

WEST BENGAL TRADE PROMOTION ORGANIZATION

MILAN MELA PRANGAN

3, JBS Haldane Avenue, Gobra, EM Bypass Connector, Kolkata, West Bengal, 700046

ONLINE BOOKING USER MANUAL

CUSTOMER BOOKING, PAYMENT & CANCELLATION GUIDE

Purpose of this manual

This guide explains the customer-facing online booking journey for Milan Mela Prangan, from checking facility availability and submitting a booking request through approval, payment, invoice receipt and cancellation.



Version: 1.0

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Important note

This manual documents the workflow and screens provided for review so far. Additional portal steps can be added as the remaining workflow is provided.

INTRODUCTION

West Bengal Trade Promotion Organisation (WBTPO) is described as a subsidiary of West Bengal Industrial Development Corporation Ltd. (WBIDC), under the Department of Industry, Commerce & Enterprises, Government of West Bengal. Its role includes promoting trade, commerce and industry through conferences, trade fairs and exhibitions.

Milan Mela Prangan is presented as a leading venue in Eastern India for exhibitions, trade fairs, conventions, confluences, concerts and other events. The venue provides spaces for exhibitors and event organisers and supports business interaction and collaboration.

- Users wishing to book a facility or host an event can use the online portal to check availability, select facilities and submit a booking request.
- The portal also provides information on fees, deposits, terms and conditions.

RENT STRUCTURE

APRIL 2025 ONWARDS

Rent Structure

Hall & Event Rentals

Other Rentals

Deposits

01All Events

For All Events

Applicable for setup, dismantling and half-day dismantling requirements.

Setup

Per day / hall

₹8 Lakhs

Dismantling

Per day / hall

₹8 Lakhs

Half Day Dismantling

Per hall

₹4 Lakhs

02General Events

Exhibitions, Conferences & Programmes

Exhibitions / Expos, Conferences, Conventions, Training Programs, Sports Programs, Annual Day Celebrations, Educational Programs, Social Programs and all other permitted events other than ticketed concerts.

Event Day

/ day / hall

₹12 Lakhs

03Ticketed Events

Concerts & Live Musical Events

Concerts, Live Musical Events, DJ Programs and other ticketed cultural programs.

Event Day

/ day / hall

₹20 Lakhs

* Applicable GST to be charged extra.

APRIL 2025 ONWARDS

Rent Structure

Hall & Event Rentals

Other Rentals

Deposits

01Open Area

Full Event

₹2.5 Lakhs

per event

Half Event

₹1.5 Lakhs

per event day

02Press & Media Room - 1

₹25,000

/ day

03Breakaway Rooms - 2

₹20,000

/ day

04Glass Conference Room - 1

₹20,000

/ day

05Food & Beverage Stalls

Inside Food Court

₹10,000

/ cubicle / day

06Extra Food Court

If available

₹20,000

/ stall / day

07Open Lawn Near Gate 4

Approx. 14,000 sq. ft.

₹50,000

/ day

* Applicable GST to be charged extra.

Rent Structure

Hall & Event Rentals

Other Rentals

Deposits

01Security Deposit for Halls

Refundable security deposit

₹4 Lakhs

/ hall

02Electricity Deposit for Halls

Applicable per event day

₹2.5 Lakhs

/ hall / event day

03Business Block Security & Electrical Deposit

For events renting Business Block first floor only

₹50,000

/ day

04Open Area Security & Electrical Deposit

Applicable for Open Area bookings

₹50,000

/ day

05Open Lawn Security & Electrical Deposit

Applicable for Open Lawn near Gate 4

₹50,000

/ day

* Applicable GST to be charged extra.

Note: The screenshots state that applicable GST is charged extra. To know the rent structure in detail please go through our terms and conditions.

1. Start a Booking – Check Availability

Step 1: Open the availability search

On the Milan Mela Prangan booking page, locate the “Check availability for proposed days” section.

Step 2: Select the From Date

Choose the starting date for the proposed booking period.

Step 3: Select the To Date

Choose the ending date for the proposed booking period.

Step 4: Select the Event Category

Open the event-category dropdown and select the category that best describes the proposed event.

The screenshot displays the 'MILAN MELA PRANGAN' booking interface. At the top, it identifies the 'West Bengal Trade Promotion Organisation'. Below this is a horizontal navigation bar with categories: EXHIBITIONS, TRADE FAIR, CONVOCATION, CONFLUENCE, CONCERT, and CELEBRATION. The main section is titled 'Check availability for proposed days'. It contains a form with three main input areas: 'FROM DATE' (set to 20-08-2026), 'TO DATE' (set to 22-08-2026), and 'CATEGORY OF EVENT' (with a dropdown menu). A 'SEARCH' button is located to the right of the category dropdown. The dropdown menu is open, showing two options: 'Exhibitions/ Expos, Conferences, Conventions, Training Programs, Sports Programs, Annual Day Celebrations, Educational Programs, Social Programs and all other permitted events other than ticketed Concerts' and 'Concerts, Live Musical Events, DJ Programs and other ticketed cultural programs'. The background of the form features a blurred image of a modern architectural structure.

Figure 1 – Availability search: dates, event category and Search button

Event categories shown in the portal

- Exhibitions/Expos, Conferences, Conventions, Training Programs, Sports Programs, Annual Day Celebrations, Educational Programs, Social Programs and other permitted events other than ticketed concerts.
- Concerts, Live Musical Events, DJ Programs and other ticketed cultural programs.

Step 5: Click “Search”

After entering the proposed dates and selecting the event category, click SEARCH to view the availability of facilities.

2. Select Facilities, Purposes & Dates

Step 1: Review the availability table

The search results display facilities by date. The table shown includes Hall A, Hall B, Press & Media Room, Breakaway Room A, Breakaway Room B and Glass Conference Room.

Select preferable days, facilities & purposes

*ESD = Electrical Security Deposit, *SD & ESD = Security Deposit & Deposit for Electricity Charges

Hall A	Hall B	Press & Media Room	Breakaway Room A	Breakaway Room B	Glass Conference Room
01-01-2027					
Not Available	Not Available	Not Available	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:
02-01-2027					
Event Rate: 12,00,000.00 *ESD: 2,50,000.00 Open Area Open Area Rent: 1,50,000.00	AVL Rate: 12,00,000.00 *ESD: 2,50,000.00 Setup Event Dismantling Full Day Dismantling Half Day	Not Available	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:
03-01-2027					
AVL Rate: *ESD: ☐ Open Area	AVL Rate: *ESD: ☐ Open Area	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:	AVL Rate: *SD & ESD:

Figure 2 – Facility availability and purpose selection

Step 2: Understand AVL

AVL indicates that the facility is available for selection for that date.

Step 3: Select a purpose

For an available facility, use the dropdown to select the required purpose. The options shown include AVL, Setup, Event, Dismantling Full Day and Dismantling Half Day. The exact available choices can depend on the facility/date.

Step 4: Review the rate and ESD/security deposit

Once a purpose is selected, the applicable Rate and ESD/security-deposit information is displayed below the dropdown.

Step 5: Select Open Area where required

Where the Open Area option is available, tick the Open Area checkbox to include it. The applicable Open Area rent is then displayed.

Important – Dates must be consecutive

Bookings must cover consecutive dates. For example, if the customer wants to book 02-01-2027 and 04-01-2027, 03-01-2027 must also be included. The customer cannot select non-consecutive dates while leaving an intervening date unselected.

Deposit terminology

The portal uses ESD/security-deposit terminology on the availability table. The supplied screens also define ESD as “Estimated Security Deposit.” The table may show SD & ESD for security-deposit and electricity-charge-related amounts.

3. Review Total Rent and Proceed

Step 1: Scroll to the bottom of the availability table

After selecting the required facilities, dates, purposes and any Open Area options, scroll down to the Total Rent section.

Step 2: Review Total Rent

The Total Rent section shows the calculated rent for the selections. The screen notes that the displayed amount is exclusive of applicable GST.

Step 3: Click Proceed

After checking the amount, click PROCEED to continue with the booking process.

AVL	AVL	AVL	AVL	Event	AVL
Rate: *ESD:	Rate: *ESD:	Rate: *SD & ESD:	Rate: *SD & ESD:	Rate: 20,000.00 *SD & ESD: 50,000.00	Rate: *SD & ESD:
☐ Open Area	☐ Open Area				
05-01-2027					
Setup	AVL	AVL	AVL	AVL	AVL
Rate: 8,00,000.00 *ESD: 0.00	Rate: *ESD:	Rate: *SD & ESD:	Rate: *SD & ESD:	Rate: *SD & ESD:	Rate: *SD & ESD:
☐ Open Area	☐ Open Area				
06-01-2027					
AVL	AVL	Event	AVL	AVL	AVL
Rate: *ESD:	Rate: *ESD:	Rate: 25,000.00 *SD & ESD: 50,000.00	Rate: *SD & ESD:	Rate: *SD & ESD:	Rate: *SD & ESD:
☐ Open Area	☐ Open Area				
Total Rent Shown amount is exclusive of applicable GST Rs. 41,95,000.00 PROCEED					

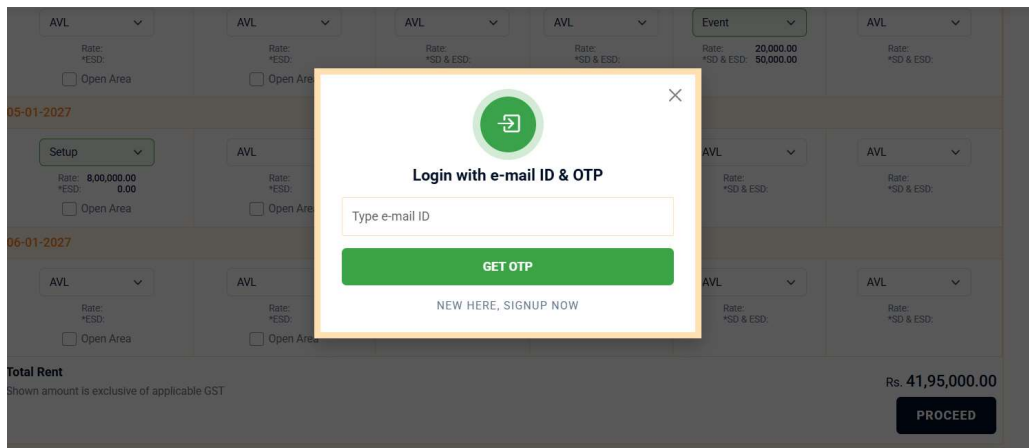
*ESD = Estimated Security Deposit

Figure 3 – Total Rent and Proceed

4. Login / New User Registration

Step 1: Login with email and OTP

After clicking PROCEED, a login window appears asking for the customer's email ID. Enter the email address and click GET OTP.



The screenshot shows a login modal window with a green circular icon containing a mail symbol. The title is "Login with e-mail ID & OTP". Below the title is a text input field labeled "Type e-mail ID". A green button labeled "GET OTP" is positioned below the input field. At the bottom of the modal, there is a link that says "NEW HERE, SIGNUP NOW". The background is a blurred view of a booking table with columns for dates (05-01-2027, 06-01-2027), event types (Setup, AVL, Event), rates, and a total rent of Rs. 41,95,000.00 with a "PROCEED" button.

Figure 4 – Login with e-mail ID & OTP

Step 2: Register if you are a new user

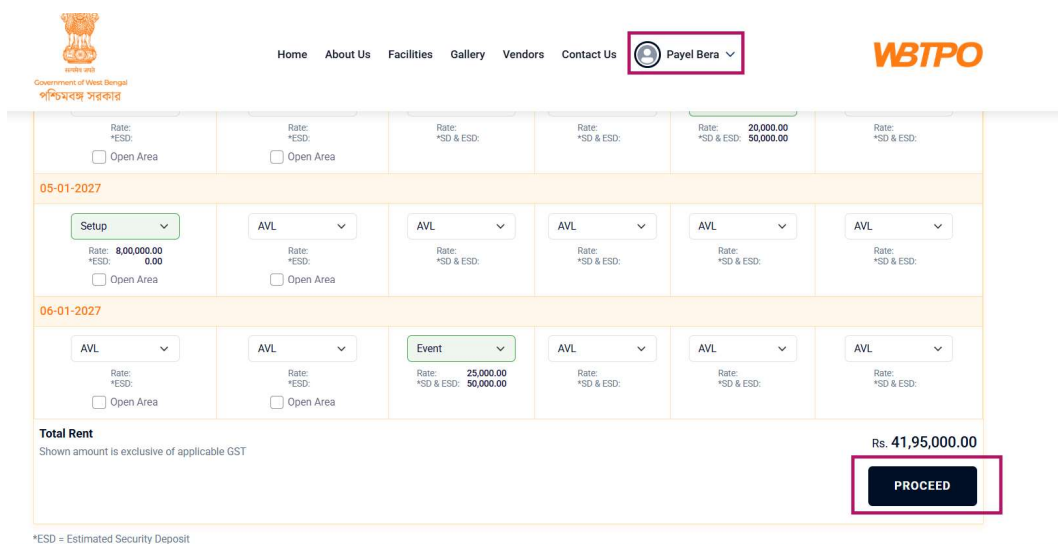
A new customer can use the “NEW HERE, SIGNUP NOW” option. The registration process requires the customer to provide the requested details, including email and mobile information, and complete OTP verification.

Step 3: Complete OTP verification

Use the OTP sent by the portal to complete login/registration.

Step 4: Proceed after login

Once the customer is successfully logged in, their profile appears in the top-right area of the website. Click the profile menu and select/proceed with the booking again as prompted.



The screenshot shows the website's header with the Government of West Bengal logo and navigation links: Home, About Us, Facilities, Gallery, Vendors, Contact Us, and a profile dropdown menu labeled "Payel Bera". The "WBTPO" logo is on the right. Below the header is a booking table with columns for dates (05-01-2027, 06-01-2027), event types (Setup, AVL, Event), rates, and a total rent of Rs. 41,95,000.00. A "PROCEED" button is highlighted with a red box. A footnote at the bottom states "*ESD = Estimated Security Deposit".

Figure 5 – Logged-in profile visible at the top-right

5. Complete the Booking Application

Step 1: Review the Total Payable Amount

The booking application page displays the Total Payable Amount and the event date range. Review this amount before entering the application details.

Total payable amount

Event Date: 01-01-2027 to 06-01-2027

Rs. 63,50,100.00

← BACK TO SEARCH

VIEW DETAILS

Name of the event *

Type here..

Category of Event

Exhibitions/ Expos, Conferences, Conventions, Training Programs, Sports Programs, Annual Day Celebrations, Educational Programs, Social Programs and all other permitted events other ticketed Concerts

Details of the event organizer

Name of the organizer *

Type Organiser Name

GSTIN

Enter GSTIN

Upload GST Registration Certificate

Upload GST Registration Certificate

Browse File

Email *

Type Email

Company Website

Enter Website Url

Contact Person Designation

Address *

Type Address here

Income Tax PAN *

Enter Income Tax PAN

Upload Income Tax PAN Card (Front Side) *

Upload Income Tax PAN Card (Front Side)

Browse File

Contact No. *

Type Contact No.

Alternate Contact No.

Contact Person Name *

Type Person name

Figure 6 – Booking application and organizer information

Step 2: Enter event and organizer information

Complete the mandatory and applicable fields such as Name of the Event, Name of the Organizer, Address, GSTIN, Income Tax PAN, Email, Contact No., Company Website and Contact Person Name/Designation.

Step 3: Upload required documents

Where requested, upload the GST Registration Certificate and the Income Tax PAN Card (Front Side), along with any other documents required by the form.

Step 4: Scroll down to event-specific details

The application continues below the organizer information. Scroll down to complete the event details.

Fill below details about your event

Which sector does your exhibition/event cater to? * (0/500) Type details here			
Brief description of the different sessions/segments/activities of your programme * (0/1000) Type details here			
Names of Few Prominent Exhibitors/Speakers			
1. Type speaker name	2.	3.	4.
+ Add More			
Prominent VIPs being invited			
1. Type VIPs name	2.	3.	4.
+ Add More			
Names of Prominent performing artistes involved			
1. Type Artist name	2.	3.	4.
+ ADD MORE			
Expected Footstall (0/500) Type details here			

Figure 7 – Event-specific information fields

Step 5: Describe the event

Provide details about which sector the exhibition/event caters to and a brief description of the different sessions, segments or activities of the programme.

Step 6: Provide participant information

Enter names of prominent exhibitors/speakers, prominent VIPs being invited and prominent performing artists involved. Use the + ADD MORE option where additional names are required.

Step 7: Enter expected footfall

Provide the expected footfall and complete the applicable footstall/footfall-owner information requested by the form.

Follow the other steps as shown on the screen and come down to button “Submit the Booking Request”.

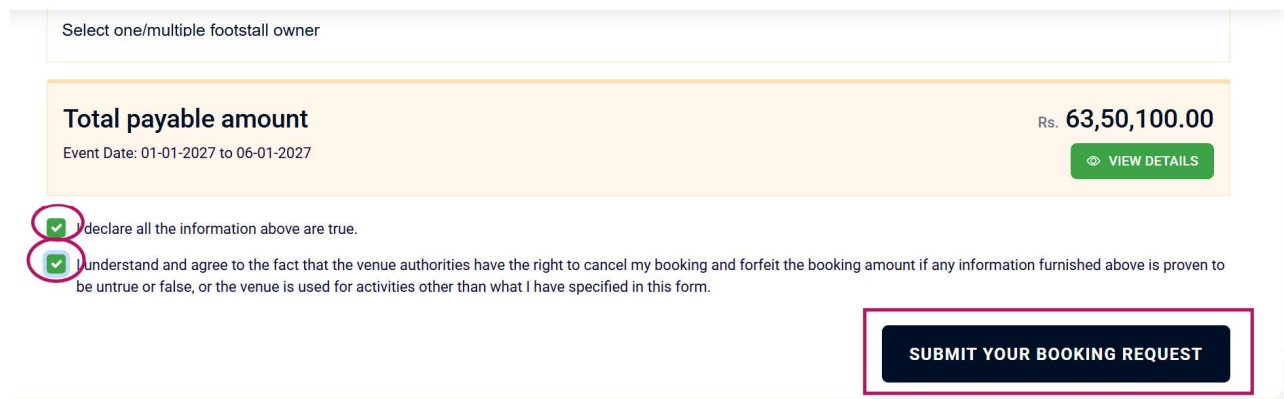
6. Submit the Booking Request

Step 1: Review the final payable amount

At the bottom of the application, review the Total Payable Amount and use VIEW DETAILS if you need to inspect the booking amount/details.

Step 2: Accept the declarations

Tick the required checkboxes confirming that the information provided is true and acknowledging that venue authorities may cancel the booking and forfeit the booking amount if information is false or if the venue is used for activities other than those specified.



The screenshot shows a web form for submitting a booking request. At the top, there is a dropdown menu labeled "Select one/multiple footstall owner". Below this, a yellow box displays the "Total payable amount" as Rs. 63,50,100.00 for the event date "01-01-2027 to 06-01-2027". A green button labeled "VIEW DETAILS" is next to the amount. Below the yellow box, there are two checkboxes, both of which are checked and circled in red. The first checkbox is labeled "I declare all the information above are true." and the second is labeled "I understand and agree to the fact that the venue authorities have the right to cancel my booking and forfeit the booking amount if any information furnished above is proven to be untrue or false, or the venue is used for activities other than what I have specified in this form." At the bottom right, there is a dark blue button labeled "SUBMIT YOUR BOOKING REQUEST" which is highlighted with a red rectangular border.

Select one/multiple footstall owner

Total payable amount Rs. **63,50,100.00**
Event Date: 01-01-2027 to 06-01-2027 [VIEW DETAILS](#)

☒ I declare all the information above are true.

☒ I understand and agree to the fact that the venue authorities have the right to cancel my booking and forfeit the booking amount if any information furnished above is proven to be untrue or false, or the venue is used for activities other than what I have specified in this form.

SUBMIT YOUR BOOKING REQUEST

Figure 8 – Final declarations and Submit Your Booking Request

Step 3: Submit the request

Click SUBMIT YOUR BOOKING REQUEST. The booking request is then submitted for administrative review/approval.

7. Booking Request Submission Confirmation

Step 1: Check the registered email inbox

After the booking request is submitted, the customer receives a confirmation email at the same registered email address used for the booking.

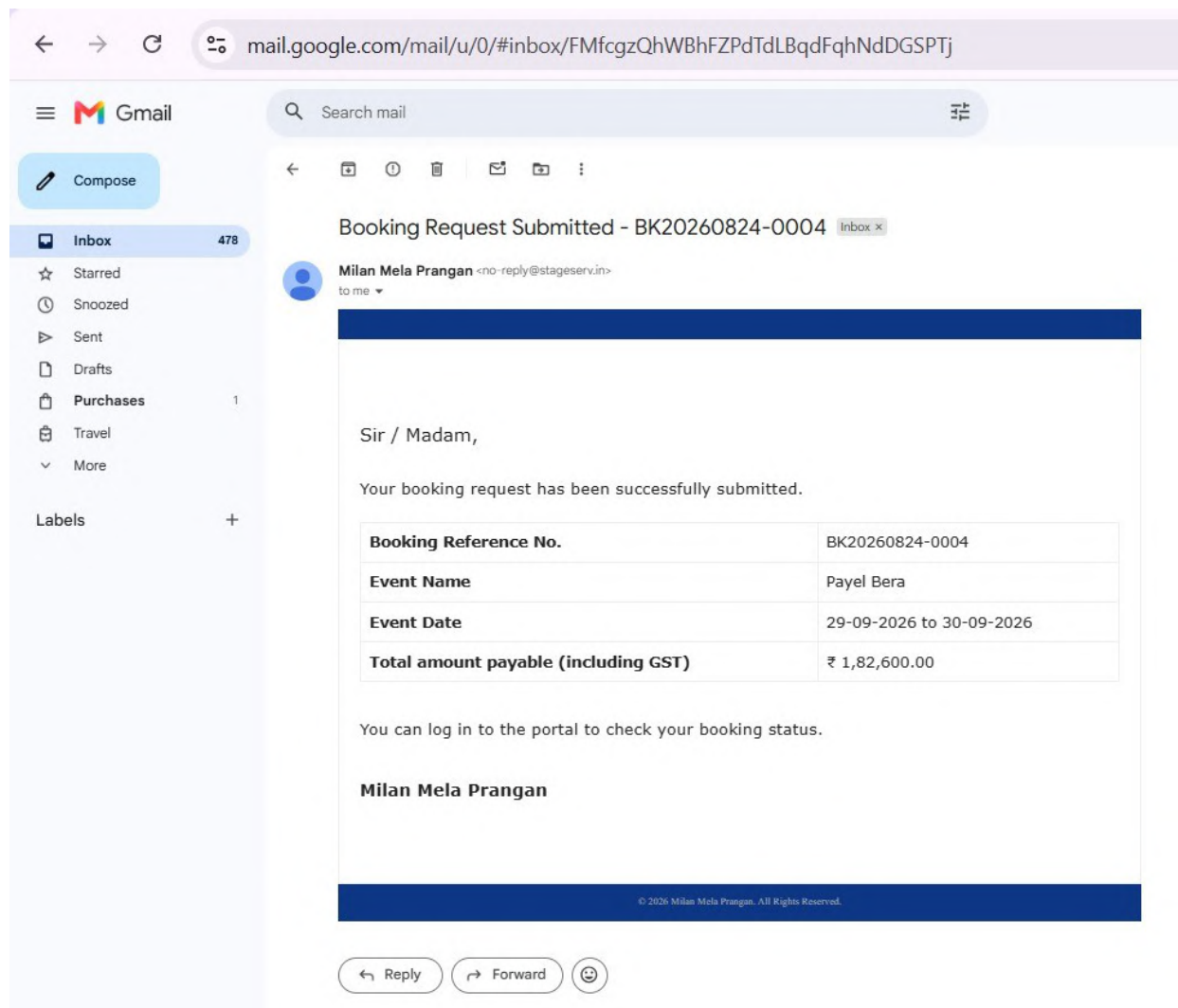


Figure 9 – Booking request submitted confirmation email

Step 2: Review the submission confirmation

The email confirms that the booking request has been successfully submitted and shows the Booking Reference No., Event Name, Event Date and Total Amount Payable (including GST).

Step 3: Wait for administrative approval

This email confirms submission only. The customer should wait for the administrator to review the request and send the final booking approval email.

8. Booking Approval Email

Step 1: Check the registered email inbox

Once the administrator approves the booking request, the customer receives a booking approval email at the registered email address.

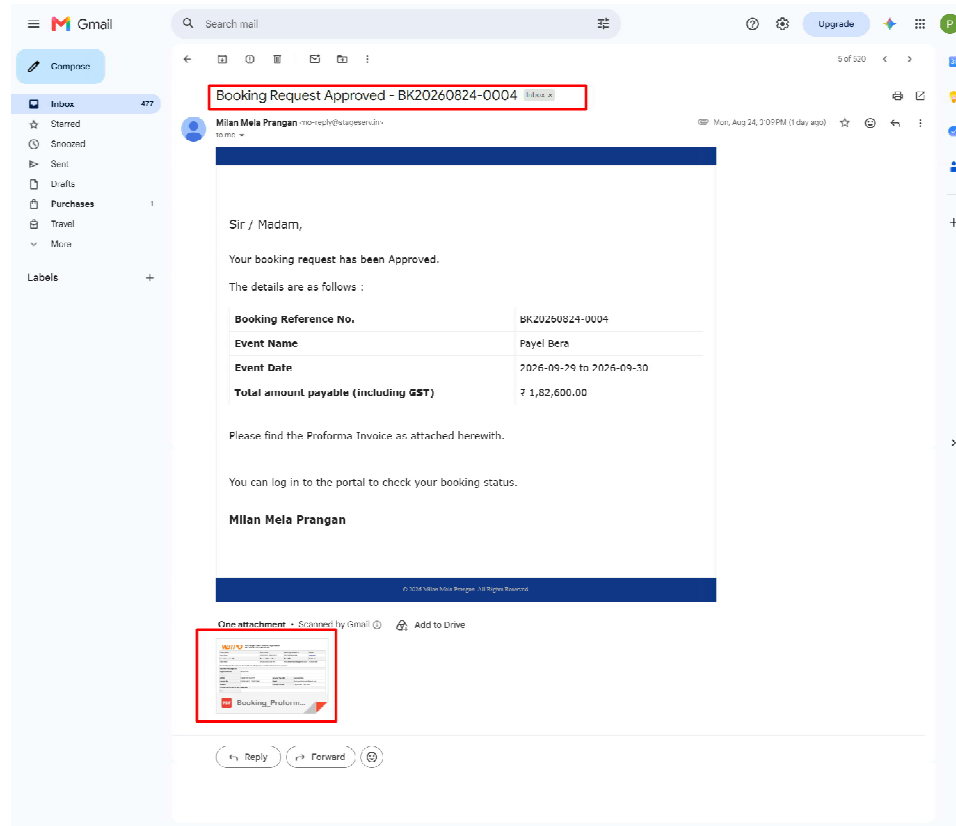


Figure 10 – Booking request approved email with Proforma Invoice attachment

Step 2: Review the approval details

The email shows the Booking Reference No., Event Name, Event Date and Total Amount Payable (including GST), confirming that the booking request has been approved.

Step 3: Download and retain the Proforma Invoice

The approval email includes the Proforma Invoice as a PDF attachment. Download and keep it safely for future payment, booking or record-keeping requirements.

Step 4: Continue to the portal

The customer can log in to the portal to check the approved booking status and proceed to the payment stage.

9. Check Booking Approval

Step 1: Log in again later

After submitting the request, the customer can return to the website and log in using their profile.

Step 2: Open My Bookings

Click the profile menu at the top-right and select My Bookings.

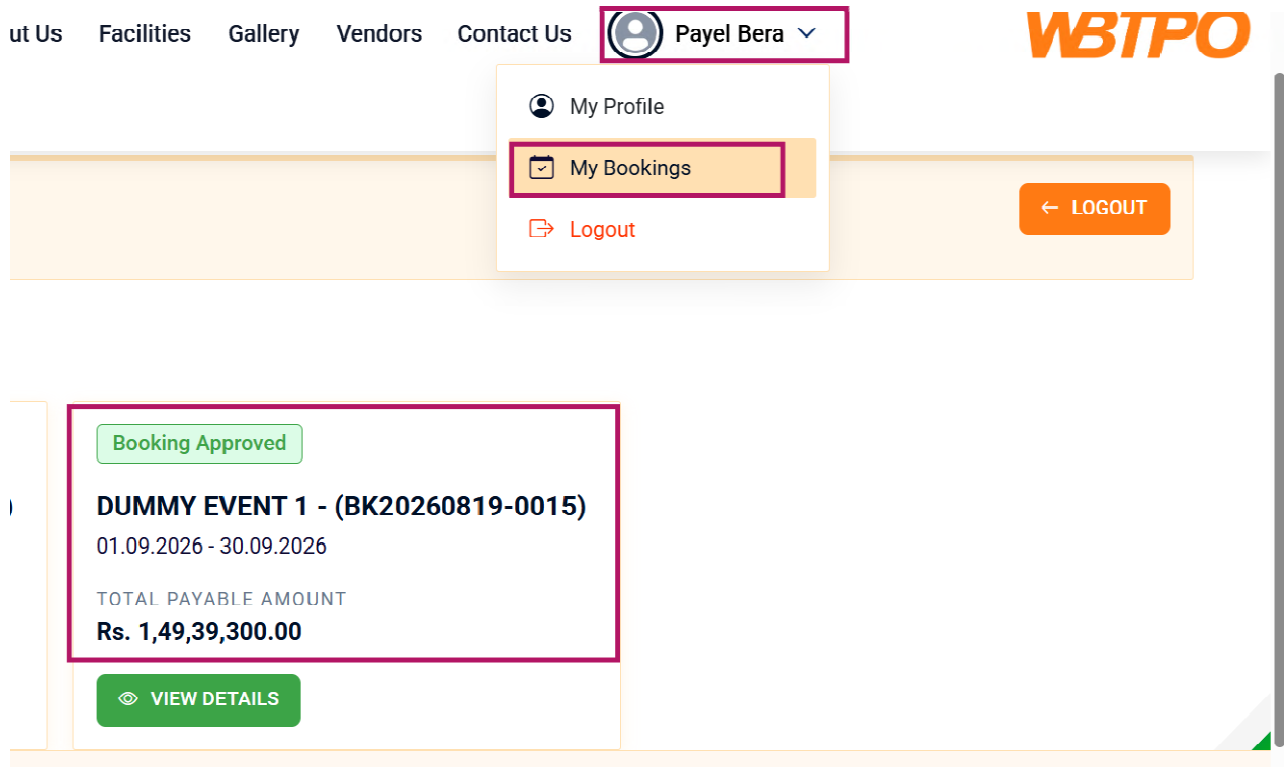


Figure 11 – My Bookings and booking approval status

Step 3: Check the booking status

The My Bookings page shows the submitted booking and its current status. Once approved by the administrator, the booking is shown with an approval status.

Step 4: Open View Details

Click VIEW DETAILS on the relevant booking to review the approved booking information and payment details.

10. Review Approved Booking & Pay

Step 1: Review selected dates, facilities and purposes

The booking details page provides a detailed view of the selected dates, facilities, purposes, rent, deposits and applicable charges.

West Bengal Trade Promotion Organisation
MILAN MELA PRANGAN

Dummy Event 1
Event Date: 01-09-2026 to 30-09-2026

Selected Dates, Facilities & Purposes

Date	Purpose	Rent	*ESD	Security Deposit	*SD & ESD
Hall A					
02-09-2026	Setup	8,00,000.00	0.00	0.00	0.00
03-09-2026	Event & Open Area	21,25,000.00	2,50,000.00	0.00	0.00
04-09-2026	Event	20,00,000.00	2,50,000.00	0.00	0.00
05-09-2026	Dismantling Full Day	8,00,000.00	0.00	0.00	0.00
Sub Total		57,25,000.00	5,00,000.00	4,00,000.00	0.00
Hall B					
02-09-2026	Setup	8,00,000.00	0.00	0.00	0.00
Sub Total		8,00,000.00	0.00	0.00	0.00

Details of the event organizer

All dues will be paid by the

Is the event repeat programme ☐ **NO**

Some details about this event

Vendor details

Event Name: Dummy Event 1
Event Date: 01-09-2026 - 30-09-2026
Booking ID: BK20260819-0015 **Approved**

Charges

Rent before Tax	1,11,25,000.00
ACP GST @9%	10,00,150.00
ACP SST @9%	10,00,150.00
Rent after Tax	1,21,25,300.00
Electricity SD	10,00,000.00
Security Deposit	8,00,000.00
SD & ESD	0.00
Cancellation Charge	0.00
Total Payable	1,44,91,121.00

Payments

No payments made yet

Gross Payment 0.00

Outstanding

Rent	1,21,25,300.00
Electricity SD	10,00,000.00
Security Deposit	8,00,000.00
SD & ESD	0.00
Cancellation Charge	0.00
Total Outstanding	1,44,91,121.00

Special Offer Save 3% on Full Payment
☒ Avail additional discount @ 3% for upfront payment of the full amount.
You Save (Rs.) 4,45,179.00

Net payable amount (Rs.)
1,44,91,121.00

☒ I accept terms & conditions, refund & cancellation policy

PAY NOW

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Figure 12 – Approved booking details, charges, discount and Pay Now

Step 2: Review charges and outstanding amount

Review the rent before tax, applicable GST, rent after tax, electricity/security deposits, other charges and Total Outstanding.

Step 3: Use the full-payment discount where available

Where the 3% full-payment discount option is displayed, the customer can select the applicable option to see the savings and revised net payable amount.

Step 4: Accept terms and conditions

Tick the checkbox confirming acceptance of the terms & conditions, refund and cancellation policy.

Step 5: Click Pay Now

After reviewing the details and accepting the required terms, click PAY NOW to start the online payment process.

11. Payment Schedule

Installment / payment policy

The portal provides a payment schedule with separate milestones for Exhibitions and Concerts & Live Events. Customers should follow the applicable schedule and deadlines displayed by the portal.

Payment Schedule

Milestones	Exhibitions	Concerts & Live Events
i.	Booking Fee of 10% of the total rent within 1 month from the date of receipt of Pro-Forma Invoice, failing which booking shall be cancelled. Booking fees will be forfeited.	Booking Fee of 25% of the total rent within 1 month from the date of receipt of Pro-Forma Invoice, failing which booking shall be cancelled. Booking fees will be forfeited.
ii.	Next 15% within 3 months from payment of booking fees.	Next 25% within 3 months from payment of booking fees.
iii.	Residual 35% rent & necessary deposits and charges before 1 month of the handover date.	Residual 50% rent & necessary deposits and charges before 7 working days of the handover date.
iv.	Residual 40% rent & necessary deposits and charges before 7 working days of the handover date.	In case above timeline is not available due to shorter span for Application to Event cycle, then sl no ii & iii are to be paid together.

- Failure to maintain payment schedule Rs. 5000 per day of delay will be levied as penalty.
- Application of Extra Facility: Any application of extra facility must be made before 15 days of handover and completion of payment as per above schedule.

Figure 13 – Payment Schedule

Payment Milestones Shown

Milestone	Exhibitions	Concerts & Live Events
i	Booking Fee of 10% of total rent within 1 month from receipt of Pro-Forma Invoice; otherwise booking is cancelled and booking fees forfeited.	Booking Fee of 25% of total rent within 1 month from receipt of Pro-Forma Invoice; otherwise booking is cancelled and booking fees forfeited.
ii	Next 15% within 3 months from payment of booking fees.	Next 25% within 3 months from payment of booking fees.
iii	Residual 35% rent & necessary deposits/charges before 1 month of the handover date.	Residual 50% rent & necessary deposits/charges before 7 working days of the handover date.
iv	Residual 40% rent & necessary deposits/charges before 7 working days of the handover date.	If the timeline is not available due to a shorter Application-to-Event cycle, milestones ii and iii are to be paid together.

- Failure to maintain the payment schedule attracts a penalty of Rs. 5,000 per day of delay.
- Any application for an extra facility must be made before 15 days of the handover and payment must be completed as per the applicable schedule.

12. Complete Online Payment

Step 1: Enter mobile number

After clicking PAY NOW, the customer is redirected to the payment gateway. Enter the mobile number and click CONTINUE.

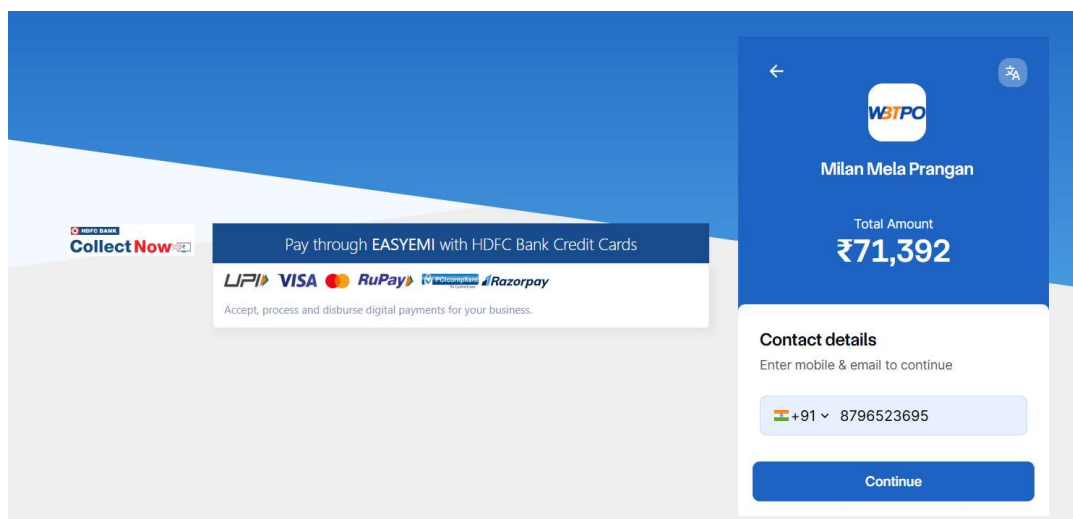
The screenshot shows a payment gateway interface. On the left, there's a 'Collect Now' button with a 'HDFC BANK' logo. In the center, a box says 'Pay through EASYEMI with HDFC Bank Credit Cards' and lists payment methods: LIPI, VISA, RuPay, and Razorpay. On the right, a blue box displays the 'WSTPO' logo, 'Milan Mela Prangan', and 'Total Amount ₹71,392'. Below this, a 'Contact details' section asks to 'Enter mobile & email to continue', showing a dropdown for country code (+91) and a text input for the number (8796523695). A 'Continue' button is at the bottom right.

Figure 14 – Payment gateway contact details

Step 2: Choose a payment method

The payment gateway provides multiple payment options. The supplied screen shows UPI, Cards, Netbanking, Wallet and Pay Later options. Select the preferred method.

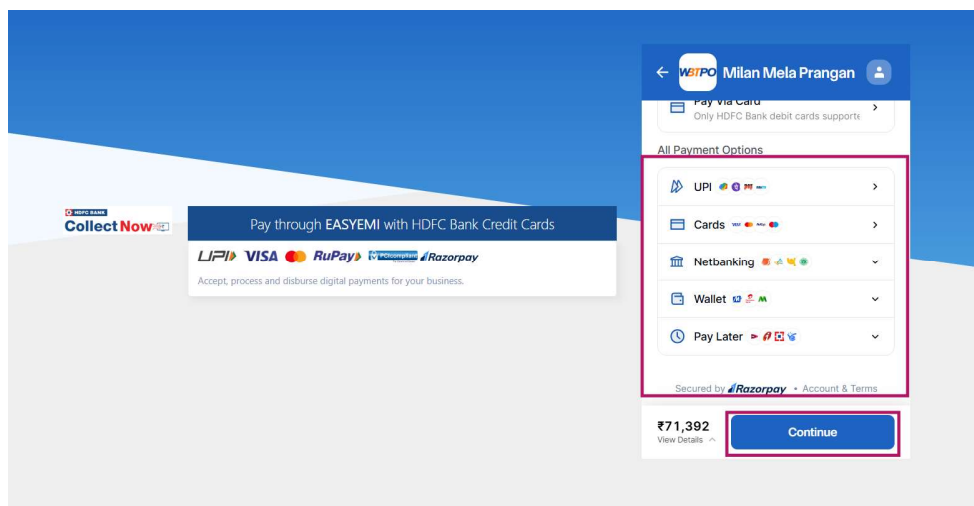
The screenshot shows the same payment gateway interface as Figure 14, but with a 'Pay via Card' section at the top. Below it, a 'All Payment Options' list is visible, containing: UPI, Cards, Netbanking, Wallet, and Pay Later. Each option has a right-pointing arrow. At the bottom, the total amount '₹71,392' is shown with a 'View Details' link, and a 'Continue' button is highlighted with a red border.

Figure 15 – Available payment methods

Step 3: Continue with payment

After selecting the preferred payment method and entering any required payment details, click CONTINUE and complete the payment using the gateway instructions.

13. Payment Confirmation & Receipt

Step 1: Check the Payment Successful screen

After payment is completed successfully, the portal displays a Payment Successful confirmation.

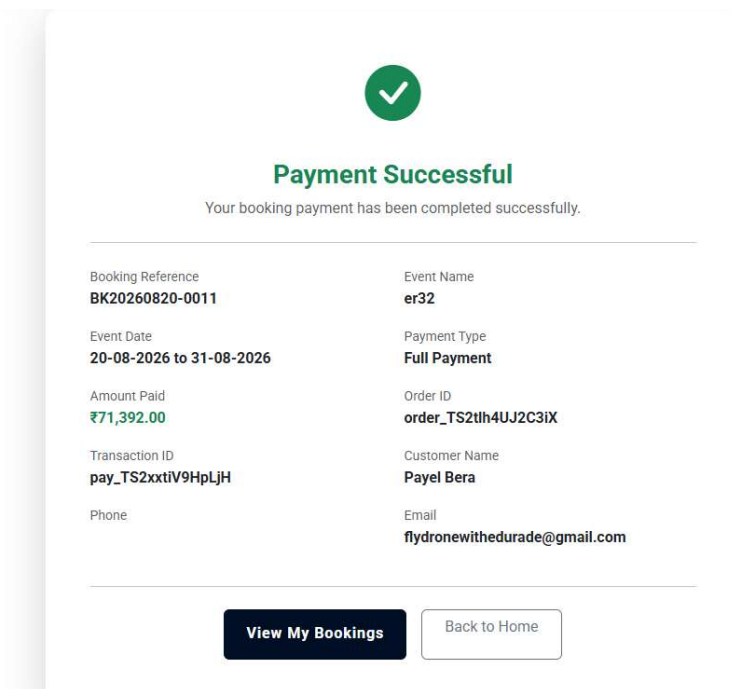


Figure 16 – Payment Successful confirmation and booking/payment details

Step 2: Review receipt information

The confirmation screen displays important details such as Booking Reference, Event Name, Event Date, Amount Paid, Payment Type, Order ID, Transaction ID, Customer Name, Phone and Email.

Step 3: Keep the receipt

Use the confirmation screen as proof of payment and save/download the payment receipt where the portal provides the download option. You can also select VIEW MY BOOKINGS or return to the Home page.

14. Payment Confirmation Email & Invoice

Step 1: Check the registered email inbox

After successful payment, a payment confirmation email is sent to the same email address used for portal login.

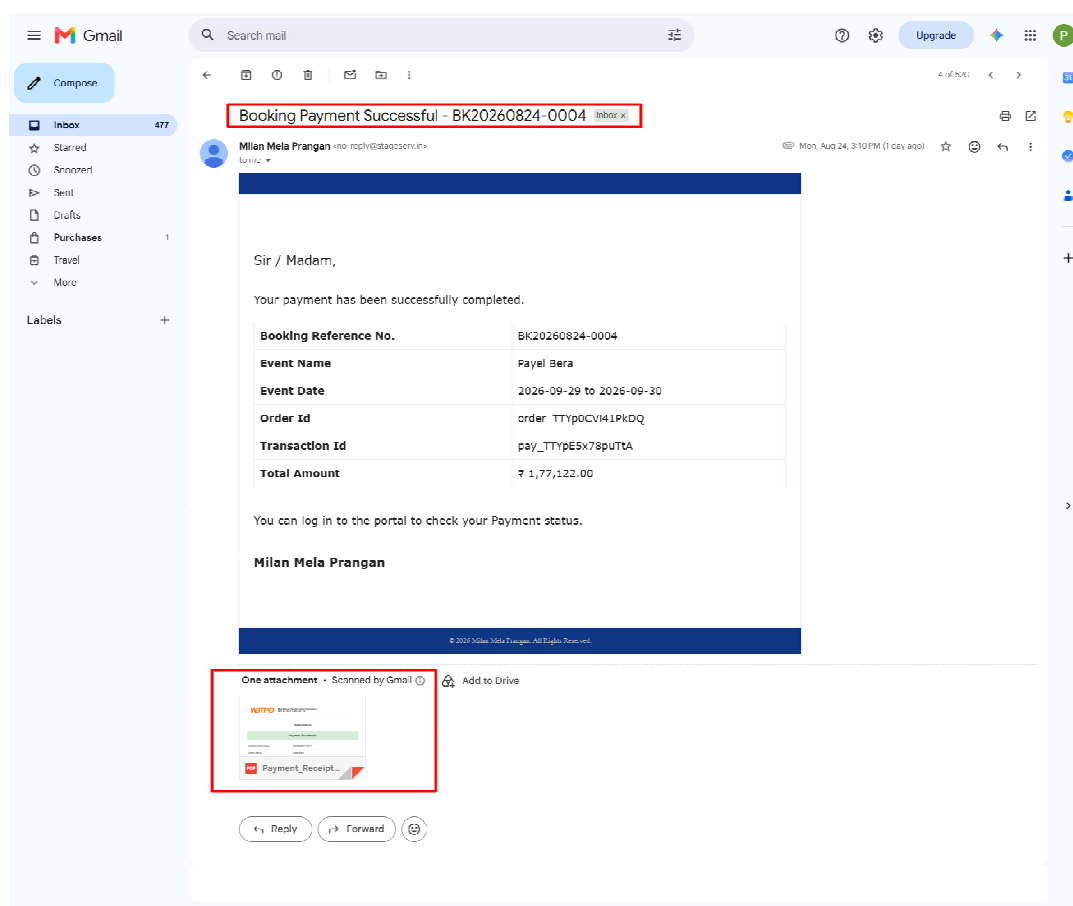


Figure 17 – Payment confirmation email

Step 2: Review the payment information

The email includes the Booking Reference No., Event Name, Event Date, Order ID, Transaction ID and Total Amount, and confirms that the payment has been successfully completed.

Step 3: Download/save the invoice

The payment confirmation email includes a PDF invoice attachment. Download and retain the invoice for your records.

Step 4: Check payment status through the portal

The email also informs the customer that they can log in to the portal to check their payment status.

Recommended practice

Keep the payment confirmation email, PDF invoice and booking reference number safely stored for future communication, payment verification or refund/cancellation requirements.

15. Cancel a Booking

Step 1: Log in to the website

If the customer needs to cancel a booking, log in to the portal using the registered profile.

Step 2: Open My Bookings

Click the profile menu at the top-right and select My Bookings.

Step 3: Select the relevant booking

Locate the booking that needs to be cancelled.

Step 4: Open View Details

Click VIEW DETAILS for the selected booking.

Step 5: Click Cancel Request

On the booking details/payment screen, click CANCEL REQUEST to begin the cancellation process.

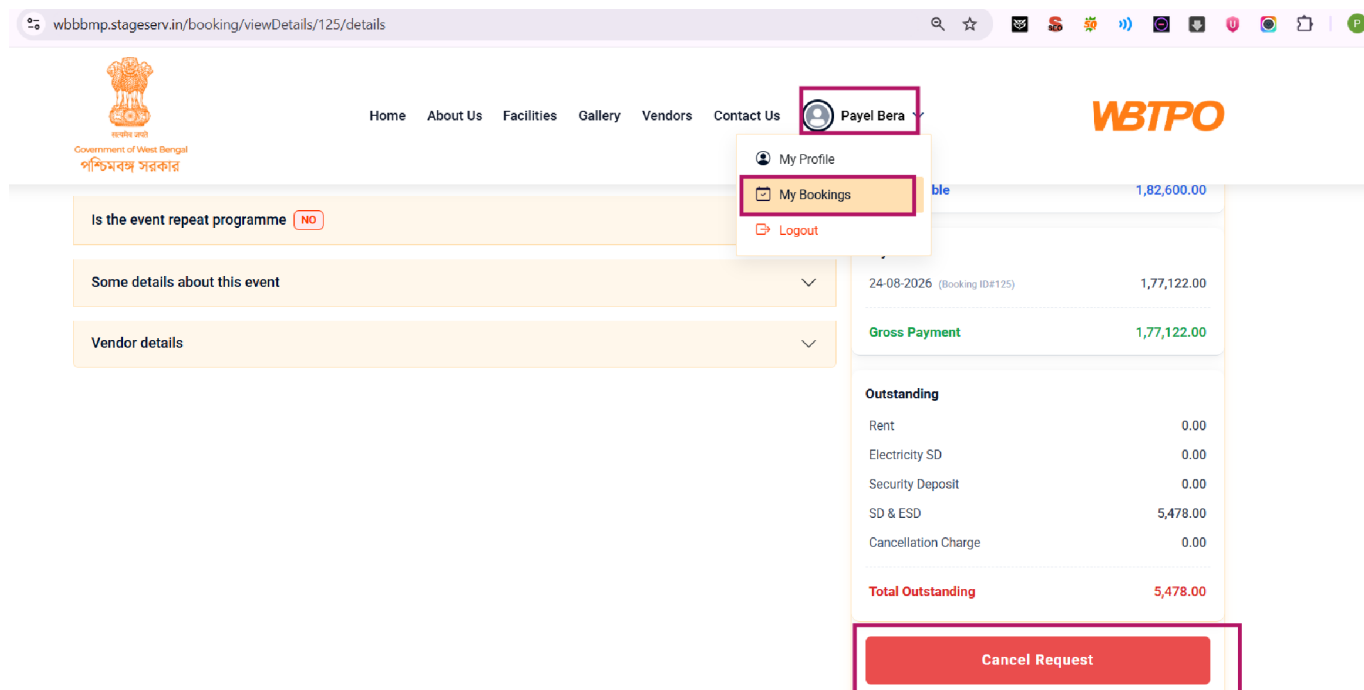


Figure 18 – My Bookings menu and Cancel Request option

Before cancelling

Review the applicable refund and cancellation policy before submitting a cancellation request. The final refund can depend on the applicable charges, deposits and cancellation rules.

16. Complete the Cancellation & Refund Request

Step 1: Review cancellation amount details

The Cancel Booking Request page shows the selected booking/facility details and the financial summary, including amount paid, GST, amount without GST, cancellation charge, security deposit, electric security deposit and final refund.



Home About Us Facilities Gallery Vendors Contact Us Payal Dera

WBTPO

West Bengal Trade Promotion Organisation

MILAN MELA PRANGAN

Cancel Booking Request

Select All	Date	Facility	Particulars	Amount	Amount	Paid	Charge	Refund
		Press & Media Room	Security Deposit		0.00	0.00	0.00	0.00
		Breakaway Room A	Security Deposit		0.00	0.00	0.00	0.00
	26-09-2026	Press & Media Room	Security & Electrical Security Deposit		50,000.00	0.00	0.00	0.00
	30-09-2026	Press & Media Room	Security & Electrical Security Deposit		50,000.00	0.00	0.00	0.00
	26-09-2026	Breakaway Room A	Security & Electrical Security Deposit		50,000.00	0.00	0.00	0.00
☒	26-09-2026	Press & Media Room	Event - Rent	25,000.00		53,608.35	13,402.09	40,206.27
☐	30-09-2026	Press & Media Room	Event - Rent	25,000.00		0.00	0.00	0.00
☒	26-09-2026	Breakaway Room A	Event - Item	20,000.00		42,899.69	10,721.57	32,199.47

Amount Paid so far (Incl GST): ₹ 1,77,122.00

GST Amount: ₹ 27,018.61

Amount without GST: ₹ 1,50,103.39

Cancellation Charge (25%): ₹ 24,123.76

Security Deposit: ₹ 0.00

Electric Security Deposit: ₹ 0.00

Final Refund: ₹ 72,371.28

Bank Mandate form for all refunds

Details of the Claimant/Payee/Recipient

Name of the Claimant/Payee/Recipient *

Type Claimant/Payee/Recipient Name

Address *

Type Address here

Landline No.

Type landline No.

Mobile No. *

Type Mobile No.

Details of an ID *

Type Nature of ID

Type ID No.

Upload ID Document *

Upload ID Document

Browse File

Bank Details

Name of the bank *

Type Bank Name

Name of Branch *

Name of Branch

Bank Branch Code

Branch IFSC Code *

Branch IFSC Code

Branch MICR Code *

Branch MICR Code

Bank Account Type *

Savings Current Cash Credit

Bank Account No. (CBS allotted a/c. no.) *

HANK ACCOUNT NO.

Pass-Book, 1st page copy *

Upload Pass Book Document

Browse File

Upload Copy of Cancelled Cheque *

Upload Copy of Cancelled Cheque

Browse File

☒ The Bank particulars furnished above is correct and true.

☐ I/we hereby declare that I/we and my/our heirs and successors accept the liability of making good to Government the overpayment, if any, made to me/us under the scheme.

☐ I/we hereby authorize branch [name of the branch] of the [Bank Name] bank to receive amount on my/our behalf for credit to my/our account as stated above and further authorize that the receipt of credit given by the bank for the amount of my/our account shall be treated as legal quittance.

SUBMIT CANCEL REQUEST

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Figure 19 – Cancel Booking Request and refund details

Step 2: Enter claimant/payee/recipient details

Complete the mandatory claimant/payee/recipient information, including name, address and mobile number. Provide landline details where applicable.

Step 3: Provide ID information

Enter the required ID details, such as the nature/type of ID and ID number, and upload the required ID document.

Step 4: Enter bank details

Provide the bank name, branch name and branch code, IFSC code, MICR code, account type and bank account number.

Step 5: Upload bank documents

Upload the required first-page copy of the passbook and a copy of the cancelled cheque.

Step 6: Review refund calculation

Check the displayed amount paid, GST amount, amount without GST, cancellation charge, security deposits and Final Refund before submitting.

Step 7: Accept the declarations

Tick all required declarations confirming that the bank details are correct and true and authorising the relevant bank/branch to receive and credit the refund.

Step 8: Submit the cancellation request

Click SUBMIT CANCEL REQUEST to send the completed cancellation/refund request for processing.

Cancellation checklist

Before submission, confirm that all mandatory fields are completed, the required identity and bank documents are uploaded, the refund summary has been reviewed and every required declaration checkbox is selected.

15. Cancellation Request Confirmation

Step 1: Check the registered mail inbox

Immediately after the cancellation request is submitted, the customer receives an email confirmation at the registered email address.

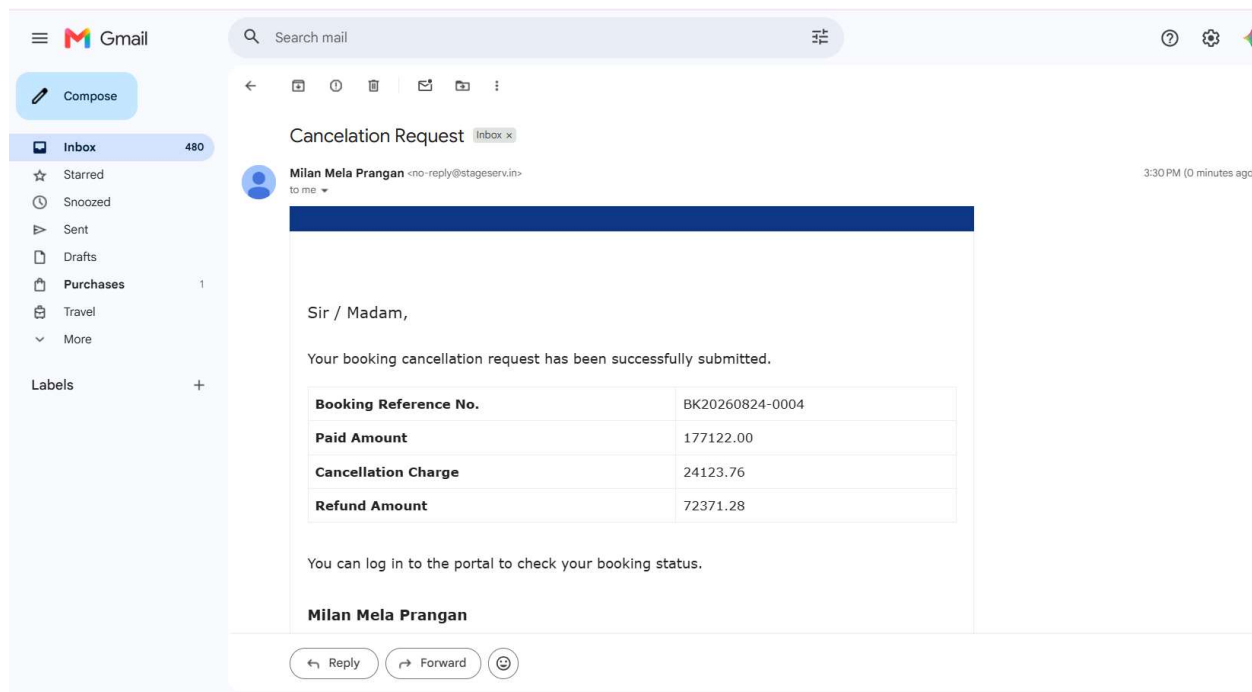


Figure 20 – Cancellation request confirmation email

Step 2: Review the cancellation summary

The email shows the Booking Reference No., Paid Amount, Cancellation Charge and Refund Amount.

Step 3: Wait for administrative approval

After receiving this email, the customer should wait for the administrator to review and approve the cancellation request.

What happens next

The cancellation request is not the final refund confirmation. The customer should monitor the portal and registered email for the administrator's decision and subsequent refund processing updates.

18. Cancellation Approval & Booking Status

Step 1: Log in to the website again

Once the administrator has approved the cancellation, log in using the registered email/profile.

Step 2: Open My Bookings

Open the profile menu and select My Bookings.

Step 3: Open the relevant booking

Choose the booking for which the cancellation request was submitted and open View Details.

The screenshot shows the WBTPO website interface. At the top, there's a navigation bar with links like Home, About Us, Facilities, Gallery, Vendors, and Contact Us. A user profile dropdown for 'Payel Bera' is open, showing options for My Profile, My Bookings (highlighted), and Logout. The main content area displays event details for 'Payel Bera' with an event date of 29-09-2026 to 30-09-2026 and a booking ID of BK20260824-0004. A 'Cancellation Requested' button is highlighted in a red box. Below this, there's a table titled 'Selected Dates, Facilities & Purposes' showing costs for different rooms and dates. The table has columns for Date, Purpose, Rent, *ESD, Security Deposit, and *SD & ESD. The 'Press & Media Room' section shows costs for 29-09-2026 and 30-09-2026. The 'Breakaway Room A' section shows a cost for 29-09-2026. A 'Total' row shows a total cost of 1,00,000.00. To the right of the table, there's a 'Charges' section listing various fees like Rent before Tax, ADD CGST, ADD SGST, Rent after Tax, Electricity SD, Security Deposit, SD & ESD, and Cancellation Charge.

Date	Purpose	Rent	*ESD	Security Deposit	*SD & ESD
Press & Media Room					
29-09-2026	Event	25,000.00	0.00	0.00	50,000.00
30-09-2026	Event	25,000.00	0.00	0.00	50,000.00
Sub Total		50,000.00	0.00	0.00	1,00,000.00
Breakaway Room A					
29-09-2026	Event	20,000.00	0.00	0.00	0.00
Sub Total		20,000.00	0.00	0.00	0.00
Total		70,000.00	0.00	0.00	1,00,000.00
Locality Benefit @ 2%		0.00			

Charges	
Rent before Tax	70,000.00
ADD CGST @9%	6,300.00
ADD SGST @9%	6,300.00
Rent after Tax	82,600.00
Electricity SD	0.00
Security Deposit	0.00
SD & ESD	1,00,000.00
Cancellation Charge	24,123.76

Figure 21 – Booking cancellation status in My Bookings

Step 4: Review the cancellation status and charges

The booking details show the cancellation status and the applicable financial information, including cancellation charges and refund-related amounts. Cancelled items, dates and their rates can also be reviewed.

Step 5: Continue waiting for refund processing

After approval, the customer should wait for the refund to be initiated and processed.

19. Cancellation Approval Email

Step 1: Check the registered email

After the cancellation is approved, the customer receives a cancellation approval email.

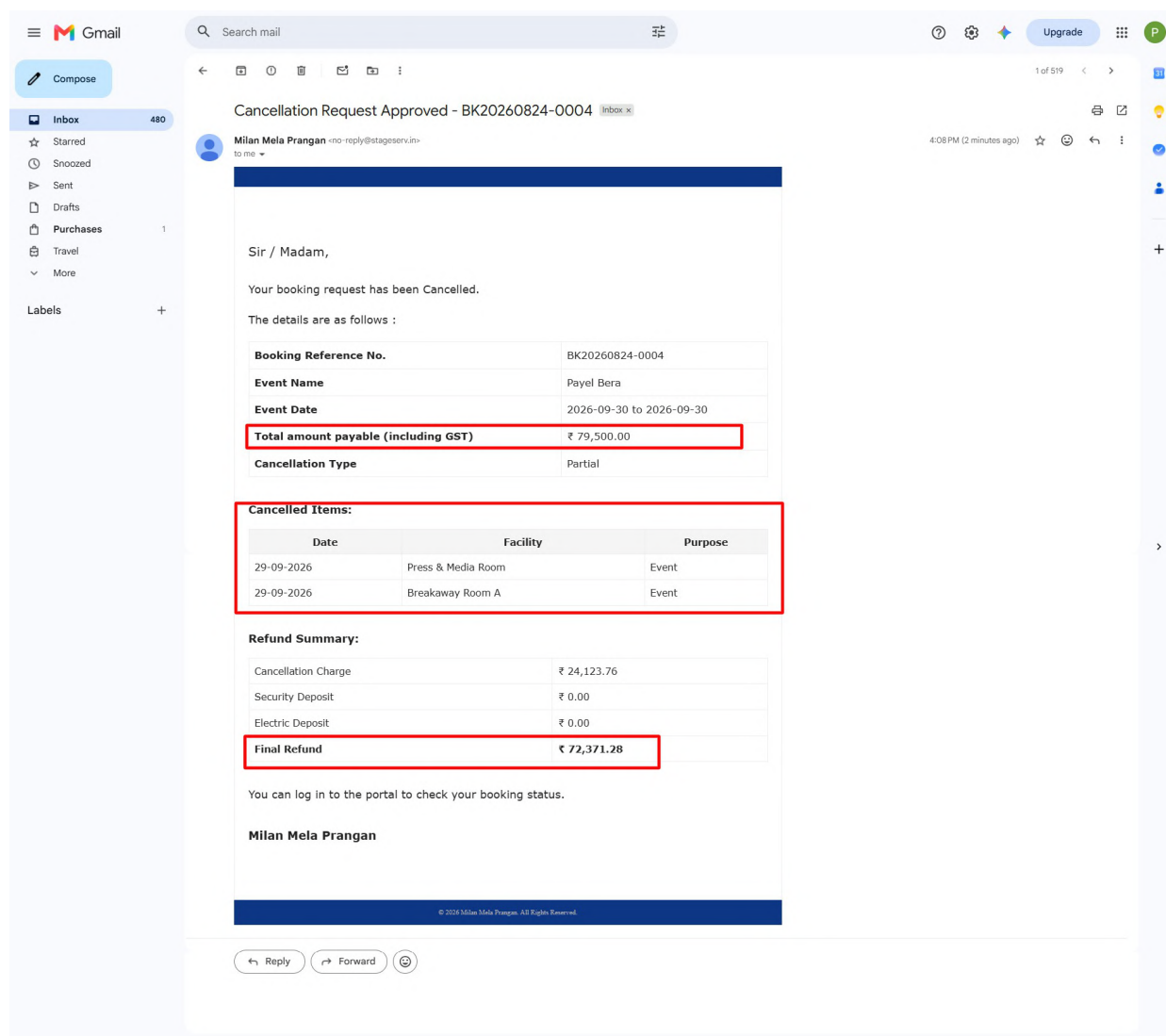


Figure 22 – Cancellation approval / final cancellation email

Step 2: Review cancelled items

The email identifies the cancelled booking, the event date and the cancelled facility/item details.

Step 3: Review cancellation type and amounts

The email can show whether the cancellation is Partial or Total, the amount payable/booking amount, the cancellation charge and the Final Refund.

Important

Keep this email for your records. It provides a clear summary of what was cancelled and the refund amount determined after cancellation.

20. Refund Initiated

Step 1: Log in and open My Bookings

After cancellation approval, the customer can again log in, open the profile menu and select My Bookings.

Step 2: Open the cancelled booking

Select the relevant booking and open its details.

The screenshot shows the WBTPO website interface. The user is logged in as 'Payel Bera'. The 'My Bookings' menu is highlighted. The booking details for 'Payel Bera' (Event Date: 30-09-2026 to 30-09-2026) are displayed. The booking ID is BK20260824-0004, and the status is 'Cancel Refund Initiated'. A 'Download Proforma Invoice' button is visible. The 'Charges' section shows a total of 29,500.00 after tax.

Selected Dates, Facilities & Purposes					
Press & Media Room					
30-09-2026	Event	25,000.00	0.00	0.00	50,000.00
Sub Total		25,000.00	0.00	0.00	50,000.00
Total		25,000.00	0.00	50,000.00	50,000.00
Loyalty Benefit @ 3%		0.00			
SGST @ 9%		2,250.00			
CGST @ 9%		2,250.00			
Cancellation Charge		26,932.63			

Charges	
Rent before Tax	25,000.00
ADD CGST @9%	2,250.00
ADD SGST @9%	2,250.00
Rent after Tax	29,500.00

Figure 23 – Refund initiated status and Proforma Invoice download

Step 3: Check the refund status

The booking details can display a “Cancel Refund Initiated” status, confirming that the refund process has been initiated.

Step 4: Download the Proforma Invoice if required

The customer can also use the Download Proforma Invoice option available on the booking details screen.

Step 5: Wait for final refund processing

After the refund is initiated, the customer should wait for the final refund-processing email.

21. Refund Processed & Final Confirmation

Step 1: Check the registered email

Once the refund has been processed, the customer receives a final refund confirmation email.

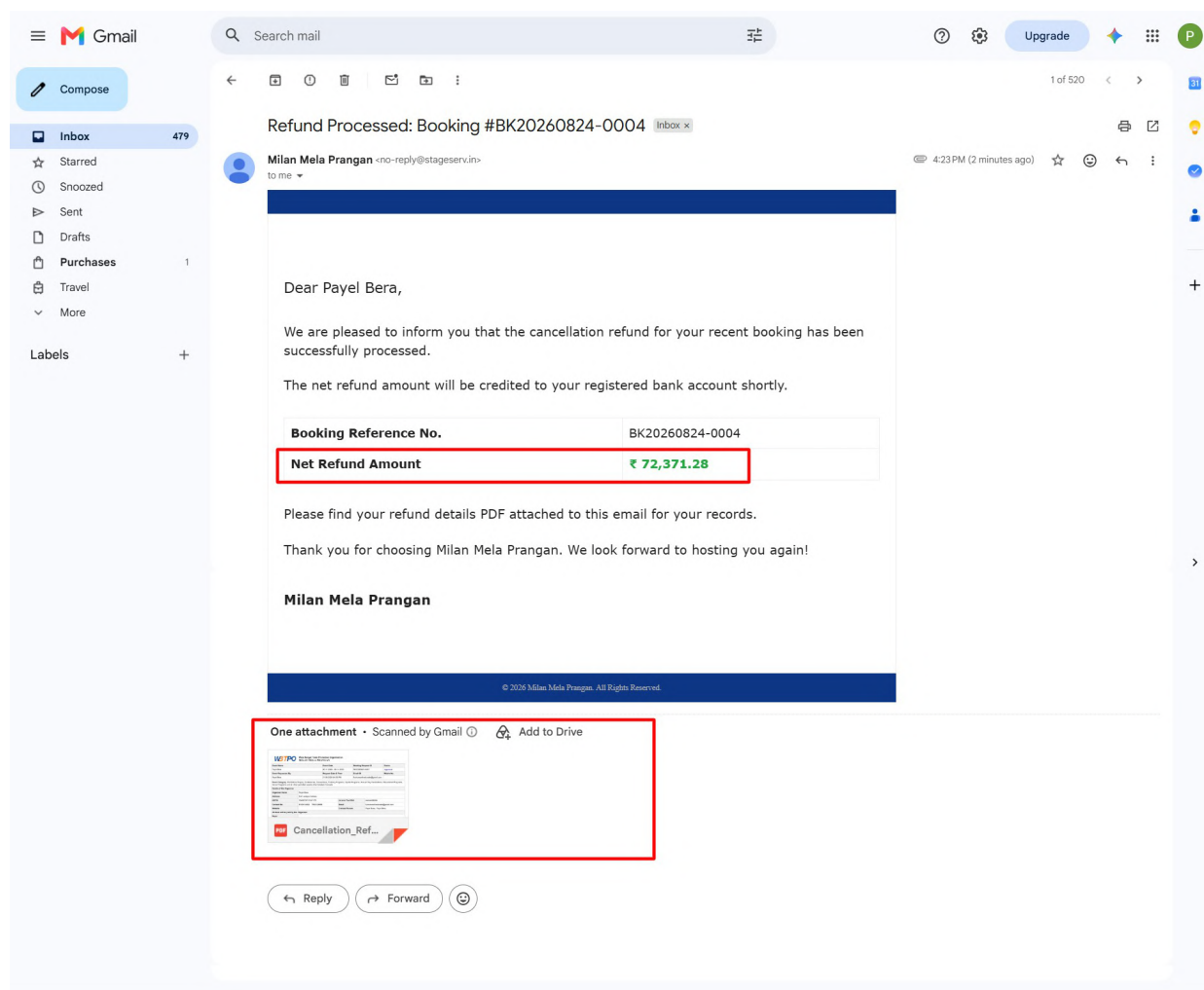


Figure 24 – Refund processed email with refund amount and PDF attachment

Step 2: Review the booking reference and net refund

The email provides the Booking Reference No. and the Net Refund Amount that will be credited to the registered bank account.

Step 3: Download the refund details PDF

A refund/cancellation details PDF is attached to the email. Download and retain it for your records.

Step 4: Check the portal or terms and conditions for further queries

For any additional query regarding booking, cancellation or refund, customers should check the portal and the applicable terms and conditions or contact the venue through the official contact channel.

End of cancellation/refund journey

At this point, the customer has received the final refund-processing confirmation and the supporting PDF record. The refund is then credited to the registered bank account as communicated in the email.

22. Complete Customer Journey

Quick Reference –

Stage	Customer Action	Result
Booking Search	Check dates, category and facility availability	Available facilities and rates displayed
Application	Enter event/organizer details and upload documents	Booking request ready for submission
Submission	Accept declarations and submit	Request sent for admin approval
Approval	Open My Bookings → View Details	Approved booking and payment details displayed
Payment	Accept policy and Pay Now	Payment gateway opens
Payment Confirmation	Complete payment and save receipt/email	Payment confirmation and invoice received
Cancellation	Open booking → Cancel Request → submit refund details	Cancellation request submitted
Cancellation Approval	Check portal and approval email	Cancelled items and refund details confirmed
Refund	Check Refund Initiated and final email	Refund processed; PDF refund details available

This version covers the complete customer workflow provided for review: booking, application, administrative approval, payment, receipt, invoice, cancellation request, cancellation approval, refund initiation and final refund processing.

Need assistance?

For booking-specific questions, payment issues, cancellation/refund queries or clarification of terms, use the official contact details and support channels provided on the Milan Mela Prangan website.

Milan Mela Prangan | Online Booking User Manual | Version 1.0