



## FEDERATION OF PENSIONERS' ASSOCIATION

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### **PROJECT SBI CARES** **ONLINE AIR TICKET BOOKING FACILITY IN HRMS**

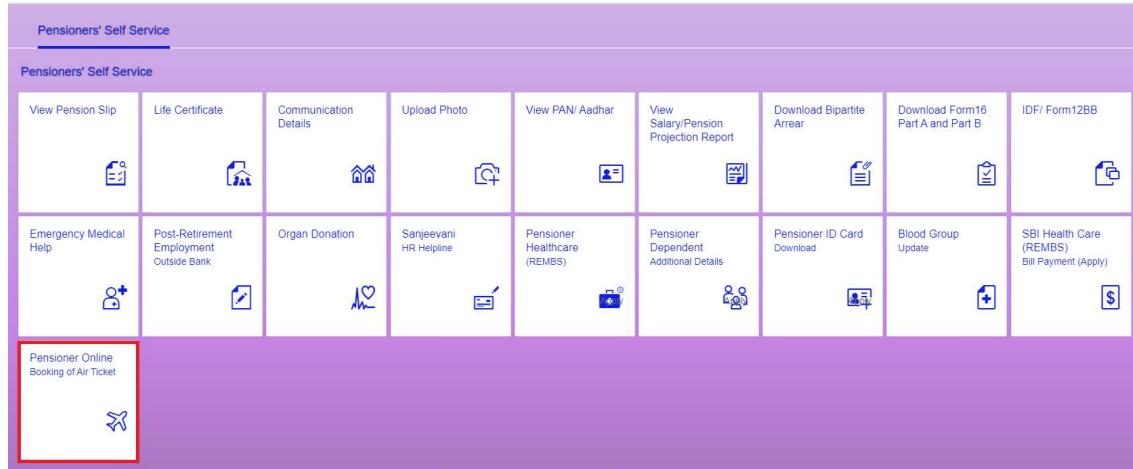
The Bank has been offering various services through the HRMS platform under the project 'SBI CARES' with an aim to provide seamless and hassle-free experience to the employees and pensioners.

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 1<sup>st</sup> to 7<sup>th</sup> 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.

## Annexure – I

### Process Flow for Pensioner Online Booking of Air Ticket

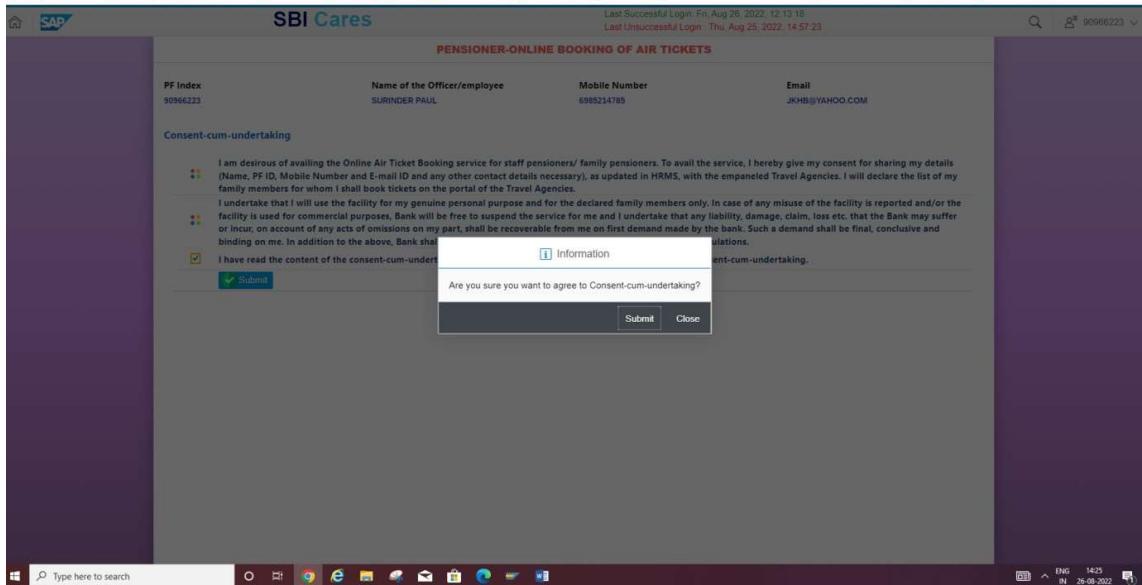
- Online Air Ticket booking service is available to pensioner/ family pensioner vide login to HRMS portal.
- User should login to Pensioners' Self Service-> Pensioner Online Booking of Air Ticket



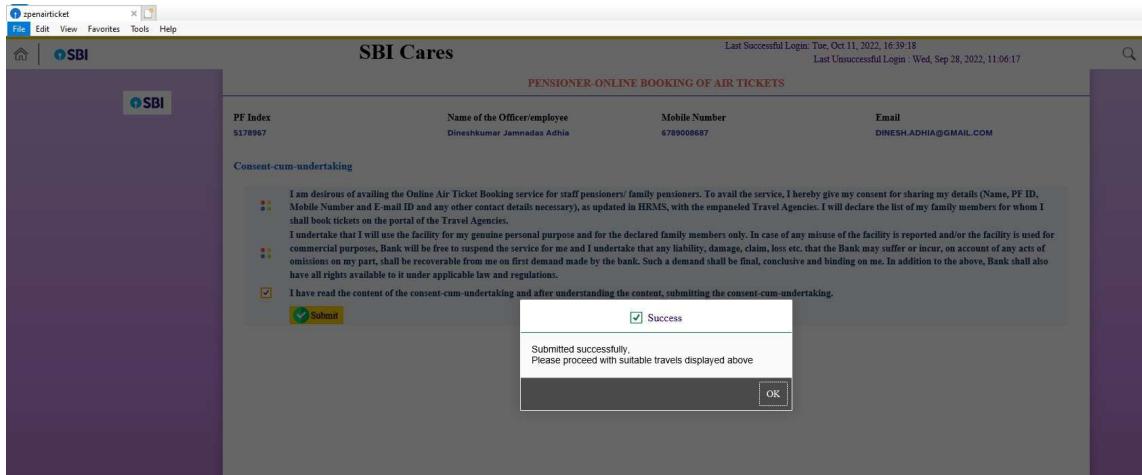
- After clicking the tile, pensioner/ family pensioner will be provided with the below consent cum undertaking form for submission.

The screenshot shows the 'SBI Cares' interface for 'PENSIONER-ONLINE BOOKING OF AIR TICKETS'. At the top, it displays the last successful login (Fri, Aug 26, 2022, 12:13:18) and the last unsuccessful login (Thu, Aug 25, 2022, 14:57:23). The page title is 'PENSIONER-ONLINE BOOKING OF AIR TICKETS'. Below the title, it shows the PF Index (90966223), Name of the Officer/employee (SURINDER PAUL), Mobile Number (6985214785), and Email (JKHB@YAHOO.COM). A 'Consent-cum-undertaking' section is highlighted with a red box. It contains two checkboxes: one for accepting the terms and conditions of the service, and another for acknowledging that the user has read the content of the consent-cum-undertaking. A 'Submit' button is at the bottom of this section.

- 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 1<sup>st</sup> to 7<sup>th</sup> 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 1234567	Name of the Officer/employee All purpose Test	Mobile Number 8954600007	Email SANTWANATECH7@GMAIL.COM
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**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.

**PENSIONER-ONLINE BOOKING OF AIR TICKETS**


**Travel Agency M/s Akbar Travels**


**Travel Agency M/s Balmer Lawrie and Co. Ltd**

PF Index 90966223	Name of the Officer/employee SURINDER PAUL	Mobile Number 6985214785	Email JKH@YAHOO.COM
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**Consent-cum-undertaking**

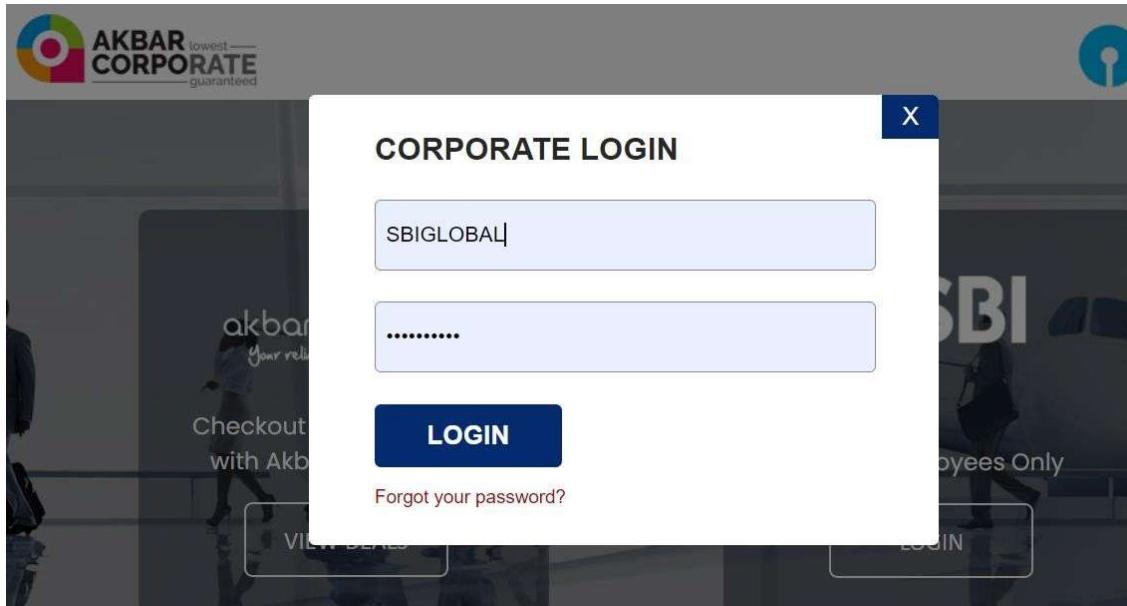
I am desirous of availing the Online Air Ticket Booking service for staff pensioners/ family pensioners. To avail the service, I hereby give my consent for sharing my details (Name, PF ID, Mobile Number and E-mail ID and any other contact details necessary), as updated in HRMS, with the empaneled Travel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

Redirect Notice

You will be logged out from HRMS Portal and Redirected to Travel Portal.

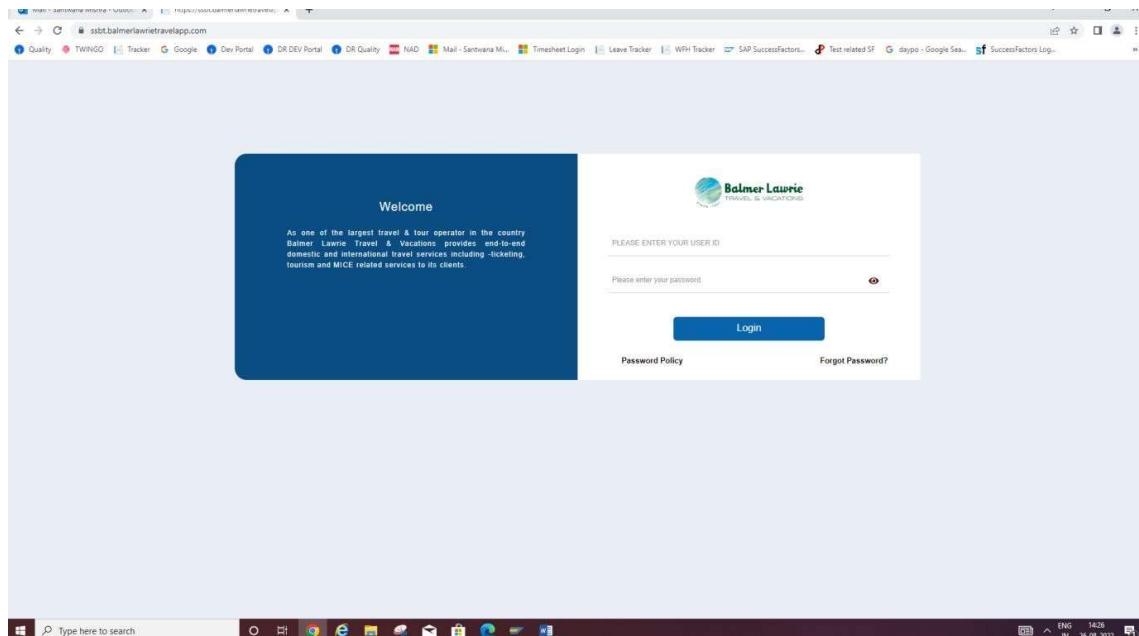
Are you sure you want to proceed?

- 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.

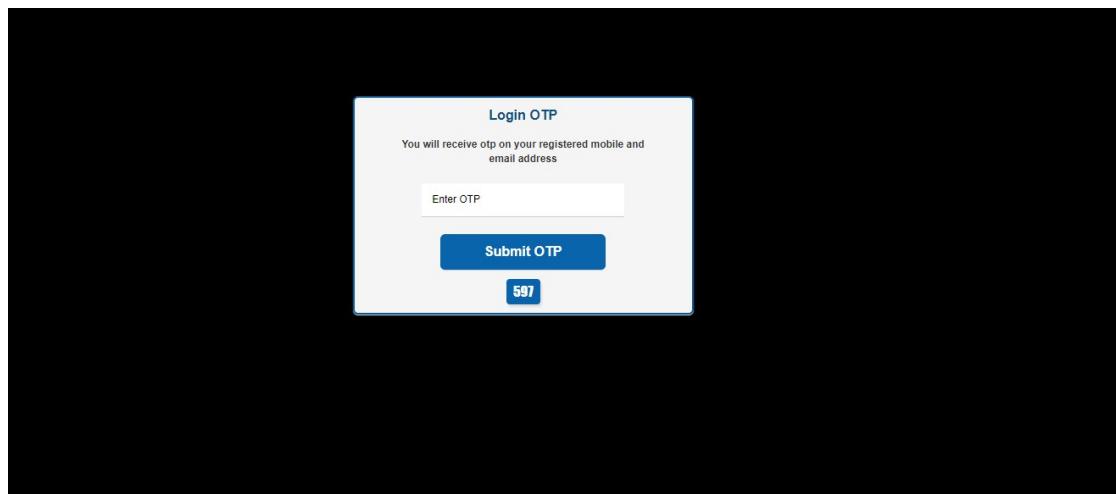


- After successful login, the below shown page will be opened, where the user can search for his/ her required flights.

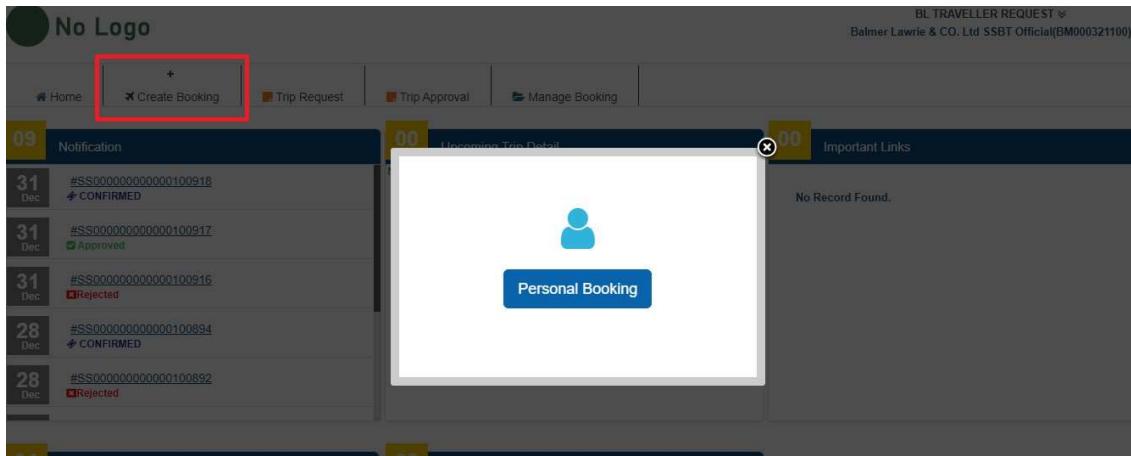
- On clicking the link for Balmer Lawrie, he/she will be redirected to the below displayed Balmer Lawrie travels website. The user will enter the respective credentials received via email for logging into the website.



- 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 (SS000000000000100927) Go E

Trip Duration: 1 Days | Add To Outlook

**Search Flight**

One Way  Round Trip  Multi City

From	To	Depart
New Delhi(DEL)	Mumbai(BOM)	04-01-2021 <input type="button" value="Calendar"/>
Class		
<input style="width: 150px; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px;" type="button" value="ECONOMY"/> <input style="width: 100px; height: 25px; background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px;" type="button" value="Search"/>		

**Traveller Details**

ID	Title	First Name	Last Name	Relation	EmailID	Mobile	Include Self
1	MR	BL TRAVELLER	REQUEST	Self	bltrvreqssbl2020@gmail.com	0000000111	<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 shows the Akbar Travels website interface. At the top, there is a banner for SBI with options for FLIGHT, HOTEL, U/C/MTC, and SUPPORT. Below this, there are tabs for DOMESTIC FLIGHTS and INTERNATIONAL FLIGHTS. The main form allows users to search for flights from a departure location to an arrival location, specifying departure and return dates, travel class (economy), and fare type (Show Fares Only Up to All Available Fares). To the right, there are sections for DEPOSIT ACCOUNT, SELF PAYMENT, and AIRLINE PREFERENCE, listing various airlines like Jet Airways, Air India, and Spice Jet. A large image of an airport terminal with passengers is in the background. At the bottom, there is a 'SEARCH' button and contact information: 24/7 CUSTOMER SUPPORT (Mumbai), PHONE (+91-7506731651/52), and SUPPORT EMAIL ID (sbibanktraveldesk@akbartravels.com).

### Customer Support for Balmer Lawrie:

The screenshot shows the Balmer Lawrie website. At the top, there is a logo for Balmer Lawrie and links for EMULATE and GLOBAL SEARCH. Below this, there is a section for Corporate information: Choose Corporate (STATE BANK OF INDIA MUMBAI(SP0000082500)), Flow Type (OFFICIAL), and Distribution Channel (Standard SBT(SS)). A red arrow points to a link labeled 'Customer Support Number can be viewed here.' To the right, there is a 'Welcome' message and a user icon. Below this, there is a 'Recent Emulated Corporate Name' section showing '1 STATE BANK OF INDIA MUMBAI(SP0000082500)'. There is also a 'Recent Traveller List' section and a search bar for 'Search Flight Traveller By Multiple Options (Name,Code,Email,EmployeeNo and Mobile No.)'. The search bar includes fields for First Name, Last Name, Email, and Mobile, and buttons for Search, Reset, and Reset Traveller.