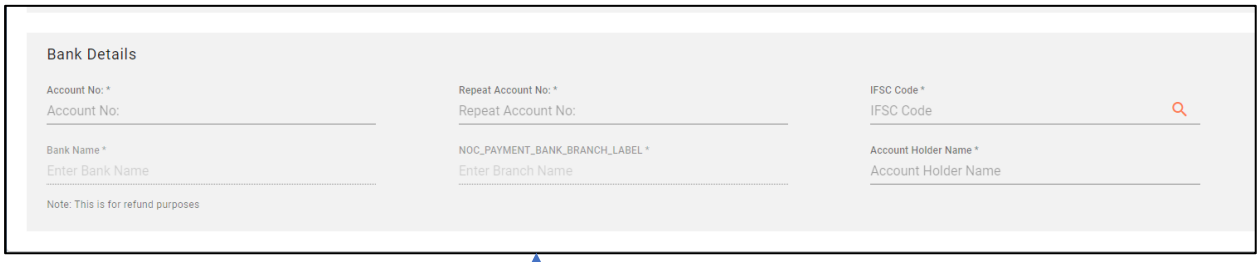


Select the date and enter the Booking details: Select the Slot, Resident Type, Special category, Purpose and Enter the Purpose Description

The Estimated Price is displayed. Note that the payment has to be made after the approval of your application by Cantonment Board.



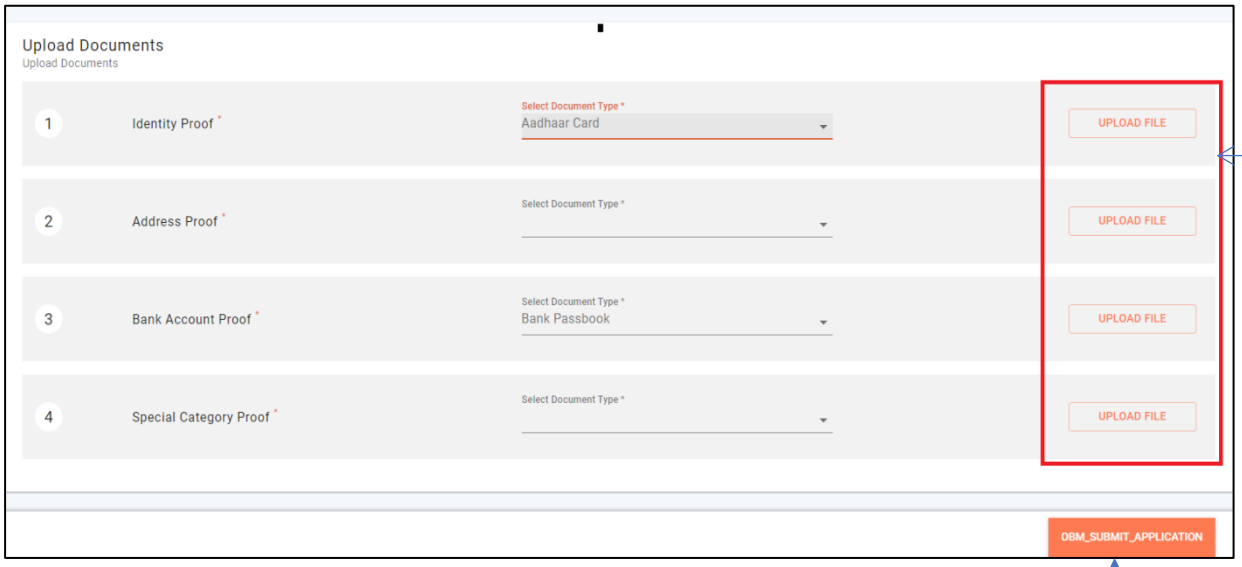
II. Enter Bank Details



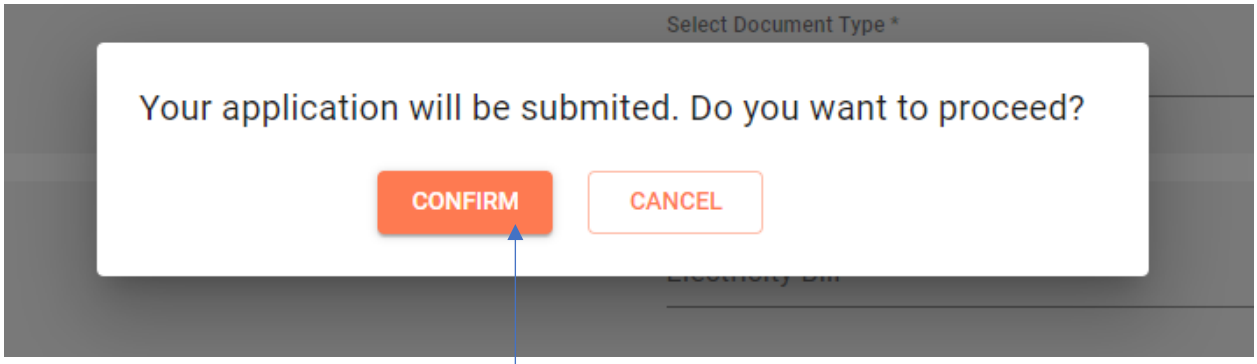
Enter the bank Details for refund purpose: Account No, IFSC Code and Account Holder Name. This is captured for the purpose of refund.

III. Upload Documents

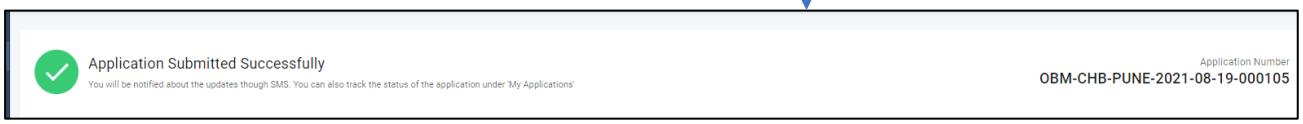
Select “UPLOAD FILE” option to upload the required documents.



After uploading the documents, click on “SUBMIT” Button



Click on “SUBMIT” Successful Message is displayed along with Application Number

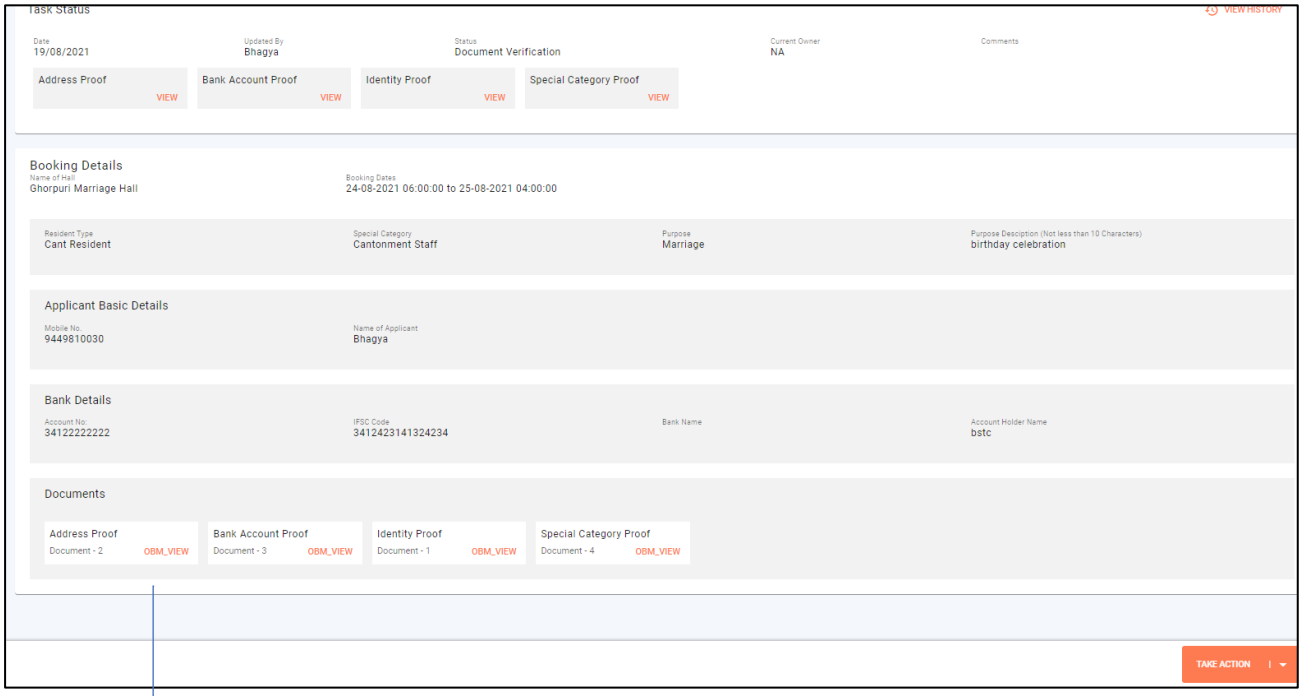


2.2 My Bookings

2.2.1 View Details

To view the status of his/her previous applications click on “My Applications”.

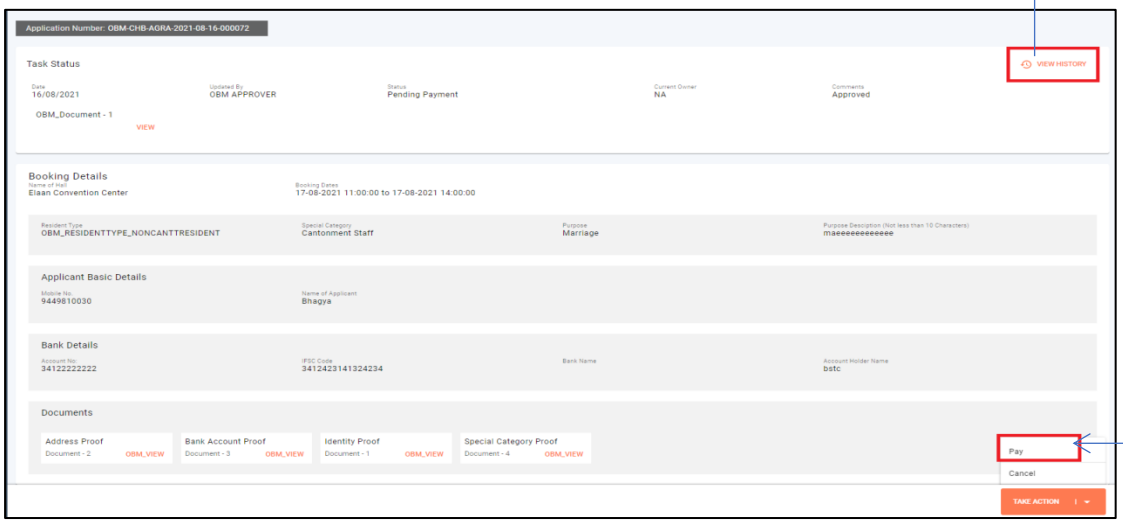
Click “View Details”, to view the summary of the application.



Click “View”, to download and view the documents.

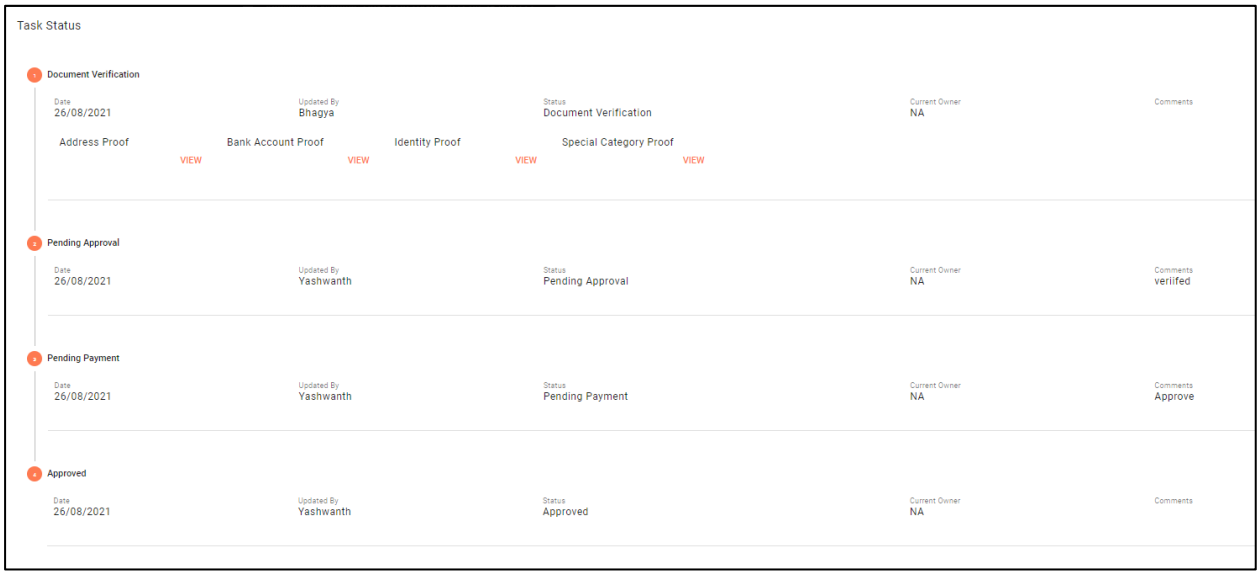
2.2.2 View History

Click “View History, to view the History of Application.

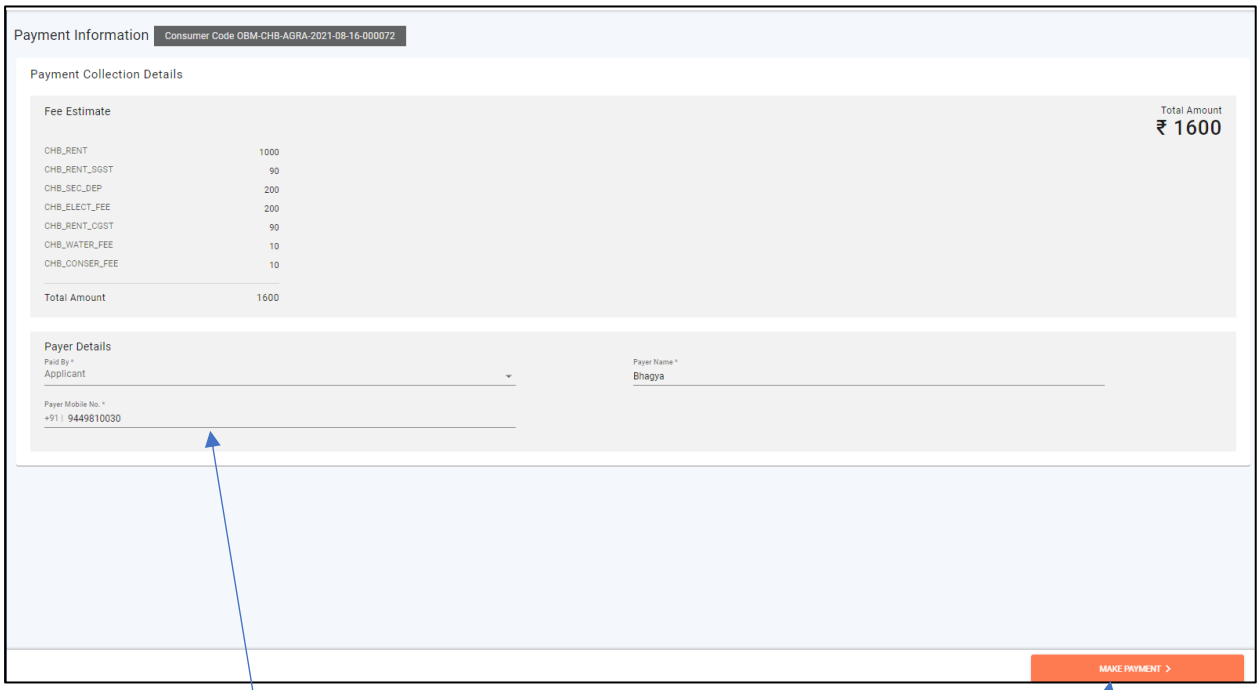


Application History is displayed

Click on PAY button to Proceed with Payment

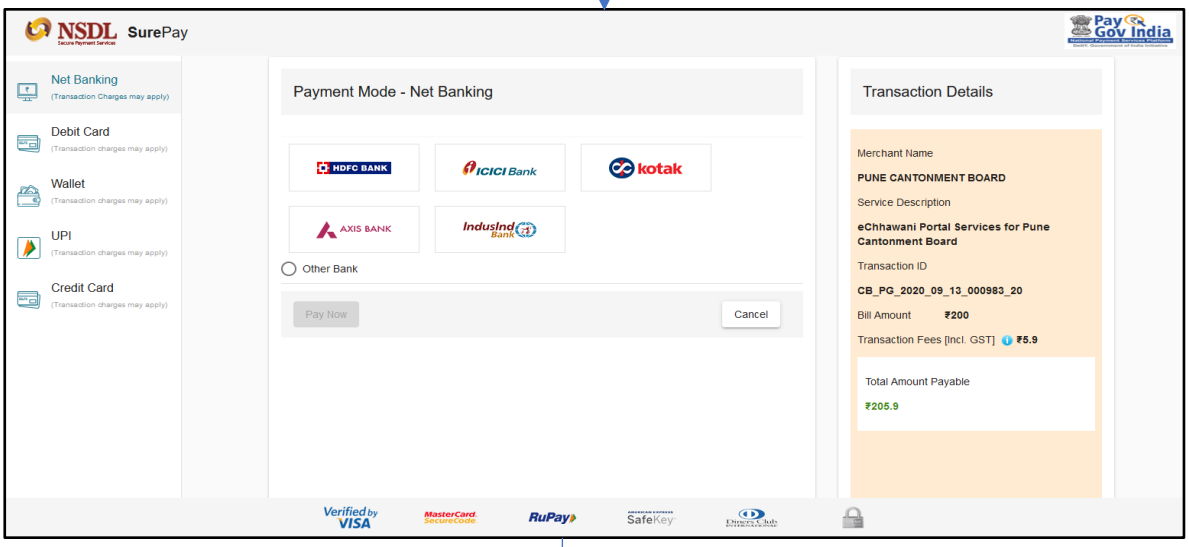


2.2.3 PAY



Fee Estimate will be displayed to the citizen to view the fee breakup along with Payer details

Once the fee is reviewed, the citizen can click on “Make Payment" for completing the payment. You will be redirected to the Online Transaction



Payment Successful Message is displayed

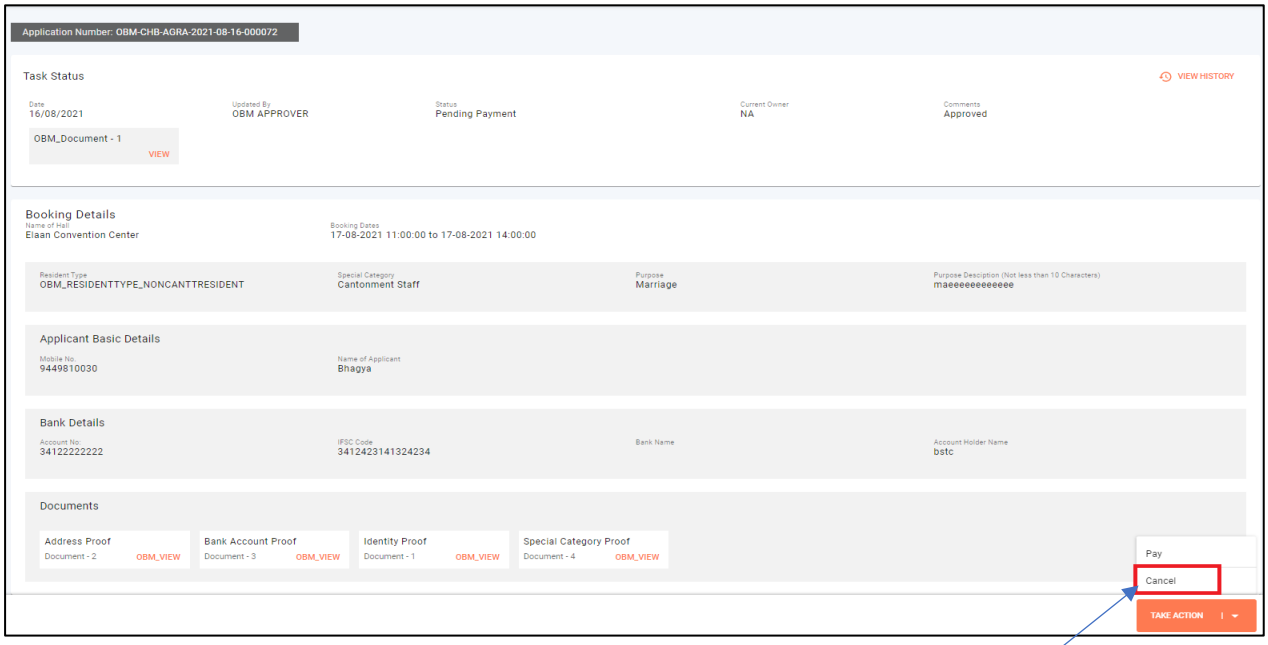
The Citizen shall Download/Print the receipts after Successful Payment

Refund: After the completion of Event, the employee shall close the application and initiate for Refund if applicable. The citizen will get back the refund amount

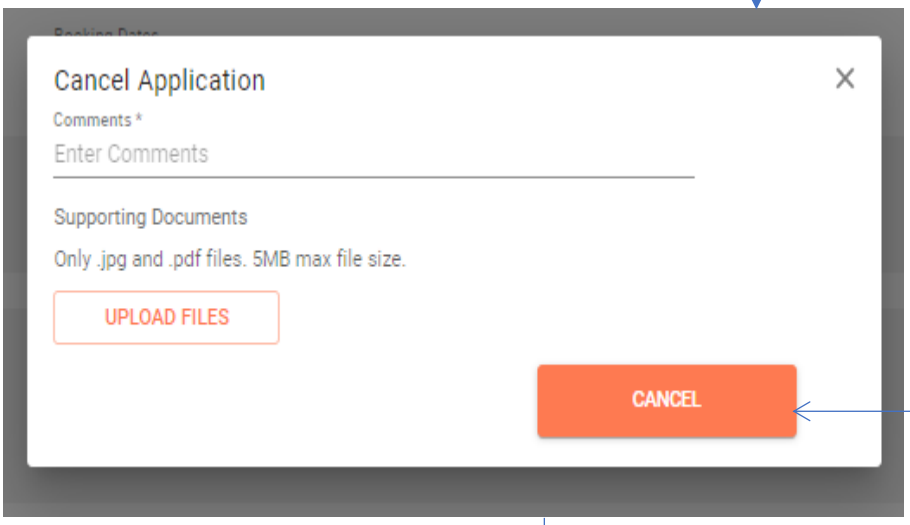
2.2.3 Cancel Application

Before Payment – If you are willing to cancel the application any time before payment:

Click on My Applications: View Details, The application details screen is displayed

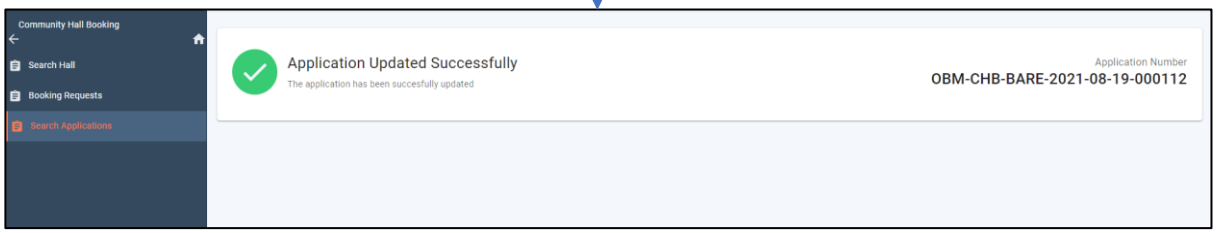


Click on CANCEL button to cancel the Application: Cancel Application Screen is displayed



Enter Comments and upload required documents if any: Click on CANCEL

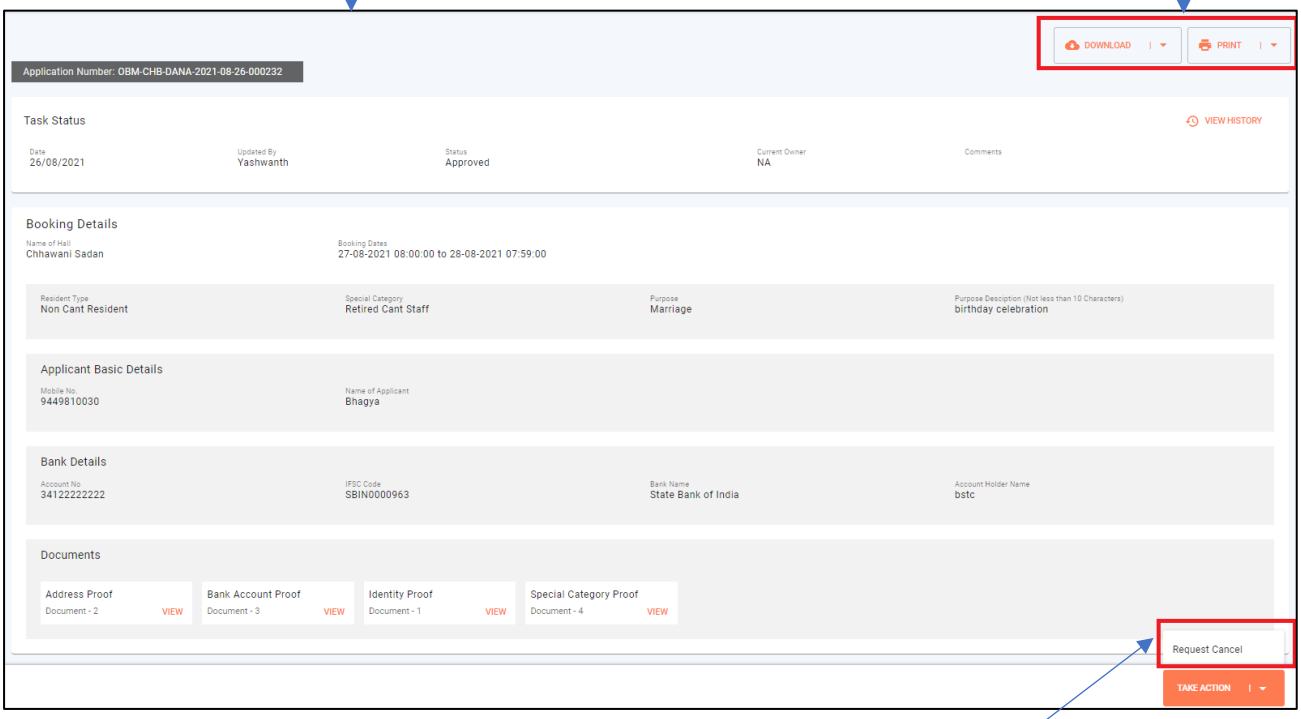
Application Updated Successfully message shall be displayed



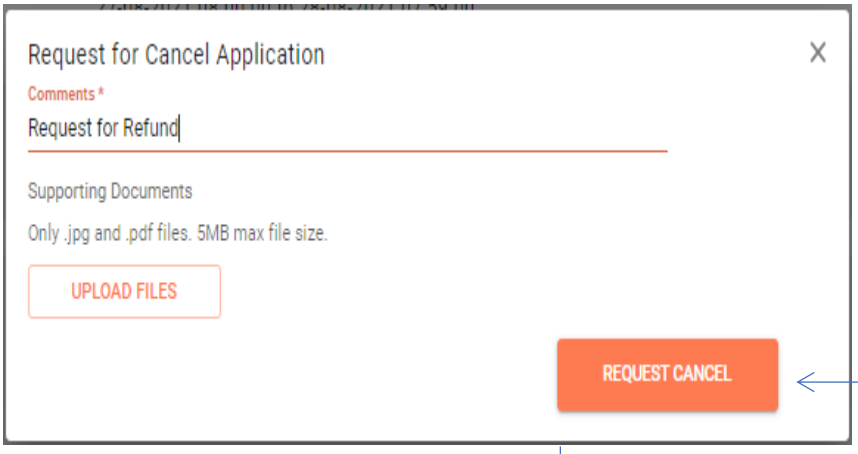
After Payment: If you have made payment, and now you are willing to cancel the application, you can send a request for cancellation. The cancellation request will be approved by the cantonment, and necessary refund (subject to the terms and conditions of the Cantonment Board) will be made initiated.

Click on My Applications: View Details, The application details screen is displayed

Click on DOWNLOAD/PRINT Application

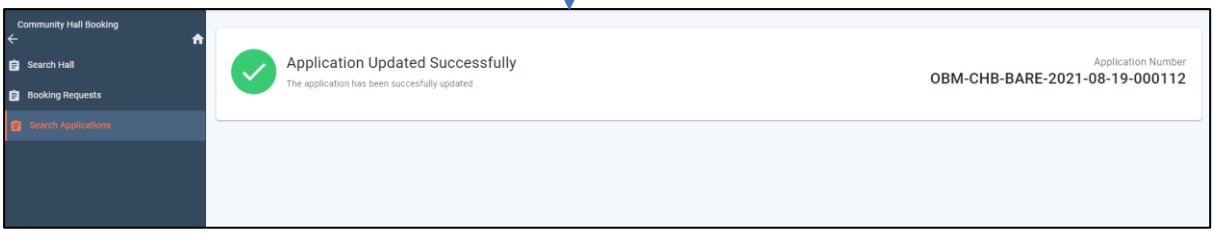


Click on Request Cancel button to cancel the Application: Cancel Application Screen is



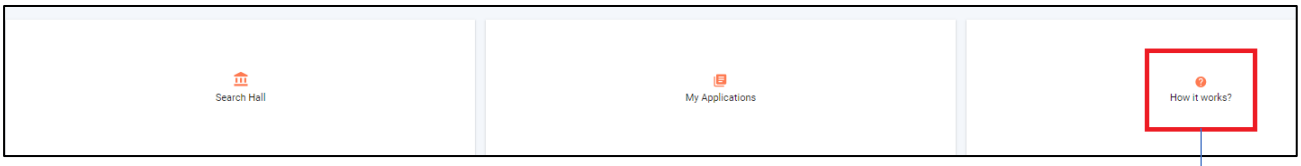
Enter Comments and upload required documents if any: Click on CANCEL

Application Updated Successfully message shall be displayed



Refund: The employee shall close the application and initiate for Refund. The citizen will get back the refund amount

2.3 How it works?



To view the user manual, click on “How it works?” option.

**********END OF DOCUMENT**********

Version 2

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About this Manual

The purpose of this document is to help citizen to submit online application for booking of halls available in cantonment board, make payment, Search for Halls and Download/Print Payment Receipts.

The Hall Booking module allows the citizens to:

g. **Search and View Available Halls in Cantonment Board**
h. **Submit online Application for Hall Booking**
i. **Make Online Payment for Hall Booking**
j. **Cancel the Application**
k. **Download/Print the Applications and Payment Receipts**

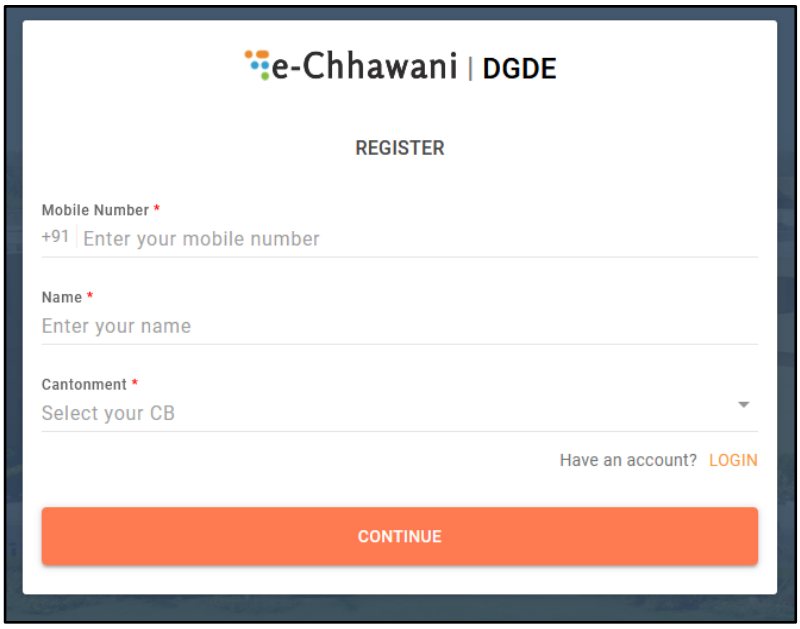
3. General Functions

1.4 Login into the Application

To login, please go to the following link:
https://echhawani.gov.in/citizen/

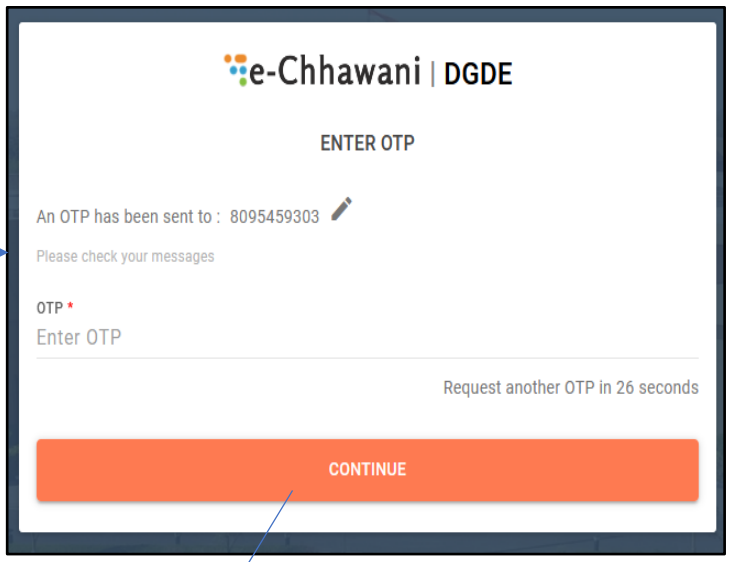
The citizen lands on the following page. Select the language of choice and click on **Continue.**

To Register,
Enters Mobile Number, Name and selects his/her CB and click on **Continue.**

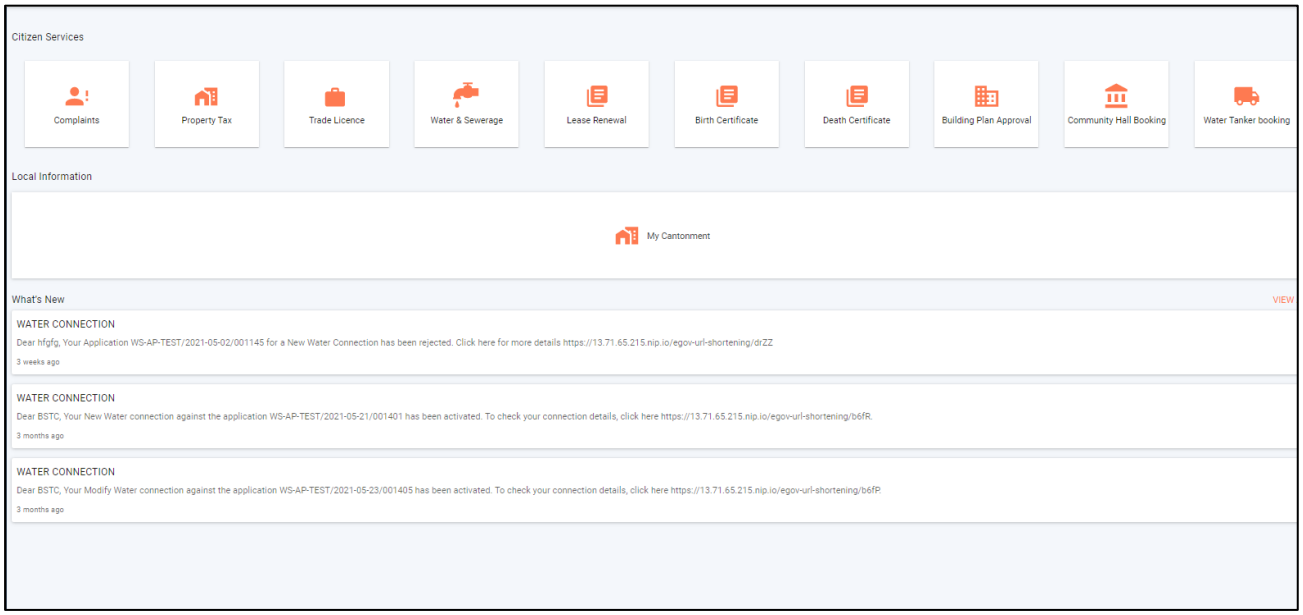


An OTP will be sent to the entered Mobile Number.

Enter the received OTP and click on **Continue.**

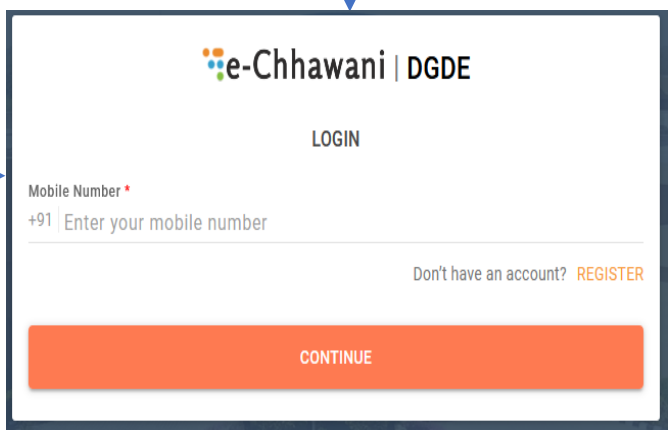


On login, the homepage will be displayed on the citizen screen.



For an already registered user, click on "**Login**".

Enter the registered Mobile Number and click **CONTINUE**.



Enter the received OTP and click on **Continue.**

On login, the homepage will be displayed on the citizen screen.

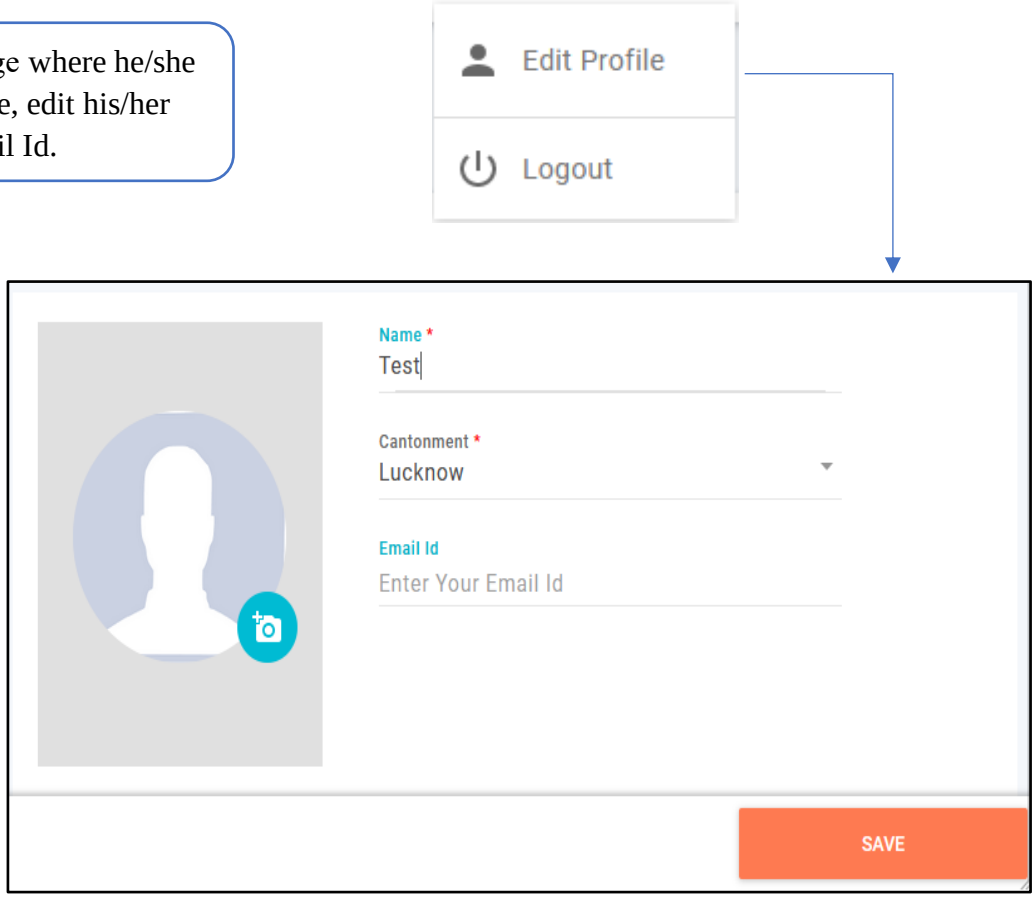
1.5 Editing the Profile

Follow the steps shown below to edit your profile. You can:

c) Enter/Update Name, Cantonment and Email ID
d) Upload Profile Photo

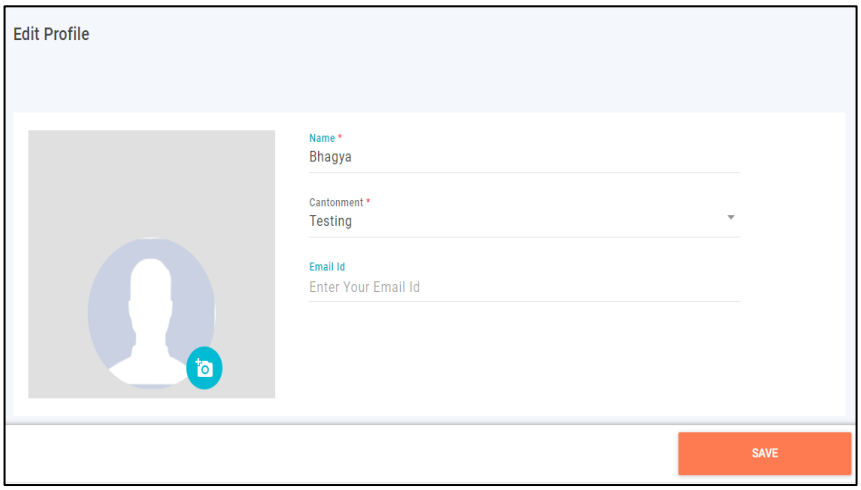
1.5.1 Enter/Update Name, Cantonment and Email ID

User sees the “Edit Profile“ page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

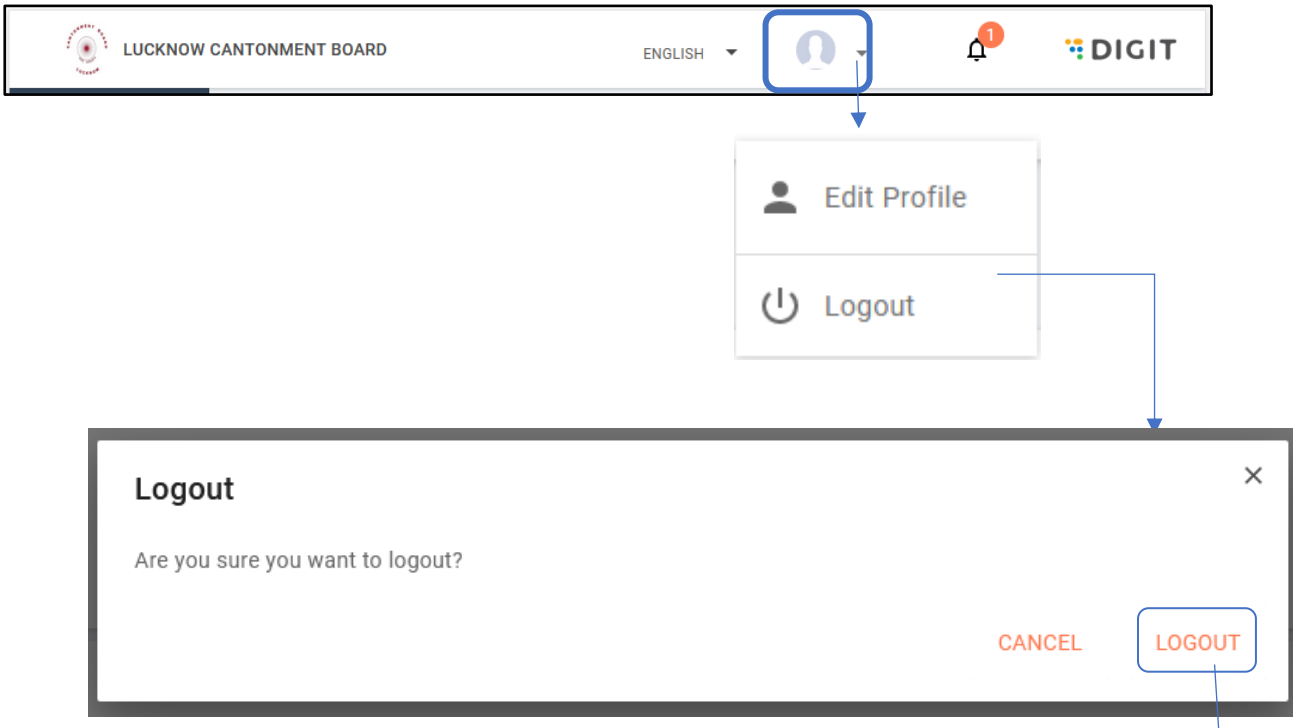


1.5.2 Update Profile Photo

To update the profile photo, click on the Camera Icon and save

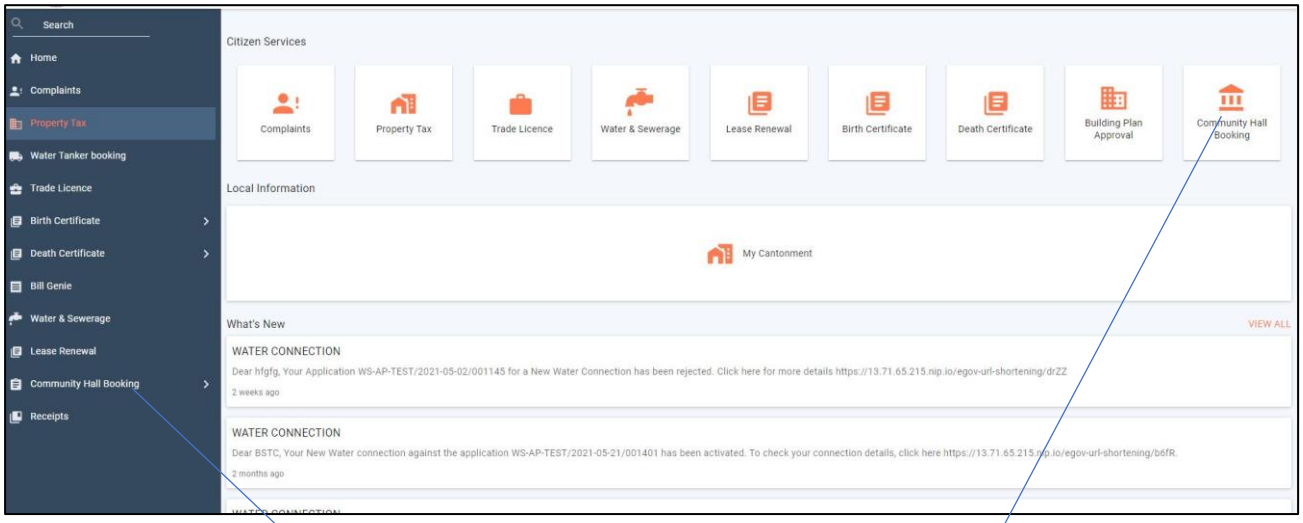


1.6 Logout



Click on “LOGOUT” to logout of the application

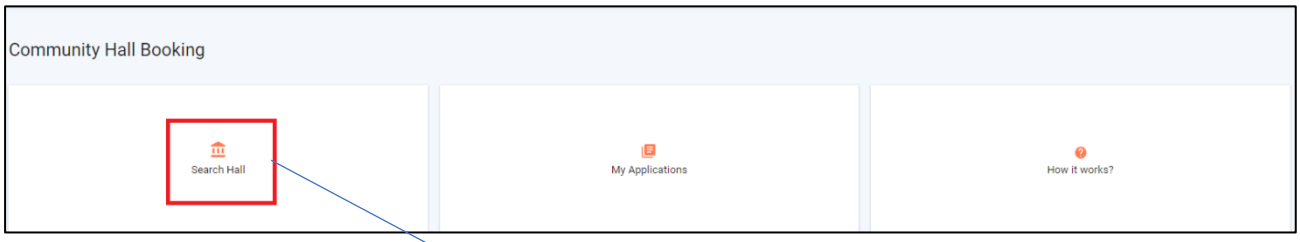
4. Hall Booking



On the Landing page, click on “Hall Booking" to proceed.

“Hall Booking” screen is displayed.

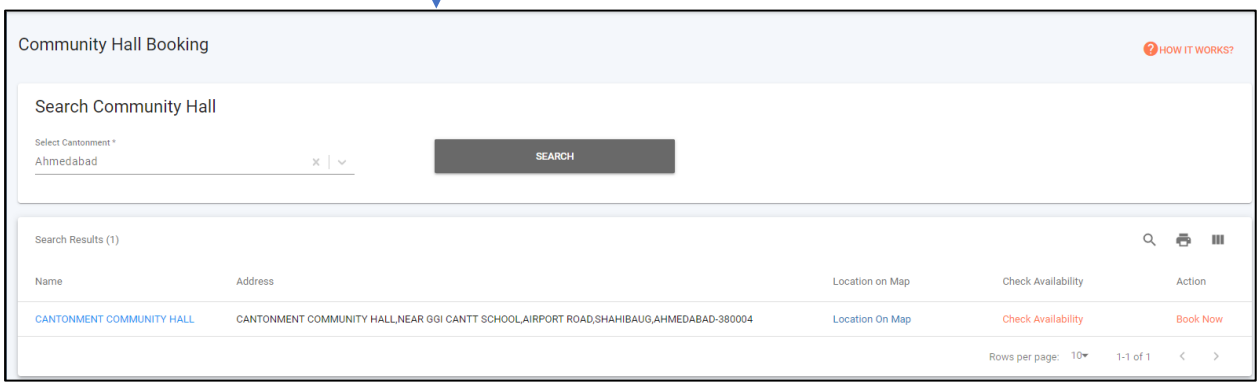
2.4 Search



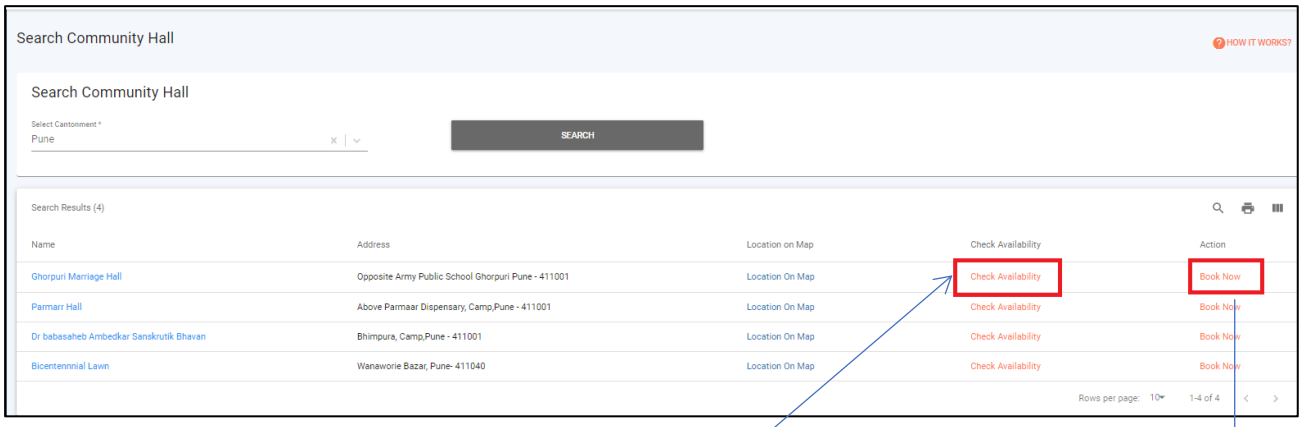
Click on “Search Hall”: Search Screen is displayed

Select Your CB, Click on “Search” Button to view the slots available

Click on Reset button to reset the values

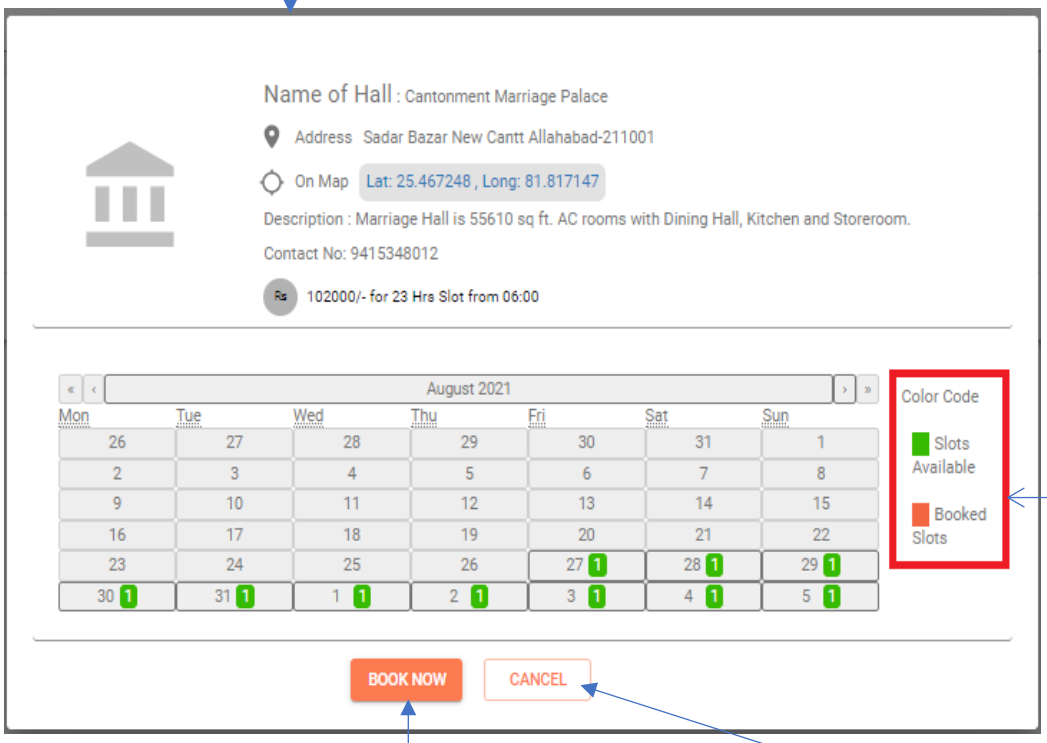


2.2.1 Check Availability



Click on Check Availability to view the Available slots

Click on Book Now to Book the Hall



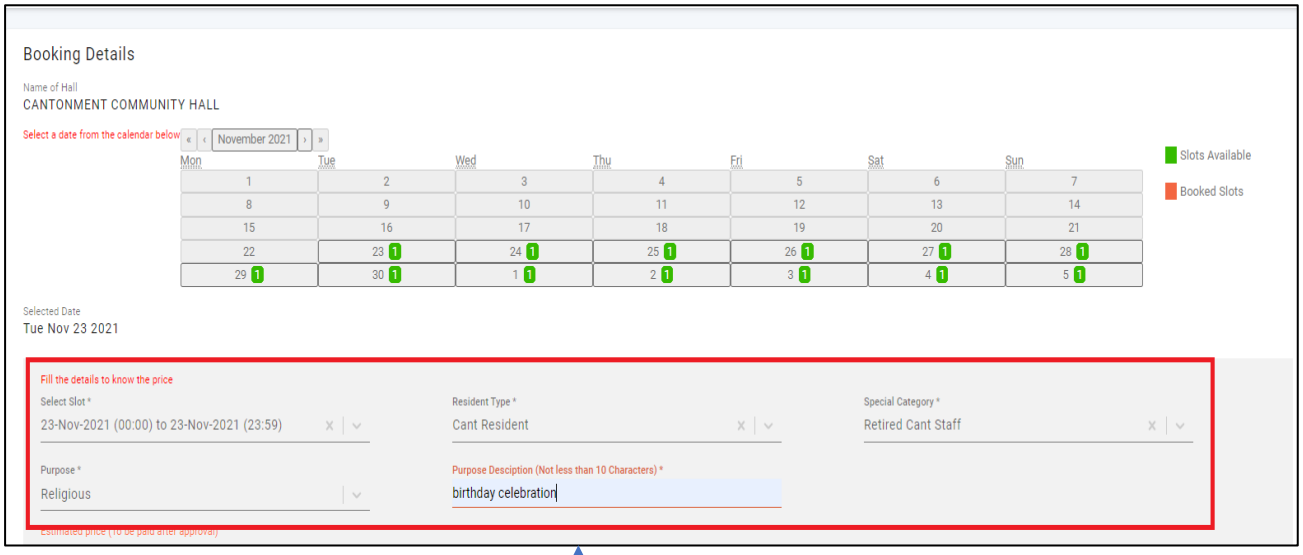
Shall Show the Available and booked slots

The Slots Available screen is displayed: View the Slots Available and click on “Book Now” to Book the Hall.

Click on CANCEL to exit from BOOK NOW Screen

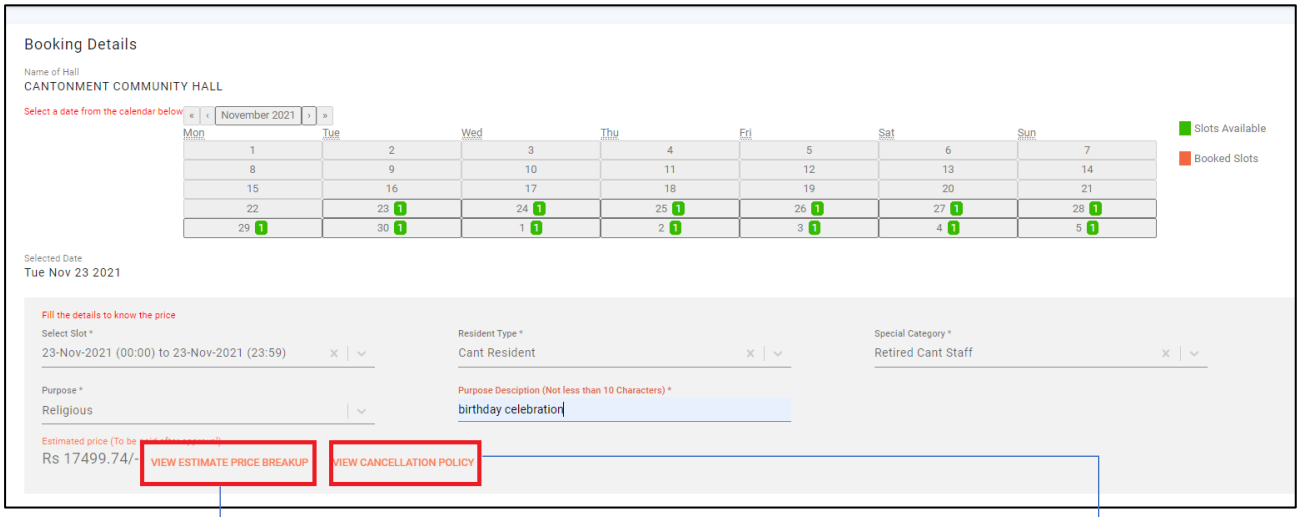
2.2.2 Book Hall

IV. Enter Booking Details



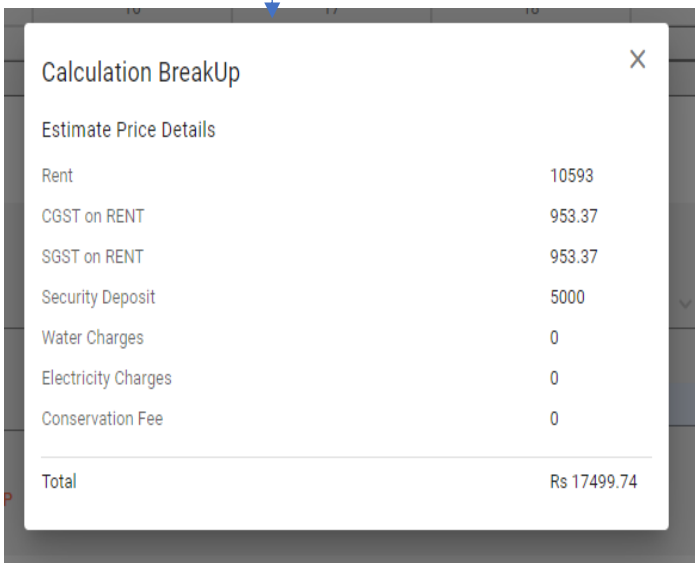
Select the date and enter the Booking details: Select the Slot, Resident Type, Special category, Purpose and Enter the Purpose Description

The Estimated Price is displayed. Note that the "Hall will be blocked for the citizen immediately after payment"



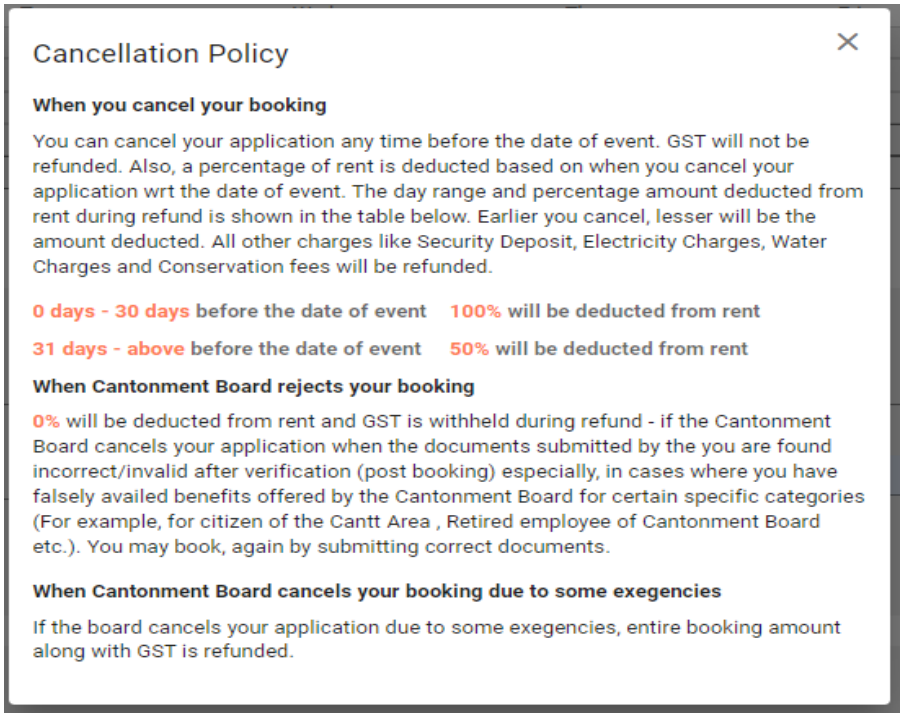
Click on VIEW ESTIMATE PRICE BREAKUP

Calculation Breakup Screen is displayed

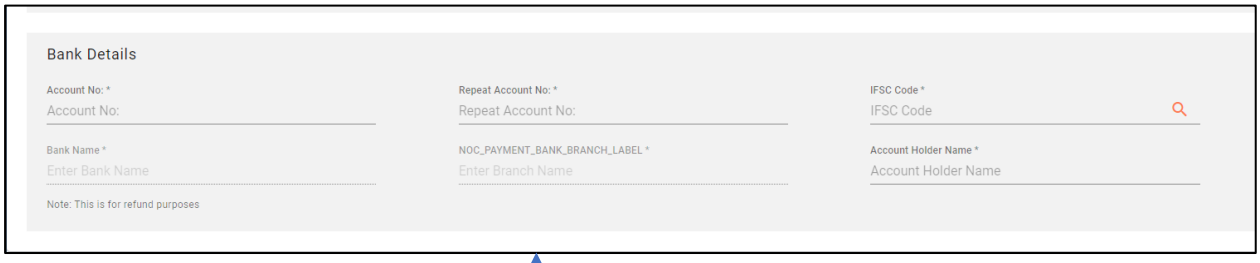


Click on VIEW CANCELLATION POLICY

Cancellation Policy Screen is displayed



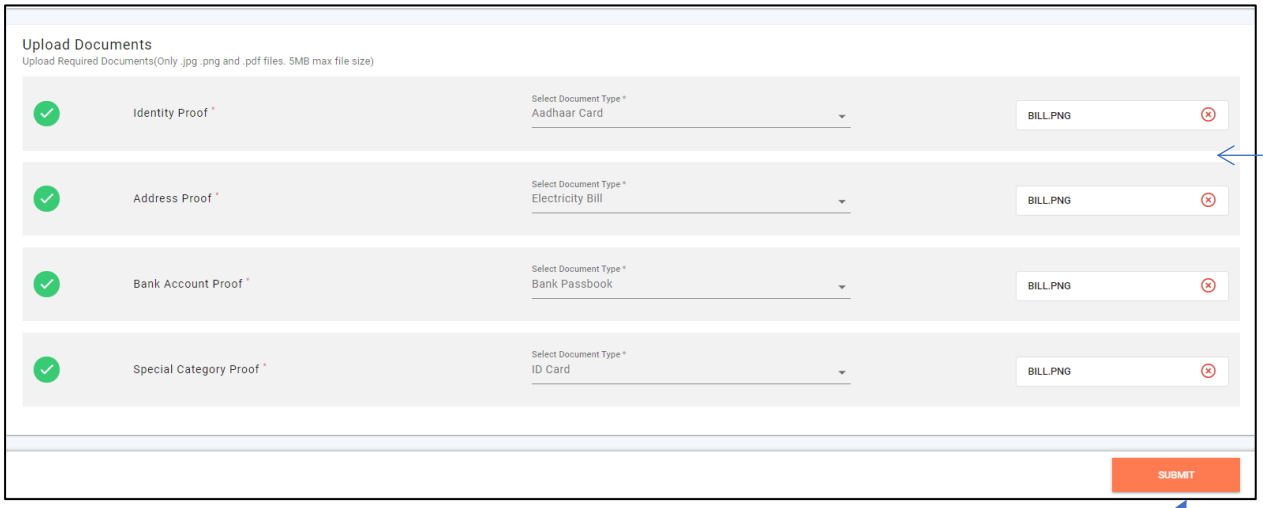
V. Enter Bank Details



Enter the bank Details for refund purpose: Account No, IFSC Code and Account Holder Name. This is captured for the purpose of refund.

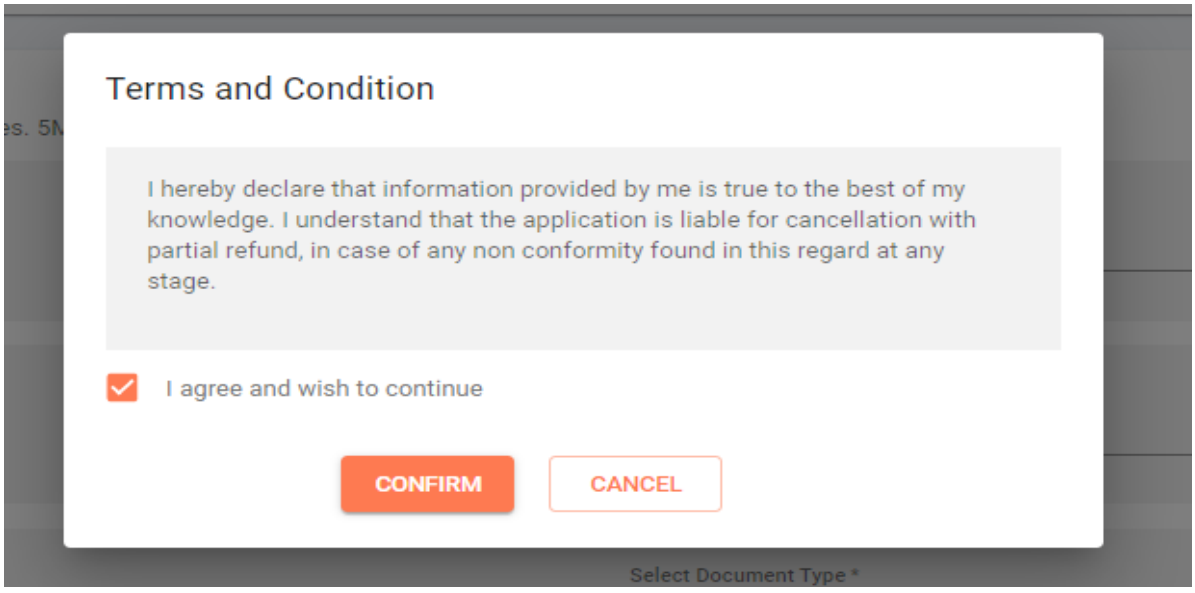
VI. Upload Documents

Select “UPLOAD FILE” option to upload the required documents.



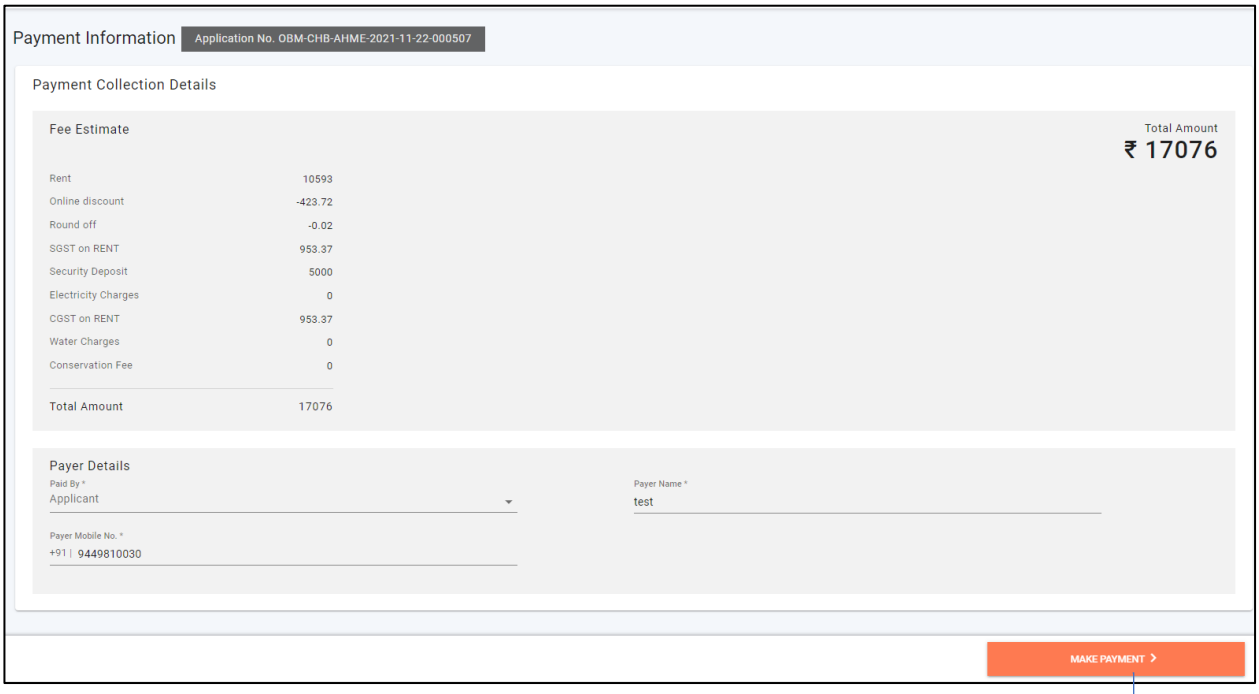
After uploading the documents, click on “SUBMIT” Button, Terms and Condition Screen is displayed. Select on I agree and wish to Continue option

Terms and Condition Screen is displayed. Select on I agree and wish to continue option, Click on CONFIRM

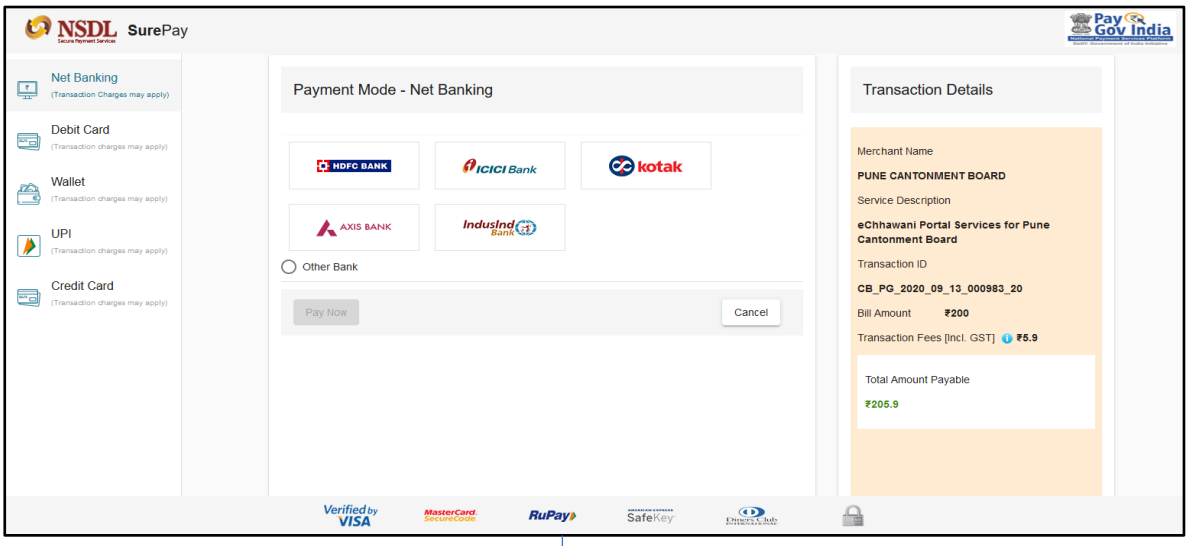


VII. Make Payment

Payment Information Screen is displayed



Once the fee is reviewed, the citizen can click on “Make Payment" for completing the payment. You will be redirected to the Online Transaction



Payment Successful Message is displayed

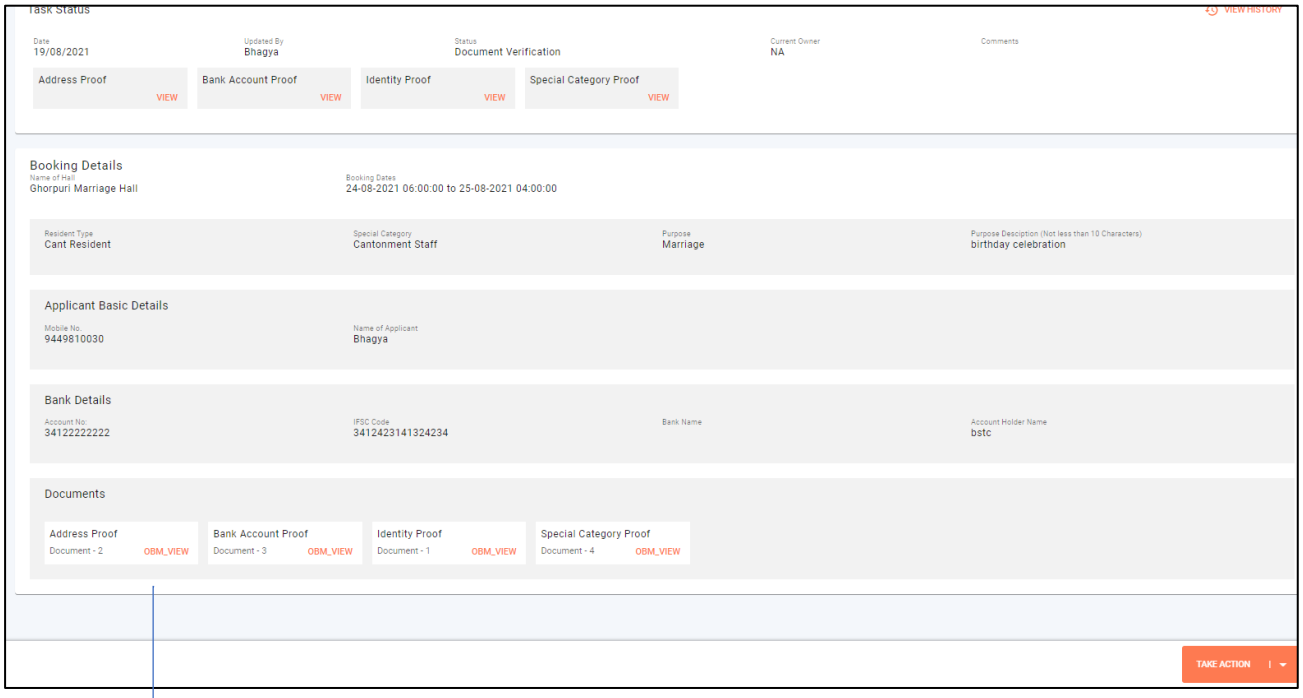
The Citizen shall Download/Print the receipts after Successful Payment

2.5 My Bookings

2.2.1 View Details

To view the status of his/her previous applications click on “My Applications”.

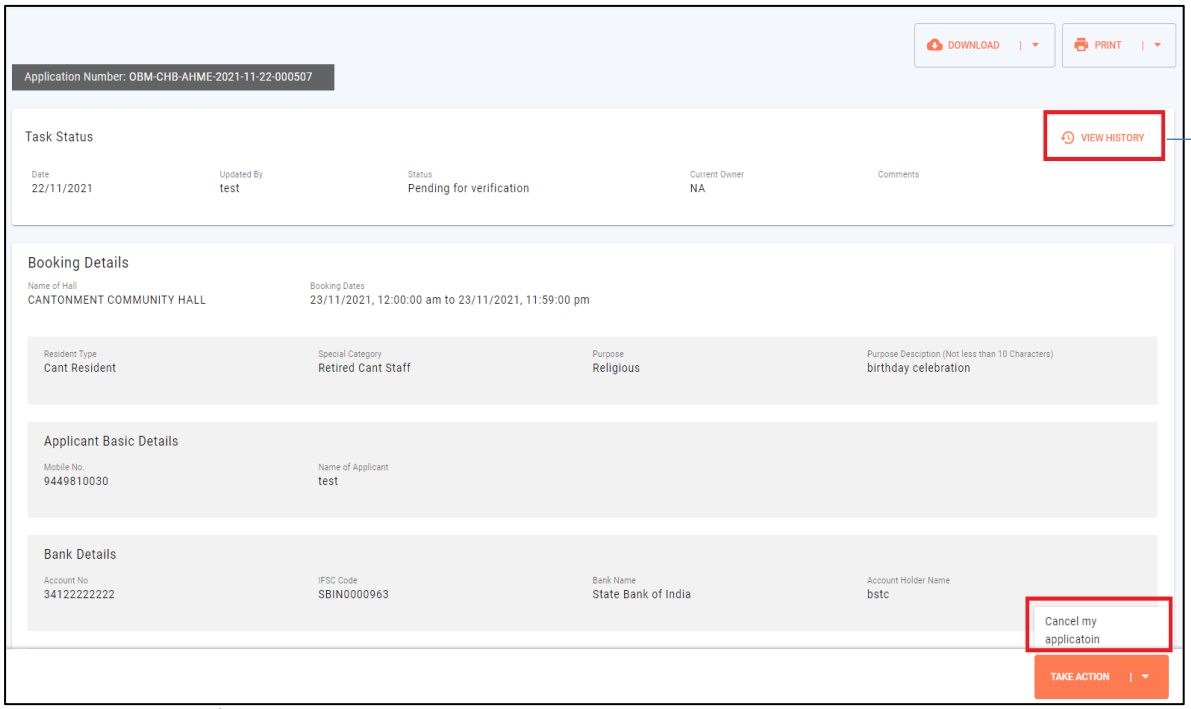
Click “View Details”, to view the summary of the application.



Click “View”, to download and view the documents.

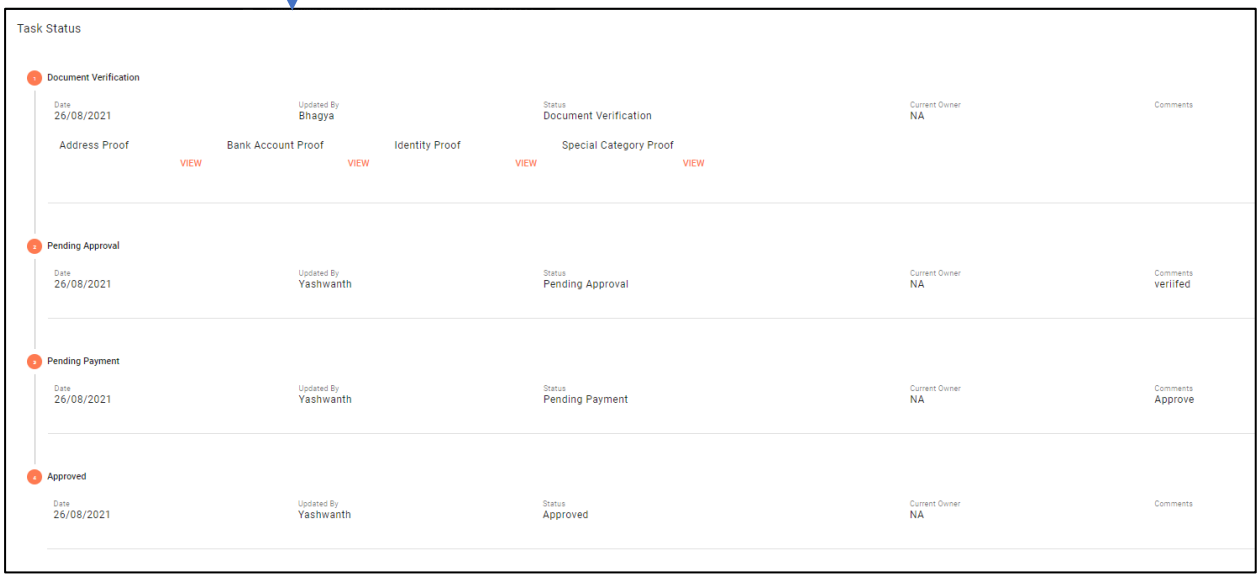
2.2.2 View History

Click “View History, to view the History of Application.



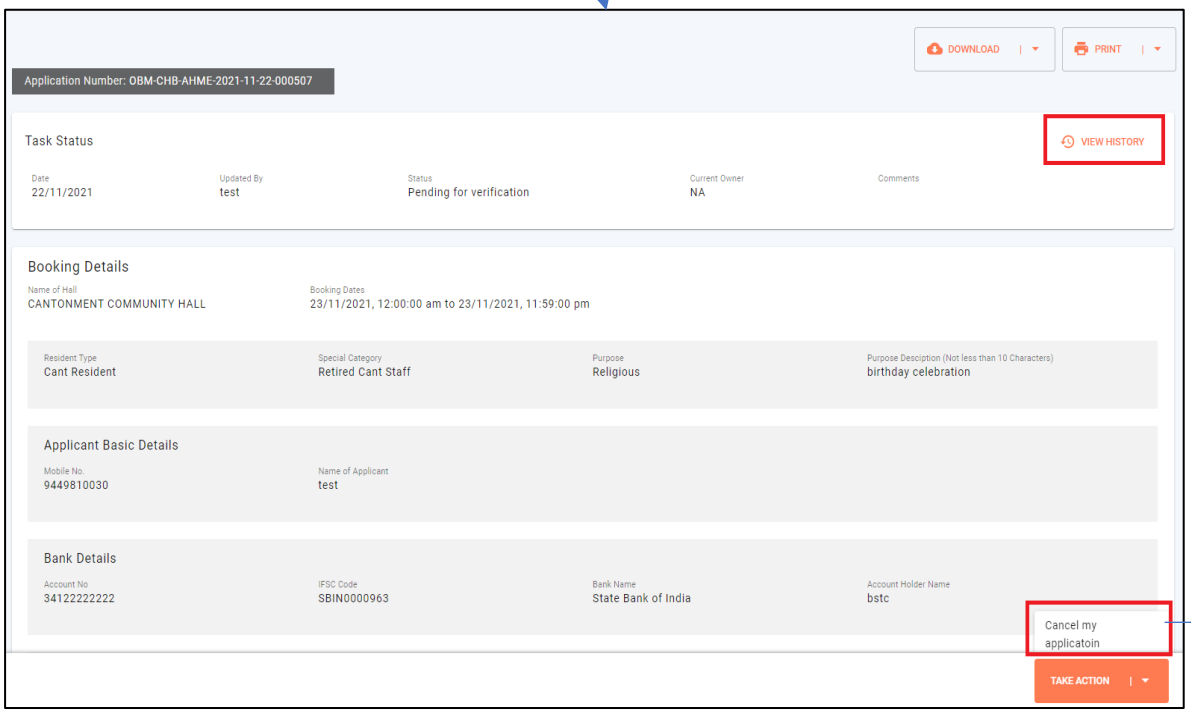
Application History is displayed

Click on Cancel my Application



2.2.3 I want to cancel my Application

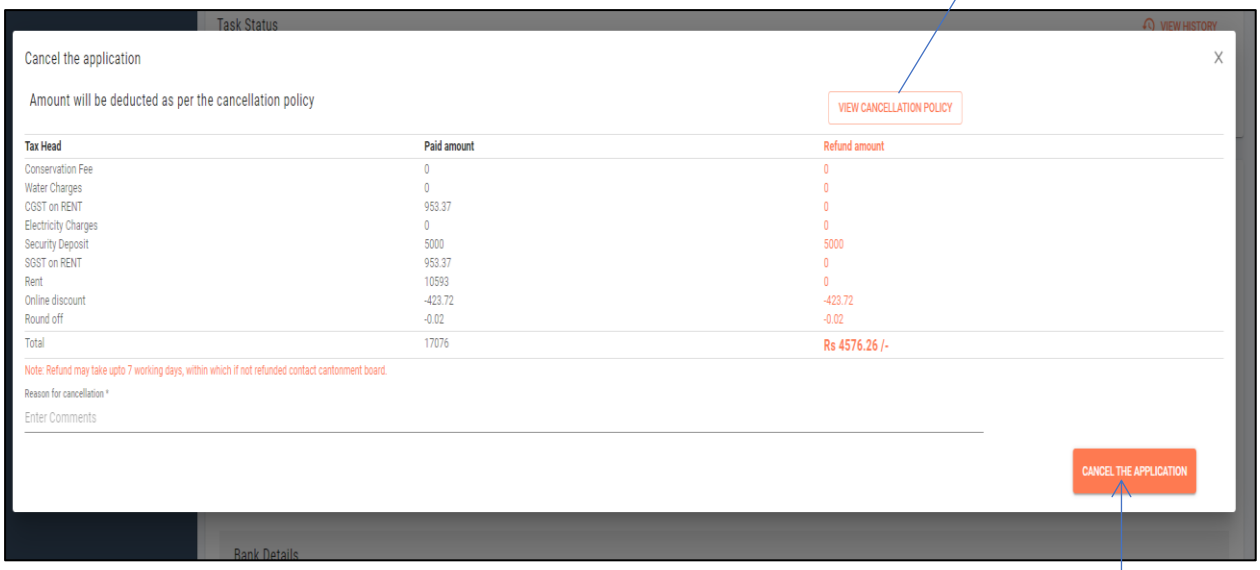
Click on My Applications: View Details, The application details screen is displayed



Click on Cancel my Application

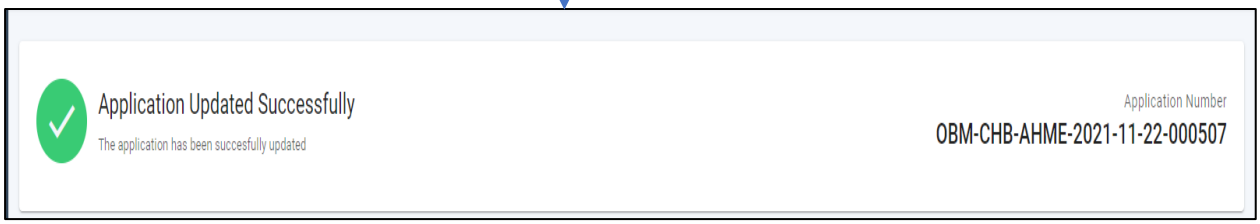
Cancel the Application Screen is displayed: all the details of Cancellation Policy based on CB requirement.

Click on VIEW CANCELLATION POLICY to view the cancellation policy described by Cantonment board



Citizen shall view and details and after confirming, enter the Remarks and, click on CANCEL THE APPLICATION

Application Updated Successfully message is displayed



Note: If you (Citizen) cancel the application, refund shall be made as per the cancellation policy described by CB.

2.2.3 Rejection of my Application by CB

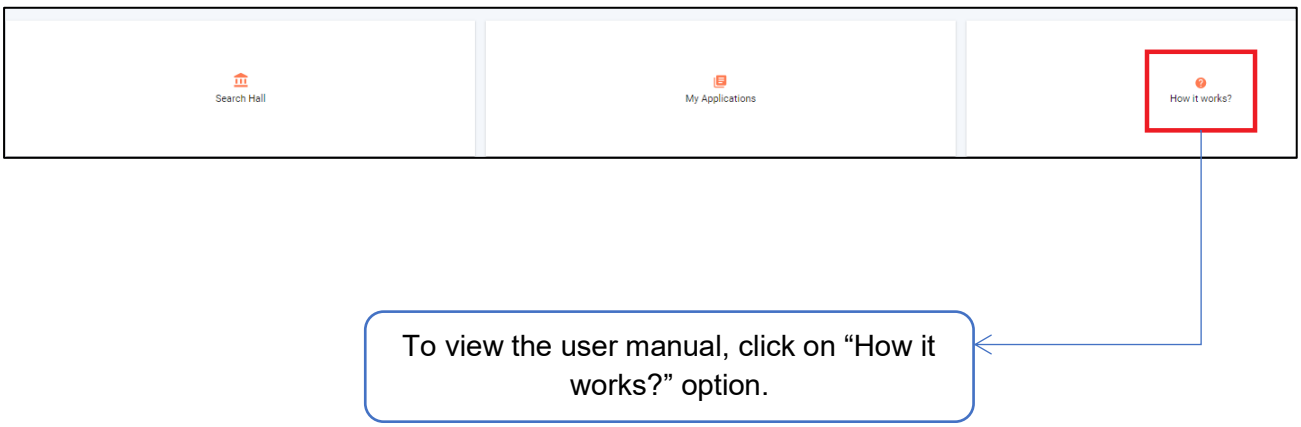
When the documents submitted by you (Citizen) are found incorrect/invalid after verification (post booking) especially, in cases where you have availed benefits offered by the Cantonment Board for certain specific categories (for example, for citizen of the Cantt Area, retired employee of CB etc.), the booking will be cancelled and refund of booking fee will be given after deduction of penalty which may be a percentage of booking fee as decided by the Cantonment Board. You may book, again with the correct documents.

2.2.3 When the CB cancels the booking due to some exigencies:

Entire booking fee including GST should be refunded will be refunded to citizen.

Note: Refund may take maximum up to 7 working days beyond which if not refunded, citizen shall contact the Cantonment Board.

2.6 How it works?



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