

## Refund process of Online Booking of DDA's Sites

### In case of marriage function

After uploading the details of marriage application no by the applicant using his/her userid and password in online booking website, it is verified by the SE(HQ) of the concerned zone for refunding of 25% of security amount and thereafter, Account Officer checks the amount to be refunded and clicks the refund button on online booking software to release the 25% of security amount.

For refunding of 75% (or 100% in case of not refunding of 25%) of security amount, after uploading the marriage certificate by the applicant, it is also verified by SE(HQ) of the concerned zone and thereafter, Account Officer checks the amount to be refunded and clicks the refund button on online booking software to release the 75% or 100% of security amount.

Above Security deposit is refunded by the bank after 15 days from the date of function. During the 15 days, if any damage, claim amount is entered by the SE, DDA of concerned zone. The balance amount after the deduction of damage amount from the security amount will be refunded to the applicant.

### In case of all functions except marriage

For refunding of security amount for all functions except marriage, applicant has to submit the videography of the function to SE of the concerned zone and after that video upload flag(Yes or No) is entered by the SE, DDA of concerned zone in the online booking software using his/her userid and password. After entering flag, security amount is automatically refunded by the bank after 15 days from the date of function. During the 15 days, if any damage, claim amount is entered by the SE, DDA of concerned zone. The balance amount after the deduction of damage amount from the security amount will be refunded to the applicant.

### In case of Cancellation

In case of cancellation, refund is done after the intervention of SE(HQ) and A.O. of concerned zone.

#### **1. Request by applicant atleast 15 days before the function date**

<b>NO. OF DAYS BEFORE FUNCTION DATE FOR CANCELLATION REQUEST</b>	<b>CANCELLED AMOUNT of booking Charges</b>
30 days or more	20%
15 days or more but less than 30 days	50%
Less than 15 days	100%

In case the booking is cancelled due to death case within the blood relatives of boy or girl, no deduction shall be made except the taxes, and the same shall be refunded only at the level by SE(HQ) upon producing the concerned death certificate.

## **2. Deficiency of documents**

SE(HQ) of the concerned zone can cancel the booking due to deficiency of documents. Concerned AO of the zone will press refund button and Rs. 500/- will be deducted from the net amount payable.