

Bungalow Reservation System

Ministry of Public Administration

USER GUIDE



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1. Public User Booking Process

1.1 System Access and User Type Selection

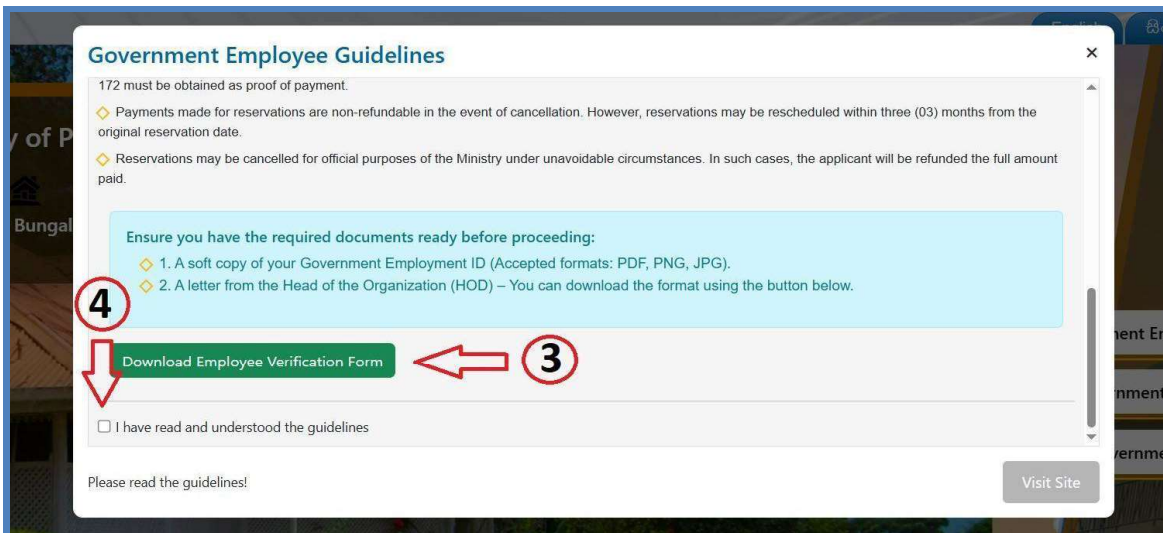
1. **Open the System:** Access the official PUBAD website: bungalows.pubad.gov.lk/ and select your preferred language (English, Sinhala, or Tamil).
2. **Select User Type:** Choose your user type – Government Employee, Semi-Government Employee, or Non-Government User.



3. **Download Form:** A button will appear with user guidelines. Click the “Download Employee Verification Form” button.

Note: This button is visible only to Government Employees.

4. **Accept Guidelines:** Tick the checkbox confirming you’ve read the guidelines. This activates the “Visit Site” button.



5. **Enter the Site:** Click the “Visit Site” button to continue to the reservation system homepage.

The screenshot shows a modal window titled "Government Employee Guidelines". It contains the following text: "172 must be obtained as proof of payment." followed by two bullet points: "Payments made for reservations are non-refundable in the event of cancellation. However, reservations may be rescheduled within three (03) months from the original reservation date." and "Reservations may be cancelled for official purposes of the Ministry under unavoidable circumstances. In such cases, the applicant will be refunded the full amount paid." Below this is a light blue box with the text "Ensure you have the required documents ready before proceeding:" followed by two bullet points: "1. A soft copy of your Government Employment ID (Accepted formats: PDF, PNG, JPG)." and "2. A letter from the Head of the Organization (HOD) – You can download the format using the button below." Below the box is a green button labeled "Download Employee Verification Form". At the bottom left, there is a checkbox labeled "I have read and understood the guidelines" which is checked. At the bottom right, there is a blue button labeled "Visit Site". A red circle with the number "5" and a red arrow points to the "Visit Site" button.

1.2 Property List Page

After entering the system, browse properties using the search option.

1. **Select Location:** Choose your preferred location from the dropdown list.
2. **View Search Results:** Click ‘Search’ to view available properties.

The screenshot shows the "Property List" page of the Ministry of Public Administration, Provincial Councils and Local Government. The page has a header with the ministry's name and logo, and a navigation bar with "PROPERTY LIST" and "ABOUT" links. Below the header, there is a breadcrumb trail: "Home > Property List". The main content area has a blue header with a search bar. The search bar has a dropdown menu with the text "Location Where are you going?". A red circle with the number "1" points to the dropdown menu. To the right of the search bar is a blue button labeled "SEARCH". A red circle with the number "2" points to the "SEARCH" button. Below the search bar, there is a list of locations: "All Locations", "Nuwaraeliya", "Diyathalawa", "Bandarawela", "Jaffna", "Katharagama", and "Mihintale". Below the list, there are three property cards: "Diyathalawa - A", "Polonnaruwa A", and "Holiday Resort- Mihinthale".

3. Property Type Selection: Use the Property Type filter to refine results as:

- Holiday Resorts
- Holiday Bungalows
- Circuit Bungalows

***Note:** The Property Type filter is only visible for Government Employees.*

4. Property Selection: Click on any property image to view detailed information

The screenshot displays the 'Ministry of Public Administration, Provincial Councils and Local Government' website. The search bar at the top includes filters for Location (Nuwaraeliya), Check In - Out (11/07/2025 - 11/08/2025), and Guests (2 Guests - 1 Guest (5-10 old)). A red circle with the number 5 highlights the search filters. Below the search bar, a red arrow points to the 'Property type' filter, which is expanded to show 'Holiday Bungalows', 'Holiday Resorts', and 'Circuit Bungalows' (selected). A red circle with the number 6 highlights the property image for 'Nuwaraeliya - New (A1)'. The text '1 Property found' is displayed above the property image.

1.3 Property Detail Page

This section shows how to confirm your booking and complete the reservation process.



If you select a Holiday Bungalow, room selection is not available - you must book the entire property. If you select a Holiday Resort or Circuit Bungalow, a room selection dropdown will appear

1. Review & Select Room: Check room details and choose the number of rooms you want.

Dates and Guest count can be re-entered here as well.

Nuwaraeliya – New (A1)

📍 Near the economic center

Rules

Check In
12:00AM

Check Out
11:00AM

Hotel Policies

Guarantee Policy

- A valid credit card will be required upon booking;
- For credit card reservations, the same card(s) must be presented upon check in at the respective hotels;
- Management reserves the right to cancel any reservations without notice if we are notified of any fraud or illegal activities associated with the full payments received.

Children Policy

- Child under 5-year old: free of charge.
- Child from 5-year old to under 12-year old: surcharge \$10/person/room/night.
- Child from 12-year old or extra Adult: surcharge \$15/person/room/night.

[Show All](#)


Room Type	Beds	Adults	Children	Room	Price per Night
AC Room	1	2	1	1	LKR 1000.00

Available Rooms

Check In – Out
11/07/2025→11/08/2025

Guests
Guests - Guest (5 - 10 Old)

CHECK AVAILABILITY



AC Room

1

0

200 sqft

x1

x2

x1

2. Check Payment & Move: Click Next

Rules

Check In
12:00AM

Check Out
11:00AM

Hotel Policies

Guarantee Policy

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[Show All](#)


Room Type	Beds	Adults	Children	Room	Price per Night
AC Room	1	2	1	1	LKR 1000.00

Available Rooms

Check In – Out
11/07/2025→11/08/2025

Guests
Guests - Guest (5 - 10 Old)

CHECK AVAILABILITY



AC Room

1 room

200 sqft

x1

x2

x1

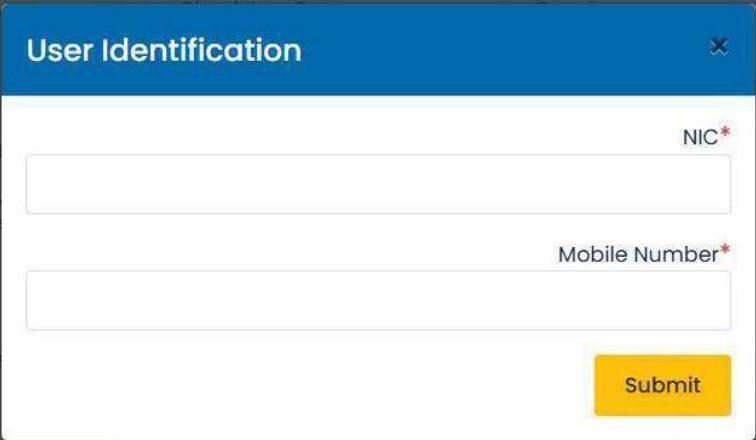
Total Room: 1

2

Total Price: LKR 1,000

Next

3. Verify Details: Enter your NIC and mobile number, then click 'Submit' to receive your OTP.

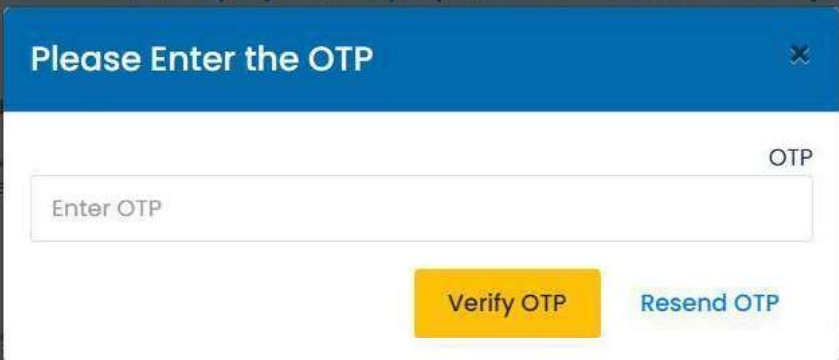
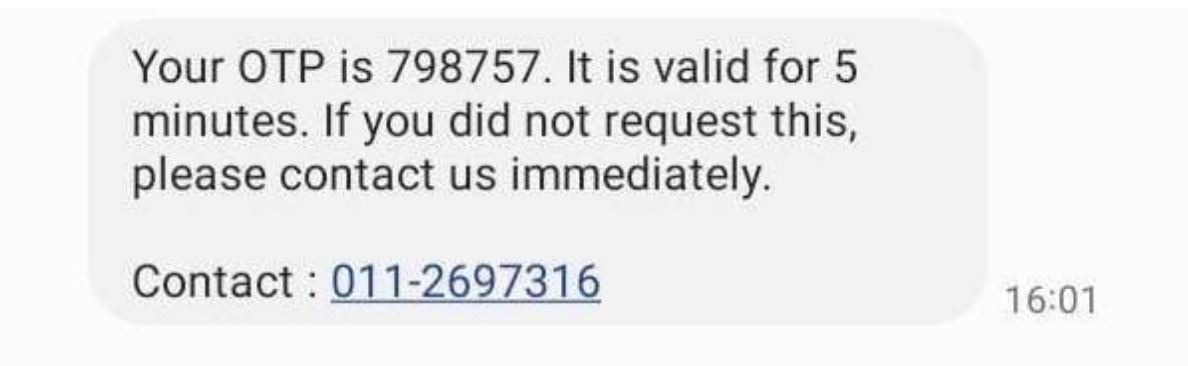


A modal form titled "User Identification" with a close button (X) in the top right corner. It contains two input fields: "NIC*" and "Mobile Number*", both with red asterisks indicating required fields. A yellow "Submit" button is located at the bottom right of the form. The background shows a blurred reservation interface with text like "10 Old)", "1 room", and "Total Pri".

- 4. Confirm User Identification:** Check the SMS notification and Enter the OTP and click "Verify OTP".

Press "Resend OTP" to receive a new OTP.

Maximum 3 attempts allowed; then wait 1 hour



A modal form titled "Please Enter the OTP" with a close button (X) in the top right corner. It contains a single input field labeled "Enter OTP" with "OTP" written to its right. Below the input field are two buttons: a yellow "Verify OTP" button and a blue "Resend OTP" button. The background shows a blurred reservation interface with text like "11/07/2025→11/08/2025", "Guests - Guest (5 - 10 Old)", and "Adult: surcharge".

5. Confirm Booking: Once verified, click “Book Now” to complete your reservation.

Hotel Policies
Guarantee Policy
- A valid credit card will be required upon booking;
- For credit card reservations, the same card(s) must be presented upon check in at the respective hotels;
- Management reserves the right to cancel any reservations without notice if we are notified of any fraud or illegal activities associated with the full payments received.

Children Policy
- Child under 5-year old: free of charge.
- Child from 5-year old to under 12-year old: surcharge \$10/person/room/night.
- Child from 12-year old or extra Adult: surcharge \$15/person/room/night.

Show All

Check In - Out
11/07/2025 → 11/08/2025

Guests
Guest - Guest (5 - 10 Old)

CHECK AVAILABILITY

Non AC Room
1 room
200 sqft x1 x2 x1

AC Room
0 x1 x1

Total Room: 1

Total Price: **LKR 1,000**

5 → **Book Now**

1.4 Booking Submission & Confirmation Process

1. Enter Personal Information: Fill in your personal details such as Name, NIC, and Contact Number and click the “Send Verification Email “ button.

Home > Landing > Property > Nuwaraeliya > Nuwaraeliya - New (A1)

Booking Submission

Ensure you have the required documents

1. A soft copy of your Government Employment ID (accepted formats: pdf, png, JPG).
2. A letter from the Head of the Organization (HOD) - You can download the format using the button below.

Download Employee Verification Form

Personal and Contact Information

First Name * Last Name *

First Name Last Name

Email * Telephone Number *

email@domain.com 0773462436

Send Verification Email **1**

Your Booking

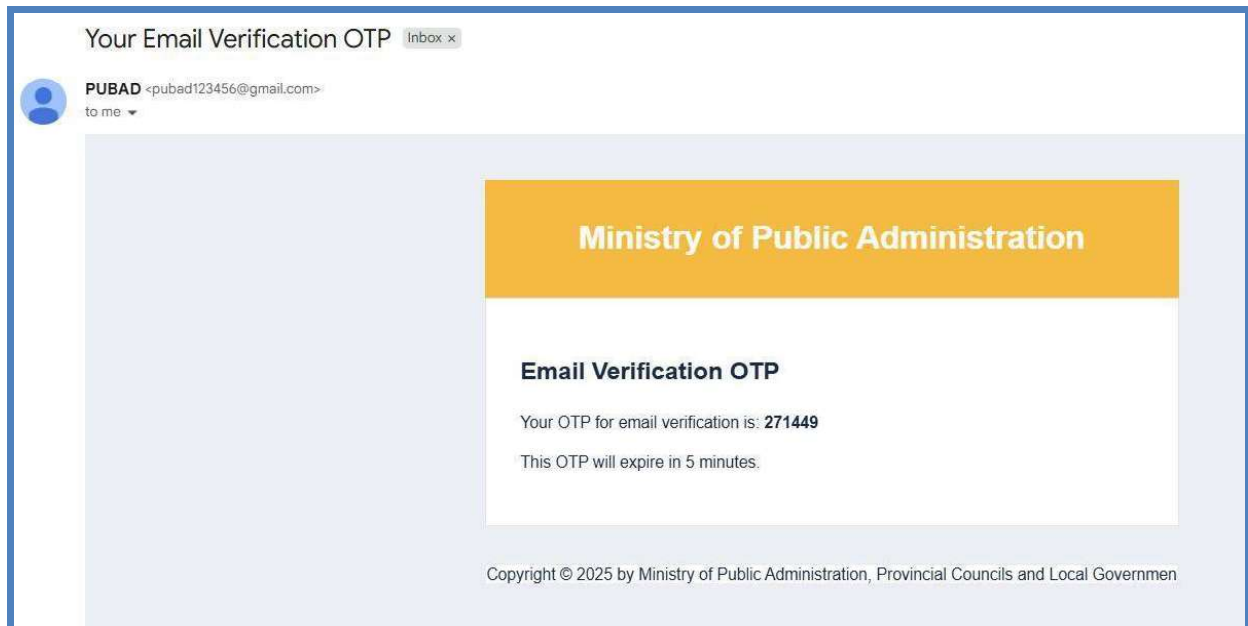
Nuwaraeliya - New (A1)
Near the economic center

Check in: 11/01/2025
Check out: 11/02/2025
Nights: 1
Guests: 1

AC Room * 1

Total: Rs1,000

- 2. Enter OTP:** Enter the OTP received on your email in the provided field. Click “Verify OTP” to confirm your identity and continue.

A screenshot of a registration form titled "Personal and Contact Information". It contains fields for "First Name *" (Kasun), "Last Name *" (Chathuranga), "Email *" (qaeng.procons@gmail.com), and "Telephone Number *" (0773462436). Below the email field is a "Resend" button with a timer showing "in 54" seconds. A red circle with the number "2" is placed over the "Resend" button. Below the telephone number field is an "Enter OTP" label and an input field. A red arrow points down to the "Enter OTP" input field. At the bottom are two buttons: "Verify Email" (yellow) and "Resend OTP" (grey).

Press “Resend OTP” to receive a new OTP. Maximum 3 attempts allowed; then wait 1 hour.

- 3. Submit Booking Request:** The Full Booking form will be visible after email verification. Fill in the required details. Click “Submit Booking” to finalize your reservation request.

qaeng.procons@gmail.com

0773462436

Employment Details

Current position *

Salary scale *

Current position

Salary scale

Service station *

Service station

Guest Details

Details of the persons who expected to be accommodated at the Guest House: (Children above the age of 12 should also be included.)

Name of the Guest *	Relationship *	NIC No
<div>Enter full name</div>	<div>E.g. Spouse, Child</div>	<div>NIC Number</div>

Document Uploads

Employment ID Copy

Choose file

Browse

HOO Letter*


Choose file

Browse

Head of organization letter
(Only .png, .jpg, .jpeg, .pdf files under 5MB are allowed)

☐ I hereby certify that all the information provided is true and accurate.

Submit

 **3**

- 4. Review Booking Summary:** Check your booking details, including property name, dates, and total amount.

Click “Yes,Submit” button to continue.


The screenshot shows a web application interface for a Bungalow Reservation System. A modal dialog box titled "Confirm Submission" is displayed in the foreground. The dialog box contains the following sections:

- Please confirm your details:**
 - Personal Information:**
 - First Name: Kasun
 - Last Name: Chathuranga
 - Email: qaeng.procons@gmail.com
 - Contact Number: 0773462436
 - Country: LK
 - Employment Details:**
 - Current position: Senior officer
 - Salary scale: 75000
 - Service station: Colombo
 - Document Uploads:**
 - Employment ID Copy: N/A
 - HOO Letter: file-sample_150kB.pdf
 - Guest Details:**
 - Guest 1:**
 - Name: Amal
 - Relationship: Spouse
- Are you sure you want to submit?**

At the bottom of the dialog box, there are two buttons: "Cancel" and "Yes, Submit". A red circle with the number "4" and a red arrow points to the "Yes, Submit" button. In the background, a sidebar menu is visible with options like "Service station", "Guest Details", "Name of the Guest", "Document Uploads", "Employment ID Copy", "HOO Letter", and "Head of organization letter".


1.5 View Booking Request Details

1. **Government / Semi-Government Users:** A Request Submission Success message appears with your booking reference number.



Ministry of Public Administration,
Provincial Councils and Local
Government

PROPERTY LIST ABOUT



Kasun, your booking was submitted successfully!
Booking confirmation is subject to approval.
Booking details has been sent to: qaeng.procons@gmail.com


Booking Number: 654
Booking Date: 10/29/2025
Payment Method: To be Selected
Booking Status: Processing

Your Information

First name	Kasun
Last name	Chathuranga
Email	qaeng.procons@gmail.com
Phone	0773462436
Country	Sri Lanka

Your Booking

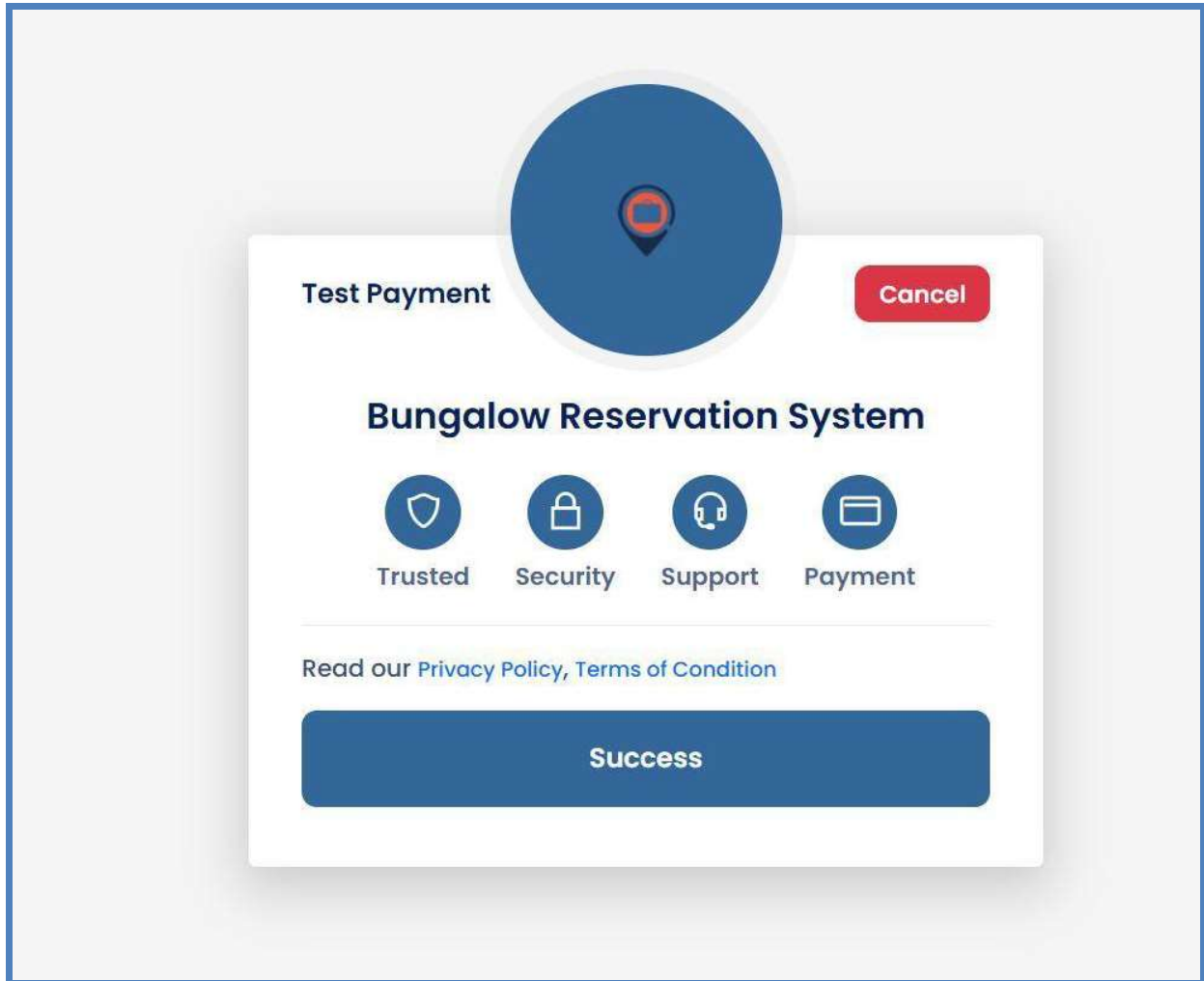
Nuwaraeliya - New (A1)
Near the economic center



Check in:	11/01/2025
Check out:	11/02/2025
Nights:	1
Guests:	1

Total:	Rs1,000
Paid:	Rs0
Remain:	Rs1,000

2. **Non-Government Users:** You will be redirected to the Payment Page to complete your payment.



- 3. Non-Government Users:** After the successful payment, you can view the Submitted Booking Details page

info@pubad.gov.lk

You're login as **Non Government User!**

**Ministry of Public Administration,
Provincial Councils and Local
Government**

[PROPERTY LIST](#)
[ABOUT](#)

Kaumadi, your booking was submitted successfully!
 Booking details has been sent to: qaeng.procons@gmail.com

Booking Number: 698
Booking Date: 11/05/2025
Payment Method: Online Payment
Booking Status: Paid

Your Information

First name	Kaumadi
Last name	Nipunsala
Email	qaeng.procons@gmail.com
Phone	0776444453
Country	Antigua And Barbuda

Your Booking

Kataragama National Holiday Resort
 Detagama, Kataragama Divisional Secretariat, Monaragala District, Uva Province, Sri Lanka

Check in:	11/05/2025
Check out:	11/06/2025
Nights:	1
Guests:	1

Total:	Rs1,500
Paid:	Rs1,500

1.6 Booking Request Confirmation Notifications

1. Temporary Booking Successful – Government/ Semi-Government Employee

If you are a Government or Semi-Government employee, you will receive the following confirmation email and an SMS notification after completing your booking.

Your booking (Ref No:747092) is being processed. We will update you on the status of your booking as soon as the review is completed.

Payment can be made after document verification.

Thank you
Administration team

16:02

Ministry of Home Affairs

Hello Kasun

Thank you for booking with us. Here are your booking information:

Booking information

Reference Number	399402
Booking Status	Processing
Payment method	To be Selected
Hotel name	Nuwaraeliya - New (A1)
Address	Near the economic center
Check in	11/01/2025
Check out:	11/02/2025
Nights:	1
Guests:	1
No of Rooms / Bungalow	AC Room 1 1
Total	Rs1,000
Paid	Rs0
Remain	Rs1,000

If you are unable to stay on the reserved date due to unavoidable reasons, the booking may be rescheduled once with at least 7 days prior notice. All payments are strictly non-refundable.

Change Date

We will update you on the status of your booking via email as soon as the review is completed.

Payment can be made after document verification.

2. Permanent Booking Successful – Government / Semi-Government Employee

If you are a Government or Semi-Government employee, you will receive the following confirmation email and an SMS notification after your booking approval

Ministry of Home Affairs

Dear Kaveesha Weerasekara,

Your booking for **Polonnaruwa hotel** has been **Confirmed**. Please proceed with the payment to confirm your booking.

Reference No : 675768

Booking information

Reference Number	675768
Booking Status	Processing
Payment method	To be Selected
Hotel name	Polonnaruwa A
Address	New Town, Polonnaruwa, Sri Lanka
Check in	11/29/2025
Check out	11/30/2025
Nights:	1
Guests:	1
No. of Rooms / Bungalow	Standard Double Room 1 1
Total	Rs1,500

Total **Rs1,500**

Paid **Rs0**

Remain **Rs1,500**

If you are unable to stay on the reserved date due to unavoidable reasons, the booking may be rescheduled once with at least 7 days prior notice. All payments are strictly non-refundable.

[Change Date](#)

Customer information

First name Kaveesha

Last name Weerasekara

Email qaeng.procons@gmail.com

Phone 0776444453

Address line 1

Address line 2

City

State/Province/Region

ZIP code/Postal code

Country Sri Lanka

Special Requirements

Guest Information:

Name	Relationship	NIC Number
Amal	child	11111111111111111111

Payment Options:

- **Online Payment:**

Click the button below to complete the payment online:

Pay Now

- **Offline Payment:**

If you prefer to pay offline, please visit the office premises at the following address:

Home Affairs Office

456 Government Avenue Capital City, State, 10001 Country

Our staff will assist you with the payment process. Please bring your booking details and any required documents.

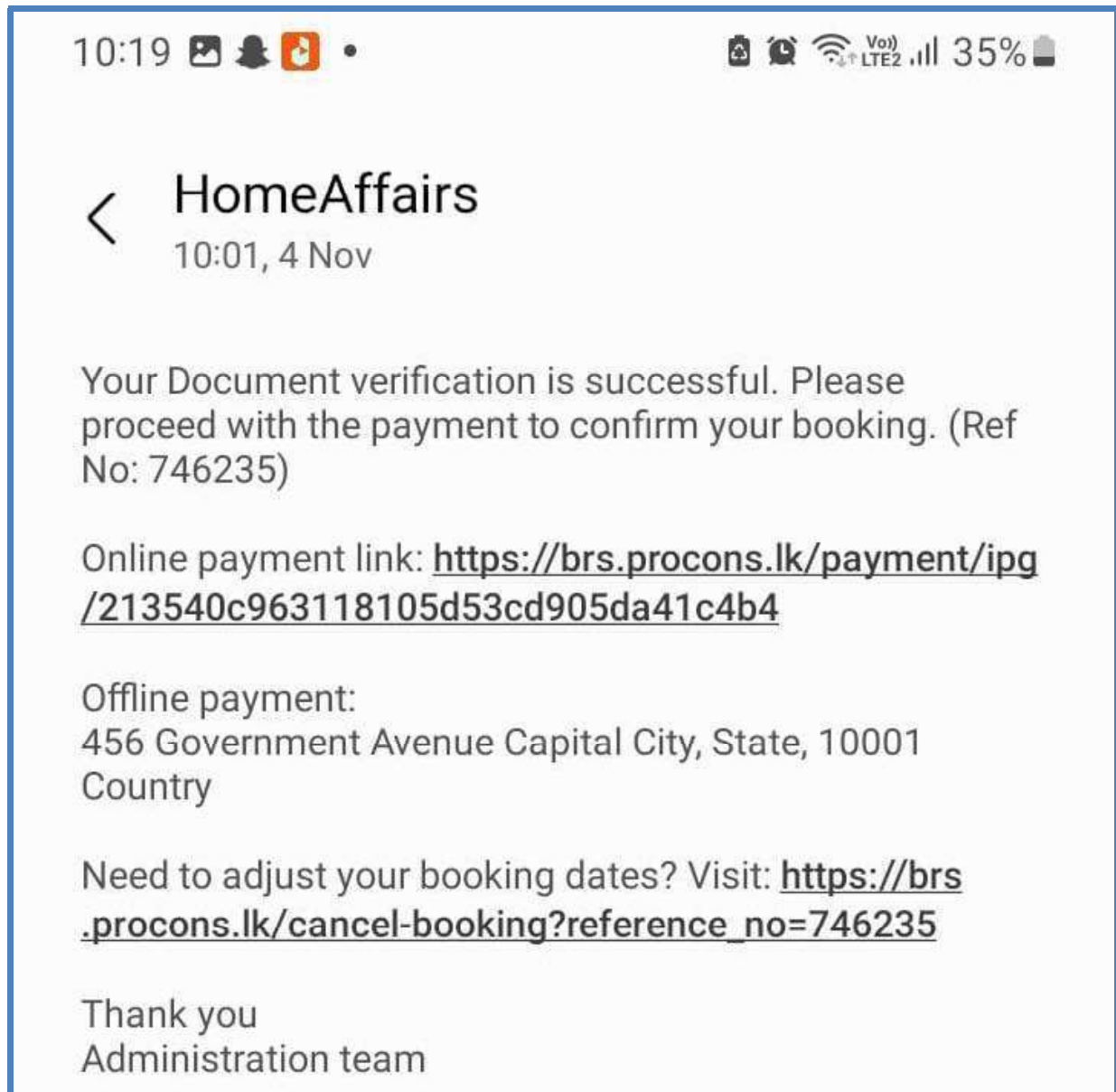
Admin Comment:

documents are ok

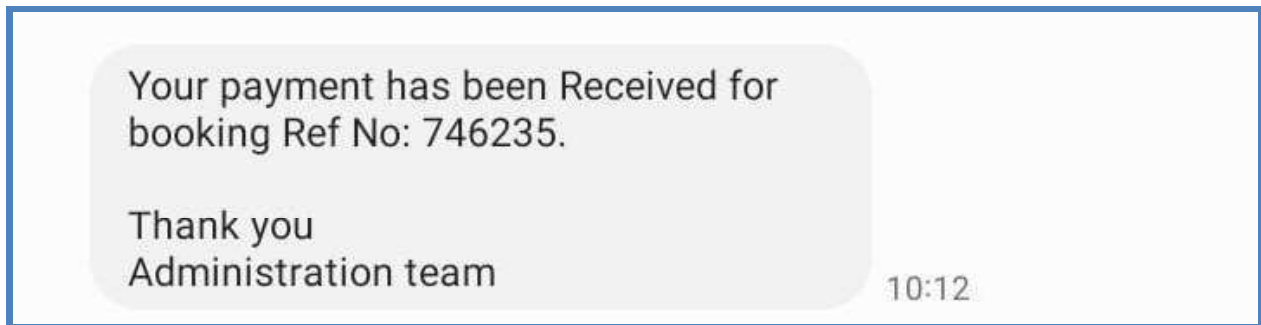
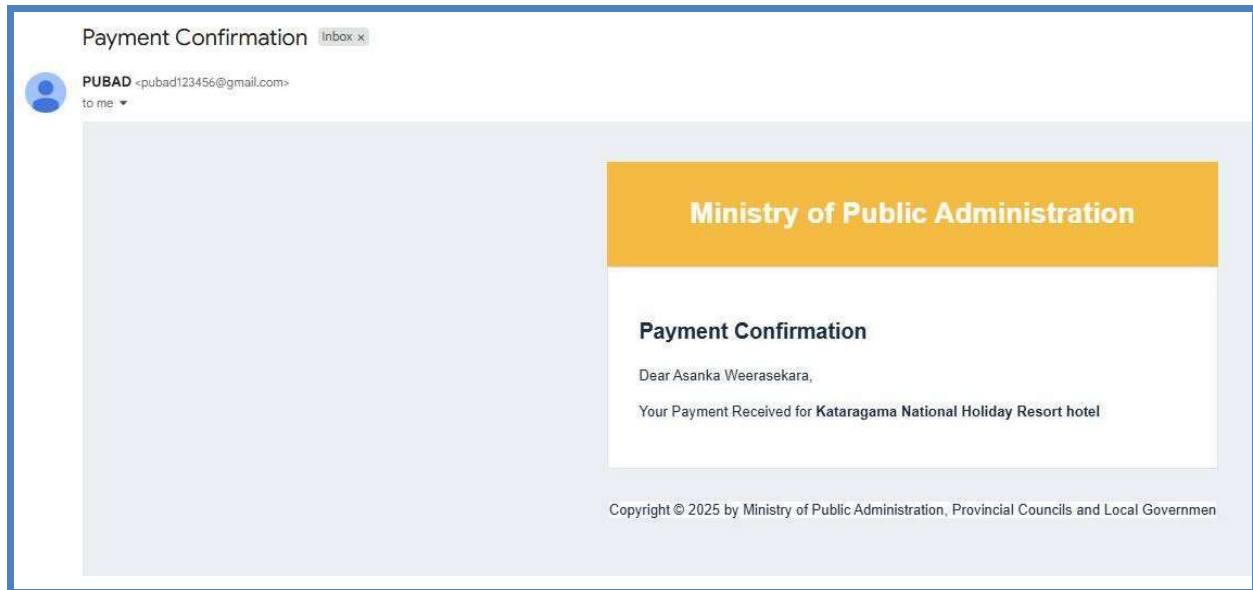
Thank you

Administration Team

...



3. Online Payment Successful – Government / Semi-Government Employee



4. Booking Successful with payment - Non-Government Employees

If you are a Non-Government employee, you will receive the following confirmation email and an SMS notification after completing your booking.

Hello Asanka

Thank you for booking with us. Here are your booking information:

Booking information

Reference Number	273875
Booking Status	Paid
Hotel name	Kataragama National Holiday Resort
Address	Detagamuwa, Kataragama Divisional Secretariat, Monaragala District, Uva Province, Sri Lanka
Check in	11/29/2025
Check out:	11/30/2025
Nights:	1
Guests:	1
No of Rooms / Bungalow	VIP Room 1 1
Total	Rs1,500
Paid	Rs1,500

If you are unable to stay on the reserved date due to unavoidable reasons, the booking may be rescheduled once with at least 7 days prior notice. All payments are strictly non-refundable.

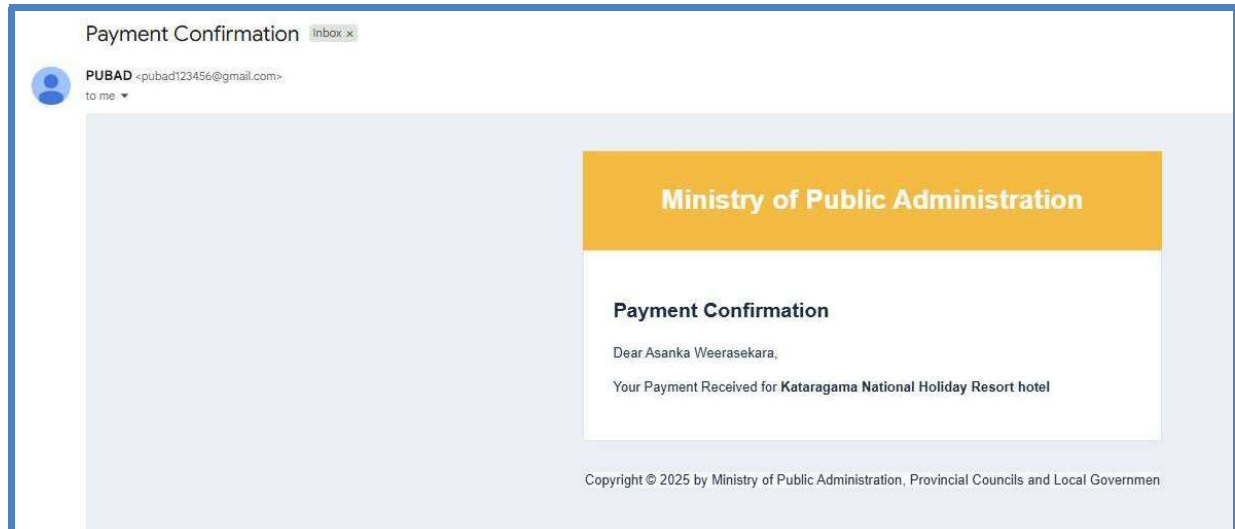
[Change Date](#)

Customer information

First name Asanka
Last name Weerasekara
Email gaeng.procons@gmail.com
Phone 0776444453
Address line 1
Address line 2
City
State/Province/Region
ZIP code/Postal code
Country Australia
Special Requirements
Occupation Senior officer
Most recent date of using the Guest
House relevant to this division
Name of the last used Guest House

Guest Information:

Name	Relationship	NIC Number
Amal	child	vgvg





3. Public User Reschedule Process

3.1 Check Email

1. **Access Reschedule Option:** Open booking confirmation email and Click the Change Date button to start rescheduling.


Address	New Town, Polonnaruwa, Sri Lanka
Check in	11/26/2025
Check out	11/27/2025
Nights	1
Guests	1
No of Rooms / Bungalow	Standard Double Room 1 1
Total	Rs1,000
Paid	Rs0
Remain	Rs1,000

If you are unable to stay on the reserved date due to unavoidable reasons, the booking may be rescheduled once with at least 7 days prior notice. All payments are strictly non-refundable.

[Change Date](#)  

3.2 Verify Booking

1. **Enter Reference Number:** Provide your Booking Reference Number.
2. **Enter Values:** Enter NIC Number and Phone Number, then click Verify Booking.



**Ministry of Public Administration,
Provincial Councils and Local Government**
Independence Square, Colombo 07, Sri Lanka.

Change Booking Date

- If you are unable to stay at the reserved tourist bungalow on the booked date due to an unavoidable reason, it is possible to change the date of stay, provided that notification is given 07 days prior to the originally booked date.
- Please note that all payments are non-refundable under any circumstances.
- The opportunity to change the date of stay in this manner will be granted only once.

Booking Reference Number
402199

NIC Number
Enter your NIC number

Phone Number
Enter your phone number

Verify Booking

1 →

2 →

Your OTP for Rechedule booking (Ref No: 402199) is: 289464. It is valid for 5 minutes. If you did not request this, please contact us immediately.

Contact :[011-2697316](tel:011-2697316)

18:37

3. Enter OTP: Enter the OTP received on your registered mobile.

4. Verify OTP: Click Verify OTP to proceed.

You can only reschedule bookings at least 7 days before the start date.

5. Resend OTP: Use Resend OTP if you did not receive it (Max 3 attempts).



**Ministry of Public Administration,
Provincial Councils and Local Government**
Independence Square, Colombo 07, Sri Lanka.

Change Booking Date

- If you are unable to stay at the reserved tourist bungalow on the booked date due to an unavoidable reason, it is possible to change the date of stay, provided that notification is given 07 days prior to the originally booked date.
- Please note that all payments are non-refundable under any circumstances.
- The opportunity to change the date of stay in this manner will be granted only once.


3 →

4 →

5 → [Resend OTP](#)

3.3 Change Booking Date

1. **Select New Dates:** Choose new Check-in and Check-out dates.
2. **Check Availability:** Click Check Availability to confirm available dates



**Ministry of Public Administration,
Provincial Councils and Local Government**
Independence Square, Colombo 07, Sri Lanka.

Change Booking Date

Important: If you are unable to stay at the reserved tourist bungalow on the booked date due to an unavoidable reason, it is possible to change the date of stay, provided that notification is given 07 days prior to the originally booked date. The opportunity to change the date of stay in this manner will be granted only once.

Reference Number: 402199

Booking Date: 11/03/2025

Payment Method: Offline Payment

Booking Status: Processing

Current Booking Details

Check-in Date:	11/26/2025
Check-out Date:	11/27/2025
Location:	Polonnaruwa A
Guests:	1
Guests (5 - 10 Years old):	1

Date Change Policy

- You must notify the Senior Assistant Secretary at least 07 working days prior to the originally booked date.
- The opportunity to change the date of stay will be granted only once.
- The new date is subject to availability of the facility.
- No refunds will be provided for date changes.
- If the new dates have a different price, you may be required to pay the difference.

Select Revised Date

New Check-in Date

New Check-out Date

3.4 Submit Date Change Request

1. **Validate Availability:** Ensure "Selected dates are available" message is shown. And ensure the number of night selection is same.

The screenshot shows a web form for submitting a date change request. It is divided into several sections:

- Current Booking Details:** A table showing the current booking information.

Check-in Date:	11/26/2025
Check-out Date:	11/27/2025
Location:	Polonnaruwa A
Guests:	1
Guests (5 - 10 Years old):	1
- Select Revised Date:** Fields for new check-in and check-out dates.

New Check-in Date: 2025-11-11

New Check-out Date: 2025-11-14
- Check Availability:** A button to submit the request.
- Date Change Policy:** A list of terms and conditions.
 - You must notify the Senior Assistant Secretary at least 07 working days prior to the originally booked date.
 - The opportunity to change the date of stay will be granted only once.
 - The new date is subject to availability of the facility.
 - No refunds will be provided for date changes.
 - If the new dates have a different price, you may be required to pay the difference.
- Message Box:** A pink box at the bottom states: "The number of nights for the new dates must be the same as the original booking." This message is circled with a red line and a circled number 1.

2. **Reason for Rescheduling:** Choose appropriate reason through dropdown
3. **Add Comments:** Add comments if required.
4. **Submit Request:** Click Submit Date Change Request.

Select Revised Date

New Check-in Date

New Check-out Date

[Check Availability](#)

Selected dates are available!

Reason for Changing Date*

Additional Comments

[Submit Date Change Request](#)


- If the new dates have a different price, you may be required to pay the difference.

← 2


← 3

← 4

- 5. Review Confirmation:** View confirmation success message and summary. And click Return to Home



Ministry of Public Administration,
Provincial Councils and Local Government
Independence Square, Colombo 07, Sri Lanka.



Your booking date change request has been successfully submitted
Reference Number: 402199

Booking Date Change Details

Check-in: 11/11/2025
Check-out: 11/12/2025

Important Notes

- This date change has been applied to your booking as per the date change policy.
- If there are any additional charges due to seasonal rate differences, you will be notified.
- Remember that date changes are only permitted only 3 times per booking.
- Please keep this confirmation for your records.

Reference Number: 402199
Booking Date: 11/03/2025
Date Change Request: 11/03/2025
Guests: 1
Guests (5-10 Years old): 1
Change Reason: Schedule conflict

5 → [Return to Homepage](#)

3.5 Email Notification for Reschedule

1. **Email Confirmation:** Receive updated booking details via email.



3.6 SMS Notification

1. **SMS Alert:** Receive SMS confirming booking reschedule.

