

PROJECT SBI CARES
ONLINE AIR TICKET BOOKING FACILITY IN HRMS

The Bank has been offering various services through the HRMS platform under the project 'SBI CARES' with an aim to provide seamless and hassle-free experience to the employees and pensioners.

2. As a part of the above project, a new facility has been developed in HRMS portal for enabling the pensioners/ family pensioners to book online Air Tickets via the ticket booking portals provided by the Bank's empaneled travel agencies, i.e., **M/s Akbar Travels of India Pvt. Ltd.** and **M/s Balmer Lawrie & Co. Ltd.**

3. The Bank has made special Tie-up arrangement with different airlines for providing several benefits like concession in ticket price, free meal facility, zero cancellation fees, etc. to the pensioners/ family pensioners on payment basis. The said benefits are available through the said travel agencies' web portals, as per the Tie-up arrangement with the airlines and are dynamic in nature and are also dependent on the offers and schemes offered by the airlines from time to time.

4. A new tile namely '**Pensioner Online Booking of Air Ticket**' has been introduced under 'Pensioners' Self Service' in HRMS portal for pensioners/ family pensioners. The users would be able to access the links to air ticket booking portals provided by the above-mentioned Bank's empaneled Travel Agencies through the tile.

5. The first-time users of the said functionality would have to submit a digital '**Consent-cum-Undertaking**' for initiation of registration/ User ID Creation process at the Travel Agencies' end. On submission of the said Consent, particulars i.e., Name, PF ID, Mobile Number and Email ID of the user will be shared with the Travel Agencies for user registration.

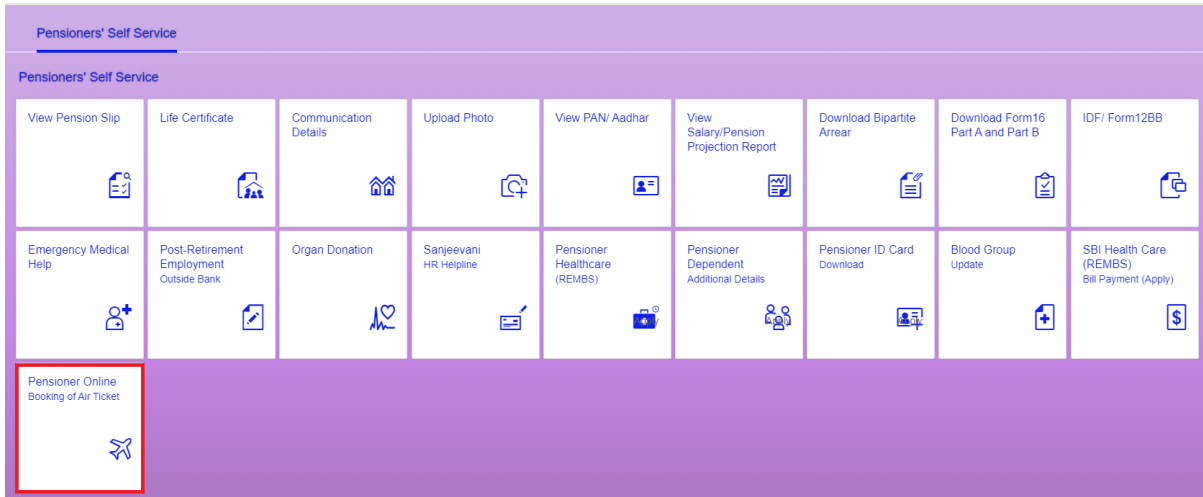
6. Creation of User credentials will be done in between 1st to 7th day of every month for the data received during the preceding month. Once the registration process is completed, user login credentials will be provided by the Travel Agencies on the registered Email ID and Mobile number of the user. The pensioners/ family pensioners can login to the Air Ticket Booking Portals of the Travel Agencies using the login credentials received by them and can avail the benefits offered by the airlines.

7. The detailed process flow regarding the facility is enclosed as **Annexure-I**. The facility shall be available to the pensioners/ family pensioners from the date of this circular. The pensioners/ family pensioners may contact the Customer Support Helpline of the respective Travel Agencies provided in their web portals for any support/ guidance in this regard.

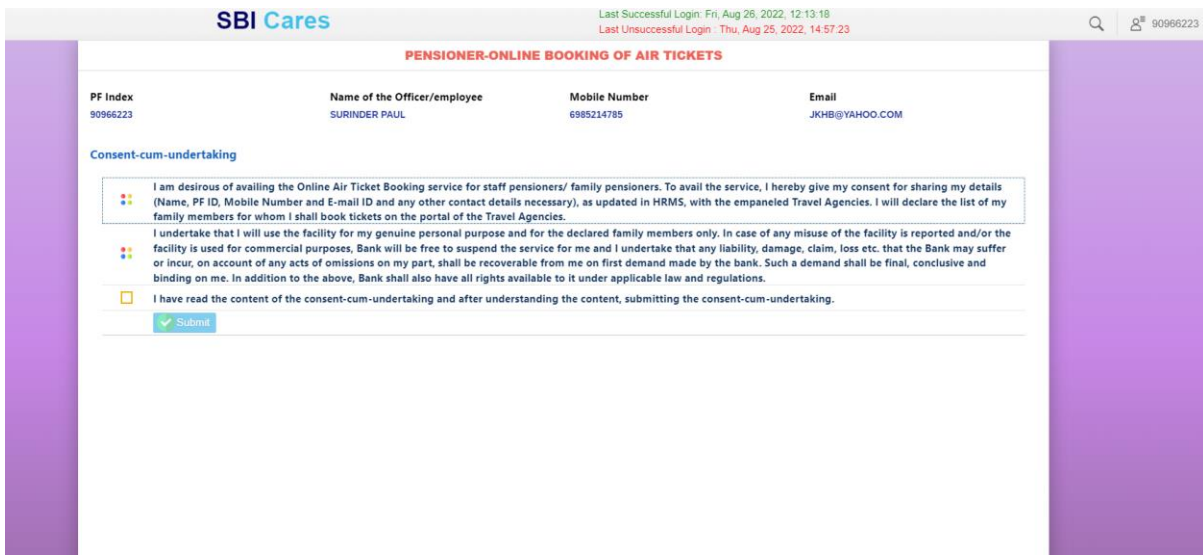
8. Please bring the contents of the circular to the knowledge of all concerned.

Process Flow for Pensioner Online Booking of Air Ticket

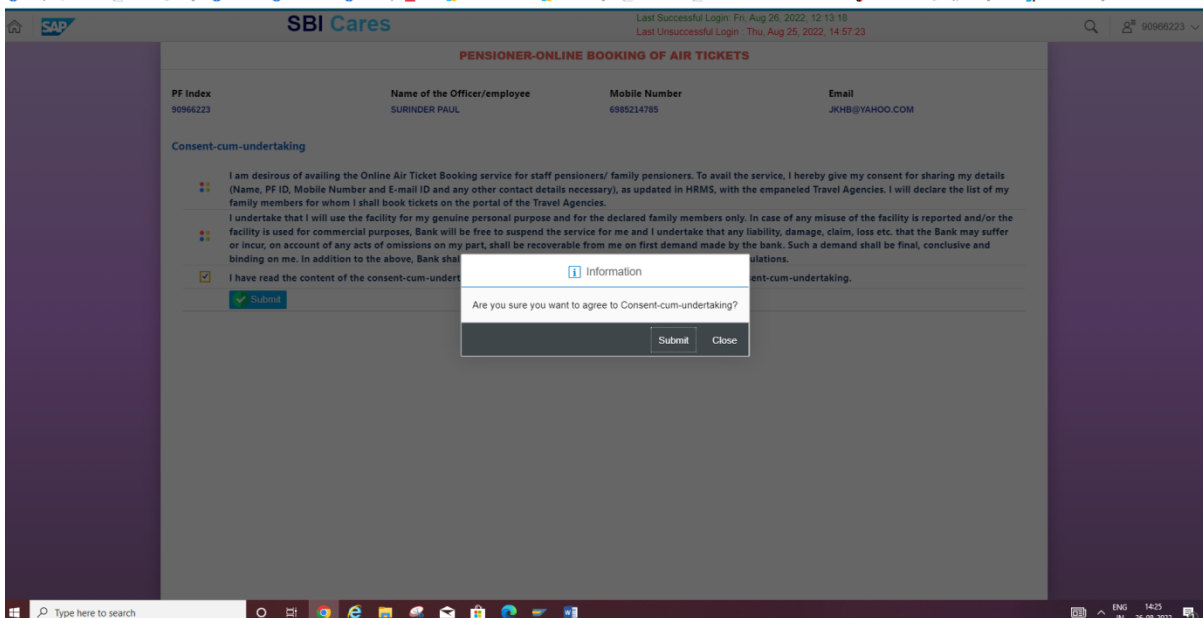
- Online Air Ticket booking service is available to pensioner/ family pensioner vide login to HRMS portal.
- User should login to Pensioners’ Self Service-> Pensioner Online Booking of Air Ticket



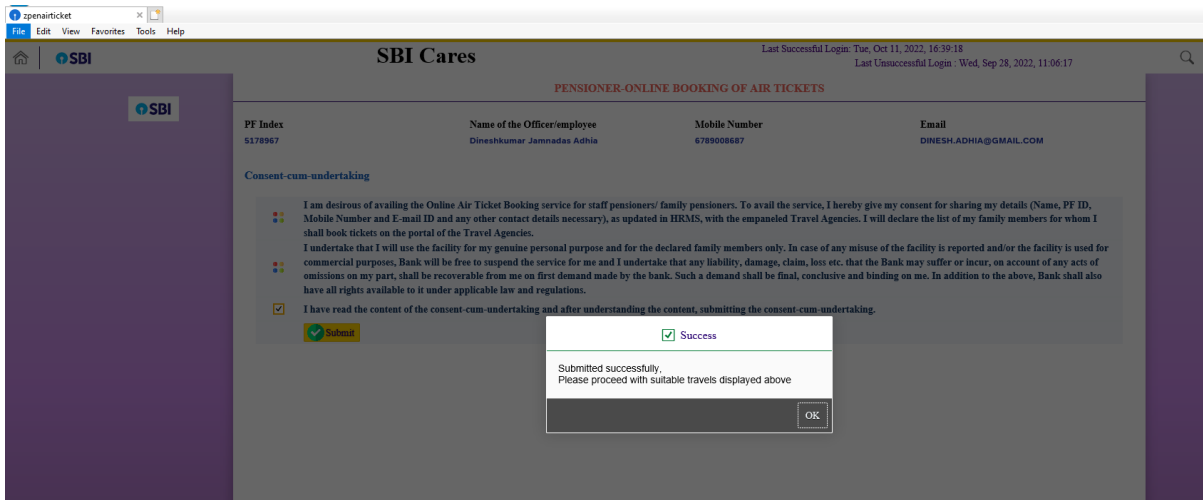
- After clicking the tile, pensioner/ family pensioner will be provided with the below consent cum undertaking form for submission.



- The User has to Click on submit button to accept the undertaking.
- On submitting the consent, the user details viz Name, PF ID, Mobile Number & Email ID will be shared with the travel agencies for Login creation.



- Pop up of successful submission of consent will be displayed.



- Creation of User credentials will be done in between 1st to 7th day of every month for the data received during the preceding month.
- Once the registration process is completed, user login credentials will be provided by the Travel Agencies on the registered Email ID and Mobile number of the user.

- After receiving Login credentials, the user can click on the links for redirection to the respective Login page of the Travel Agencies.

PENSIONER-ONLINE BOOKING OF AIR TICKETS

TO ACCESS THE BANK EMPANELLED TRAVEL AGENCY M/S AKBAR TRAVEL WEBSITE (CLICK HERE)

TO ACCESS THE BANK EMPANELLED TRAVEL AGENCY M/S BALMER LAWRIE AND CO. LTD WEBSITE (CLICK HERE)

PF Index	Name of the Officer/employee	Mobile Number	Email
1234567	All purpose Test	8954600007	SANTWANATECH7@GMAIL.COM

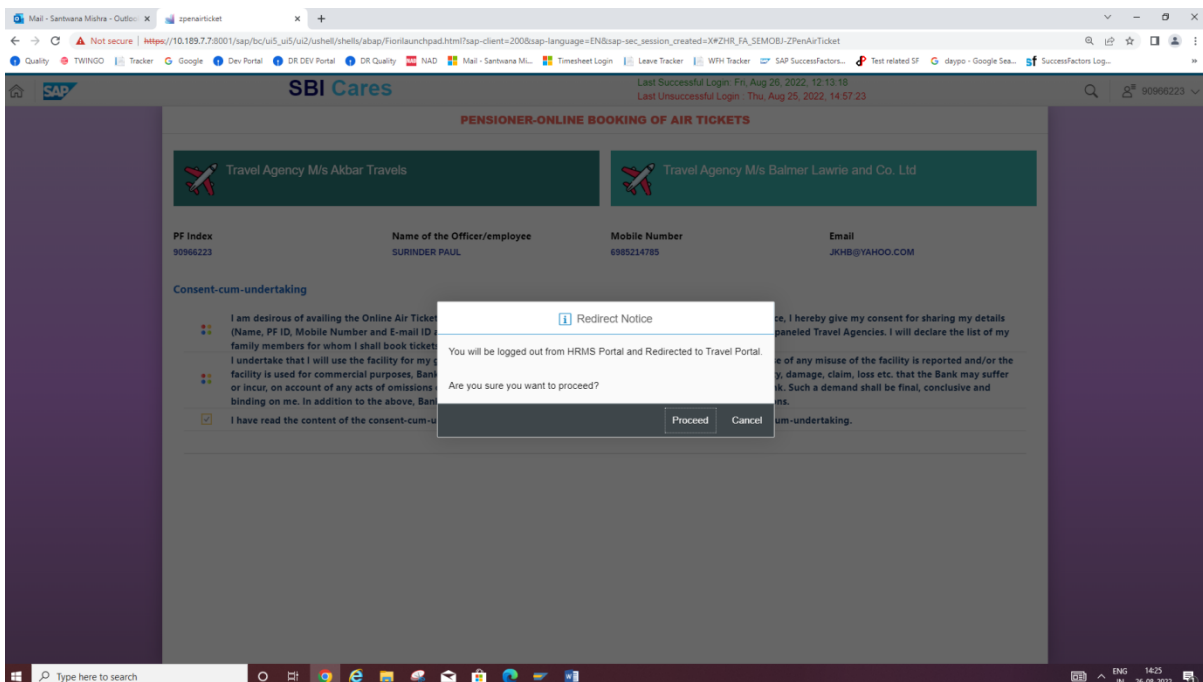
Consent-cum-undertaking

I am desirous of availing the Online Air Ticket Booking service for staff pensioners/ family pensioners. To avail the service, I hereby give my consent for sharing my details (Name, PF ID, Mobile Number and E-mail ID and any other contact details necessary), as updated in HRMS, with the empaneled Travel Agencies. I will declare the list of my family members for whom I shall book tickets on the portal of the Travel Agencies.

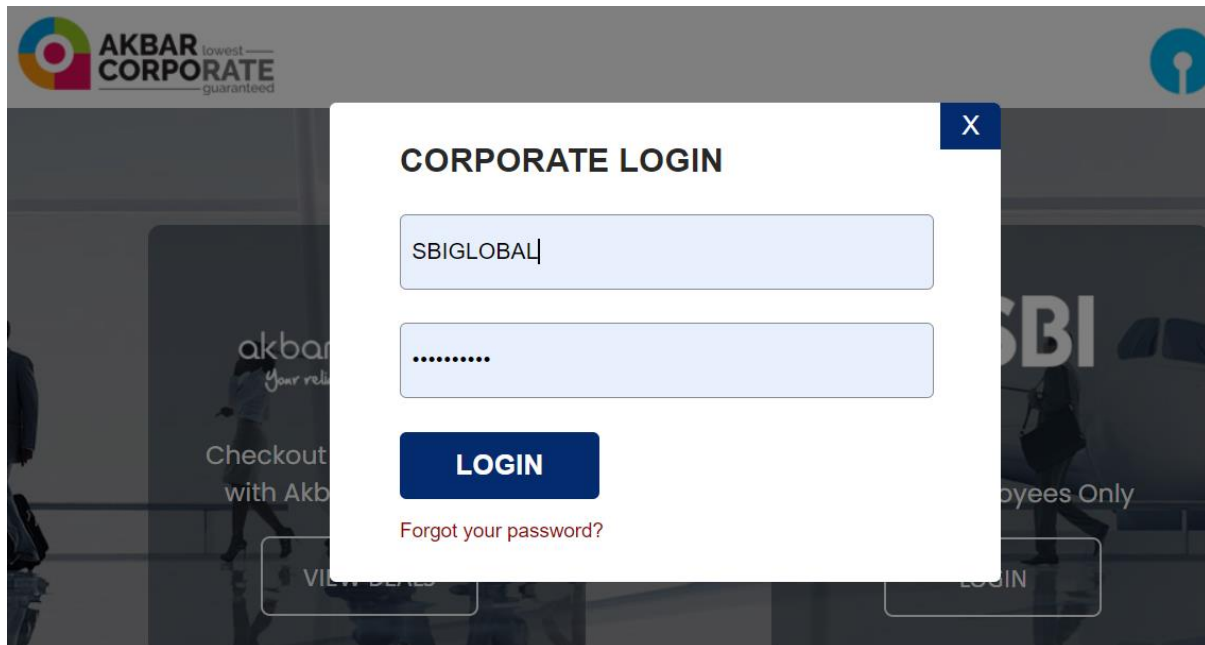
I undertake that I will use the facility for my genuine personal purpose and for the declared family members only. In case of any misuse of the facility is reported and/or the facility is used for commercial purposes, Bank will be free to suspend the service for me and I undertake that any liability, damage, claim, loss etc. that the Bank may suffer or incur, on account of any acts of omissions on my part, shall be recoverable from me on first demand made by the bank. Such a demand shall be final, conclusive and binding on me. In addition to the above, Bank shall also have all rights available to it under applicable law and regulations.

I have read the content of the consent-cum-undertaking and abide by the same.

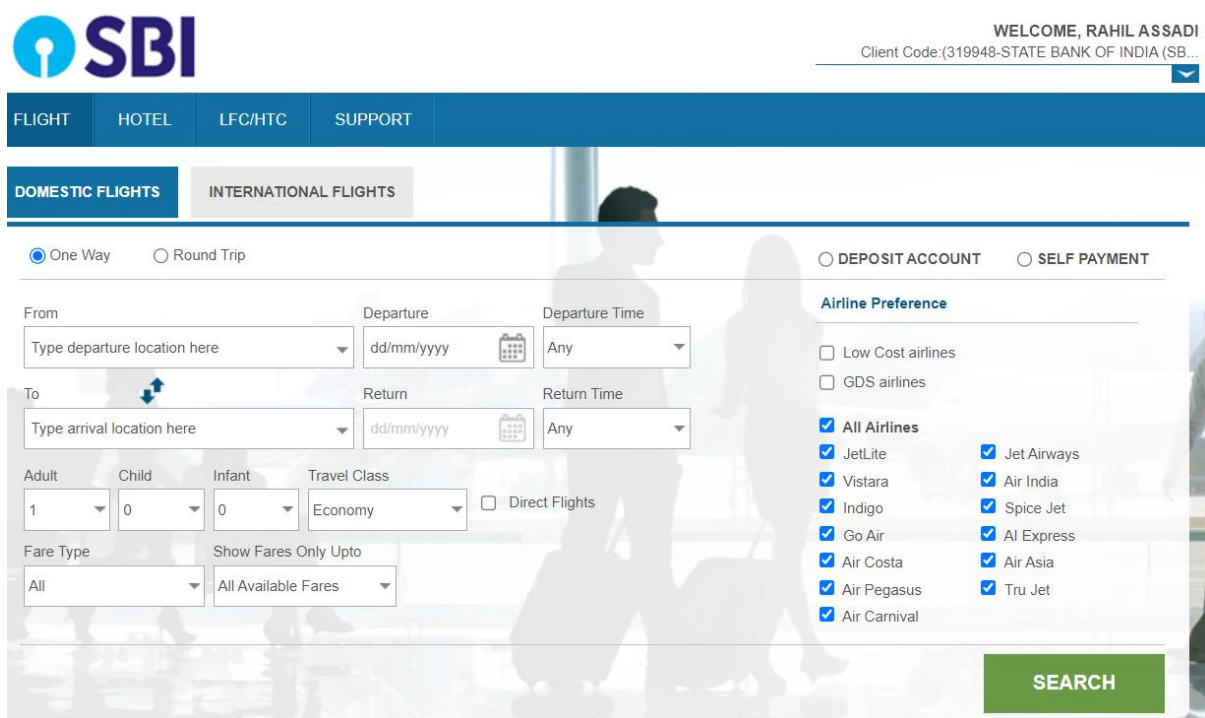
The consent submitted has been received by the bank and will be submitted to the Travel Partners. User Login details will be provided on email ID registered in HRMS. Once user Login details is received Travel Agencies websites may be accessed by clicking on the links shared above.



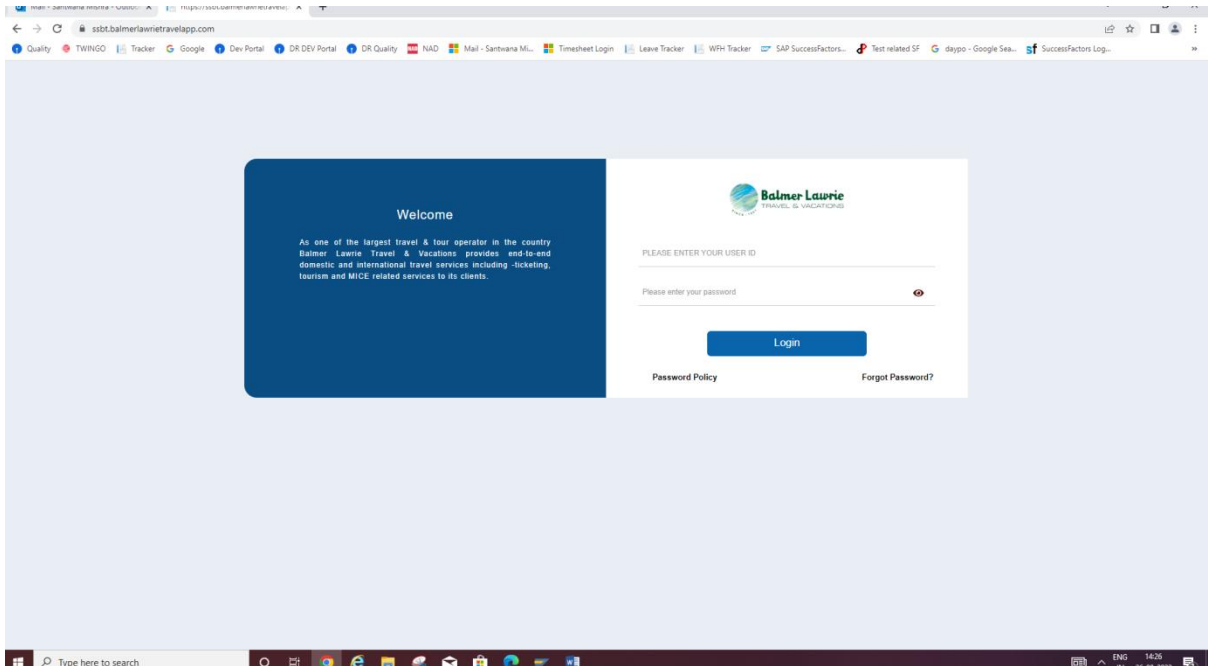
- The user can access the web portals of the travel agencies directly from internet also.
- On clicking the Akbar Travels' link, he/she will be redirected to the below displayed Akbar Travels website. The user will enter the respective credentials received via email for logging into the website.



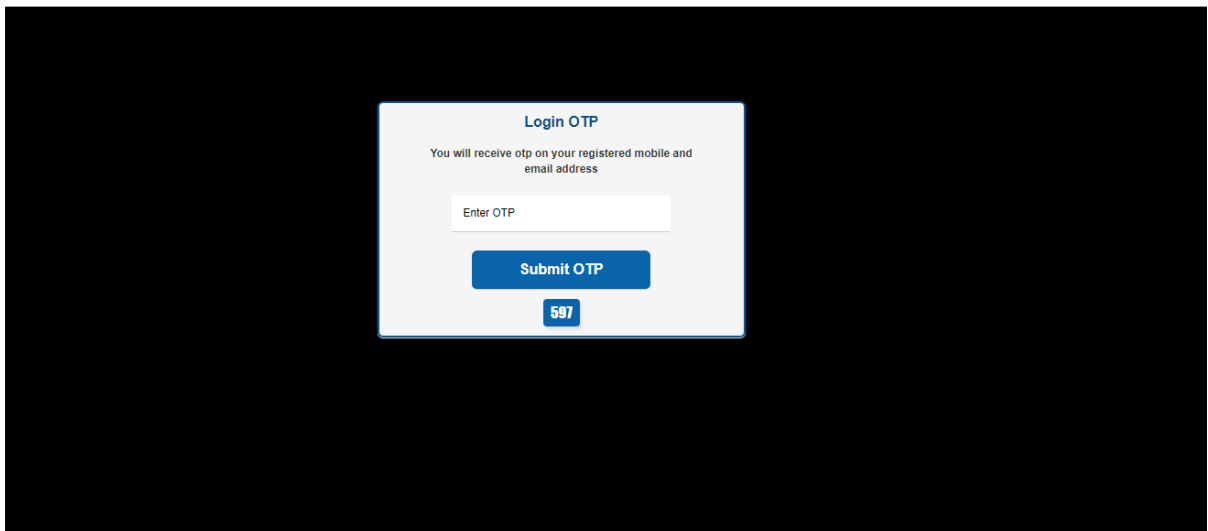
- After successful login, the below shown page will be opened, where the user can search for his/ her required flights.



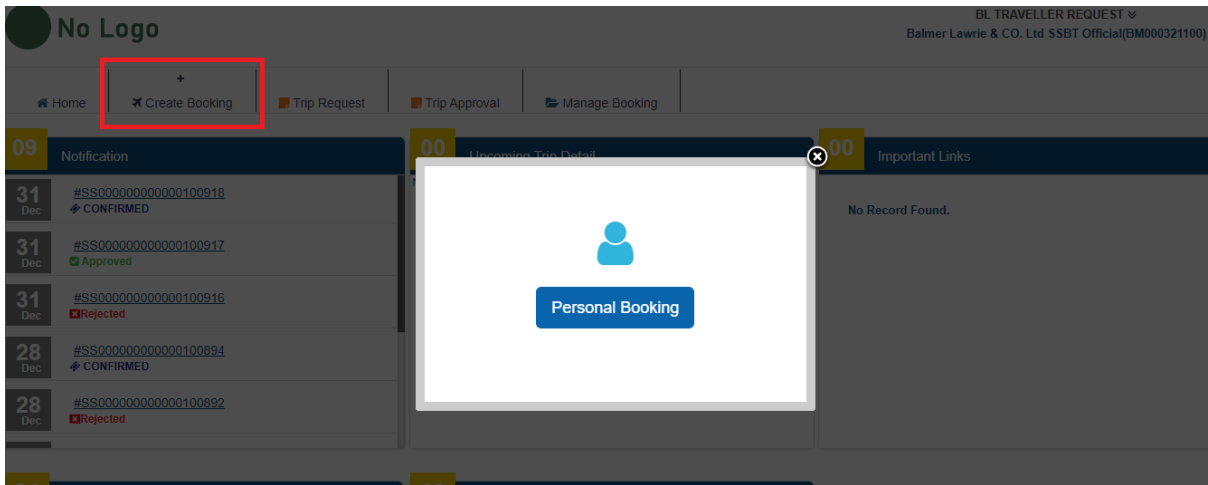
- On clicking the link for Balmer Lawrie, he/she will be redirected to the below displayed Balmer Lawrie travels website. The user will enter the respective credentials received via email for logging into the website.



- The user will receive an OTP on his/ her mobile number, registered in HRMS at the time of login.



- After successfully logging in, click on Create Booking -> Personal Booking as shown below.



- After successful login, the below shown page will be opened, where the user can search for his/ her required flights.

Home / Book Trip (SS00000000000100927) Go E

□ Trip Duration: 1 Days| [Add To Outlook](#)

Search Flight

One Way
 Round Trip
 Multi City

From:
 To:
 Depart:

Class:

Traveller Details

ID	Title	First Name	Last Name	Relation	EmailID	Mobile	Include Self
1	MR	BL TRAVELLER	REQUEST	Self	bltrreqsbt2020@gmail.com	000000111	<input type="checkbox"/> 1

Traveller Dependent Details

ID	Title	First Name	Last Name	Relation	Traveller Type	EmailID	Mobile	Select Dependent	Host Dependent
1	MR	Tarun	Kumar	Son	ADT	kumar.rajesh@balmerlawrie.com	9540390706	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Note : Cancellation should be done 2 hrs prior to departure time.

CUSTOMER SUPPORT:

- The Users may contact the Customer Support Helpline of the respective Travel Agencies for any support/ guidance/ clarification.

Customer Support for Akbar Travels:

The screenshot displays the SBI Akbar Travels website interface. At the top, there is a navigation bar with 'FLIGHT', 'HOTEL', 'L/C/HTC', and 'SUPPORT' options. Below this, a flight search form is visible, including fields for 'From', 'To', 'Departure', 'Return', 'Fare Type', and 'Airline Preference'. A 'SEARCH' button is located at the bottom right of the form. Below the search form, there is a 'Welcome To Akbar Travels' message. At the bottom of the page, there are three contact information boxes: '24/7 CUSTOMER SUPPORT MUMBAI', 'PHONE +91-7506731651/52', and 'SUPPORT EMAIL ID sbibanktraveldesk@akbartravels.com'.

Customer Support for Balmer Lawrie:

The screenshot displays the Balmer Lawrie website interface. At the top, there is a navigation bar with 'EMULATE' and 'GLOBAL SEARCH' options. Below this, there is a 'Customer Support Number can be viewed here.' message with a red arrow pointing to a link. To the right, there is a 'Welcome:' message with a user profile icon. Below the navigation bar, there are several sections: 'Choose Corporate:' with a dropdown menu showing 'STATE BANK OF INDIA MUMBAI(SP000082500)', 'Flow Type' with a dropdown menu showing 'OFFICIAL', and 'Distribution Channel' with a dropdown menu showing 'Standard SBT(SS)'. Below this, there is a 'Recent Emulated Corporate Name' section with a list of corporate names. Below that, there is a 'Recent Traveller List' section. At the bottom, there is a 'Search Flight Traveller By Multiple Options (Name,Code,Email,EmployeeNo and Mobile No.)' section with search fields for 'First Name', 'Last Name', 'Email', 'Mobile', and 'Employee No.'. There is also a 'Traveller:' section with a search field and 'Search', 'Reset', and 'Reset Traveller' buttons.