USER Manual for "Rajasthan Wildlife Ticket Booking"
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1 Introduction

1.1 Purpose

This Help Document guides and helps the user to book online ticket and fill “Online Ticket Booking” form and complete the respective requirements.

2 Access of FMDSS Application

1. User will type URL address of FMDSS application (http://fmdss.forest.rajasthan.gov.in/) in address bar of web browser.

2. Then click on “SSO” login.

3. Enter "SSO ID", "Password" and 6 digit captcha code and click on login to access FMDSS application

4. If any user does not have "SSO ID", then he/she may create his/her "SSO ID" through “New Users Registration”.

![Image of the login page for FMDSS application]
3 Online Ticket Booking

Wildlife Ticket Booking Services->Advanced Wildlife Ticket Booking

3.1.1 Getting Started with Advanced Wildlife Ticket Booking

1. In field named, "Select Place" Select Place for booking ticket as per requirement.

2. If “Zone” is available on the selected “Place”, Select “Zone” from the drop down given.

3. If Zone is available on the selected “Place”, select ‘Date of Visit’, ‘Choose Shift’, ‘Select Vehicle’.

4. On the basis of selection of Vehicle, Member Details grid will appear.

5. In the ‘Member Details’ grid enter all the details of Member going to visit the selected Place.

(Note: Enter all the Member Details Row-wise; do not leave any row empty between the Member details.)

6. Enter Name of Member under the column named ‘Name’.

7. Select Gender, Nationality, ID Type of the Member from the give drop down in the ‘Member Details’ Grid.

8. Enter ID Number of the Member under the column named ‘ID No’.
(Note: Entered ID should be valid, do not add space in between the characters)

9. Enter number of Camera each Member wants to take with him/her.

10. Enter the Captcha code generated.

11. Filling all the fields which are marked with asterisk sign (*) is mandatory.

12. Click Submit to Complete the Booking Procedure.

13. Payment page will open which will show all the details and pay now button to complete the payment process.

(Note: User can book ticket in 365 days in advance from a date of Visit)

3.1.2 Printing Ticket

User can print their ticket from Advance ticket booking form of the portal where "User" has booked the ticket.

Steps for Print/Download E-ticket:

1. Login into SSO -> open FMDSS application

2. Dashboard of FMDSS will be open -> Wildlife ticket booking services -> Advance Ticket booking.

3. Scroll downs the page you will find the "Booking" grid -> Action -> Download button.

4. Click on Download button.

(Note: User can't able to book ticket again for the same day with the combination of same “SSO Id”, “Same Zone”, “Same Date”, “Same IP Address”)
Wildlife Ticket Booking Services -> Current Wildlife Ticket Booking

3.2.1 Getting Started with Current Wildlife Ticket Booking

1. In field named, "Select Place” select “Place” for booking ticket as per requirement.

2. If zone is available on the selected “Place”, select “Zone” from the drop down given.

3. If “Zone” is available on the selected “Place”, Select ‘Date of Visit’, ‘Choose Shift’ and ‘Select Vehicle’.

4. On the basis of selection of “Vehicle”, “Member Details” grid will appear.

5. In the ‘Member Details’ grid enter all the details of Member going to visit the selected Place.

(Note: Enter all the Member Details Row-wise; do not leave any row empty between the Member details.)

6. Enter Name of Member under the column named ‘Name’.

7. Select Gender, Nationality, ID Type of the Member from the give drop down in the ‘Member
Details’ Grid.

8. Enter ID Number of the Member under the column named ‘ID No’.

(Note: Entered ID should be valid, do not add space in between the characters)

9. Enter number of Camera each Member wants to take with him/her.

10. Enter the Capt-cha code generated.

11. Filling all the fields which are marked with asterisk sign (*) is mandatory.

12. Click Submit to Complete the Booking Procedure.

13. Payment page will open which will show all the details and pay now button to complete the payment process.

(Note: The current booking inventory will be available from 10:00AM. Morning shift booking will be closed at 6:00AM and evening shift booking will close at 03:00PM.

3.2.2 Printing Ticket

User can print their ticket from Online Booking page of the portal where "USER" has booked the ticket.

Steps for Print/Download E-ticket:

1. Login into SSO ->open FMDSS application

2. Dashboard of FMDSS will be open->Wildlife ticket booking Services->Current Wildlife ticket booking.

3. Scroll down the page you will find the "Booking" grid ->Action ->download button.

4. Click on Download button.

(Note: User can't able to book ticket again for the same day with the combination of same “SSO Id”, “Same Zone”, “Same Date”, “Same IP Address.”)
Wildlife Ticket Booking Services-> Half / Full Day Booking.

3.3.1 Getting Started with Half / Full Day Visit Booking.

3.3.1.1) Current Half Day/Full Day Visit Booking.

1. In field named, "Select Place” select “Place” for booking ticket as per requirement.
2. If zone is available on the selected “Place”, select “Zone” from the drop down given.
3. If “Zone” is available on the selected “Place”, Select ‘Date of Visit’, ‘Choose Shift’ and ‘Select Vehicle’.
4. On the basis of selection of “Vehicle”, “Member Details” grid will appear.
5. Enter previous “Request Id” in previous request id text box.
   (Note: Enter Valid Request Id in both the column, do not add space in between the characters)
6. Enter Previous ID Proof no in “Previous ID Proof” text box used in the previous requests IDs.
7. After Enter “Previous ID Proof”, click on Verify button.
8. After the successful verification, enter all the details of Member going to visit the selected Place in the ‘Member Details’ grid.

(Note: Enter all the Member Details Row-wise; do not leave any row empty between the Member details.)

9. Enter Name of Member under the column named ‘Name’.

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10. Select Gender, Nationality, ID Type of the Member from the give drop down in the ‘Member Details’ Grid.

11. Enter ID Number of the Member under the column named ‘ID No’.

(Note: Entered ID should be valid, do not add space in between the characters)

12. Enter number of Camera each Member wants to take with him/her.

13. Enter the Captcha code generated.

14. Filling all the fields which are marked with asterisk sign (*) is mandatory.

15. Click Submit to Complete the Booking Procedure.

16. Payment page will open which will show all the details and pay now button to complete the payment process.

**3.3.1.2) Half Day/Full Day Visit Booking.**

1. In field named, "Select Place” select “Place” for booking ticket as per requirement.

2. If zone is available on the selected “Place”, select “Zone” from the drop down given.

3. If “Zone” is available on the selected “Place”, Select ‘Date of Visit’, ‘Choose Shift’ and ‘Select Vehicle’.

4. On the basis of selection of “Vehicle”, “Member Details” grid will appear.

5. Enter previous “Request Id” in previous request id text box.

(Note: Enter Valid Request Id in both the column, do not add space in between the characters)

6. Enter Previous ID Proof no in “Previous ID Proof” text box used in the previous requests IDs.

7. After Enter “Previous ID Proof”, click on Verify button.

8. After the successful verification, enter all the details of Member going to visit the selected Place in the ‘Member Details’ grid.

(Note: Enter all the Member Details Row-wise; do not leave any row empty between the Member details.)

9. Enter Name of Member under the column named ‘Name’.

10. Select Gender, Nationality, ID Type of the Member from the give drop down in the ‘Member
11. Enter ID Number of the Member under the column named ‘ID No’.

(Note: Entered ID should be valid, do not add space in between the characters)

12. Enter number of Camera each Member wants to take with him/her.

13. Enter the Captcha code generated.

14. Filling all the fields which are marked with asterisk sign (*) is mandatory.

15. Click Submit to Complete the Booking Procedure.

16. Payment page will open which will show all the details and pay now button to complete the payment process.

(Note: The Half/full day booking inventory will be available from 10:00AM to 06:00PM for next day half day /full day booking.)
3.3.2 Important Points

- Advanced-Full day safari booking will be open for 365 days in advance.
- User doesn’t able to book "Half day/Full day "safari booking for the same date of the booking.
- Half day/Full day safari inventory will be enable at 10:00AM and closed at 6:00 PM.
- In half day/Full day, if user booked ticket for Indian and foreigner together then foreigner fare will be applicable.
- If user had booked minimum two tickets using other wildlife booking services (Advance, Current, and Tatkal, Half day/Full day) in last 6 months then user can able to avail half day/full day safari booking service.
- For half day/full day booking, User need to enter old “Request Id” which user had booked previously (In last 6 months from date of arrival)
- For half day/full day booking, User need to enter "I.D Proof" also I.D proof must be same with previous booking’s “I.D proof”.
- Boarding passes of the full day/half day bookings of a visit day can be issued from 5:00 PM- 8:00 PM of the previous day of the visit day to 06:00 AM to 01:00 PM of the visit day by the authorized counter operators from the booking counter.

3.3.3 Printing Ticket

Steps for Print/Download E-ticket:

1. Login into SSO->open FMDSS application
2. Dashboard of FMDSS will be open->Wildlife Ticket Booking Services-> Current Half / Full Day Visit Permit or Advance Half day /Full day permit.
3. Scroll downs the page you will find the"Booking" grid->Action->Download button.
4. Click on Download button.
Wildlife Ticket Booking Services->Tatkal Wildlife Ticket Booking.

3.4.1 Getting Started with Tatkal Wildlife Ticket Booking.

*Tatkal Booking is totally depend upon "First come first serve basis"

1. In field named,"Select Place"selects“Place“for booking ticket as per requirement.
2. If zone is available on the selected “Place”, Select “Zone” from the drop down given.
3. If Zone is available on the selected “Place”, Select ‘Date of Visit’, ‘Choose Shift’, ‘Select Vehicle’(Gypsy).
4. In the‘MemberDetails’ grid enter all the details of"Member"going to visit the selected Place.

(Nota: Enter all the Member Details Row-wise, do not let any row empty between the Member details.)

5. Enter number of Camera each Member wants to take with him/her.
6. Enter the Capt-cha code generated.
7. Filling all the fields which are marked with asterisk sign(*) is mandatory.
8. Click Submit to Complete the Booking Procedure.

(Note: Entered ID should be valid, do not add space in between the characters)
9. Payment page will open which will show all the details and pay now button to complete the payment process.

3.4.2 Printing Ticket

**Steps for Print/Download E-ticket:**

1. Login into SSO -> open FMDSS application

2. Dashboard of FMDSS will be open -> Wildlife Ticket Booking Services -> Tatkal wildlife ticket booking

3. Scroll down the page you will find the "Booking" grid -> Action -> download button.

4. Click on Download button.

➢ (Note: The Tatkal booking quota for a day will be opened 7 days before from the date of visit.)
4. Cancel Ticket

4.1 Steps for Cancel E-ticket:-

1. Login into SSO ->open FMDSS application
2. Dashboard of FMDSS will be open ->Wildlife ticket booking services->Advance wildlife ticket (Click on Booking Service which you had used while booking.)
3. Scroll down the page you will find the Booking grid ->Action ->Cancel link.
4. Click on Cancel button.

4.2 Cancellation Policy:-

Following are the cancellation policy:-

1. 75% refund booking amount if cancellation is made before 271/ more days from the date of visit
2. 50% refund of booking amount if cancellation is made before 181-270 days from the date of visit
3. 25% refund of booking amount if cancellation is made before 90-180 days from the date of visit
4. 0% refund of booking amount if cancellation is made within 90 days from the date of visit.
5. Do’s and Don’ts

For filling the entire form kindly follow the given Do’s and Don’ts of Online Booking:

5.1 DO’s

1. User must login to FMDSS with valid username and password which is registered through SSO.

2. Avoid multiple login using same username and password and booking for other.

3. While entering ID do not put space extra character, which may lead to ghost entry.

4. Please book ticket related to your travel with valid ID proof no.

5. While booking please enter all mandatory fields.

6. Ticket is disbursed based on the First come first service.

7. The Payment does not guarantee E-ticket. Confirmed Ticket would be available only as per seat availability.

8. System checks availability after financial transaction from E-Mitra, if stock of ticket exhausted, system does not allow printing option.

9. System tracks ticket booking less than 20 sec. for overall booking activity as suspicious booking activity.

10. Please logout after every usage of online booking system.

5.2 Don’ts

1. Over booking at particular place, zone, shift liable to cancellation and refund.

2. The registrations with in valid address, email-IDs and mobile numbers are liable to is deactivated.

3. Do not click on back button and refresh while going to payment page.

4. Do not use cross it script to book of ticket.

5. Do not use any agent for booking of your own ticket.
6. Help desk

Any user can get help from help desk of FMDSS on any issues pertaining in utilization of FMDSS application.

User may contact the help desk team through email and toll free number. The contact details of the help desk team are:

Email Id: helpdesk.fmdss@rajasthan.gov.in

(Chief Wildlife Warden Forest Department, Rajasthan has all rights , to cancel any booking which is against outlined policy and over booked at any date as per Place, Zone, and Shift.)