

Bungalow Reservation System

Ministry of Public Administration

USER GUIDE



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TABLE OF CONTENT

| | |
|--|-----------|
| 1. Public User Booking Process | 3 |
| 1.1 System Access and User Type Selection | 3 |
| 1.2 Property List Page | 4 |
| 1.3 Property Detail Page | 6 |
| 1.4 Booking Submission & Confirmation Process | 9 |
| 1.5 View Booking Request Details | 13 |
| 1.6 Booking Request Confirmation Notifications | 15 |
| 2. Internal Officer Booking Process (Offline) | 26 |
| 2.1 Officer Login | 26 |
| 2.2 Property Search | 26 |
| 2.3 Property Detail View | 27 |
| 2.4 Booking Form and Submission | 28 |
| 2.5 View Booking Confirmation | 30 |
| 3. Public User Reschedule Process | 32 |
| 3.1 Check Email | 32 |
| 3.2 Verify Booking | 32 |
| 3.3 Change Booking Date | 34 |
| 3.4 Submit Date Change Request | 35 |
| 3.5 Email Notification for Reschedule | 37 |
| 3.6 SMS Notification | 37 |

1. Public User Booking Process

1.1 System Access and User Type Selection

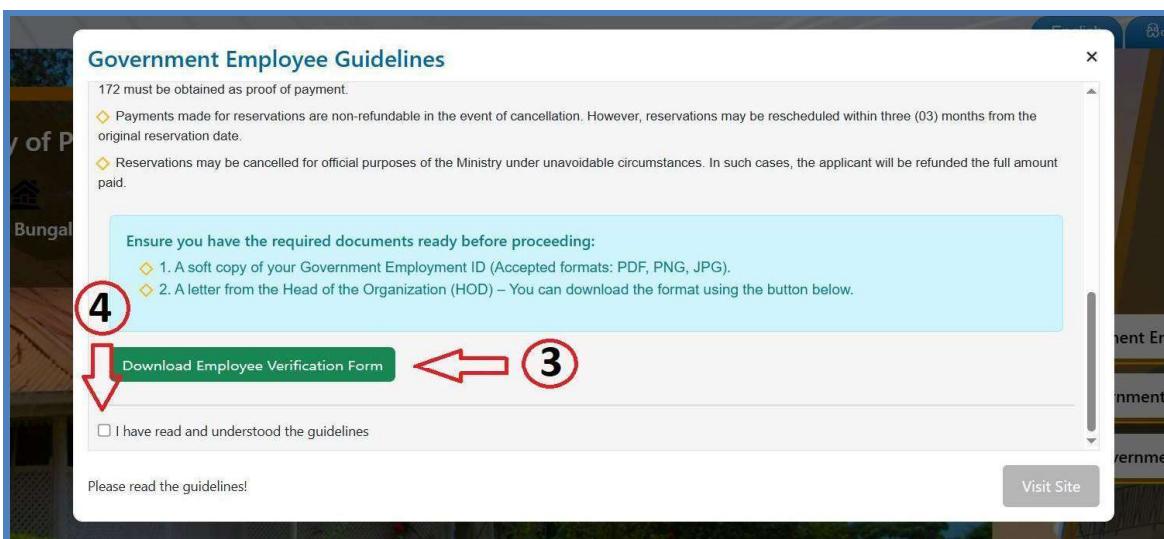
- Open the System:** Access the official PUBAD website: bungalows.pubad.gov.lk/ and select your preferred language (English, Sinhala, or Tamil).
- Select User Type:** Choose your user type – Government Employee, Semi-Government Employee, or Non-Government User.



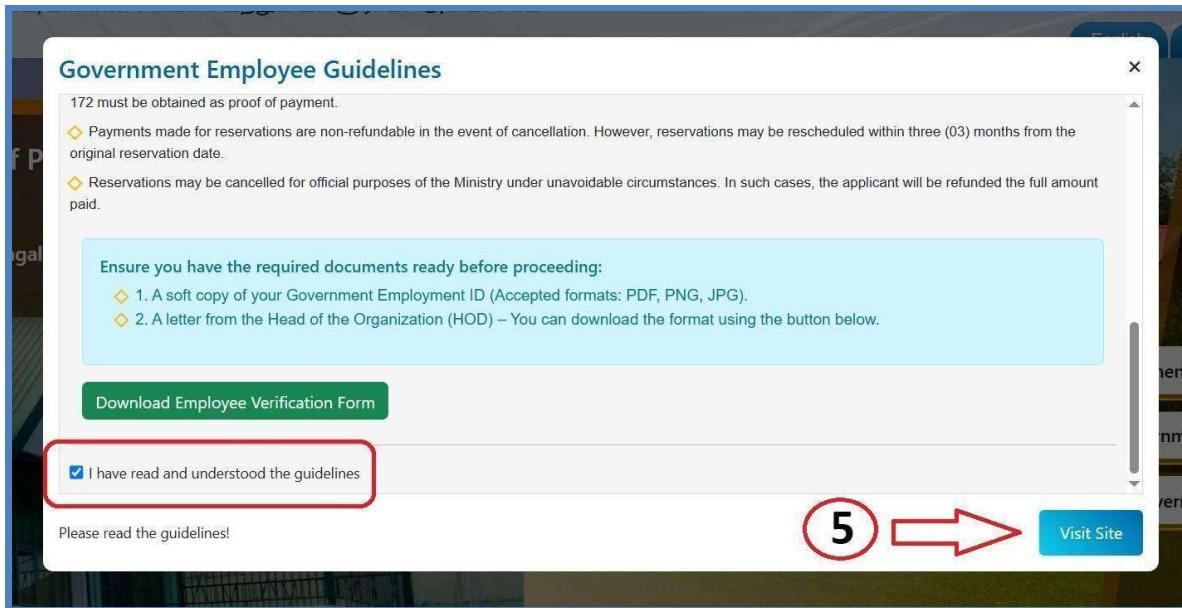
- Download Form:** A button will appear with user guidelines. Click the “Download Employee Verification Form” button.

Note: This button is visible only to Government Employees.

- 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.

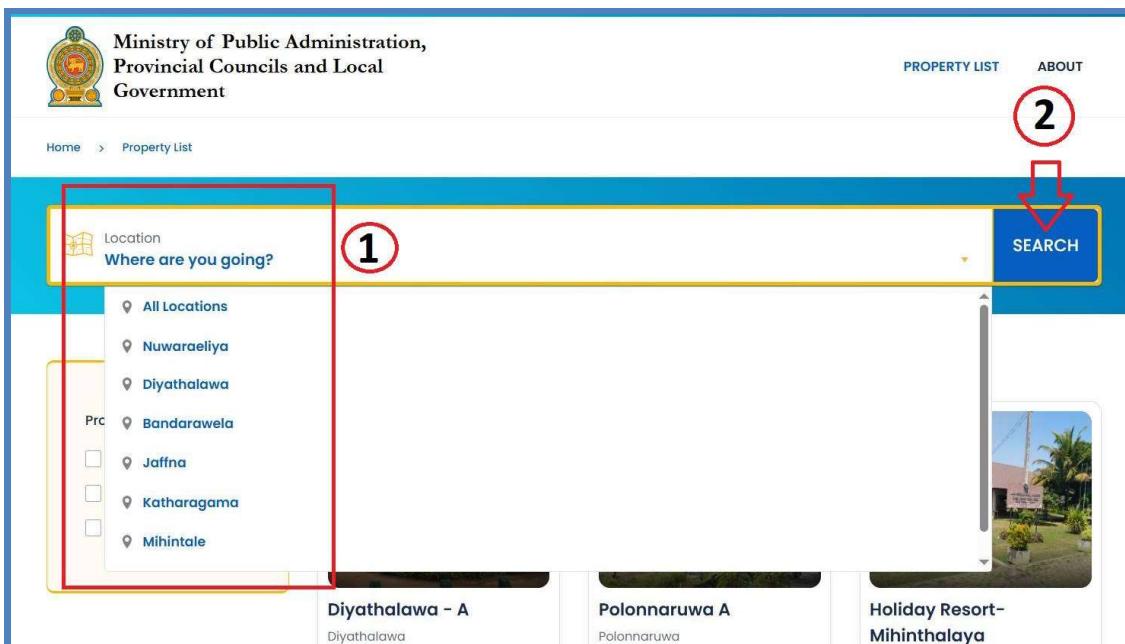


1.2 Property List Page

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.



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

Ministry of Public Administration,
Provincial Councils and Local
Government

PROPERTY LIST ABOUT

Home > Property List

Location: Nuwaraeliya

Check in - Out: 11/07/2025 - 11/08/2025

Guests: 2 Guests - 1 Guest (5-10 old)

SEARCH

5

Property type

Holiday Bungalows

Holiday Resorts

Circuit Bungalows

1 Property found

Nuwaraeliya - New (A1)

Nuwaraeliya

Home affairs

6

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.

| 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






200 sqft
x1
x2
x1

2. Check Payment & Move: Click Next

Rules

Check In
12:00AM

Check Out
11:00AM

Hotel Policies

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- For credit card reservations, the same card(s) must be presented upon check in at the respective hotels;
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- Child from 12-year old or extra Adult: surcharge \$15/person/room/night.

[Show All ▾](#)

Room Type
AC Room

Beds
1

Adults
2

Children
1

Room
1

Price per Night
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

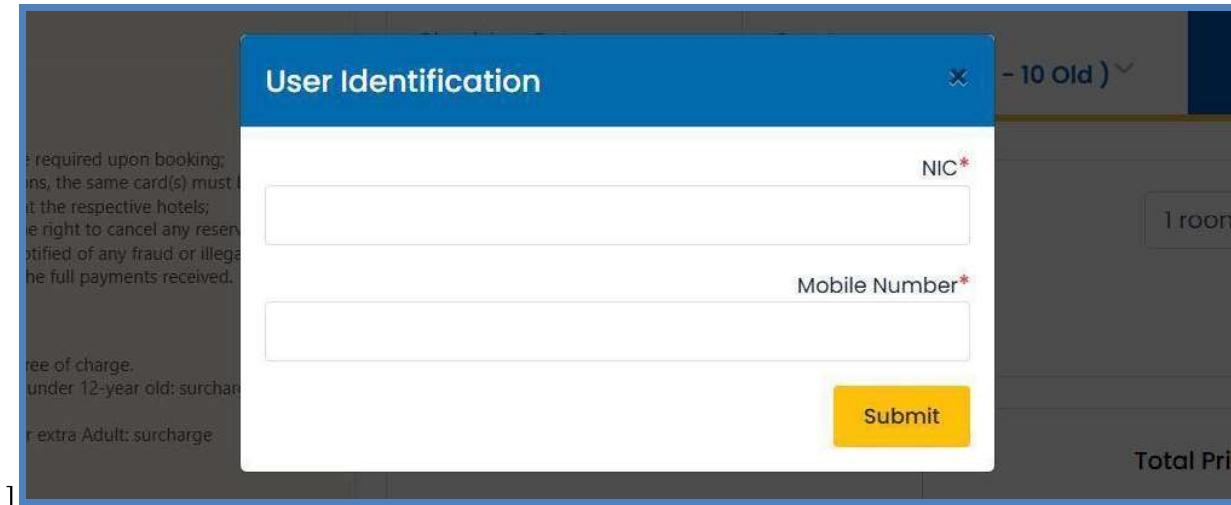





Total Room:
1
Total Price: **LKR 1,000**
Next

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

6



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

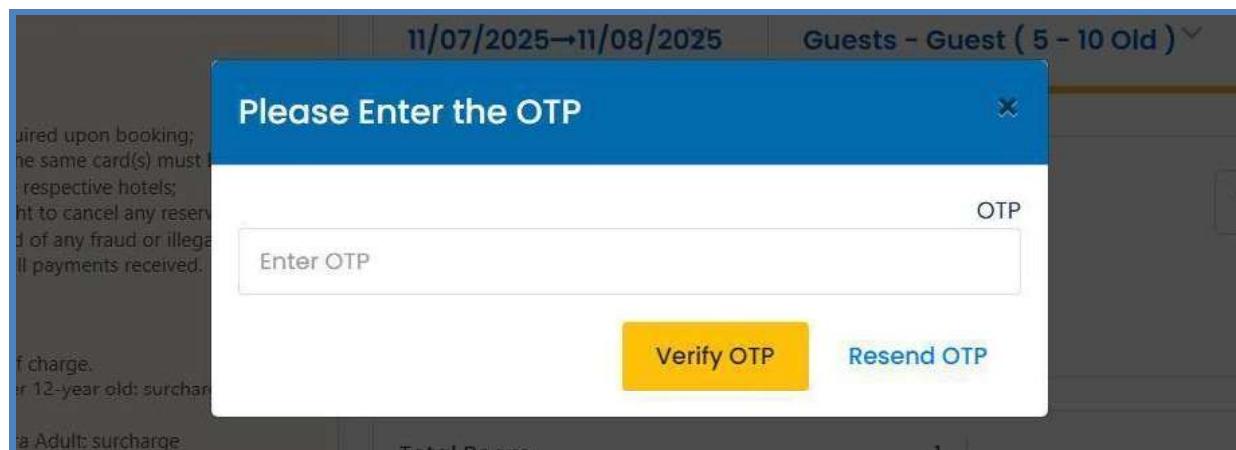
Press "Resend OTP" to receive a new OTP.

Maximum 3 attempts allowed; then wait 1 hour

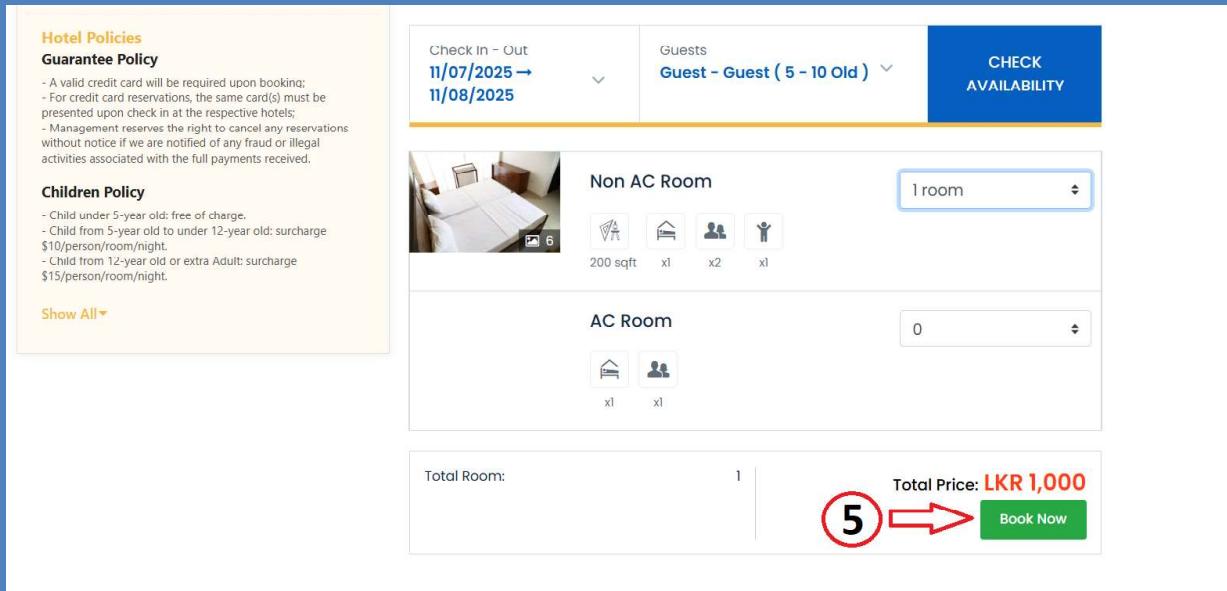
Your OTP is 798757. It is valid for 5 minutes. If you did not request this, please contact us immediately.

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

16:01



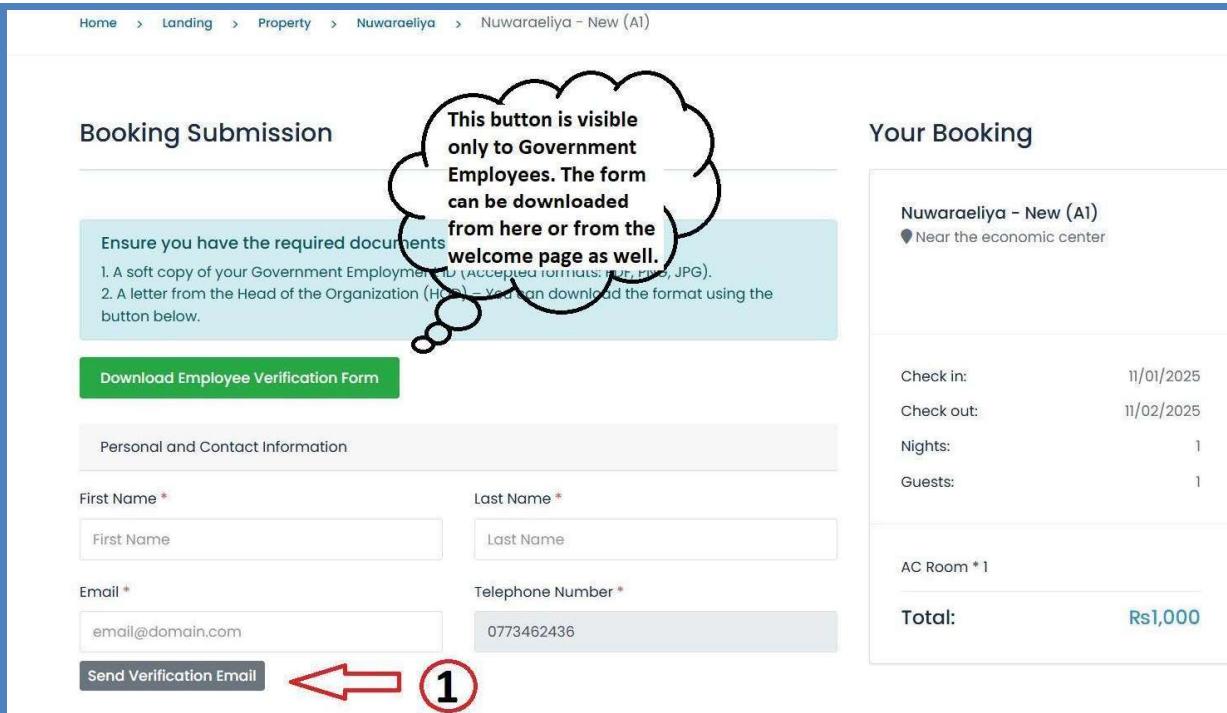
5. Confirm Booking: Once verified, click “Book Now” to complete your reservation.



The screenshot shows the room selection and booking summary section of the system. On the left, there are 'Hotel Policies' and 'Guarantee Policy' sections. The main area shows room types: 'Non AC Room' (selected, 1 room), 'AC Room' (0 rooms), and a summary section. The summary shows 'Total Room: 1' and 'Total Price: LKR 1,000'. A red circle with the number '5' and a red arrow point to the 'Book Now' button.

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.



The screenshot shows the 'Booking Submission' page. It includes a note about required documents, a 'Download Employee Verification Form' button, and a 'Personal and Contact Information' form. To the right, the 'Your Booking' summary shows details like check-in, check-out, nights, guests, room type, and total price. A red arrow points to the 'Send Verification Email' button, which is highlighted with a red circle and the number '1'.

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



The screenshot shows the "Personal and Contact Information" section of the Bungalow Reservation System. It includes fields for "First Name" (Kasun), "Last Name" (Chathuranga), "Email" (qaeng.procons@gmail.com), and "Telephone Number" (0773462436). Below these fields is a "Resend in 2:54" button, with the number "2" circled in red. A red arrow points from this circled number down to the "Enter OTP" input field, which contains the placeholder "Enter OTP". At the bottom are two buttons: "Verify Email" (in yellow) and "Resend OTP" (in dark 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 |
|---------------------|--------------------|------------|
| Enter full name | E.g. Spouse, Child | NIC Number |

Document Uploads

Employment ID Copy

Choose file Browse

HOO Letter *

Choose file Browse

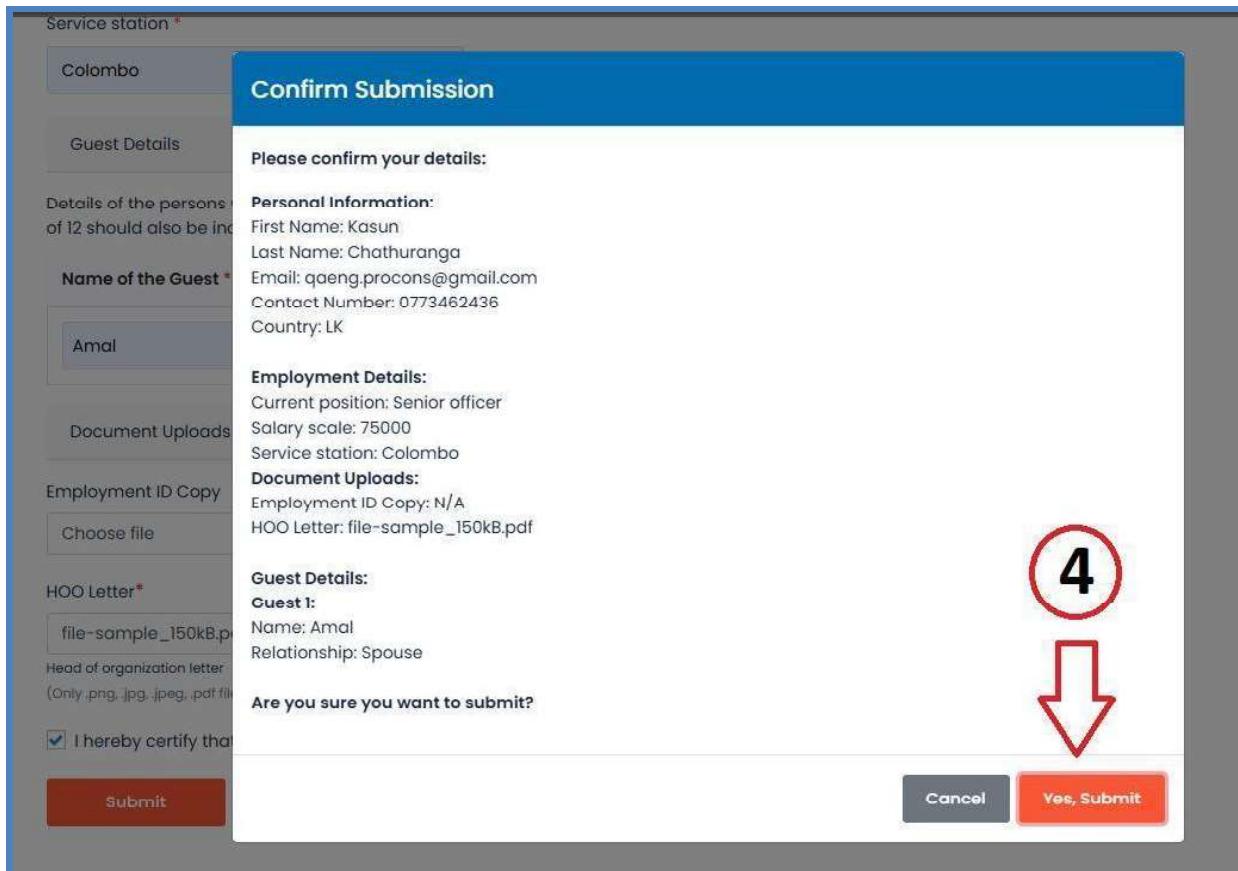
Head of organization letter
(Only .png, .jpg, .jpeg, .pdf files under 5MB are allowed)

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.



Service station *

Colombo

Guest Details

Details of the persons of 12 should also be included

Name of the Guest *

Amal

Document Uploads

Employment ID Copy

Choose file

HOO Letter *

file-sample_150kB.pdf

Head of organization letter
(Only .png, .jpg, .jpeg, .pdf files)

I hereby certify that

Confirm Submission

Please confirm your details:

Personal Information:
First Name: Kasun
Last Name: Chatthuranga
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

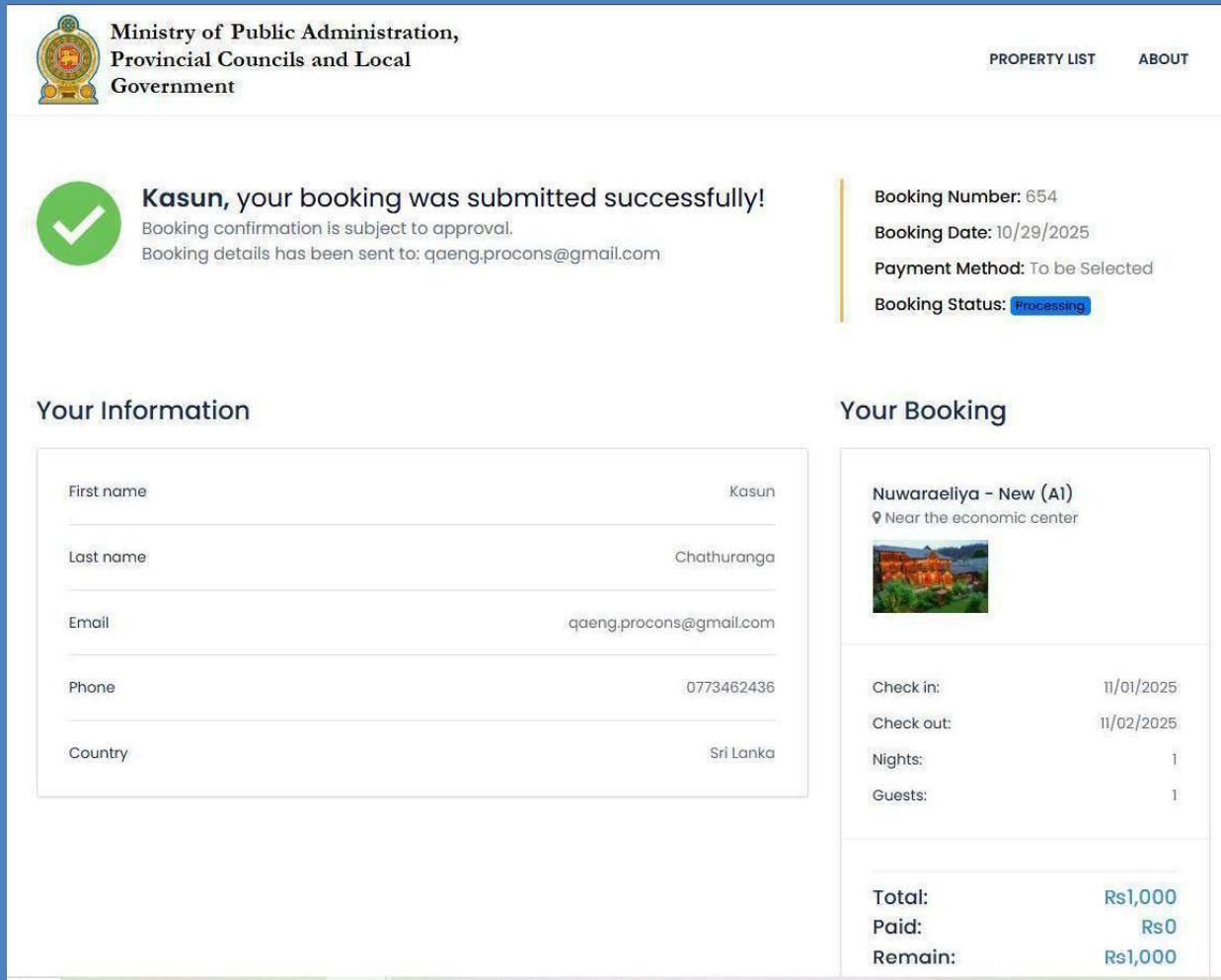
Guest Details:
Guest 1:
Name: Amal
Relationship: Spouse

Are you sure you want to submit?

Cancel Yes, Submit

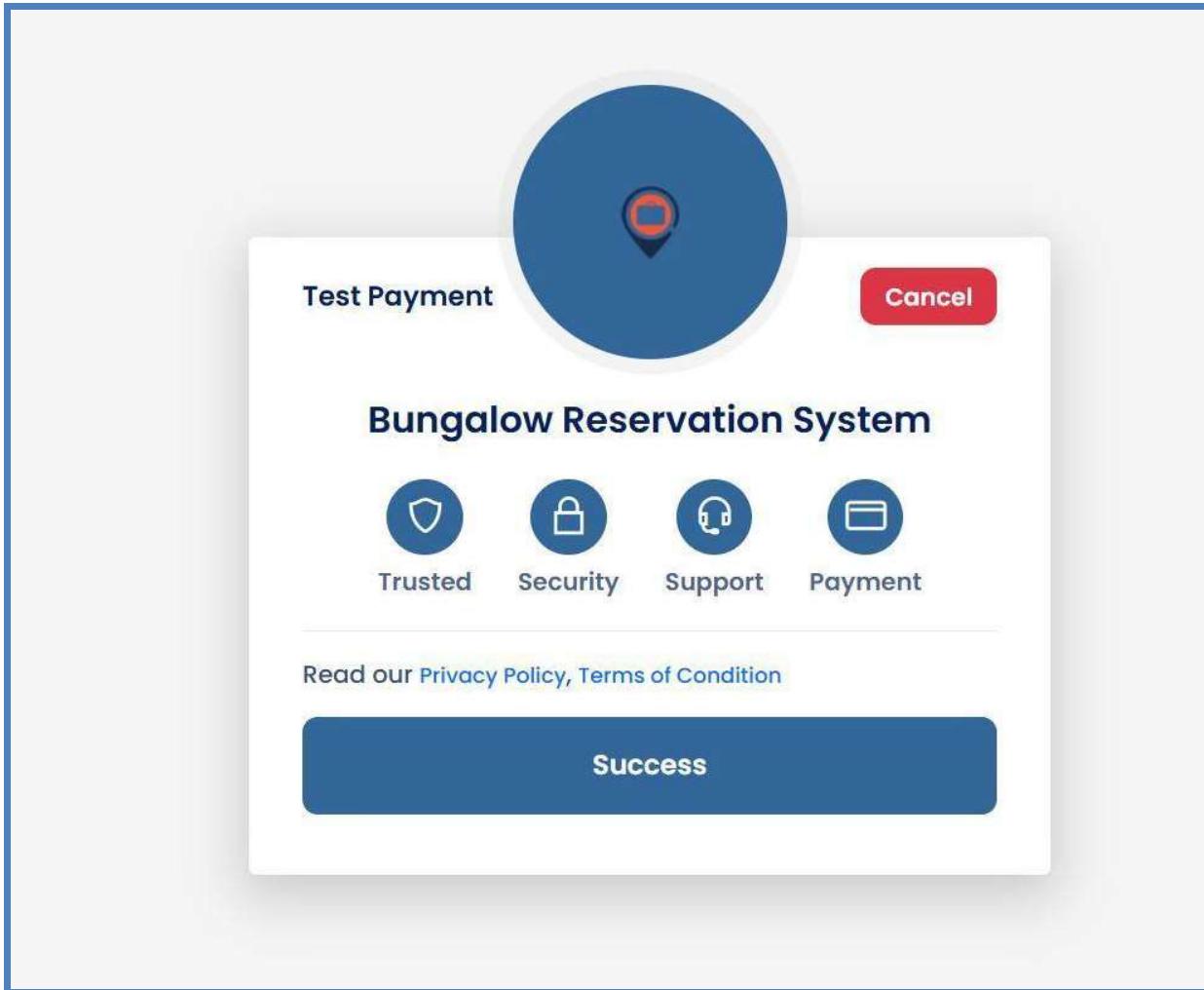
1.5 View Booking Request Details

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

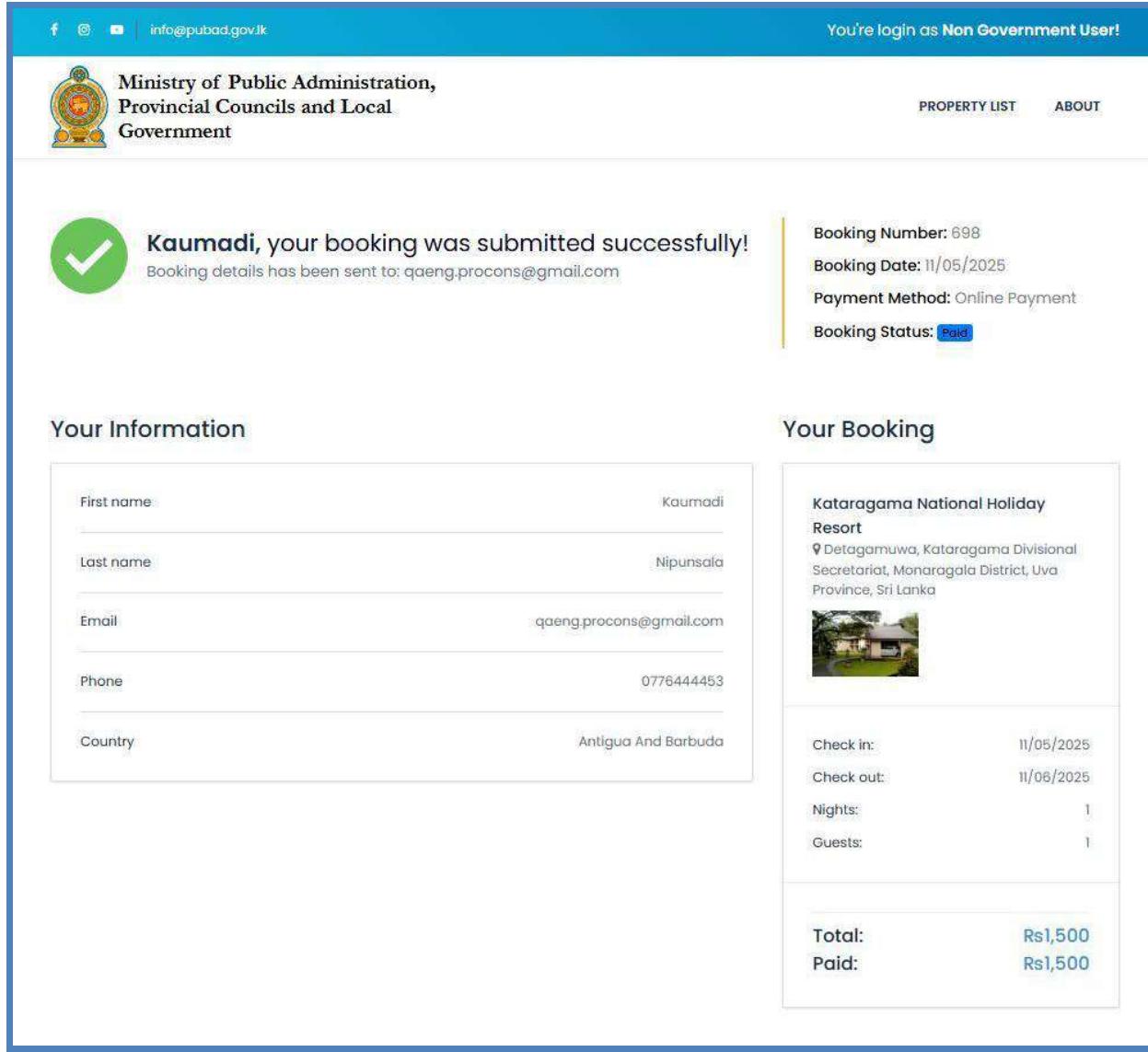


The screenshot shows a booking confirmation page. At the top left is the logo of the Ministry of Public Administration, Provincial Councils and Local Government. At the top right are links for 'PROPERTY LIST' and 'ABOUT'. The main message is 'Kasun, your booking was submitted successfully!' with a green checkmark icon. It also states 'Booking confirmation is subject to approval.' and 'Booking details has been sent to: qaeeng.procons@gmail.com'. To the right, booking details are listed: Booking Number: 654, Booking Date: 10/29/2025, Payment Method: To be Selected, and Booking Status: Processing. Below this, two sections are shown: 'Your Information' with fields for First name (Kasun), Last name (Chathuranga), Email (qaeeng.procons@gmail.com), Phone (0773462436), and Country (Sri Lanka); and 'Your Booking' for a property in Nuwaraeliya - New (A1), located near the economic center, with a thumbnail image of a building. The booking details for this property are: Check in: 11/01/2025, Check out: 11/02/2025, Nights: 1, Guests: 1, Total: Rs1,000, Paid: Rs0, and 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



The screenshot shows a web-based booking confirmation page. At the top, there are social media icons and an email link (info@pubad.gov.lk). The top right corner displays a message: "You're login as Non Government User!". The header also includes the logo of the Ministry of Public Administration, Provincial Councils and Local Government, and navigation links for "PROPERTY LIST" and "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 📍 Detagamuwa, 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 11 |
| 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 | <u>Polonnaruwa A</u> |
| 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

....

10:19    •

    35% 

HomeAffairs <

10:01, 4 Nov

Your Document verification is successful. Please proceed with the payment to confirm your booking. (Ref No: 746235)

Online payment link: <https://brs.procons.lk/payment/ipg/213540c963118105d53cd905da41c4b4>

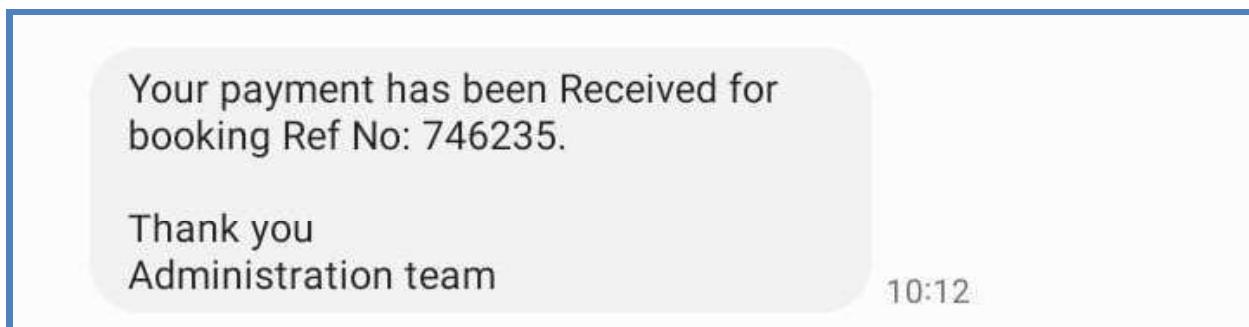
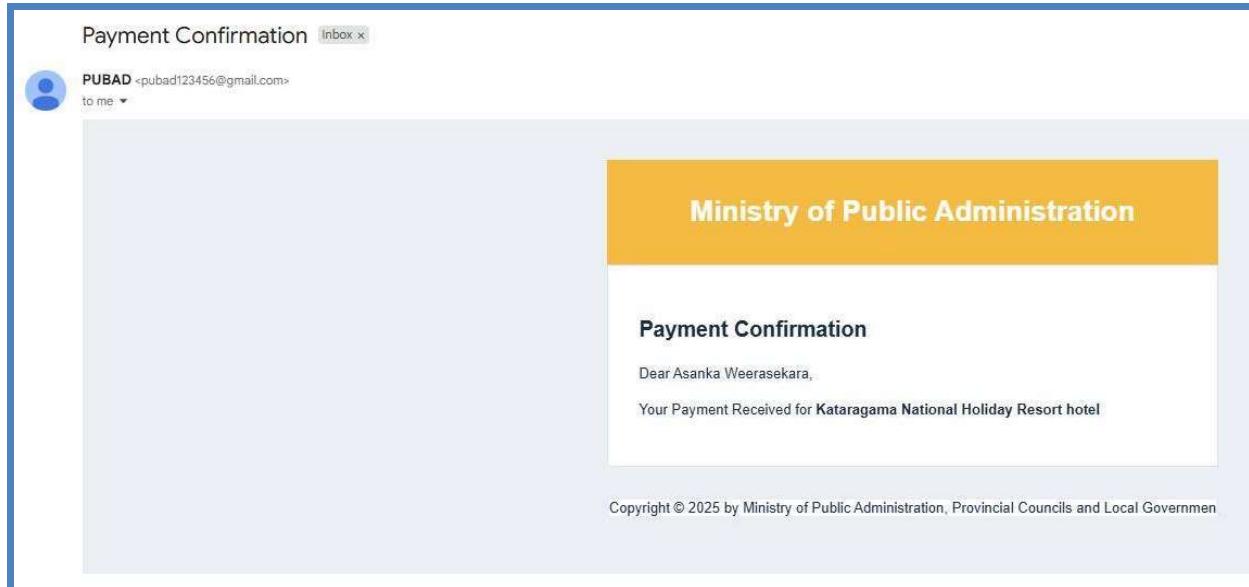
Offline payment:

456 Government Avenue Capital City, State, 10001
Country

Need to adjust your booking dates? Visit: https://brs.procons.lk/cancel-booking?reference_no=746235

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 11 |
| 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 | qaeng.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 |

Payment Confirmation Inbox X

 **PUBAD** <pubad123456@gmail.com>
to me ▾

Ministry of Public Administration

Payment Confirmation

Dear Asanka Weerasekara,

Your Payment Received for **Kataragama National Holiday Resort** hotel

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Your payment has been Received for booking Ref No: 273875.

Thank you
Administration team

Your booking (Ref No: 273875) has been confirmed. Thank you for choosing our services.
Need to adjust your booking dates?
Visit https://brs.procons.lk/cancel-booking?reference_no=273875

Thank you
Administration team

08:56

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 |  1 |

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

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

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.

Please Enter the OTP

Enter OTP

3



Verify OTP

4



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

1

New Check-out Date

2

Check Availability



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.

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
2025-11-11

New Check-out Date
2025-11-14

Check Availability

The number of nights for the new dates must be the same as the original booking.

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

Selected dates are available!

Reason for Changing Date*

Additional Comments

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 

3.5 Email Notification for Reschedule

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



3.6 SMS Notification

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

