

FAQs : DUSIB Community Services

1. Who can book a Community Hall?

Citizens can book a Hall for marriages, other social and cultural activities.

In respect of Social and Religious Purposes, the organizing committee of the function can book a Hall.

2. For how many days can a booking be made?

A Hall can be booked for a minimum period of at least one day and three days maximum.

3. Where to make a booking?

The Community Hall Bookings can be made Online.

4. When can a booking be made?

Community Halls can be booked one year in advance, and minimum Three Days.

The Booking Charges will depend on the advance period of booking and it is being displayed online related community hall details. In case of advance booking Security Deposit, Booking and Sanitation Charges remains same. Booking charges will be enhanced if booking is made 90 days or more in advance.

5. When can a Hall be occupied?

At 8.00 AM on the day for which the Community Hall was booked.

6. When to Vacate Community Hall?

Check out time is 8.00 A.M. on the day next to the day for which the Community Hall was booked.

7. What are the amounts to be paid for booking a Hall?

The Community halls are categorized into various categories and the charges are depending on the category of the hall.

The Booking Charges are to be paid Online at the time of booking.

- Booking charges
- Cleaning Charges
- Security Deposit
- Advance Booking Charges
- GST if applicable (Booking Charges more than Rs. 5000/-)

8. When will security deposit be refunded:

The Security Deposit will be refund only after event is over and on online verification by concerned AE/JE and online recommendation by him. Thereafter the refund will be proceed by Finance online and payment will be made through RTGS into the citizen

account. In case of cancellation on online forwarding by division officials and refund process by finance.

9. Is there any concessions applicable for Community Hall Booking?

Yes, DUSIB employees including retired are allowed to use Community Hall for one day at free of charge. Booking Charges and Security Deposit will not be collected. Only Cleaning Charges are collected from the DUSIB Staff.

10. What documents are required for booking a hall?

- ID Proof
- Address Proof
- Cancelled Cheque
- Signed Undertaking

11. Whether postponement/advancement of booking possible?

The day/date a Hall booked cannot be postponed. Any request for postponement / advancement of booking is treated as cancellation of original booking and fresh booking has to be made online.

12. Whether Cancellation of booking is possible?

The Cancellation of booking is available online. Status of cancellation / refund can also be checked online.

If the cancellation was made than 5 days prior to the date of event or function, then 50% of the Booking Charges will be deducted as Cancellation Charges and the Security Deposit will refunded in full. Otherwise (the cancellation was made within 5 days from the date of event or function), 100% of the hall rent will be deducted as cancellation charges. The amounts collected in respect of Security Deposit would be refunded.

In case of emergency DUSIB has right to cancel the hall without assigning any reason.

13. How to claim the Refund?

It is an automated process and refund will be credited to the account of the Citizen.

In case of cancellations: Booking Charges (as applicable) and Security Deposit will be refunded.