

Project Details: NAeG/14-15/00067

Project id -	NAeG/14-15/00067
Name of The Project	e-Tourism
Category of Award Applying for	Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies
Date of Launch	01-02-2013
Summary/Objective of the project	<p>Haryana Tourism Corporation(HTC), a trailblazer in highway tourism has currently got a network of 42 Tourist Complexes equipped with 807 comfortable air-conditioned rooms apart from facilities like banquet, conference and multi-purpose halls, restaurant and bar facilities. Moving with times and in consonance with the changing technology, HTC decided to developed a portal having facilities for room booking and e-Ticketing for Surajkund International Crafts Mela. Following objectives were laid down to develop the system: Transparency: Making available all types of accommodation of all resorts on web in a transparent way. Efficiency: Processing of complete room reservation in a time bound manner and displaying the status on web, adding greater efficiency in the process. Eliminating Fraudulent & Corrupt Practices: Since the information on room reservation is available online at the back end and also at the administrative level, the frauds like not making entry in the register are expected to reduce significantly. Timeliness: Due to automation of major manual processes, the whole exercise can be completed within shortest possible time. Effective feedback services to Customers: Management can easily get actual feedback from the customer and reply can be sent through email. Cost effectiveness: With the implementation of online room reservation system, more business is expected to be generated from all over the world. To fulfil the above objectives , Initially website having Rooms Booking System was started on August, 2009. Afterward with the change of technology and requirement, new web portal using CMS based features is designed and developed as per W3C Guidelines with integrated On-Line Rooms Booking System and E-Ticketing System for Surajkund International Mela. It was started from 1st Feb, 2013. It has following main components: Integrated On Line Rooms Booking System System is implemented in 40 resorts out of 42 resorts of Haryana Tourism Corporation. Any tourist/visitors can book rooms in any resorts of HTC in the following ways: Using Debit/Credit Card: As the system is web based, tourist can book accommodation from anywhere anytime basis using Debit/Credit card. Blocking of accommodation: The tourists who do not have credit/debit card may make bookings by blocking the rooms if available , the required payment on account of tariff will be deposited in the Bank account of respective Tourist Resort. At Resort counter: Tourist can also book the room in any Tourist Resort of HTC from the from any Tourist Resorts. Booking office of HTC: Booking can also be done from the HTC Booking Offices at Corporate Office, Chandigarh, Karnal and Delhi Office. 40 registered Tourist agents are also provided interface to book rooms for any resorts of HTC e-Ticketing for Surajkund International Crafts Mela International Crafts Mela held every year from 1st Feb to 15th Feb. More than 10 lacks visitors from India and other part of the world visits the Mela every year. To avoid the long queue at ticket counter and to make the entry more comfortable for the visitors, e-Ticketing system was started. Visitors can book ticket over internet by paying through internet banking or debit/credit card. Content Management System To make the Portal easy to manage, it is developed based on Content Management System (CMS). The CMS maintains a glossary of words, various templates. It has facilities of Publishing of news, tenders, events , fairs, festivals, photo gallery, Live Chat, Grievances , Feedback, Connected with social sites like Face book, Twitter, YouTube, Wikipedia. Other features on the portal are e- Newsletters, Opinion Poll, Smart Distance Calculator. With the help of this system, each Tourist Complex can now manage a larger customer base,larger number of booking offices, bigger agent network with strong, effective, instant and automated communication.</p>
Beneficiary of the project	<p>Citizen : The tourists from all over the world who wants to visit Haryana. Visitors of International Crafts Mela Easy accesses to information relating to tourist place in Haryana Easy to make plan to visit and make booking of rooms. Transparent system with required level of satisfaction Services made available online and Hassle free No human interference in booking of rooms Cost effectiveness and service can be obtained at door step i.e. from any internet point Haryana Tourism Corporation Transparency Enhancement of efficiency Less paper Cost effectiveness Eliminating Fraudulent & Corrupt Practices Effective feedback services to Customers Tourist Complex can now manage a larger customer base Communication costs reduced Enable effective monitoring of Credit</p>

Control Increase occupancy Focused marketing Banks Improvement in business due to use of payment gateway. Payment gateway of banks is used for payment and depositing of rooms and ticket charges in the account of resorts. Travel Agents/Tour Operator HTC has made agreement with 40 Travel Trade Operators . Interface is provided to agents for booking/cancellation of HTC Complexes. Web Agents Haven an option for Web Agents like goibibo.com, cleartrip.com, travelguru.com to make booking and planning to create interface with Portal. Haryana State Promotion of Employment and business Replication in other Institution Encouraged by the successful running of the system in Haryana, Indian Council for Agriculture Research, New Delhi (ICAR) has also implemented the system for its five Guest Houses in Delhi. Implementation in other Guest Houses under ICAR in different cities will be done next phase. NIC, Haryana has done necessary customization. System is also provide to Tripura Tourism Department & West Bengal Tourism for implementation in their state.

Details of Project Head

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Supporting documents:-

[Award Specific Form](#)

[Self Certification by the Project Head](#)