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National Urban Digital Mission (NUDM)

# VENUE BOOKING

Knowledge Standard

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P-Draft for State/UT Consultation

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## 0. INTRODUCTION

The terminology and vocabulary used for municipal governance differ among Urban Local Bodies (ULBs) across India due to the federal structure of governance, state-specific laws, and varying eGovernance system implementations. Non-standardized interfaces and storage also result in challenges related to data interpretation and interoperability. As a consequence, measuring municipal performance can lead to significant inconsistencies not only from city to city but also from state to state. Therefore, without clear definitions, vocabulary, specifications, and benchmarks for municipal governance, it is challenging to enable 'Data-Driven Governance'.

These Municipal Governance Standards are being drafted to include minimum base data elements that are common across municipal services in ULBs/ Development Authorities or parastatals<sup>1</sup> to ensure interoperability, harmonization, and data-driven governance. ULBs with more complex processes can adopt and expand on these initiatives. The Knowledge Standards will help in-

- a) identifying and categorizing important data elements for a domain
- b) resolving differences in terminology for Urban Governance

- c) analyse current city domain models, processes, reports & Key Performance Indicators (KPIs); thus, retrofitting existing data models with missing data.

The Venue Booking taxonomy defined in this standard covers all essential components related to venue reservation, including booking categories, application channels, approval processes, stakeholders involved, required documentation, reports, and performance indicators. The definition of booking rules and eligibility criteria shall be guided by relevant state and local government laws. In the absence of such legal provisions, a fair, transparent and community-inclusive approach may be adopted, aligned with local customs and community requirements. The taxonomy and framework provided in this document is scalable both vertically and horizontally, enabling Urban Local Bodies to adapt to unique operational complexities and to manage future changes in people, processes, and technology over time.

This Knowledge Standard i.e. Venue Booking Taxonomy will be used in developing Technical Standards i.e. Community Hall Booking Data Models and Application Programming Interface (API) Specifications as well as for creating metadata specifications. Few sample parameters and specifications are also given in the [Annex-A](#) for understanding purposes.

Together, these standards will ensure semantic and syntactic interoperability among e-Governance IT solutions in India.

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<sup>1</sup> Parastatals are institutions/organizations, which are wholly or partially owned and managed by the government (either autonomous or quasi-governmental).

The intended audience for this standard includes, but is not limited to government organisation, industry, academics, urban practitioners, consumers, users, tool developers, regulators, auditors and standards development organizations. This Venue Booking taxonomy is developed as an Open Standard under the National Urban Digital Mission (NUDM) by National Institute of Urban Affairs (NIUA). No part(s) of the document can be sublicensed further by any other organisation. Any attempted sublicense, whether voluntarily or otherwise, shall be null and void, and will attract penal actions.

This document is also interrelated with other Indian standards for e-Governance such as [SP7: 2016](#), [IS 18000](#), [IS 18006 \(Part 1\)](#), [NMAM](#) and [Model Municipal Law of MoHUA](#).

## **0.1 Governing Principles in the Design of Knowledge Standard**

To ensure this taxonomy fits the needs of interested stakeholders, the following principles have been followed in designing it:

### **0.1.1 Minimalist**

The standards are designed to have minimum base elements mandatory across all ULBs/ State solutions to ensure interoperability, harmonisation and data-driven governance. These can then be adopted and built upon by some ULBs with higher process complexities.

### **0.1.2 Evolvable**

The standard is designed to evolve over a period of time thereby adapting to changing needs and emerging

technologies thus making the system comprehensive progressively.

### **0.1.3 Modular**

The classifications and categorisations in the knowledge standard are designed modularly, yet they function together as a whole. They are independent and self-contained and may be combined and configured with similar units to suit separate contexts.

### **0.1.4 Extendible**

The standard is designed such that the elements of Urban Governance are positioned in a hierarchy that can accommodate both horizontal and vertical additions. This leaves room for wider adoption and innovation to suit the contexts of any ecosystem. The end goal is to build a knowledge practice that supports Open Standards with the Data Element taxonomy as a base.

### **0.1.5 Open**

The standard is designed to be ‘open’ to enable wider ecosystem participation and use. The standard is intended to be used by State Governments, ULBs, industry and technology providers, academia and civil society organisations who are either working in the domain or are providing services to the ULBs in any manner.

### **0.1.6 Accessible & Inclusive**

The standard is designed to ensure that Venue Booking services remain inclusive, transparent, and easily accessible to all sections of society, irrespective of their background or digital capacity. For example, in the case of refundable security deposits: if the booking party does not comply with the hall usage conditions, the system

will issue an automated alert or notification before initiating forfeiture, thereby maintaining transparency, fairness, accountability, and trust in the booking process.

## 0.2 Sample Use Cases

Samples of venue booking Taxonomy use cases are mentioned below:

### 0.2.1 Use Case 1: Booking Cancellation with Eligible Refund

#### Scenario:

An applicant books the venue for a social gatherings and pays the required booking charges and refundable security deposit. The booking is cancelled within the permitted refund window as per policy.

#### Action:

The system automatically processes the refund after deducting the applicable cancellation charges (if any).

#### Impact:

- Promotes fairness and citizen trust
- Ensures automated and transparent financial adjustments
- Reduces manual intervention and errors

### 0.2.2 Use Case 2: Security Deposit Forfeiture Due to Damage or Violation

#### Scenario:

A user books the venue for a private celebration. After the event, inspection reveals damage to property and non-compliance with cleanliness norms.

#### Action:

The entire or partial security deposit is forfeited as per the penalty rules.

#### Impact:

- Encourages responsible usage of public property
- Supports proper maintenance and sustainability of facilities
- Reinforces hall usage conditions

### 0.2.3 Use Case 3: Preferential Booking for Community Welfare Events

#### Scenario:

A registered community-based organisation requests hall booking for a public welfare seminar. As per policy, such events are eligible for subsidised rates.

#### Action:

The system applies discounted charges automatically based on the approved event category.

#### Impact:

- Enables inclusivity and accessibility
- Strengthens community engagement and social development
- Ensures rule-based subsidy provisioning

### 0.2.4 Use Case 4: Unclaimed Refunds After Booking Cancellation

#### Scenario:

An applicant cancels a venue booking and becomes eligible for a security deposit refund. However, the user does not complete the refund claim (bank detail submission) within the allowed timeframe.

#### Action:

The unclaimed amount is transferred to the municipal revenue head after expiry

of the claim period as per financial rules.

#### Impact:

- Ensures proper accounting and closure of pending liabilities
- Avoids indefinite holding of funds
- Enhances financial governance compliance

### 1. SCOPE

This Indian standard provides a unified view of the **Venue Booking** service and its processes within Urban Local Bodies (ULBs) and local governments. It establishes common and widely accepted definitions, terminologies, categories, and workflows that can be used consistently across multiple systems, IT solutions, or offline service delivery channels.

The **Venue Booking taxonomy** described in this document captures all major components of the booking domain, including booking categories, venue facilities, stakeholders, charges, deposits, timelines, permissions, documentation requirements, and compliance parameters. It also outlines key relationships and service standards to ensure uniformity, transparency, and efficiency in the management of community hall assets.

### 2. REFERENCES

The standards given below contain provisions which, through reference in this text, constitute provisions of this standard. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this standard are encouraged to investigate the

possibility of applying the most recent editions of these standards.

[IS 18006 \(Part 1\) Municipal Governance - Reference Architecture.](#)

NMAM - National Municipal Accounting Manual, 2004

The other parts in this series of standards consist of the following individual parts of IS 18006.

Part 1: Reference Architecture

[Part 3: Property Tax](#)

[Part 5: Municipal Grievance Redressal](#)

[Part 6: Trade License](#)

[Part 7: Water and Sewerage](#)

[Part 8: Building Plan Approval](#)

### 3. TERMINOLOGY AND ABBREVIATIONS

#### 3.1 Terminology

For the purpose of this standard, the definitions given in IS 18006 and National Municipal Accounting Manual, 2004 shall apply, in addition to the following:

##### 3.1.1 Aadhar

Aadhaar is a verifiable 12-digit identification number issued by Unique Identification Authority of India (UIDAI) to the residents of India.

##### 3.1.2 Application Programming Interface (API)

The term Application Programming Interface (API) means any mechanism that allows a system or service to access

data or functionality provided by another system or service. The API is generally used to interact (like query, list, search, and sometimes submit & update) directly with the specific information on a system, to trigger some action on other systems, or to perform some other action on other systems.

### 3.1.3 Data Elements

A **Data Element** is a logically defined unit of data that is used for processing and storage. It represents a fundamental piece of information within a data model.

A Data Element is typically formed by combining an **Object Class** (a real-world entity) and an **Attribute** (a specific characteristic of that entity), creating a **Data Element Concept**.

For example:

- **Application ID, Name, Address, ULB, and building Details** are Data Elements.
- These Data Elements are associated with **Data Entities** such as **Trade License** or **Fire NOC** in a structured dataset.

### 3.1.4 Data Entities

**Entities** were created to help users locate and organize their data elements from a larger set. However, this grouping should not be confused with **data sets**.

- **Entities** represent logical groupings of related **data elements**, typically corresponding to real-world objects (e.g., Trade License, Fire NOC).
- **Data Sets** are curated collections of **data elements** selected from multiple

entities, designed to meet the requirements of a specific **program, application, or workflow**.

### 3.1.5 Digilocker

DigiLocker is a secure cloud-based platform from MietY under Digital India Programme for storage, sharing and verification of documents & certificates.

### 3.1.6 Domain

Domain is a sub-category under an Information Technology field. Any specific purpose within a “Domain” is known as “Area”. For example, “Document type for Web publishing content” is one Area under the “Presentation” domain.

### 3.1.7 E-Governance

A procedural approach in which the Government and the citizens, businesses, and other stakeholders are able to transact all or part of their activities using Information and Communication Technology (ICT) tools.


### 3.1.8 Interoperability


The ability of different information technology systems/ IT solutions and software applications to communicate, exchange data, and use the information that has been exchanged.


### 3.1.9 Metadata


Metadata is data about data. Metadata describes how and when and by whom a particular set of data was collected. Metadata is essential for understanding the information stored.


### 3.2 Depicted Symbols


Domain is depicted as  for e.g. Venue Booking

Data Entities are depicted  as for e.g. applicant Details

Channels are depicted as  for e.g. Digital Channels

Stakeholders are depicted  as for e.g. Stakeholder Matrix

Processes are depicted as  for e.g. application creation , application assessment

Reports & KPIs are depicted  for e.g. Demand Balance Collection Register

### 3.3 Abbreviations

BIS	Bureau of Indian Standards
CSC	Common Service Centre
ICT	Information and Communication Technology
ID	Identification Document/ Number
CHB	Community Hall Booking
KPI	Key Performance Indicators
MoHUA	Ministry of Housing & Urban Affairs
PAN	Permanent Account Number
ULB	Urban Local Body/Bodies
UPYOG	Urban Platform for delivery of Online Governance

## 4. VENUE BOOKING

Venue Booking is an important **citizen-centric municipal service** that supports social functions, community engagement, and public welfare

activities within an Urban Local Body (ULB). The operation and revenue management of Venue Bookings is recognized as part of the municipal mandate under the **12th Schedule of the Constitution of India (Article 243W)**, which empowers local governments to manage community infrastructure and related services.

It is therefore the primary responsibility of **State Governments and Urban Local Bodies** to ensure that venue bookings are managed efficiently, charges are levied in a transparent manner, and revenue from bookings is properly accounted for and utilized for maintenance of the facility.

Venue booking operations are governed and administered through:

- The respective **Municipal Act** of the State
- **Local government rules** for user charges and asset management
- State-specific accounting or revenue guidelines
- Applicable public infrastructure and safety regulations

From an accounting perspective, booking charges, security deposits, penalties, and any related revenue streams shall be classified and recorded under the appropriate **ULB revenue codes** as prescribed in NMAM or the respective State Municipal Accounting Manual, ensuring full compliance with financial norms and audit requirements.

Adherence to this standard ensures transparency, accountability, and efficient governance in the management of community hall services at both State and ULB levels. The responsibility for

effective implementation and enforcement rests with the respective State Governments and Urban Local Bodies, who must ensure that booking processes, fee structures, and financial records are administered in compliance with approved regulations.

Revenue generated from venue hall booking such as booking charges, refundable security deposits, penalties due to damage or misconduct, and concessional use approved for community welfare events constitutes an important part of municipal own-source income. Proper recording, verification, and reconciliation of these amounts contribute to improved financial discipline and sustainability.

This standardized framework for Venue Booking provides clear guidance to States and UTs to adopt a uniform approach across ULBs. It promotes efficient administration, enhances citizen trust through transparent booking rules, strengthens accountability through digital audit trails, and supports sustainable management of community assets. Municipal finance and revenue departments play a key role in monitoring collections, enforcing compliance, enabling digital service delivery, and optimizing revenue management for venue bookings.

#### 4.1 Key Terms and Definitions:

Venue Booking	Venue Booking refers to the regulated process of reserving municipal venues including community halls, auditoriums, open spaces, parks, and other public facilities for permitted
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	events, with defined charges, eligibility criteria, terms of use, and accountability mechanisms.
Booking Charges	Charges collected for reserving the venue for permitted events. Charged per day/slot as per approved rate card.
User Fees	Fees for additional services or facilities such as chairs, stage, lighting, sound system, projector, kitchen area etc.
Service Charges	Charges related to venue preparation, cleaning services, security arrangements, electricity consumption beyond standard limits, etc.
Refundable Security Deposit	Amount deposited to ensure responsible usage and payment for damages, if any. Refunded automatically after event clearance.
Deposit Forfeiture & Penalties	Amount deducted or forfeited in case of property damage, rule violations, extended usage beyond approved time, or cancellation outside permitted window.
Subsidized Concessional Booking	Discounted or zero-fee bookings for community welfare events, government programs, or registered

	local organizations as per policy.
Advance Booking Remittance	System-recorded transfer of collected booking revenue to the designated municipal head of account.
Receivables	Pending dues for electricity, cleaning, damages, or unpaid penalties that are yet to be recovered from the booking party.
Grievance & Dispute Resolution	Redressal mechanism for complaints related to booking cancellation, refund issues, or operational service quality.
Digital Records & Audit Trails	End-to-end traceability of booking requests, approvals, payments, refunds, and forfeitures ensuring transparency and audit compliance.
Accrual-Based Double-Entry Accounting.	All financial transactions (booking revenue, deposits, penalties, refunds) recorded on accrual basis in alignment with ULB accounting standards.

## 4.2 Characteristics

The characteristics of the **Venue Booking module** that differentiate it from other municipal services and revenue streams are as follows:

### 1. **Event-Based and Demand-Driven in Nature**

Venue Booking revenue is generated only when booking requests are made for specific events. It is a service-driven and demand-based revenue stream, unlike recurring or compulsory revenues such as taxes or fixed user charges.

### 2. **Controlled Access to Public Asset**

Venue Booking regulates access to publicly owned venues through clearly defined eligibility criteria, permitted event types, time slots, capacity limits, and usage conditions, ensuring equitable and responsible utilization of municipal assets.

### 3. **Transparent and Rule-Based Financial Transactions**

All financial transactions related to venue booking including booking charges, user fees, refundable security deposits, refunds, and penalties—are computed and recorded strictly in accordance with predefined municipal policies, ensuring transparency, auditability, and financial accountability.

### 4. **Dual Revenue Component**

The module supports two distinct financial components:

- **Service Charges / User Fees** levied for venue usage.
- **Refundable Security Deposits** linked to compliance with usage conditions, with provisions for partial or full forfeiture in case of violations or damages.

## 5. Requires Proper Accounting and Classification

Since these revenues do not fit under standard tax or non-tax heads, proper categorization and documentation under NMAM guidelines are essential for transparency.

## 6. Governed by Policies and Regulations

The operation, recognition, and utilization of Venue Booking revenues are governed by municipal policies, local regulations, and approved rate structures, ensuring adherence to principles of financial governance, accountability and public asset management.

### 4.3 Types of Venue Booking

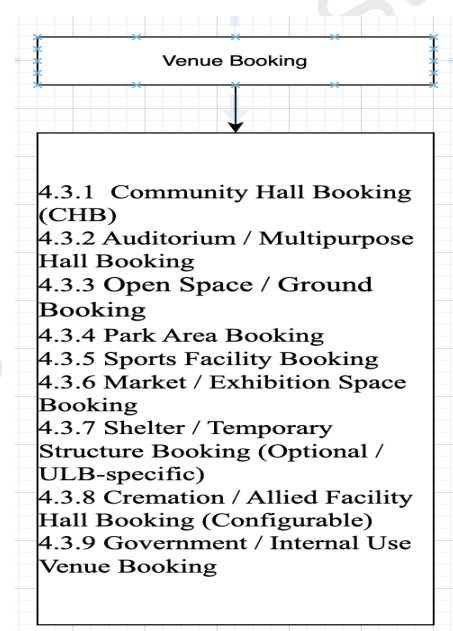


Fig 1 – Types of Venue Booking

### 4.3.1 Community Hall Booking (CHB)

Booking of enclosed municipal community halls intended for social, cultural, family, and welfare-oriented events.

*Examples:* Marriage functions, community meetings, awareness programs.

### 4.3.2 Auditorium / Multipurpose Hall Booking

Booking of indoor venues equipped with fixed seating, stage, lighting, and sound infrastructure for performances and formal events.

*Examples:* Cultural shows, seminars, competitions, public meetings.

### 4.3.3 Open Space / Ground Booking

Booking of open municipal lands such as grounds, maidans, or lawns for large gatherings and outdoor events.

*Examples:* Melas, exhibitions, sports events, large community functions.

### 4.3.4 Park Area Booking

Booking of designated areas within municipal parks for limited and regulated activities.

*Examples:* School picnics, small community events, public programs (subject to park rules).

### 4.3.5 Sports Facility Booking

Booking of municipal sports infrastructure such as indoor stadiums, courts, fields, or swimming facilities.

*Examples:* Sports tournaments, practice sessions, training programs.

#### 4.3.6 Market / Exhibition Space Booking

Booking of temporary municipal spaces earmarked for stalls, kiosks, or exhibitions.

*Examples:* Trade fairs, handicraft exhibitions, local vendor markets.

#### 4.3.7 Shelter / Temporary Structure Booking (Optional / ULB-specific)

Booking of temporary sheds, shelters, or covered spaces maintained by the ULB.

*Examples:* Seasonal community events, temporary relief arrangements.

#### 4.3.8 Cremation / Allied Facility Hall Booking

Booking of halls or waiting areas attached to cremation or burial facilities, where applicable.

*Examples:* Ritual halls, community waiting areas.

#### 4.3.9 Government / Internal Use Venue Booking

Booking of venues reserved for official use by ULBs or government departments.

*Examples:* Training, public hearings, departmental programs.

### 5. TAXONOMY for Venue Booking

The taxonomy for **Venue Booking** aims to systematically classify municipal venue booking services by defining common entities, attributes, categories, and relationships within the domain. It provides a structured and standardized framework to ensure clarity, operational efficiency, and uniform implementation across Urban Local Bodies (ULBs) and digital platforms.

This taxonomy establishes a shared vocabulary for venue types, booking processes, financial components, stakeholders, and compliance requirements, enabling consistent configuration and interoperability across multiple IT systems. The sub-sections under this taxonomy define all essential terms and components related to venue booking, ensuring uniform understanding and execution across jurisdictions.

A well-defined Venue Booking taxonomy supports the following objectives:

- **Standardized identification and classification of venue types and booking services**, enabling consistent handling of community halls, open spaces, auditoriums, parks and other municipal venues.
- **Improved governance and regulatory oversight**, ensuring adherence to approved booking rules, usage conditions, safety norms and financial controls.
- **Enhanced transparency and accountability** in booking approvals, fee collection, deposits, refunds, and penalties, thereby strengthening public trust in municipal service delivery.
- **Data-driven planning and decision-making**, by enabling systematic analysis of venue utilization, demand patterns, revenue generation, and service performance across ULBs.

#### 5.1 Venue Booking

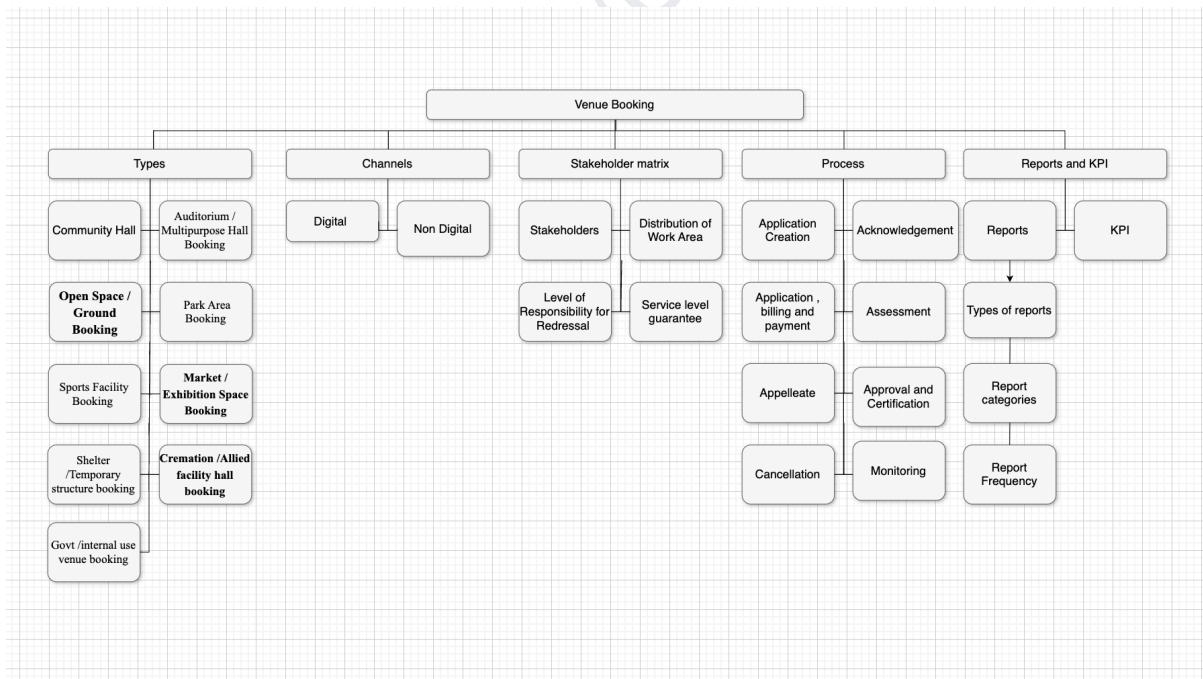
While developing knowledge models for Venue Booking, it is essential to consider the diverse service and revenue components associated with the reservation and use of municipal

venues. The Booking primarily generates revenue through sources such as booking charges, user fees for facilities, refundable security deposits, penalties for violations or damages, cancellation charges and forfeited deposits in cases of non-compliance. These revenue streams contribute to the sustainable operation, maintenance, and management of municipal venues.

The processes of venue availability management, application assessment, approval, payment collection, post-event inspection, refund or forfeiture, reconciliation, and reporting are fundamental to effective service delivery and financial management

within a ULB. Therefore, the taxonomy for Venue Booking must be developed in an integrated and standardized manner, encompassing venue types, booking categories, financial components, collection channels, stakeholders, operational workflows, reports and Key Performance Indicators (KPIs). Such a structured taxonomy ensures uniform implementation across digital systems, enhances transparency and accountability and supports data-driven governance of municipal assets.

*See Fig.2*



**Figure 2: Taxonomy of Venue Booking**

### 5.1.1 Application ID

An **Application ID** is a system-generated unique identifier assigned upon successful submission of a venue booking application. The Application ID enables applicants and officials to track the booking status, view application details, download payment receipts, generate duplicate bills, and reference the booking throughout its lifecycle.

The same Application ID shall remain associated with the original venue booking request, including related financial transactions such as booking charges and refundable security deposits. In cases of non-compliance with venue usage conditions, the system shall retain the Application ID while reclassifying the associated deposit amount as **deposit forfeited** under the applicable municipal revenue head, as per approved policy.

### 5.1.2 Applicant Details

Applicant details refer to the information pertaining to individuals, organizations, or institutions requesting venue booking services. These details include the applicant's name, mobile number, address, email ID, type of applicant (individual, organization, government department, NGO), proof of identity and booking history. In addition to the mobile number, OTP based authentication is a must.

For enhanced verification and transparency, the Venue Booking system may integrate automated authentication mechanisms with government databases such as Aadhaar, PAN and banking systems, wherever applicable and legally permissible. Capturing standardized applicant information ensures traceability, prevents misuse of public venues and supports audit and compliance requirements.

### 5.1.3 Venue and Event Details

Venue and event details include information related to the selected venue type, venue name, event category, date and time slots, expected attendance, facilities requested and duration of use. These details form the basis for availability checks, charge calculation, approvals, and post-event compliance verification.

A document of Invitation can be added as a proof of the event.

### 5.1.4 ULB Type

ULB Type refers to the classification of the Urban Local Body administering the venue booking service, as defined by the Ministry of Housing and Urban Affairs (MoHUA). This includes categories such as **Nagar Panchayat, Municipal Council, and Municipal Corporation**.

The ULB type determines applicable policies, approval hierarchies, fee structures, and operational rules for venue booking and enables the digital system to configure workflows in accordance with the administrative structure of the concerned ULB.

### 5.1.5 Booking Charges and Deposits

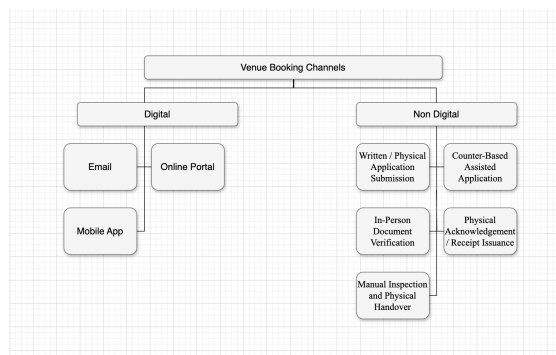
Booking Charges and Deposits represent the financial components associated with venue booking. These include venue usage charges, facility or service charges, refundable security deposits and applicable penalties. Charges are calculated automatically based on venue type, event category, duration, and applicable concessions, ensuring transparency and uniformity in fee assessment.

## 5.2 Channels

Channels refer to the modes or methods through which Venue Booking services are

accessed by applicants and through which information, approvals and responses are communicated by Urban Local Bodies (ULBs). These channels enable citizens, organizations, and government entities to submit venue booking applications, make payments, track booking status, and receive confirmations or notifications. The Venue Booking system may support multiple channels to ensure accessibility, inclusivity, and effective service delivery.

See Fig.3



**Fig 6: Taxonomy for Venue Booking Channel**

### 5.2.1 Digital

Digital channels refer to the electronic capture, storage, processing, and transmission of Venue Booking related data in a structured digital format. In the context of Venue Booking, digital channels facilitate end-to-end service delivery, including application submission, venue availability checks, approval workflows, payment processing, inspection reporting, refund handling, and communication with applicants.

Digital enablement is particularly important for Venue Booking services, as it supports real-time availability management of public venues, prevents double bookings, ensures financial transparency, and enables centralized monitoring at ULB and State levels.

#### 5.2.1.1 Email

Email refers to electronic communication used for the exchange of messages, documents, acknowledgements, approvals, and notifications related to venue booking. It may be used as a supplementary channel for communication, clarification, and record-keeping.

#### 5.2.1.2 Online Portal

Online portals or web applications refer to platforms developed for the digital delivery of Venue Booking services. These portals enable applicants to view venue details, check availability, submit booking applications, upload required documents, calculate applicable charges, make payments through integrated payment gateways and track application status.

Such portals may be developed and maintained at the National, State, or ULB level and serve as the primary digital interface for venue booking.

#### 5.2.1.3 Mobile App

A mobile application (mobile app) is a software application designed to run on mobile devices such as smartphones or tablets, enabling applicants to access Venue Booking services on-the-go. Mobile apps may provide functionalities similar to online portals, including venue discovery, booking requests, payment, notifications and status tracking.

### 5.2.2 Non-Digital

Non-digital channels in the Venue Booking module refer to assisted or offline methods through which booking requests are initiated by applicants who are unable to access digital platforms directly. These channels primarily support physical application submission, in-person assistance and document verification,

while ensuring that all requests are subsequently digitized and processed through the authorized Venue Booking system.

#### 5.2.2.1 Written / Physical Application Submission

Venue booking requests may be submitted through a prescribed printed application form, manually filled and submitted by the applicant at a designated municipal office, ward office or venue office. The submitted application is subsequently digitized and recorded in the Venue Booking system.

#### 5.2.2.2 Counter-Based Assisted Application

In this mode, the applicant visits the municipal office in person, and authorized ULB staff assist by entering the booking details into the digital Venue Booking system on behalf of the applicant. This channel supports applicants who are unable to use digital platforms independently.

#### 5.2.2.3 In-Person Document Verification

Applicants may submit required documents such as identity proof, event declarations, undertakings, or permissions physically at the municipal office. Originals are verified by officials, and scanned copies are uploaded into the system for record-keeping and compliance.

#### 5.2.2.4 Physical Acknowledgement / Receipt Issuance

Applicants may receive a printed acknowledgement or receipt upon application submission or payment. The acknowledgement typically includes the Application ID and booking details generated from the digital system.

#### 5.2.2.5 Manual Inspection and Physical Handover

Pre-event and post-event inspections of the venue may be conducted physically by designated officials. Inspection observations are recorded manually and later updated in the digital system to support compliance checks and deposit settlement.

### **5.3 Stakeholder Matrix**

The Stakeholder Matrix for Venue Booking defines the key stakeholders involved in the delivery of venue booking services, their roles, scope of responsibilities and service-level accountability. It provides clarity on how different actors within the Urban Local Body (ULB), along with any authorized external entities, interact within the Venue Booking system to ensure efficient, transparent, and accountable service delivery.

The stakeholder framework is structured based on jurisdiction (ward/zone/ULB) and service function (application intake, verification, approval, inspection, and finance). This ensures clear ownership of tasks, minimizes overlaps, and supports standardized workflows across digital platforms. The applicable roles, permissions, and workflows may vary across States and ULBs and are configurable within the Venue Booking system (e.g. UPYOG) as per State-specific requirements.

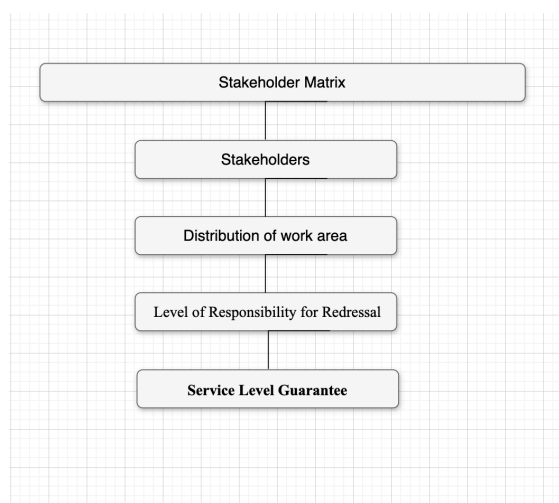


Fig 7: Taxonomy for Stakeholders matrix

### User roles in the Domain

Refer to the table below to understand the different user roles and the scope of action linked to each role. The applicable user roles and action items can vary from one State to another. UPYOG customizes the workflows to suit the requirements defined at the State level.

User Role	Scope of Action	Role Description
Citizen/ Applicant	<ul style="list-style-type: none"> <li>• Search venues</li> <li>• Check availability</li> <li>• Apply for venue booking</li> <li>• Upload documents</li> <li>• Make payments</li> <li>• Track application status</li> <li>• Download receipts/ackn</li> </ul>	<p>An individual or organization requesting booking of a municipal venue. The applicant initiates the booking request and complies with booking terms and conditions.</p>

	<ul style="list-style-type: none"> <li>• Acknowledgements</li> </ul>	
Counter Employee (CE)	<ul style="list-style-type: none"> <li>• Assist application submission</li> <li>• Enter data into system (assisted mode)</li> <li>• Upload documents</li> <li>• Generate acknowledgements</li> </ul>	A designated ULB staff member who facilitates venue booking requests for applicants through assisted or non-digital channels.
Field Employee (FE)	<ul style="list-style-type: none"> <li>• Conduct venue inspection (pre/post event)</li> <li>• Record compliance status</li> <li>• Upload inspection reports</li> </ul>	A field-level or venue-level official responsible for physical inspection of venues, verification of usage conditions, and reporting compliance or violations.
Assessor/Verifier	<ul style="list-style-type: none"> <li>• Verify application details</li> <li>• Validate eligibility and event type</li> <li>• Approve or reject applications</li> <li>• Recommend conditions or restrictions</li> </ul>	An authorized officer who examines venue booking applications for completeness, policy compliance, and eligibility before approval.
Approving Authority	<ul style="list-style-type: none"> <li>• Approve or reject bookings</li> <li>• Apply special conditions or concessions</li> </ul>	A designated authority (e.g., Zonal Officer, Executive Officer) empowered to grant final

	<ul style="list-style-type: none"> <li>• Override in exceptional cases</li> </ul>	approval for venue bookings as per ULB policy.
Finance Officer	<ul style="list-style-type: none"> <li>• Verify payments</li> <li>• Monitor deposits and refunds</li> <li>• Reconcile booking revenue</li> <li>• Classify forfeitures</li> </ul>	Responsible for financial oversight of booking charges, security deposits, refunds, and accounting classification under municipal finance rules.
System Administrator	<ul style="list-style-type: none"> <li>• Configure venue types and charges</li> <li>• Manage user roles and permissions</li> <li>• Configure workflows and SLGs</li> </ul>	A technical or administrative user responsible for maintaining the Venue Booking system configuration and access controls.

### 5.3.1 Stakeholders

The stakeholders involved in Venue Booking services include various municipal departments, authorities, and officials responsible for the planning, implementation, operation, and governance of public venue management. Effective participation and coordination among all relevant stakeholders are essential to ensure a shared understanding of service objectives, consistent decision-making, and adherence to approved policies and regulations.

Stakeholder collaboration promotes transparency and accountability in the management of municipal venues, facilitates clear ownership of responsibilities and ensures timely access to information across departments. An integrated and coordinated approach helps streamline booking workflows, strengthen

governance controls, and improve the overall quality and reliability of venue booking services delivered to citizens.

The types of stakeholders involved in the provision and availing of Venue Booking services include, but are not limited to, citizens or applicants, verifiers/assessors, approving authorities, the Municipal Commissioner or competent authority, regulators or oversight bodies, and supporting technology providers.

Role	Stakeholder	Responsibility
<b>Citizen/ Applicant</b>	Citizens, Resident Groups, NGOs, Businesses, Government Departments	Submits venue booking applications, selects venue and time slots, uploads required documents, makes booking payments and security deposits, tracks application status and complies with venue usage conditions.
<b>Verifier/ Assessor</b>	Venue Officers, Municipal Staff, Estate or Property Section Officials	Reviews venue booking applications, verifies applicant and event details, checks eligibility and compliance with venue usage rules, validates documents, and records inspection or assessment remarks.
<b>Approver</b>	Zonal Officers, Executive Officers, Department Heads	Approves or rejects venue booking applications, applies special conditions or concessions where applicable, and authorizes use of municipal venues in accordance with ULB policy.
<b>Commissioner/ Competent Authority</b>	Municipal Commissioner, Chief Executive Officer, Additional Commissioner	Acts as the final authority for policy decisions related to venue booking, approves exceptional or high-risk bookings, resolves disputes, and

		oversees governance of municipal venues.
<b>Regulator/Oversight Authority</b>	/State Government, Urban Development Department, Statutory Auditors	Ensures compliance with applicable municipal laws, safety norms, and governance standards; conducts audits and reviews of venue booking processes and controls.
<b>Technology Provider</b>	IT System Integrators, Platform Developers, Payment Gateway Providers, Notification Service Providers	Develops and maintains the Venue Booking digital platform, enables online applications and payments, integrates notification services, ensures data security, system availability, and interoperability with other municipal systems.

### 5.3.2 Distribution of Work Area

Distribution of Work Area refers to the jurisdictional allocation of responsibilities for Venue Booking services within an Urban Local Body (ULB). This includes allocation by ward, zone, circle, or sector for activities such as application intake, verification, inspection, approval, and grievance handling related to venue booking.

Each stakeholder involved in the Venue Booking process is assigned responsibility for specific venues or geographic areas to ensure clarity of ownership, timely processing of applications, effective coordination, and accountability. This structured distribution helps prevent overlap of responsibilities, supports decentralized service delivery, and enables efficient monitoring of venue usage across the ULB.

### 5.3.3 Level of Responsibility for Redressal

To ensure that Venue Booking applications, service requests, and grievances are resolved within prescribed time norms, a clearly defined escalation mechanism is established. The escalation structure maps responsibility across different administrative levels of the ULB, enabling timely intervention where issues remain unresolved.

This mechanism applies to grievances related to booking delays, incorrect charges, payment issues, cancellations, refund of security deposits, inspection outcomes, or denial of access to booked venues.

#### Escalation Structure

Municipalities typically follow a **three-tier** or **multi-tier** escalation mechanism:

Level	Responsible Authority	Time Frame for Resolution	Action Taken
<b>Level 1</b>	Frontline Staff (Ward Officer/Clerk)	3-5 days	Initial examination of the issue, verification of records, and attempt at resolution at the operational level.
<b>Level 2</b>	Department Head (Zonal Officer/Deputy Commissioner)	5-10 days	Supervisory review of unresolved cases, corrective action, or clarification of booking rules and conditions.
<b>Level 3</b>	Municipal Commissioner/Grievance Cell	10-15 days	Final resolution with policy-level review.

### 5.3.4 Service Level Guarantee

A Service Level Guarantee (SLG) for Venue Booking ensures that all processes related to the booking and management of municipal venues including application processing, verification, approvals, inspections, payments, refunds, and grievance redressal are completed within defined time frames while maintaining efficiency, transparency and accountability.

The SLG framework establishes predictable service timelines, clarifies stakeholder responsibilities, and strengthens citizen trust in the management of public venues.

#### Purpose of Service Level Guarantee

The Service Level Guarantee for Venue Booking aims to:

- Define clear, time-bound commitments for delivery of venue booking services across all stages of the service lifecycle.
- Ensure accountability at different stakeholder levels, including frontline staff, approving authorities, and supervisory officers.
- Improve citizen satisfaction by minimizing delays in booking approvals, refunds of security deposits, and grievance resolution.
- Strengthen ULB governance and public asset management through standardized service timelines and transparent decision-making.
- Establish escalation mechanisms and corrective actions in cases of non-compliance with prescribed service timelines.

### 5.4 Processes

To ensure timely, transparent, and consistent delivery of Venue Booking services across Urban Local Bodies (ULBs), a standardized and streamlined process framework is followed. Venue Booking processes encompass all key stages involved in the reservation and management of municipal venues, including application submission, availability verification, assessment, approval, payment processing, inspection, refund or forfeiture of security deposits, cancellation, rescheduling, and grievance or appellate procedures.

Each process step is designed to promote transparency, operational efficiency, and compliance with applicable municipal rules and policies, while ensuring effective management of public venues and associated financial transactions.

For the purpose of Venue Booking, a single integrated workflow applies across all venue types, such as community halls, auditoriums, open spaces, parks, and other municipal facilities. The workflow remains uniform at the core, with configurable parameters to accommodate variations in venue type, event category, approval levels, and local policy requirements.

Where a booking involves cancellation, non-compliance, or violations of usage conditions, the original Application ID shall continue to serve as the reference for all subsequent actions, including refund processing, partial deductions, or forfeiture of security deposits. No parallel or independent process flow shall be initiated for such cases, ensuring continuity, traceability, and audit integrity.

The standardized processes for the Venue Booking workflow are outlined below. See fig 8

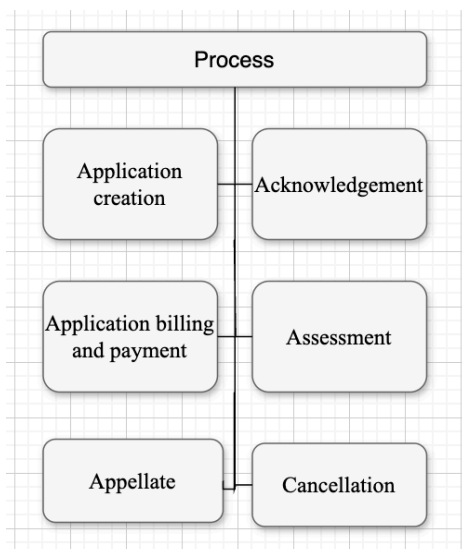


Fig 8: Taxonomy for Venue Booking Processes

### 5.4.1 Application Creation

Application Creation refers to the process through which a **Venue Booking request** is formally initiated within the Urban Local Body (ULB) system for reserving municipal venues such as community halls, auditoriums, open spaces, parks, or other public facilities. This process may be carried out through digital or assisted channels and results in the generation of a unique Application ID that serves as the reference throughout the booking lifecycle.

The application creation stage captures all essential information required for assessing venue availability, determining eligibility, calculating applicable charges and security deposits, bank details for refund of security/ cancellation to be taken at the time of booking. In the venue master- it may also store contact details of the caretaker of the venue to be visible at the time of booking. This may enable the user to contact the caretaker to have any clarification. Proper documentation at this stage ensures accuracy, transparency, and efficient processing of venue booking requests.

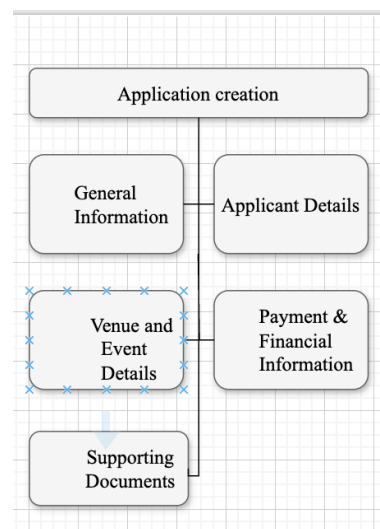


Fig 9: Taxonomy for Application Creation

#### 5.4.1.1 General Information

General Information captures the basic details related to the venue booking request and includes:

- **Application ID** – System-generated unique identifier ([refer Section 5.1.1](#))
- **Application Date** – Date on which the booking request is submitted
- **Application Type** – New Booking / Modification / Rescheduling / Cancellation
- **Venue Type** – Community Hall, Auditorium, Open Space, Park, etc.
- **Event Type** – Social, cultural, official, commercial, or other permitted category
- **Consent Declaration** – Applicant consent for storage and use of personal data in accordance with applicable data protection guidelines

#### 5.4.1.2 Applicant Details

Applicant Details refer to information about the individual or organization requesting the venue booking. Upon user login, relevant applicant details may be automatically fetched from the system. These details may include:

- Applicant Name
- Mobile Number and Email ID
- Address
- Applicant Category (Individual / Organization / Government Department / NGO)
- Identity Proof Reference (Aadhaar, PAN, Voter ID, etc., where applicable)

#### 5.4.1.3 Venue and Event Details

This section captures information related to the selected venue and the proposed event, including:

- Venue Name and Location
- Booking Date(s) and Time Slot(s)
- Expected Number of Attendees
- Facilities Required (e.g., seating, lighting, sound system, sanitation)
- Special Requirements or Conditions, if any

#### 5.4.1.4 Payment & Financial Information

Payment and Financial Information captures details related to the financial aspects of the venue booking and includes:

- Applicable Booking Charges / User Fees
- Refundable Security Deposit Amount
- Payment Mode – Online / Assisted / Offline (as permitted by policy)
- Transaction ID (for online payments)
- Receipt Number / Acknowledgement Reference

#### 5.4.1.5 Supporting Documents

Supporting Documents are submitted to validate the venue booking request and may include:

- Identity Proof (if not auto-fetched)
- Event Declaration or Undertaking
- Previous Approval Documents (in case of rescheduling or repeat bookings)
- Any Other Documents required as per ULB policy or venue-specific conditions

#### **5.4.2 Acknowledgement**

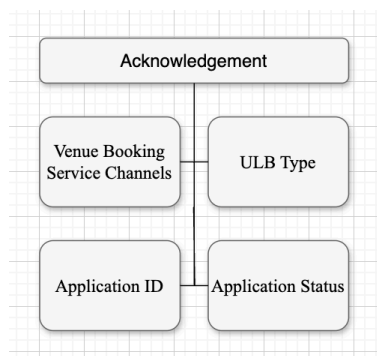
Acknowledgement refers to the process by which the Urban Local Body (ULB) formally confirms the registration of a venue booking application and/or receipt of associated payments. Upon successful submission and registration of the application, an acknowledgement slip or receipt is generated. An Acknowledgement Number or Application ID is assigned at this stage and is used for tracking the booking request throughout its lifecycle.

Acknowledgement may be generated automatically in the case of digital submissions through online portals or mobile applications, or manually when the service request is received through assisted or non-digital channels. In the case of non-digital submissions, acknowledgement shall be generated only after the application details are entered into the authorized digital Venue Booking system.

Considering that most States and ULBs are transitioning towards fully digital service delivery, acknowledgements for Venue Booking services shall be digital by default, communicated through system-generated receipts, portal notifications, SMS, or email.

Practices such as over-the-counter collections without immediate system registration, delayed acknowledgements, or reliance on third-party vendor settlements without individual application-level acknowledgements are discouraged and should be discontinued. All venue booking applications and payments must be acknowledged through the official Venue Booking system to ensure transparency, traceability, and audit compliance.

Upon acknowledgement, the application status is updated to “Acknowledged”, indicating successful registration of the venue booking request for further processing. *See Fig.10*



*Fig 10: Taxonomy for Acknowledgement*

#### 5.4.2.1 Venue Booking Service Channels

[Refer Section 5.2](#)

#### 5.4.2.2 ULB Type

[Refer section 5.1.5](#)

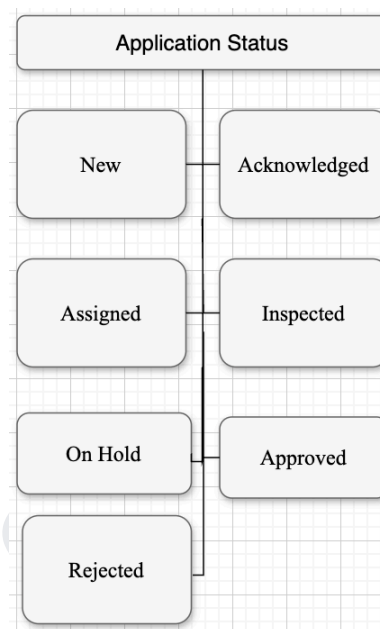
#### 5.4.2.3 Application ID

[Refer section 5.1.2](#)

#### 5.4.2.4 Application Status

This is the current status of the applied service/request. This is usually shared with the applicant as an alert via a digital

channel. Alternatively, the applicant can login online and check the status. *See Fig.11*



*Fig 11: Taxonomy for Application Status*

##### *5.4.2.4.1 New*

New application status means that a service request has been filed.

##### *5.4.2.4.2 Acknowledged*

Acknowledged application status means that the receiving of completed application has been acknowledged by the ULB department.

##### *5.4.2.4.3 Assigned*

Assigned application status means that the service request is assigned to the requisite stakeholder.

##### *5.4.2.4.4 Inspected*

Inspected application status means that the inspection for that particular service request is completed.

#### 5.4.2.4.5 On-hold

On-hold application status means that the request raised is put on hold for a reason.

#### 5.4.2.4.6 Approved

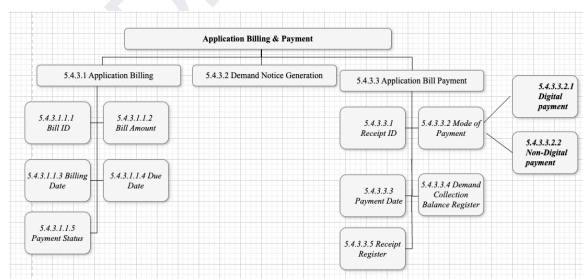
Approved application status means that the request for that application is approved.

#### 5.4.2.4.7 Rejected

Rejected application status means that the application request is rejected after inspection.

### 5.4.3 Application Billing & Payment

Application Billing & Payment refers to the process by which the Urban Local Body (ULB) generates the applicable demand against a venue booking application and the subsequent payment of such charges by the applicant. In the context of Venue Booking, this includes the calculation and collection of booking fees, user charges, and refundable security deposits in accordance with approved municipal policies. The billing and payment process is initiated upon application submission or approval, as applicable, and is recorded within the Venue Booking system to ensure transparency, traceability, and financial accountability. See Fig 12.



**Fig 12: Taxonomy for Application Billing & Payment**

#### 5.4.3.1 Application Billing

Application Billing refers to the process by which a bill (demand) is generated by the Urban Local Body (ULB) against a venue booking application. This process is initiated during the submission or approval stage of a new venue booking request, as defined by the applicable municipal rules and policies. The generated bill captures all applicable charges and forms the basis for payment by the applicant.

##### 5.4.3.1.1.1 Bill ID

The Bill ID is a system-generated unique identifier assigned to each billing record associated with a venue booking application. It is used for accounting, tracking, reconciliation, and audit purposes across municipal financial and booking systems.

##### 5.4.3.1.1.2 Bill Amount

The Bill Amount refers to the total amount payable by the applicant against the venue booking application. This includes applicable booking fees, user charges, processing fees, and any refundable security deposits, as determined by the approved fee structure and policy of the ULB.

##### 5.4.3.1.1.3 Billing Date

The Billing Date is the date on which the bill is generated in the system against the venue booking application. This date marks the initiation of the payment obligation for the applicant.

##### 5.4.3.1.1.4 Due Date

The Due Date is the date by which the applicant is required to make payment of the billed amount for the venue booking application. In case of non-payment beyond the due date, penalties or late fees

may be levied in accordance with the applicable municipal rules and policies.

#### 5.4.3.1.1.5 Payment Status

**Payment Status** refers to the current status of payment against a bill raised for a venue booking application. It indicates whether the billed amount has been successfully paid, is pending, or has encountered issues during the payment process. The following payment statuses may be applicable:

- **Paid** – Indicates that the full billed amount has been successfully received and recorded by the Urban Local Body.
- **Partially Paid** – Indicates that only a portion of the total bill amount has been received, with the remaining balance still outstanding.
- **Unpaid** – Indicates that no payment has been received against the issued bill.
- **Failed Transaction** – Indicates that a payment attempt was unsuccessful due to technical issues, insufficient funds, incorrect payment details, or system errors.

All payment statuses shall be updated in real time within the Venue Booking system to ensure transparency and accurate tracking.

#### ***Accounting and Monitoring***

The Demand, Collection, and Balance (DCB) Register serves as a key financial record for monitoring revenue generated through Venue Booking services. It is used by Urban Local Bodies to track:

- Demand raised against venue booking applications
- Collections received through various payment channels
- Outstanding balances, if any, against active or closed bookings

The DCB Register supports financial reconciliation, audit readiness, and performance monitoring of venue booking revenues and associated deposits in accordance with applicable municipal accounting practices.

#### 5.4.3.2 Demand Notice Generation

Demand Notice Generation refers to the process by which the Urban Local Body (ULB) generates and communicates a formal demand (bill) against a venue booking application. The demand notice specifies the payable amount, including applicable booking charges, user fees, and refundable security deposits, along with payment timelines and instructions.

#### 5.4.3.3 Application Bill Payment

Application Bill Payment refers to the process by which the applicant remits the payable amount against a bill (demand) generated for a venue booking application. Payment is made voluntarily by the applicant in accordance with the amount, timelines, and conditions specified in the demand notice. Upon successful payment, the transaction is recorded in the Venue Booking system and reflected in the relevant financial registers.

##### *5.4.3.3.1 Receipt ID*

Receipt ID is a system-generated unique identifier assigned to each payment transaction. It serves as official proof of payment and is used for tracking, reconciliation, audit, and reference purposes.

#### 5.4.3.3.2 Mode of Payment

Mode of Payment refers to the method used by the applicant to pay the billed amount for the venue booking application. The following modes may be supported, subject to ULB policy:

##### 5.4.3.3.2.1 Digital payment

Digital Payment refers to payments made through electronic and online modes, including but not limited to debit cards, credit cards, net banking, Unified Payments Interface (UPI), and integrated payment gateways. Digital payments are directly recorded in the Venue Booking system and are the preferred mode for ensuring transparency and real-time reconciliation.

##### 5.4.3.3.2.2 Non-Digital payment

Non-Digital Payment refers to payments made through physical instruments such as cash, demand draft, cheque, or banker's cheque, where permitted by ULB policy. Such payments are required to be promptly entered into the digital system by authorized personnel to maintain a single source of truth.

#### 5.4.3.3.3 Payment Date

Payment Date is the date on which the billed amount for the venue booking application is successfully paid by the applicant and recorded in the system.

#### 5.4.3.3.4 Demand Collection Balance Register

##### [Ref 5.4.3.1.2](#)

#### 5.4.3.3.5 Receipt Register

The Receipt Register is a digital or physical register maintained by the Urban Local Body to store records of all payment

receipts along with associated details such as Receipt ID, Application ID, payment amount, mode of payment, and date of payment. It serves as a reference for reconciliation, reporting, and audit purposes.

Receipts may be issued in the following forms:

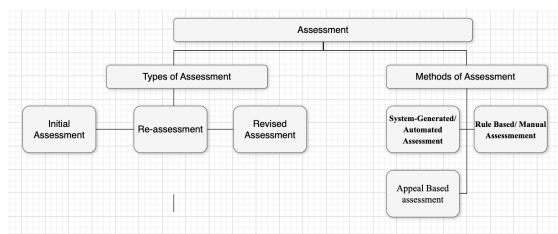
- **Digital Receipt** - An electronically generated acknowledgement (e-receipt) communicated through email, SMS, or the online portal.
- **Physical Receipt** - A printed or manually issued proof of payment provided at the time of transaction, where applicable.

#### 5.4.4 Assessment

Assessment refers to the process by which the Urban Local Body (ULB) scrutinizes and verifies the application details and supporting documents submitted for a venue booking request. This includes validation of applicant information, event details, venue availability, eligibility criteria, and compliance with applicable municipal rules and conditions of use.

The assessment is carried out by the designated officer or department, either online or offline, depending on the service configuration, venue type, and jurisdiction. Inputs from relevant municipal departments may be sought where required, particularly for large events, special permissions, or venue-specific conditions.

Upon initiation of the assessment process, the application status is updated to "Assigned", indicating that the venue booking request has been formally taken up for scrutiny and further action.

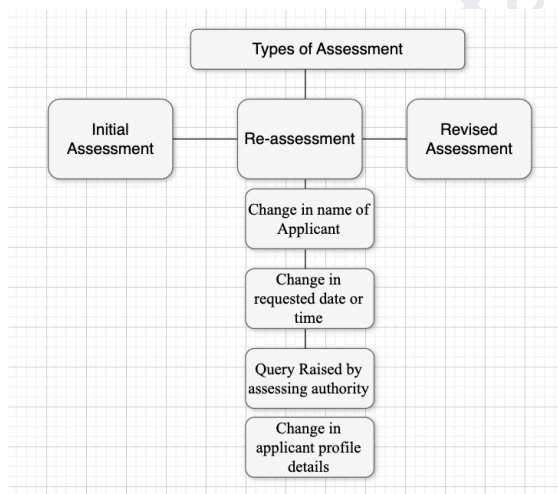


**Fig 13: Taxonomy for Assessment**

#### 5.4.4.1 Types of Assessment

Types of Assessment refer to the classification of assessment processes applicable to Venue Booking services, based on the nature of the booking request, changes initiated by the applicant, or actions required by the Urban Local Body (ULB). These assessment types ensure that venue allocation, booking charges, security deposits, eligibility conditions, and usage permissions remain accurate and compliant with applicable municipal rules and policies.

(Refer Fig. 14: Taxonomy for Types of Assessment)



**Fig 14: Taxonomy for Types of Assessment**

##### *5.4.4.1.1 Initial Assessment*

Initial Assessment is the first level of scrutiny conducted on a newly submitted venue booking application. It involves

verification of applicant details, event information, requested date and time, venue availability, applicable booking charges, security deposit requirements, and compliance with venue usage rules and eligibility criteria. Successful completion of initial assessment enables the application to move forward for approval.

##### *5.4.4.1.2 Re-Assessment*

Re-Assessment refers to the process undertaken when an already assessed venue booking application requires review due to changes initiated by the applicant or clarifications sought by the assessing authority. Re-assessment ensures that booking charges, deposits, and conditions remain aligned with the updated request details.

Re-assessment may be triggered under the following circumstances:

##### **5.4.4.1.2.1 Change in Name of Applicant**

Re-assessment is undertaken when there is a change in the name of the applicant or responsible organization associated with the venue booking, where such change affects accountability, documentation, or eligibility.

##### **5.4.4.1.2.2 Change in requested date or time**

Re-assessment is required if there is any change in the requested booking date, time slot, or duration. Such changes may impact venue availability, applicable rates (peak/non-peak) or approval requirements.

##### **5.4.4.1.2.3 Query raised by Assessing Authority**

When the assessing officer raises a query or seeks clarification on the booking application, the application is reassessed

after the applicant submits the required response or updated information.

#### **5.4.4.1.2.4 Change in Applicant Profile Details**

If mandatory applicant profile details that directly affect venue booking service delivery such as address, organization details, or bank account information are modified, the application may be subject to re-assessment. Changes limited to contact details such as mobile number or email ID do not require re-assessment.

#### ***5.4.4.1.3 Revised Assessment***

Revised Assessment refers to the process of modifying a previously assessed venue booking application due to changes in applicable booking charges, security deposit rates, or policy provisions notified by the ULB or State Government. Revised assessment may also occur pursuant to an appellate or administrative decision requiring revision of charges or booking conditions, ensuring continued alignment with updated municipal policies.

#### **5.4.4.2 Method of Assessment**

Methods of Assessment for Venue Booking services vary based on venue type, event category, applicable charges, and regulatory requirements. The key assessment methods include:

##### **A. System-Generated/Automated Assessment**

- In this method, booking charges and security deposits are calculated automatically by the system based on pre-configured parameters such as venue type, booking duration, event category, and applicable rate cards. This method supports consistency, transparency, and faster processing.

##### **B. Rule Based /Manual assessment**

- Certain venue bookings such as high-capacity events, commercial usage, or special category bookings may require manual assessment by designated officials. In such cases, charges and conditions are determined based on municipal rules, special permissions, or additional compliance requirements.

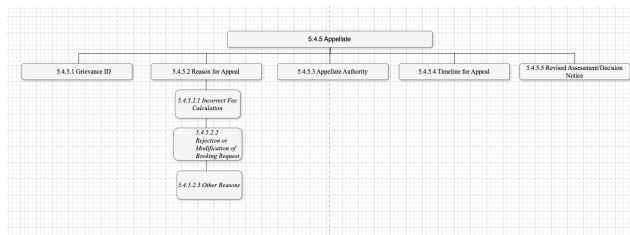
##### **C. Appeal-Based Assessment**

In cases where the applicant disputes the assessed charges, conditions, or rejection of a venue booking application, an appeal-based assessment may be undertaken by a higher authority. The assessment may be reviewed and revised in accordance with applicable grievance redressal or appellate procedures.

#### **5.4.5 Appellate**

Appellate refers to the formal process followed when an applicant is aggrieved by the assessment, decision, or conditions applied to a Venue Booking application. This may include disputes related to booking charges, security deposit amounts, rejection of booking, allocation of venue, or imposed conditions of use.

The appellate process enables applicants to seek review and redressal through a structured mechanism, ensuring fairness, transparency, and accountability in venue booking decisions. Appeals may be initiated through a digital service portal or by submission of a written appeal, as prescribed by the Urban Local Body (ULB).



**Fig 17: Taxonomy for Appellate**

#### 5.4.5.1 Grievance ID

Grievance ID (or Appeal ID) is a system-generated unique identifier assigned to each appeal submitted by the applicant. It is used for recording, tracking, allocation, assessment, follow-up, and final resolution of venue booking-related appeals within the ULB's system.

#### 5.4.5.2 Reason for Appeal

Reason for Appeal refers to the justification provided by the applicant while submitting an appeal against a venue booking decision. The reason is captured as part of the appeal request and forms the basis for review by the appellate authority.

Common reasons for appeal include, but are not limited to:

##### *5.4.5.2.1 Incorrect Fee Calculation*

The applicant may appeal on the grounds that the booking charges, security deposit, or other applicable fees have been incorrectly calculated or applied contrary to the notified rate structure or booking rules.

##### *5.4.5.2.2 Rejection or Modification of Booking Request*

The applicant may appeal against rejection of the venue booking application or against modifications imposed on the

booking, such as changes in approved date, duration, venue, or usage conditions.

#### *5.4.5.2.3 Other Reasons*

Any other reason not covered above, including disputes related to eligibility, availability determination, imposed restrictions, or procedural irregularities.

#### 5.4.5.3 Appellate Authority

The Appellate Authority for Venue Booking is the designated municipal or State-level official or committee responsible for reviewing and resolving disputes related to venue booking assessments, approvals, charges, deposits, or conditions.

The appellate authority functions as an independent review mechanism to ensure equitable access to municipal venues and adherence to notified booking policies.

##### *5.4.5.3.1 Role of the Appellate Authority:*

1. **Review of Booking Decisions**  
Examines appeals related to assessment of charges, rejection of applications, or imposed booking conditions.
2. **Opportunity for Representation**  
Provides the applicant an opportunity to submit explanations, supporting documents, or clarifications, either digitally or through prescribed hearings.
3. **Decision on Reassessment or Reconsideration**  
May uphold, modify, or overturn the original assessment or decision based on applicable rules and

findings.

#### 4. **Implementation of Appellate Decision**

Ensures that approved changes such as revised charges, restored bookings, or modified conditions are updated in the venue booking system and communicated to all concerned stakeholders.

##### 5.4.5.4 Timeline for Appeal

Timeline for Appeal refers to the defined time period within which a venue booking appeal must be resolved by the appellate authority. Clear timelines ensure timely grievance redressal, minimize uncertainty for applicants, and support service-level guarantees defined by the ULB.

##### 5.4.5.5 Revised Assessment/Decision Notice

A Revised Assessment or Decision Notice is issued to the applicant upon completion of the appellate process. The notice communicates the final outcome of the appeal, including any revised booking charges, deposit amounts, approval status, or modified conditions, and serves as the authoritative record for further action in the venue booking lifecycle.

#### **5.4.6 Approval & Official Confirmation**

Approval and Official Confirmation in the Venue Booking module refer to the formal authorization of a booking request and the issuance of system-generated confirmations that validate key stages of the booking lifecycle. This includes confirmation of venue allotment, applicable charges, payments received, and closure of the booking after event completion.

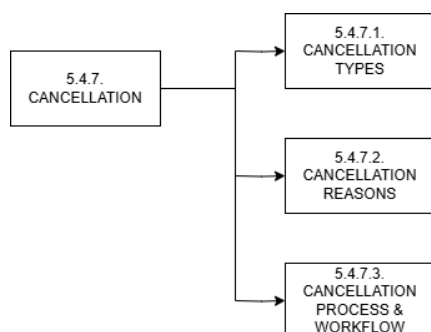
Unlike licensing or regulatory certifications, official confirmations in Venue Booking serve as authoritative digital records that establish legal validity, financial accountability, and auditability of the booking process. These confirmations ensure that venue allocation and usage are governed by clearly defined rules, approved by competent authorities, and recorded as part of the ULB's official service delivery system.

Approval and confirmation together ensure:

- Controlled and rule-based allotment of municipal venues
- Transparency in booking decisions and financial transactions
- Clear communication of approved terms and conditions to applicants
- End-to-end traceability for audit, dispute resolution, and reporting

#### **5.4.7 Cancellation**

Cancellation in the Venue Booking module refers to the termination or withdrawal of a venue booking request or an already approved booking due to applicant action, non-compliance with booking conditions, or administrative or system-triggered reasons. Cancellation ensures that municipal venues are not blocked unnecessarily, booking rules are enforced, and financial adjustments such as refunds or forfeitures are handled in a transparent and accountable manner.



*Fig 18: Taxonomy for Cancellation*

#### 5.4.7.1 Cancellation Types-

Cancellation of venue bookings may occur under the following categories:

- i. Applicant-Initiated Cancellation - Cancellation requested voluntarily by the applicant due to change in event plans, postponement, or withdrawal of requirement. Such cancellations are subject to applicable refund or forfeiture rules as defined by the ULB policy.
- ii. ULB / Authority-Initiated Cancellation Cancellation initiated by the ULB due to non-compliance with booking conditions, non-payment of applicable charges, submission of incorrect or misleading information, or violation of municipal rules governing venue usage.
- iii. System Generated Cancellation- Automatic cancellation triggered by the system due to predefined conditions such as non-payment within the stipulated time, expiry of booking validity, duplicate applications, or inactivity beyond allowed timelines.

#### 5.4.7.2 Cancellation Reasons

Common reasons for cancellation of venue booking applications include, but are not limited to:

##### I. **Financial Reasons**

Cancellation due to non-payment of booking charges or security deposit within the prescribed timeframe, or as a result of approved refund requests.

##### II. **Regulatory and Compliance Issues**

Cancellation arising from violation of venue usage rules, ineligibility of event type, incomplete or invalid documentation, or breach of municipal regulations.

##### III. **Technical and System-Related Reasons**

Cancellation triggered by system-detected issues such as duplicate submissions, incorrect venue or category selection, or data validation errors.

##### IV. **Applicant-Specific Reasons**

Cancellation due to change in applicant requirements, modification or withdrawal of event plans, or correction of incorrectly submitted applications

#### 5.4.7.3 Cancellation Process & Workflow

The cancellation workflow for Venue Booking follows a structured and auditable process to ensure transparency and proper record management:

##### **i. Initiation of Cancellation**

Cancellation may be initiated by the applicant through the portal, by the ULB through administrative action, or automatically by the system based on configured rules. Unique Procedures to be followed to block the bookings for

Government uses especially during election period and for all other purposes during a natural calamity such as floods etc.

### ii. Review and Authorization

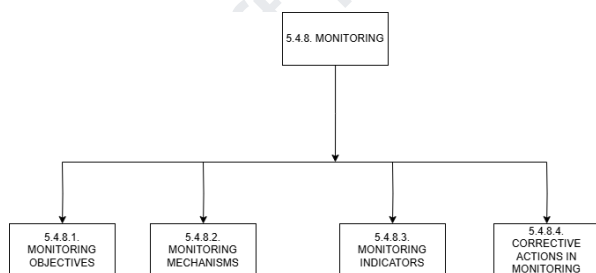
The designated authority reviews the cancellation request or trigger, verifies the reason, and authorizes cancellation in accordance with applicable policies.

### iii. Final Actions and Record Update

Upon cancellation, the applicant is notified through digital channels. Financial actions such as refund or forfeiture of security deposit are processed as applicable, and the booking record is updated in the system to reflect the final status.

## 5.4.8 Monitoring

Monitoring in the Venue Booking module refers to the continuous oversight of booking processes, venue utilization, financial transactions, and compliance with approved terms and conditions. Effective monitoring ensures that municipal venues are optimally utilized, booking rules are enforced, revenues are safeguarded, and service delivery remains transparent and accountable.



**Fig 19: Taxonomy for Monitoring**

### 5.4.8.1 Monitoring Objectives

The key objectives of monitoring in Venue Booking services include:

1. **Process Efficiency Monitoring**  
Tracking the time taken at each stage of the booking lifecycle, including application submission, assessment, approval, payment, event execution, and closure.
2. **Venue Utilisation Monitoring**  
Monitoring booking frequency, occupancy rates, cancellations, and idle periods to ensure optimal use of municipal venues.
3. **Revenue and Financial Monitoring**  
Ensuring accurate collection of booking charges, security deposits, penalties, and refunds, and identifying revenue leakages or inconsistencies.
4. **Compliance and Usage Monitoring**  
Verifying adherence to approved booking conditions, permitted event types, time limits, and venue usage rules.
5. **Stakeholder Accountability**  
Assessing the performance and timeliness of officials involved in assessment, approval, inspection, and grievance redressal.

### 5.4.8.2 Monitoring Mechanisms

Monitoring of Venue Booking services may be carried out through the following mechanisms:

#### i. Automated System Monitoring

Use of digital platforms to track application status, approval timelines, payment completion, booking confirmations, and closure stages in real time.

#### ii. Event-Day and Post-Event Inspections

Physical or digital inspections conducted

during or after events to verify compliance with approved conditions and detect damages or violations.

### iii. Grievance and Appeal Tracking

Monitoring complaints, appeals, response times, and resolution outcomes related to venue booking services.

### iv. Performance Dashboards and Reports

Generation of dashboards and analytical reports capturing venue utilisation trends, revenue performance, cancellations, refunds, and service efficiency metrics.

#### 5.4.8.3 Monitoring Indicators

Key indicators used for monitoring Venue Booking services include:

#### i. Turnaround Time (TAT) Analysis

Measurement of time taken at each stage of the booking process, from application submission to final closure.

#### ii. Venue Utilisation Metrics

Indicators such as number of bookings, occupancy rate, peak vs non-peak usage, and idle time of venues.

#### iii. Revenue Assurance Indicators

Monitoring discrepancies between approved bookings and collected charges, delayed payments, or unreconciled deposits.

#### iv. Service Level Compliance

Assessment of adherence to defined Service Level Guarantees (SLGs) for approvals, inspections, refunds, and grievance resolution.

#### v. Escalation and Resolution Rate

Tracking the number of escalated cases and the effectiveness and timeliness of their resolution.

#### 5.4.8.4 Corrective Actions in Monitoring

Insights derived from monitoring activities may lead to the following corrective actions:

#### i. System Enhancements

Upgrading digital platforms to improve real-time tracking, alerts, integration with payment systems, and data accuracy.

#### ii. Operational Improvements

Streamlining workflows, redefining approval hierarchies, or revising inspection protocols to reduce delays and inefficiencies.

#### iii. Policy and Rule Adjustments

Refining booking rules, fee structures, cancellation norms, or usage conditions based on observed trends and compliance issues.

#### iv. Training and Capacity Building

Conducting targeted training programs for ULB staff involved in venue booking, inspection, and monitoring functions.

#### v. Enforcement Measures

Imposing penalties, restricting future bookings, or taking administrative action in cases of repeated non-compliance or misuse of venues.

### **5.5 Reports and KPIs**

Reports and Key Performance Indicators (KPIs) in the Venue Booking module provide structured and actionable insights to various stakeholders at the Urban Local Body (ULB). These reports enable monitoring of venue utilisation, booking performance, revenue generation, compliance with booking rules, and overall service efficiency. Reports and KPIs support informed decision-making,

operational improvements, and transparent governance of municipal venues.

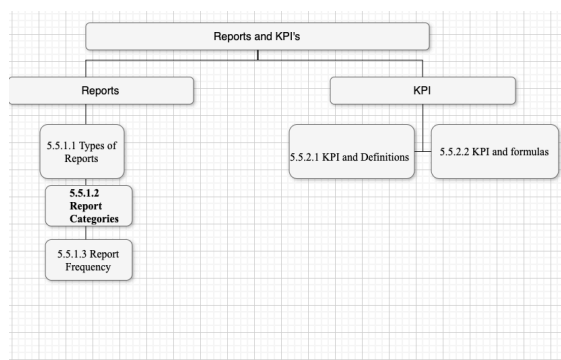


Fig 20: Taxonomy for Reports & KPIs

## 5.5.1 Reports

Reports present consolidated and detailed information related to venue booking services across different stages of the booking lifecycle.

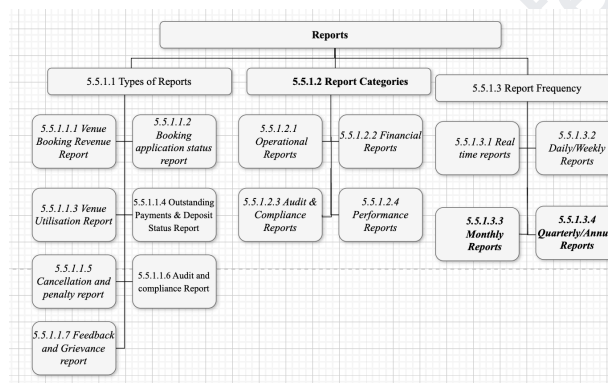


Fig 21: Taxonomy for Reports

### 5.5.1.1 Types of Reports

#### 5.5.1.1.1 Venue Booking Revenue Report

A report summarizing total revenue generated through venue bookings, including booking charges, security deposits, penalties, and forfeitures.

#### Purpose:

- To track revenue generated from municipal venues
- To analyse trends across venue types, locations and time periods
- To support financial planning and audit

#### 5.5.1.1.2 Booking Application Status Report

A report detailing the status of all venue booking applications, such as submitted, under assessment, approved, rejected, cancelled or closed.

#### Purpose:

- To monitor application processing efficiency
- To identify bottlenecks or delays
- To ensure adherence to defined Service Level Guarantees (SLGs)

#### 5.5.1.1.3 Venue Utilisation Report

A report capturing usage patterns of municipal venues, including number of bookings, occupancy rates, peak and non-peak utilisation, and idle periods.

#### Purpose:

- To assess optimal use of public venues
- To support planning for maintenance, upgrades, or expansion
- To inform policy decisions on pricing and availability

#### 5.5.1.1.4 Outstanding Payments & Deposit Status Report

A report listing bookings with pending payments, unreconciled security deposits, or delayed refunds.

#### Purpose:

- To track financial liabilities and pending recoveries
- To initiate follow-up or enforcement actions
- To ensure timely settlement and closure of bookings

#### *5.5.1.1.5 Cancellation & Penalty Report*

A report summarizing cancelled bookings along with applicable penalties, forfeited deposits, or charges applied due to non-compliance.

#### **Purpose:**

- To analyse cancellation trends and reasons
- To monitor enforcement of booking rules
- To assess revenue impact due to cancellations

#### *5.5.1.1.6 Audit & Compliance Report*

A report highlighting compliance with venue booking policies, approval hierarchies, inspection outcomes, and financial reconciliation.

#### **Purpose:**

- To ensure bookings comply with notified rules and conditions
- To support internal and external audits
- To identify deviations requiring corrective action

#### *5.5.1.1.7 Feedback and Grievance Report*

A report compiling citizen feedback, complaints, appeals, and grievance redressal related to venue booking services.

#### **Purpose:**

- To monitor service quality and citizen satisfaction
- To evaluate response and resolution timelines
- To improve service delivery and user experience

#### **5.5.1.2 Report Categories**

Venue Booking reports may be classified into the following categories based on their purpose and usage:

##### ***5.5.1.2.1 Operational Reports***

#### **Purpose:**

To provide a snapshot of day-to-day or periodic operational activities related to venue booking services, including application movement and booking lifecycle stages.

#### **Examples:**

- Daily Booking Application Summary
- Weekly Approval and Cancellation Report
- Event-Day Booking Schedule Report

##### ***5.5.1.2.2 Financial Reports***

#### **Purpose:**

To track and monitor all financial transactions associated with venue bookings, ensuring that booking charges, security deposits, penalties, refunds, and forfeitures are accurately recorded and reconciled.

#### **Examples:**

- Monthly Venue Booking Revenue Report
- Security Deposit Collection and Refund Report

- Budget vs Actual Revenue from Venue Bookings

#### ***5.5.1.2.3 Audit & Compliance Reports***

##### **Purpose:**

To ensure that venue booking processes comply with applicable municipal policies, approval hierarchies, usage rules, and financial regulations.

##### **Examples:**

- Venue Booking Policy Compliance Report
- Approval and Inspection Audit Report
- Financial Reconciliation and Deposit Adjustment Report

#### ***5.5.1.2.4 Performance Reports***

##### **Purpose:**

To evaluate the performance of officials, departments, and systems involved in venue booking services, with respect to efficiency, responsiveness and adherence to service standards.

##### **Examples:**

- Booking Processing Time (TAT) Report
- Service Level Guarantee (SLG) Compliance Report
- Venue Utilisation and Occupancy Performance Report

#### **5.5.1.3 Report Frequency**

Reports related to Venue Booking services may be generated at different frequencies depending on operational and governance requirements:

#### ***5.5.1.3.1 Real-Time Reports***

- **Definition:**

Reports generated instantly as booking transactions, approvals, payments or cancellations occur.

- **Purpose:**

To provide up-to-date visibility on booking status, venue availability, and payment completion.

#### ***5.5.1.3.2 Daily/Weekly Reports***

- **Definition:**

Reports summarizing daily or weekly activities such as applications received, bookings approved, cancellations, and events scheduled.

- **Purpose:**

To monitor operational performance, manage workloads, and identify immediate bottlenecks.

#### ***5.5.1.3.3 Monthly Reports***

- **Definition:**

Monthly summaries covering booking volumes, revenue generated, venue utilisation, compliance and grievance trends.

- **Purpose:**

To analyse medium-term trends, financial performance, and service efficiency.

#### ***5.5.1.3.4 Quarterly/Annual Reports***

- **Definition:**

Consolidated reports evaluating the overall performance of venue booking services over a quarter or year.

- **Purpose:**

To assess policy effectiveness, revenue

sustainability, asset utilisation, and to support planning, budgeting, and decision-making at ULB and State levels.

### 5.5.2 Key Performance Indicators (KPIs)

A well-defined set of Key Performance Indicators (KPIs) ensures transparency, operational efficiency, financial accountability, and effective governance in municipal **Venue Booking services**. The KPI framework enables ULBs to monitor venue utilisation, booking performance, revenue outcomes, compliance with policies, and citizen satisfaction in a data-driven manner.

#### 5.5.2.1 KPI and Definitions

S. No.	KPI Name	Definition
1	<b>This FY Collection till Date</b>	Total venue booking revenue collected till date in the current Financial Year for the selected date range.
2	<b>Target Achievement</b>	Percentage of venue booking revenue achieved against the defined annual target or previous year's collection.
3	<b>Previous Year Revenue till (T-1)</b>	Venue booking revenue collected till the same date in the previous Financial Year (T-1).

4	<b>Latest Data Ingestion Date</b>	The most recent date on which venue booking data was ingested or synced to the State/National dashboard.
5	<b>Total Applications ()</b>	Total number of venue booking applications submitted within the selected date range.
6	<b>Venue Capacity (Current Year)</b>	Total number of municipal venues available for booking in the current year.
7	<b>Venue Capacity (Previous Year – T-1)</b>	Total number of municipal venues available for booking in the previous Financial Year (T-1).
8	<b>Booking Rate (Annual)</b>	Annual utilisation rate of municipal venues during the Financial Year.
9	<b>Booking Rate (Monthly)</b>	Monthly utilisation rate of municipal venues.
10	<b>Pendency Rate</b>	Percentage of venue booking applications that remain unresolved as of the selected date.

## 5.5.2.2 KPI and formulas

S. No	KPI Name	Formula / Measurement
1	This FY Collection till Date	Sum of revenue collected from venue bookings within the applied date filter (Current FY).
2	Target Achievement	(Total Collection / Target Collection) × 100 OR (Total Collection / Previous Year Collection) × 100 (configurable)
3	Previous Year Revenue till (T-1)	Sum of venue booking revenue collected till the same cut-off date in previous FY.
4	Latest Data Ingestion Date	System-generated timestamp of last successful data ingestion.
5	Total Applications ()	Count of all venue booking applications as per date filter (configurable to include/exclude rejected)
6	Venue Capacity (Current Year)	Count of all active venues available for booking.

7	Venue Capacity (Previous Year – T-1)	Count of all venues available for booking in the previous year.
8	Booking Rate (Annual)	(No. of days booked in FY × No. of venues booked in FY) / (300 × Total venues available)
9	Booking Rate (Monthly)	(No. of days booked in month × No. of venues booked in month) / (30 × Total venues available)
10	Pendency Rate	((Total Applications Received – Total Applications Resolved) / Total Applications Received) × 100

**ANNEX A: SAMPLE PARAMETERS & SPECIFICATIONS FOR STANDARDIZED VENUE BOOKING****Sample Parameters & Specifications for Standardized Venue Booking**

To ensure structured data management, interoperability, and uniform implementation across Urban Local Bodies (ULBs), the Venue Booking module shall define standardized parameters with clearly specified attributes, data types, and mandatory requirements. These parameters support consistency in application processing, revenue tracking, compliance monitoring, and reporting.

Below is the refined structure for Venue Booking:

<b>Parameter</b>	<b>Attributes / Specifications</b>
<b>Venue Master Details</b>	Venue Name, Venue Code (Unique ID), Venue Type (Community Hall / Auditorium / Open Ground / Park / Multipurpose Hall), Location (Ward/Zone), Capacity, Status (Active/Inactive), Operational Days, Booking Time Slots
<b>Booking Category</b>	Event Type (Social / Cultural / Government / Commercial / Educational / Religious), Rate Category (General / Concessional / Institutional), Peak / Non-Peak Classification
<b>Applicant Details</b>	Applicant Name, Mobile Number, Email ID, Address, Identity Proof Type, Organization Type (Individual / NGO / Government / Commercial Entity), Profile ID
<b>Application Details</b>	Application ID (System Generated), Application Date, Requested Venue, Requested Date & Time Slot, Duration, Event Description, Expected Attendance
<b>Revenue &amp; Financial Parameters</b>	Booking Charges, Security Deposit, Additional Service Charges (Electricity / Cleaning / Equipment), Penalty Amount (if applicable), Total Demand Raised
<b>Revenue Recognition Basis</b>	Accrual-based or Cash-based recognition (as per ULB accounting policy), Revenue Booking Stage (At Approval / At Payment), Mapping to Financial Ledger

<b>Accounting Code / Ledger Head</b>	Standard Revenue Code, Ledger Head Name, Budget Head Mapping, Financial Statement Classification
<b>Payment &amp; Collection Details</b>	Mode of Payment (Online / Counter / Bank Transfer), Payment Gateway Used, Transaction ID, Receipt Number, Payment Date, Payment Status
<b>Refund &amp; Forfeiture Parameters</b>	Refund Eligibility Criteria, Refund Timeline, Forfeiture Conditions, Refund Amount, Forfeiture Amount, Adjustment Entry Reference
<b>Approval Authorization</b>	& Assessing Officer, Approving Authority, Approval Level (Ward / Zonal / Head Office), Approval Date, Workflow Stage
<b>Inspection Compliance</b>	& Pre-Event Inspection Required (Yes/No), Post-Event Inspection Status, Damage Assessment, Compliance Status, Inspection Officer
<b>Cancellation Parameters</b>	Cancellation Type (Applicant / ULB / System), Cancellation Date, Cancellation Reason Code, Refund Impact
<b>Reporting Monitoring Parameters</b>	& Report Category (Operational / Financial / Compliance), Reporting Frequency (Real-Time / Daily / Monthly / Annual), Dashboard Visibility Level
<b>Data Governance &amp; Audit Trail</b>	Record Creation Timestamp, Last Modified Date, Modified By, Audit Log ID, Data Retention Period
<b>Integration Interoperability</b>	& API Reference ID, Payment System Integration ID, Grievance System Linkage, State/National Dashboard Sync Status

Specification:

*(Clause 5.1.5.5)*

Parameter	Specification (Venue Booking Context)
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<b>Category</b>	Clearly classified under Venue Types such as Community Hall, Auditorium, Open Ground, Park, Multipurpose Hall, or Other Municipal Venue. Further classified under Booking Categories such as Social, Cultural, Government, Institutional or Commercial.
<b>Revenue Recognition Basis</b>	Revenue recognized as per ULB accounting policy (Accrual or Cash Basis). Booking charges and penalties recognized upon approval and/or payment as configured. Security deposits are treated as liabilities until refund or forfeiture.
<b>Accounting Code / Ledger Head</b>	Each booking charge, deposit, penalty, refund, or forfeiture mapped to a standardized revenue or liability ledger head to ensure accurate municipal accounting and financial reporting.
<b>Transaction Source</b>	Defined sources such as Venue Booking Charges, Security Deposit, Penalty for Non-Compliance, Cancellation Charges, Additional Service Charges (electricity, equipment, cleaning).
<b>Collection Channel</b>	Digital payment gateways, online portal transactions, bank transfers, over-the-counter payments (where permitted), or integrated municipal treasury systems.
<b>Documentation Requirement</b>	Supporting documents such as identity proof, event details, booking confirmation letter, inspection report, damage assessment report (if applicable), and refund authorization record.
<b>Reporting Frequency</b>	Real-time dashboard reporting for operational tracking; monthly, quarterly, and annual consolidated reports for financial monitoring and governance review.
<b>Approval &amp; Authorization</b>	Booking approval by designated municipal officers as per defined workflow (Ward/Zonal/Head Office level). Financial approval for refunds or forfeitures as per delegation of powers.
<b>Audit &amp; Compliance</b>	Subject to internal audit, financial reconciliation, and compliance review to ensure adherence to venue booking rules, approval hierarchies, and financial regulations.

<b>Utilization &amp; Budgeting</b>	Revenue from venue booking allocated to municipal funds as per budget heads. Data used to inform pricing strategy, asset utilization planning, and infrastructure maintenance decisions.
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P-Draft for State/UT Consultation

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