

User Manual for Application for Issuance of Fire Safety Recommendation

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**User Manual – WB eDistrict 2.0**

**User Manual for Applicants for Issuance of Fire Safety Recommendation**

**Version 1.0**

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**Disclaimer:**

The specimen images used in this document are for illustration purpose and have no link whatsoever to actual data related to applicants, actors or applications under the actual portal.

**Target Audience:**

This document is intended to provide a basic overview of the WB eDistrict 2.0 portal to the following:

- Citizens of the State intending to avail services or schemes (as per their requirement/eligibility).
- Actors involved in providing the identified services to these Citizens.
- Nodal Authorities and designated Govt. Officials for reviewing and governance purpose.

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Date: \_\_\_\_\_

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## List of Abbreviations

SIL#	Test	Meaning
1.	AIN	Application Identification Number
2.	FSR	Fire Safety Recommendation
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		

## 1.0 Introduction

e-District 2.0 portal has been envisaged by the Government of West Bengal to provide advanced automated workflow solution for District Administration to improve upon the existing standards for providing services to the citizens. This project harbors the dream to earn the reputation of being paramount importance to help the State to establish higher acceptance standards for electronic workflow system for the district administration as well as various departments for processing the applications submitted either by citizens themselves or through Kiosk Centers/BSKs, which are the primary front-end channels as envisaged in the project.

### 1.1 Accessing eDistrict 2.0

eDistrict 2.0 portal is a web-based application. The application has support for all the popular web browsers like Chrome, Edge and Mozilla. It can be accessed by typing the URL identifier on any of the above-mentioned browsers.

URL: <http://10.10.98.51/portal>

The following screen opens up.

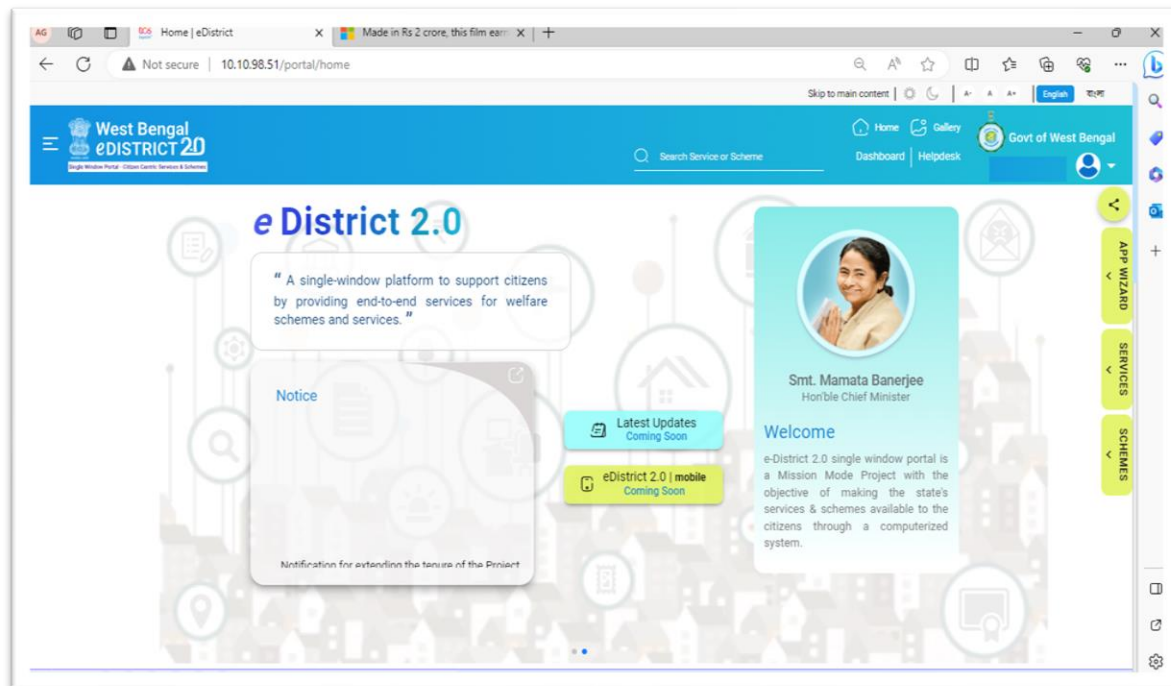

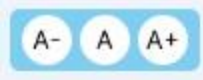
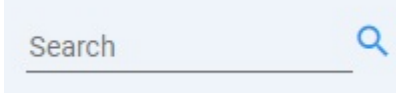


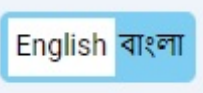
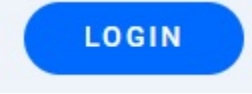




FIGURE 1

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## 1.2 User Navigation flow

The home page can be divided into two distinct sections. The Header and Body. The Header section contains a few common features which are a part of the standard design and may be used by the users as per their convenience. The common features have distinct icons, and the usage is mentioned below.:

Icon / Link	Usage
	The Night mode icon palette provided icons to select the preference for viewing the portal in the dark mode or in the normal mode.
	Size icons are provided to aid the users select the font size in accordance with the individual reading preferences.
	The Search Option is provided to the user so that they can search for a desired service/scheme from within the portal
	The Picture Gallery icon, can be used to view the departmental images.
	The Home Icon, helps the user to navigate to the home page.
	Language selector allows the user to toggle between the available. The portal supports English and Bengali la
	Clicking on this allows the user to login to the portal and avail the desired service
	The Helpdesk link re-directs the user to the Helpdesk information
	<p>The Hamburger icon on the extreme left provides further alternative navigation options mentioned below :</p> <ul style="list-style-type: none"> <li>• <b>Login</b></li> <li>• <b>Services</b></li> <li>• <b>Schemes</b></li> <li>• <b>Contact Us</b></li> </ul>

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Icon / Link	Usage
	User can jump to the <b>Login screen, browse for the available services, schemes</b> and also jump to the <b>Contact Us</b> .
	Users can Register themselves with the revamped eDistrict Portal by clicking the link and filling up the necessary details.
	Users can Check the details related to the Various live services by clicking the link and filling up the necessary details.
	Users can access the details related to the Various live schemes available by clicking the link and filling out the necessary details.

### 1.3 Important Sections

Other Important Sections present in the home screen are:

- Latest Updates : The Latest Updates section shows latest updates or the important changes which have been newly implemented vide the portal. It serves as a medium of imparting the latest communication to the target audience.
- e-District Mobile: eDistrict Mobile application details
- Welcome : Provides the basic introduction of what the portal is about.
- Notice : It is an archive of the latest Govt. Notices / Circulars.



## User Manual for Application for Issuance of Fire Safety Recommendation

## 2.0 Service Discovery

In case any user wants to know about a particular service, he or she can do so by clicking the **Services** link. The **Service Discovery** screen appears as follows.

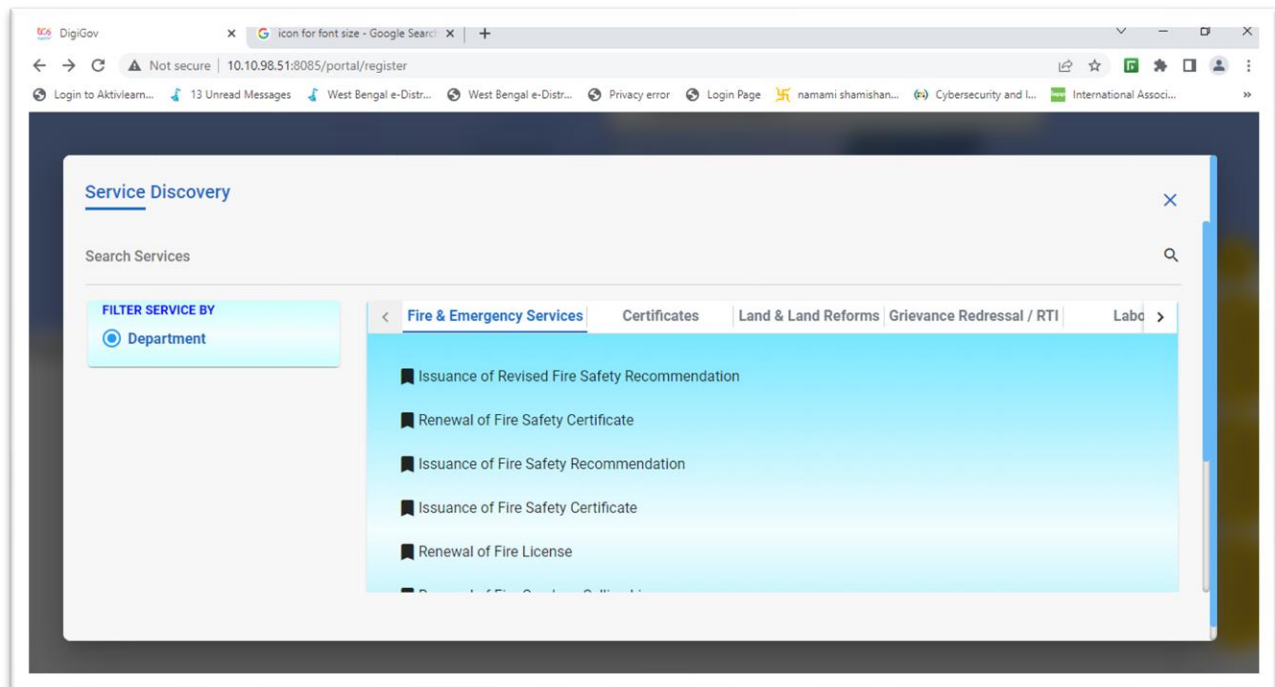


FIGURE 2

To know more about the service, a user should click on the name of the service. The user is provided with navigation icons (> and <) to navigate across various Departments. The following screen appears when the user clicks the service **Issuance of Fire Safety Recommendation**.

## User Manual for Application for Issuance of Fire Safety Recommendation

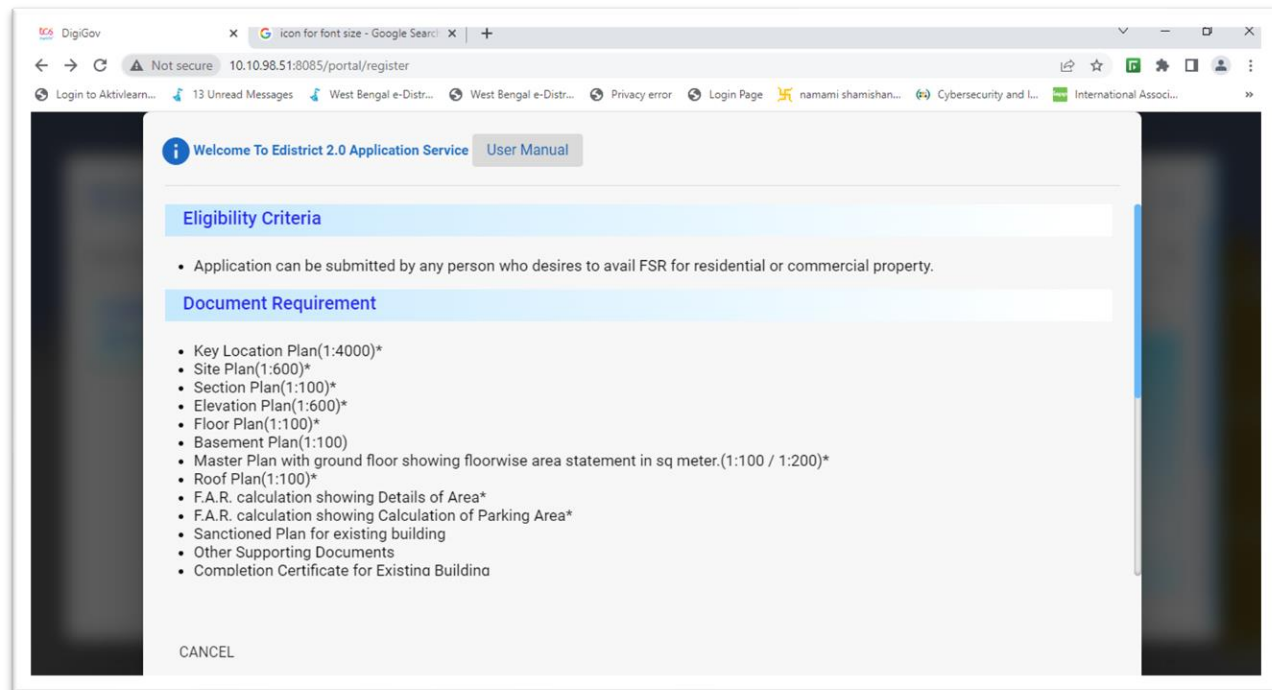


FIGURE 3

To go-back to the previous screen, the user needs to click on the **CANCEL** button.

In case the user intends to avail a service, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click on **Sign In**.

### 3.0 Scheme Discovery

In addition to citizen-centric services, WB eDistrict 2.0 positions itself as a Single Window access point for the various beneficiary schemes. In order to see the available schemes, the user needs to click on the Schemes link to open the Scheme Discovery window as shown below.

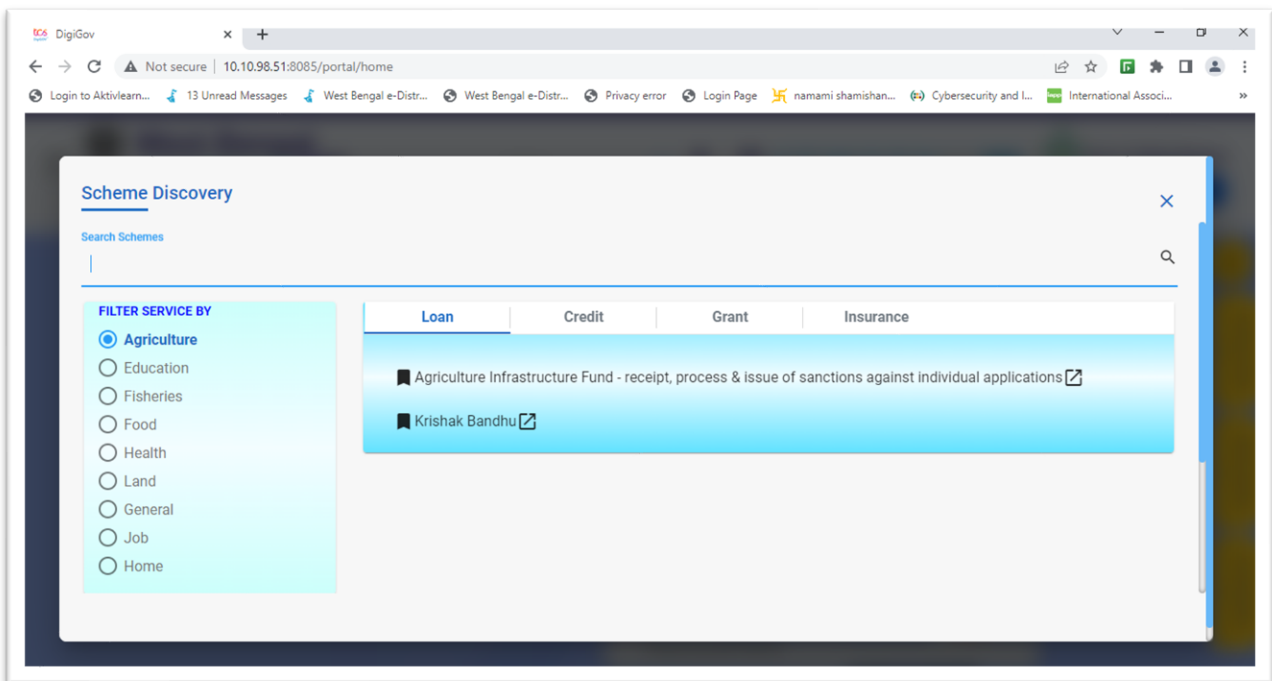


FIGURE 4

In order to know more about the scheme, the user can either use the **Search** option to search for the necessary scheme by typing the name or use the available **Filters**. In case the user wants to know more about say the **Krishak Bandhu** Scheme, a popular scheme, falling under the **Loan**, the user can click on the Scheme Name and learn more about the same. The following screen appears.

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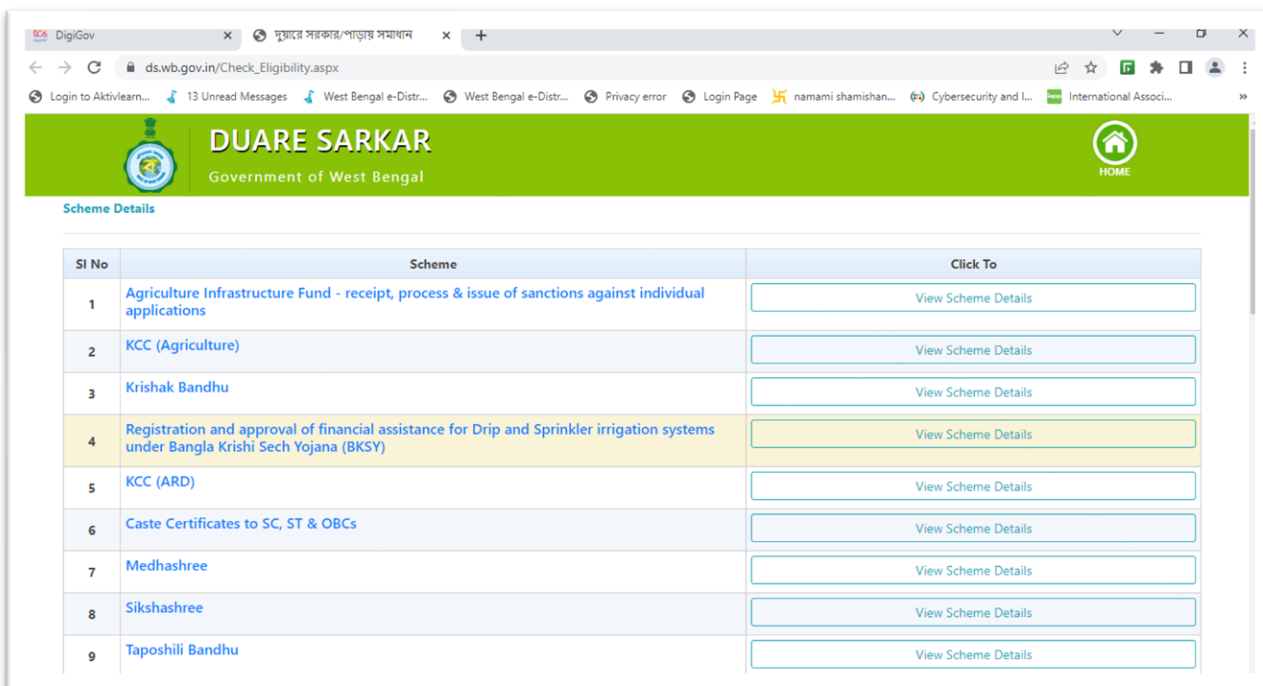


FIGURE 5

In case the user intends to avail a scheme, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click on **Sign In**.

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## 4.0 User Registration

User Registration is mandatory for availing any of the available schemes or services. In case the visitor to the portal is an occasional surfer, he or she can get a good idea of the portal without going through the registration process.

In case the visitor to the portal wants to avail the service, then he or she needs to be a registered user. Users can register themselves with the revamped eDistrict Portal by clicking the **REGISTER** link and filling in the necessary details. The following screen appears as the user clicks on the **REGISTER** link.

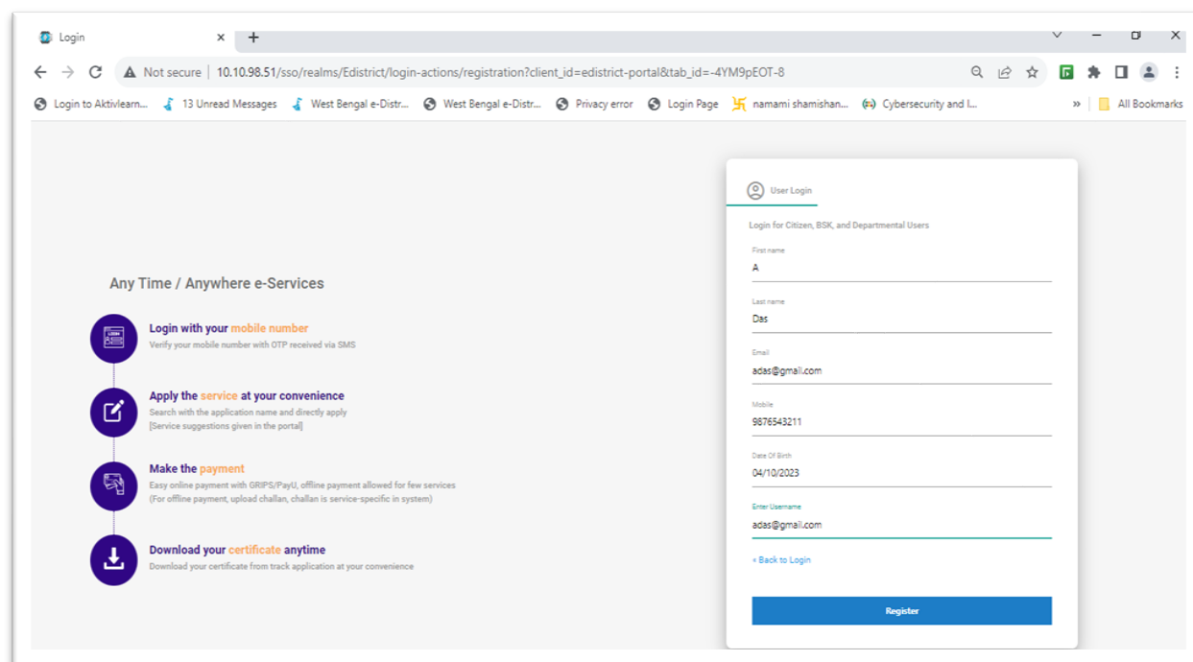
The screenshot shows a web browser window with the URL 10.10.98.51/sso/realms/Edistrict/login-actions/registration?client\_id=edistrict-portal&tab\_id=-4YM9pEOT-8. The page has a header with navigation links like 'Login to Aktivlearn...', '13 Unread Messages', and 'West Bengal e-District'. The main content area is titled 'Any Time / Anywhere e-Services' and lists four services: 'Login with your mobile number', 'Apply the service at your convenience', 'Make the payment', and 'Download your certificate anytime'. On the right, there is a 'User Login' form with fields for 'First name' (A), 'Last name' (Das), 'Email' (adas@gmail.com), 'Mobile' (9876543211), 'Date Of Birth' (04/10/2023), and 'Enter Username' (adas@gmail.com). A 'Back to Login' link and a 'Register' button are at the bottom of the form.

FIGURE 6

The default screen is designed to capture the Personal Details of the user. This includes Name, Email Id, Mobile Number and Date of Birth. All the details are Mandatory in Nature. Users are required to fill-up the necessary details and click on the **Register** button. This leads to the next screen.

The user is required to select a **Username** of his or her choice. This entry is validated against the user names which are already registered. In case the same is repeated, an appropriate user message is flashed to warn the user regarding the non-availability of the same. Once the user provides valid values for all the remaining fields, he or she needs to click on the **Register** button to move to the final screen where the OTP shared must be validated to complete the User Registration process.

Once the User Registration is Successful, the User needs to login using the User ID and the OTP. The user is directed to the following page which is the dashboard.

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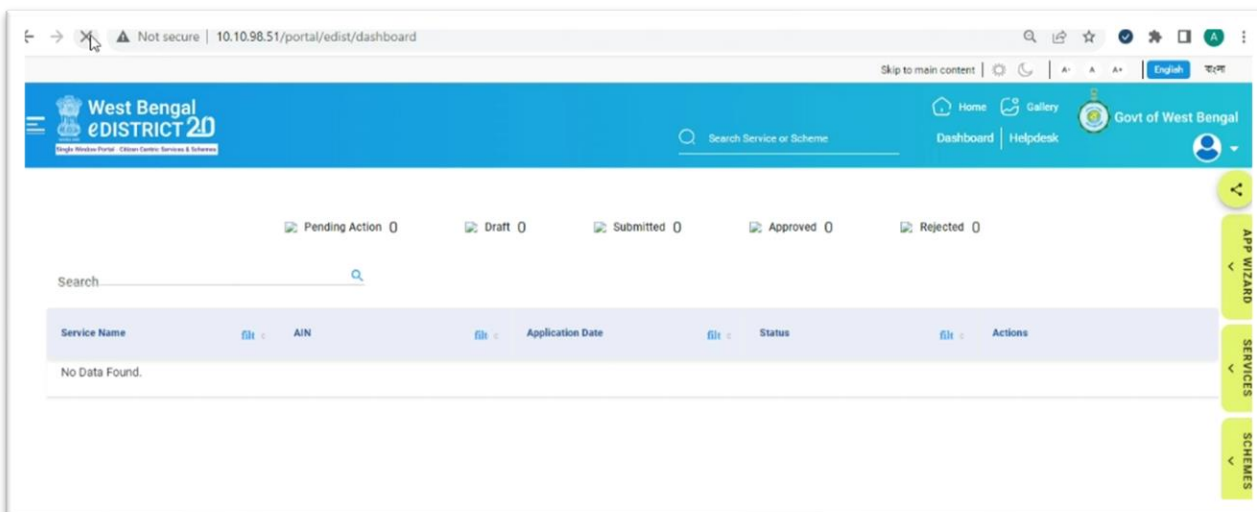


FIGURE 7

The Dashboard shows the application count against various statuses. For a new user this count is Zero for all the status categories.

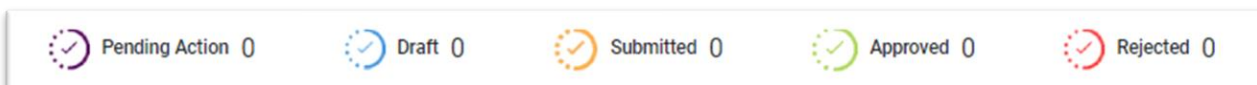


FIGURE 8

Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject	Count of Applications that are rejected on various grounds
Submitted	Count of Applications that have been submitted successfully

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## 5.0 Applying for Issuance of Fire Safety Recommendation

User needs to find the service as shown below.

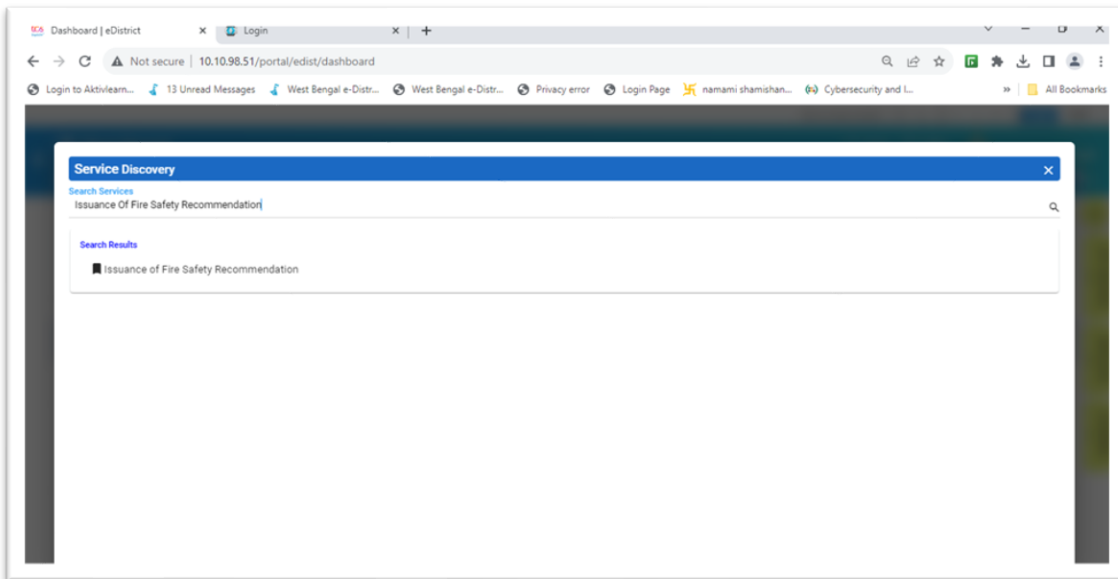


FIGURE 9

The following screen appears when the user clicks on the Service Name.

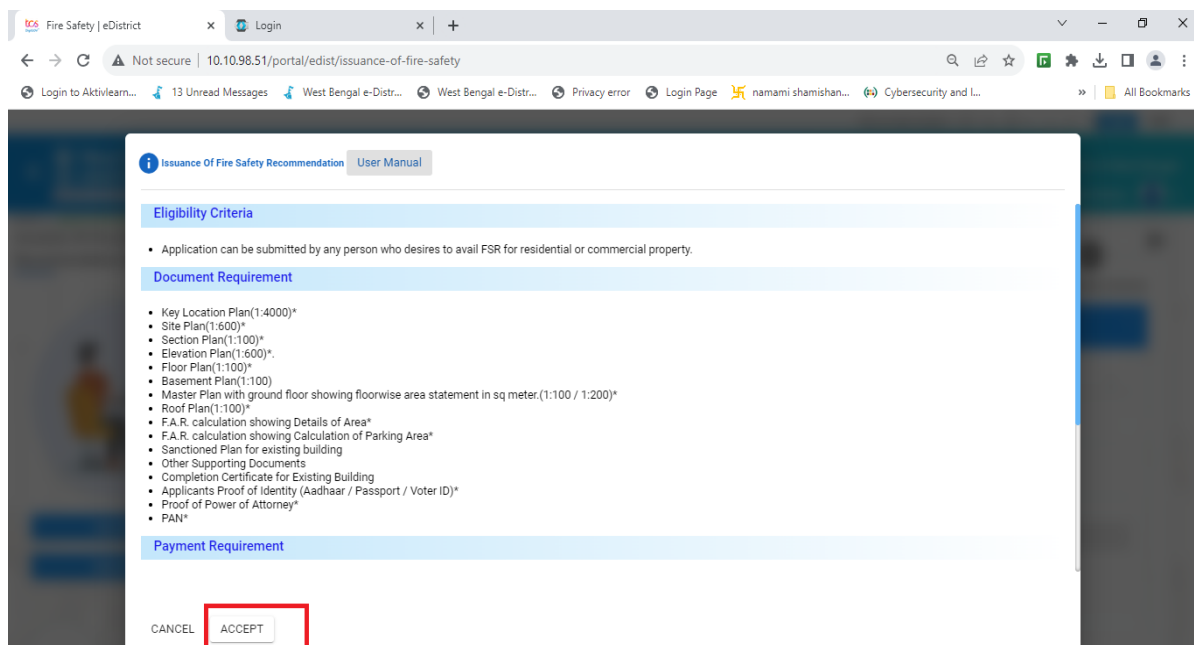


FIGURE 10

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The user needs to click on the **Accept** button to proceed further. The following screen appears.

The screenshot shows the 'Issuance-Of-Fire-Safety Recommendation Application' form. The left sidebar contains a 'User Manual' button and a 'Select Profile' button. The main form area is titled 'Applicant's Basic Information' and includes the following fields: Applicant Type\*, Salutation\*, First Name\*, Middle Name, Last Name\*, Mobile No\*, Date Of Birth\*, Age\*, Gender\*, Aadhar No\*, Date Of Application\* (01/11/2023), Email\*, and PAN Number\*. Below these fields are three expandable sections: 'Previous Application Details, if any', 'Old Application Details', and 'Name and Address Shown on Recommendation'. At the bottom are 'Save As Draft' and 'Save & Next' buttons.

FIGURE 11

The user needs to fill in the application form. Mandatory fields are denoted by red colored asterisk (\*) mark next to them.

### 5.1 Filling up the Application

The user needs to fill up the application form in a sequential manner.

This screenshot is identical to Figure 11, showing the 'Issuance-Of-Fire-Safety Recommendation Application' form. The left sidebar contains a 'User Manual' button and a 'Select Profile' button. The main form area is titled 'Applicant's Basic Information' and includes the following fields: Applicant Type\*, Salutation\*, First Name\*, Middle Name, Last Name\*, Mobile No\*, Date Of Birth\*, Age\*, Gender\*, Aadhar No\*, Date Of Application\* (01/11/2023), Email\*, and PAN Number\*. Below these fields are three expandable sections: 'Previous Application Details, if any', 'Old Application Details', and 'Name and Address Shown on Recommendation'. At the bottom are 'Save As Draft' and 'Save & Next' buttons.

FIGURE 12



## User Manual for Application for Issuance of Fire Safety Recommendation

Issuance-Of-Fire-Safety Recommendation application

1/3 Application Details 2/3 Address of the Property 3/3 Communication Address

Applicant's Basic Information

Previous Application Details, If any

Search

Previous Application Id	Name of the Applicant in the Previous Application	Reason for Rejection	Actions
No Data Found.			

Old Application Details

Name and Address Shown on Recommendation

FIGURE 13

Issuance-Of-Fire-Safety Recommendation application

1/3 Application Details 2/3 Address of the Property 3/3 Communication Address

Applicant's Basic Information

Previous Application Details, If any

Old Application Details

Name and Address Shown on Recommendation

Name to be Printed on the Recommendation: Abc Towers

Address to be printed on Recommendation: ABC ROAD

FIGURE 14

Issuance-Of-Fire-Safety Recommendation application

1/3 Application Details 2/3 Address of the Property 3/3 Communication Address

Address Line 1: Rouse

Address Line 2:

Pin Code: 736146

Country: India

State: West Bengal

District: Cooch Behar

Sub Division: Cooch Behar Sadar

Rural or Urban: Rural

Block/Municipality/Municipal Corporation: Block

Block/Municipality/Municipal Corporation Name: COOCHBEHAR I

Village or Ward: Housari

Post Office: Pechagari BO

Police Station: EEE

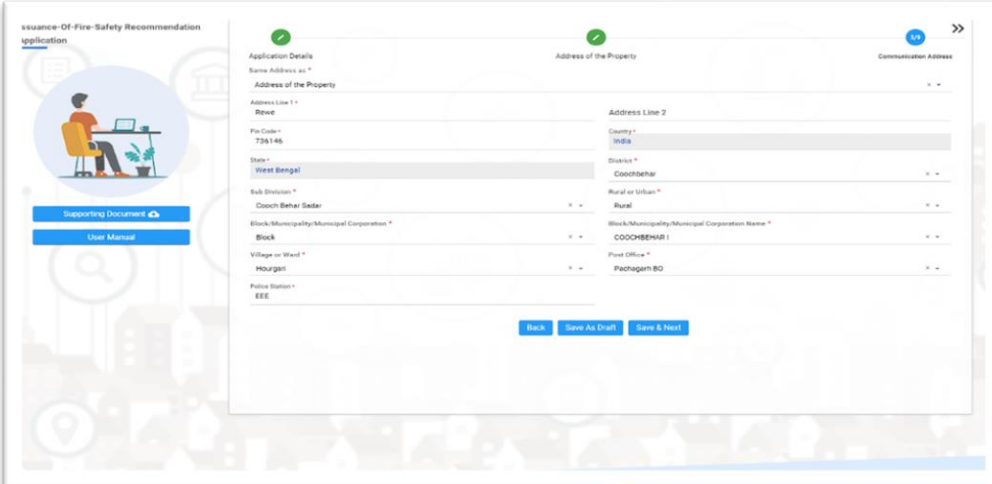
Nearest Fire Station to the Premises: Arambag

Zone: 1

Post No./Holding No./Pharwan No.: 123

FIGURE 15

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Issuance-Of-Fire-Safety-Recommendation application

Application Details

Name Address as \*

Address of the Property

Address Line 1 \*

Pin Code \*

State \*

Sub Division \*

Block/Municipality/Municipal Corporation \*

Village or Ward \*

Police Station \*

Address of the Property

Address Line 2

Country \*

District \*

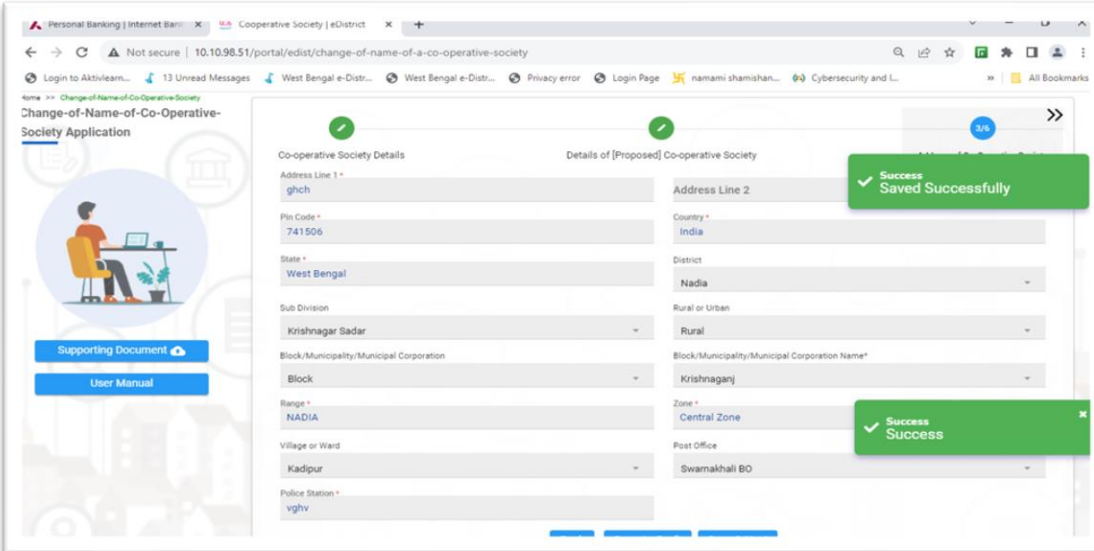
Rural or Urban \*

Block/Municipality/Municipal Corporation Name \*

Post Office \*

Back Save As Draft Save & Next

FIGURE 16



Personal Banking | Internet Banking | Cooperative Society | eDistrict

Not secure | 10.10.96.51/portal/edist/change-of-name-of-a-co-operative-society

Change-of-Name-of-Co-Operative-Society Application

Co-operative Society Details

Address Line 1 \*

Pin Code \*

State \*

Sub Division \*

Block/Municipality/Municipal Corporation

Range \*

Village or Ward

Police Station \*

Details of [Proposed] Co-operative Society

Address Line 2

Country \*

District \*

Rural or Urban \*

Block/Municipality/Municipal Corporation Name \*

Zone \*

Post Office \*

Success Saved Successfully

Success Success

FIGURE 17

## User Manual for Application for Issuance of Fire Safety Recommendation

The screenshot shows the 'Issuance-Of-Fire-Safety Recommendation application' interface. On the left is a sidebar with a user icon and buttons for 'Supporting Document' and 'User Manual'. The main content area is titled 'Plot Area Details' (Step 5/9) and is divided into three sections: 'Legal Status Occupancy and Use Group Details', 'Plot Area Details', and 'Main Characteristic and Other Details'. The 'Legal Status Occupancy and Use Group Details' section has a dropdown for 'Legal Status of Site' set to 'Legally Owned'. The 'Plot Area Details' section has a 'Details for Legally Owned Site' table with columns: Name, Address with Pin code, Registration Particulars If Any, and Actions. The table contains one row: Sachin, 12A BCC Street Kolkata-74, and an 'Add Row' button. The 'Main Characteristic and Other Details' section has a 'Details for Legally Held Site' section and an 'Occupancy and Use Group Details' section. At the bottom are 'Back', 'Save As Draft', and 'Save & Next' buttons.

Name	Address with Pin code	Registration Particulars If Any	Actions
Sachin	12A BCC Street Kolkata-74		<a href="#">Add Row</a>

FIGURE 18

The screenshot shows the 'Issuance-Of-Fire-Safety Recommendation application' interface, Step 6/9: Plot Area Details. The sidebar is the same as in Figure 18. The main content area is titled 'Plot Area Details' (Step 6/9) and is divided into three sections: 'Legal Status Occupancy and Use Group Details', 'Plot Area Details', and 'Main Characteristic and Other Details'. The 'Plot Area Details' section has a 'Total Plot Area' table with columns: As per Documents (sqm) \* and As per physical measurements(sq.m) \*. The table contains one row: 2000, 2000. The 'Main Characteristic and Other Details' section has a 'Boundries on each Sides' section. At the bottom are 'Back', 'Save As Draft', and 'Save & Next' buttons.

As per Documents (sqm) *	As per physical measurements(sq.m) *
2000	2000

FIGURE 19

## User Manual for Application for Issuance of Fire Safety Recommendation

Fire Safety | eDistrict

Not secure | 10.10.98.51/portal/edist/issuance-of-fire-safety

Legal Status Occupancy and Use Group Details Plot Area Details Main Characteristic and Other Details

Total Plot Area

Boundaries on each Side

North (m) East (m)

South (m) West (m)

Back Save As Draft Save & Next

FIGURE 20

Fire Safety | eDistrict

Not secure | 10.10.98.51/portal/edist/issuance-of-fire-safety

Main Characteristic Details

Maximum Height of the Building (m)

Width of the Abutting Road (m)

Total Floor Area of the Building (sqm)

Car Parking in Basement

Car Parking in Ground Floor

Car Parking in Other Space

No. of Individual Basement

Bed Capacity

Name of the Abutting Road

Area of the Site (sqm)

Was the building with the advantage of the open space on which the present proposal has been submitted?

Car Parking in Open Space

Car Parking in MLCP

Specify Other Space (car parking)

No. of Common Basement

Holding Capacity

Power of Attorney Details

FIGURE 21

## User Manual for Application for Issuance of Fire Safety Recommendation

The screenshot shows a web browser window with the URL [10.10.98.51/portal/edist/issuance-of-fire-safety](http://10.10.98.51/portal/edist/issuance-of-fire-safety). The form is titled "Fire Safety | eDistrict" and contains the following fields:

- Distance of Building from Transformers (m): 1
- Area of Fire Pump room (sqm): 12
- Whether completion certificate is required: NO
- Fire Refuge Area: Yes
- Availability of Fire Shaft: No
- Basement Available: Basement Available
- Location of Fire Pump room: W
- Existing Covered Area in Ground (sqm): 12
- Whether the Aerial Ladder can be moved around the Building and adequate Open Space available beneath Refuge Area Available: Yes
- Refuge area at the Height (sqm): 11
- Helipad (if more than 200 meters, height): No

Buttons at the bottom: Back, Save As Draft, Save & Next.

FIGURE 22

The screenshot shows the "Block Details" and "Floor Details" sections of the application form. The "Block Details" section has a table with the following data:

Block No.	Block Description	Height of the Block (in meters)	No. of Floors (excluding Basement)	Actions
1	1st	12	1	[Edit] [Delete]

The "Floor Details" section has a table with the following data:

Floor No.	Floor Description	Use	Category of Use	Actions
1.1	1.1	2nd	Guest House	[Edit] [Delete]

FIGURE 23

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Block No.	Staircase Type	Staircase Identification Details	Width of Staircase (m)	Actions
1	External	11111111	12	<a href="#">Edit</a> <a href="#">Delete</a>

Search  [Add Row](#)

Block No.	Type of Lift	Capacity of each Lift(Person or Weight)	Availability of Service Staircase,Service Lift	Actions
1	Staircase	13	Yes	<a href="#">Edit</a> <a href="#">Delete</a>

[Back](#) [Save As Draft](#) [Save & Next](#)

FIGURE 24

West Bengal eDISTRICT 2.0

Search for user or service

Minimum Open Space and Means of Access

Open Space around the building on North Side (sq. ft.)	Open Space around the building on East Side (sq. ft.)	Open Space around the building on South Side (sq. ft.)	Open Space around the building on West Side (sq. ft.)
2	2	2	3

Search  [Add Row](#)

[Back](#) [Save As Draft](#) [Save & Next](#)

FIGURE 25

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The screenshot shows a web browser window with the URL `10.10.98.51/portal/edist/issuance-of-fire-safety`. A modal form titled "Details of Licensed Building Surveyor (LBS) or Architect" is displayed. The form contains the following fields:

- Licensed Building Surveyor**: A dropdown menu.
- Name of the Architect or LBS**: A text field with the value "0000000000".
- Class of the LBS**: A text field with the value "A".
- Architect Registration No. or LBS License No.**: A text field with the value "QQ".
- Address**: A text field with the value "qqqqq".
- Pin Code**: A text field with the value "708080".
- Contact No of Architect or LBS**: A text field with the value "9090922213".
- Validity Period of the License or Registration**: A text field with the value "30/11/2023".

At the bottom right of the form are "Cancel" and "OK" buttons.

FIGURE 26

The screenshot shows the Fire Safety eDistrict portal. On the left, there is a sidebar with a circular icon of a person at a desk and two buttons: "Supporting Document" and "User Manual". The main content area displays a form titled "Minimum Open Space and Means of Access" with a progress indicator showing 1/9 steps. The form is divided into two sections: "Details of Licensed Building Surveyor (LBS) or Architect" and "Structural Engineer Details". Below these sections is a table with the following data:

Name	Address	PIN Code	Registration No.	Actions
0000000000	12	700001	12222	[Edit] [Delete]

At the bottom of the form are four buttons: "Back", "Save As Draft", "Preview", and "Submit".

FIGURE 27

The user may face the need to use the **Save as Draft** button to save the application as a draft so that the complete data is stored considering the fact that the application form for the service is a big one. Next, the user is required to preview the application by clicking on the **Preview** button.

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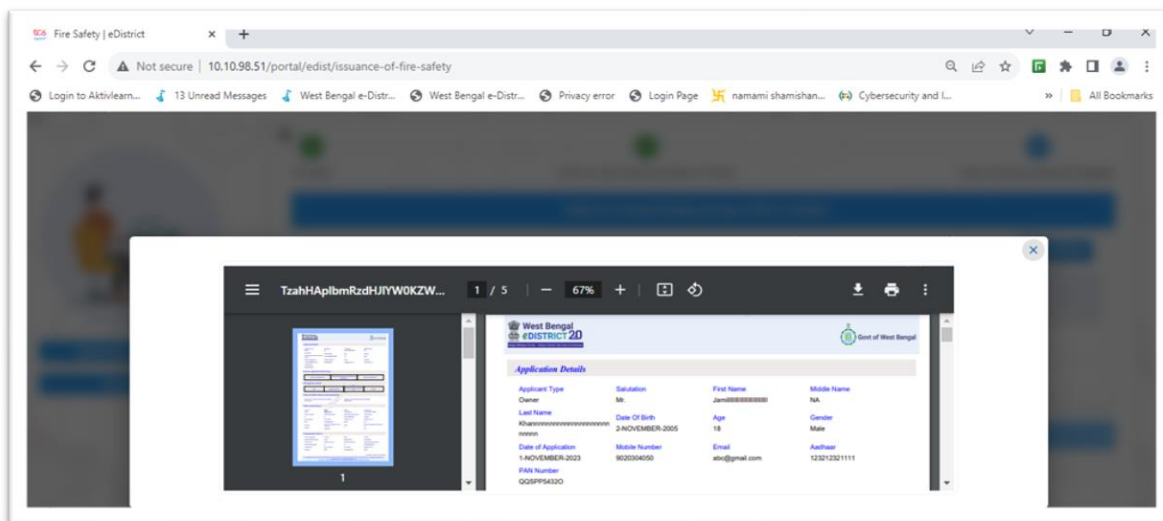


FIGURE 28

The user needs to submit all details for the last tab and click on **the Submit** button. In case the user clicks on **Submit**, the system checks for the availability of supporting documents and warns accordingly. The user must upload the supporting documents to ensure that the application form is submitted successfully

## 5.2 Adding Supporting Documents.

Users need to click on the supporting document button.

To attach the documents user needs to click on the **Supporting Documents** in order to attach the supporting documents.



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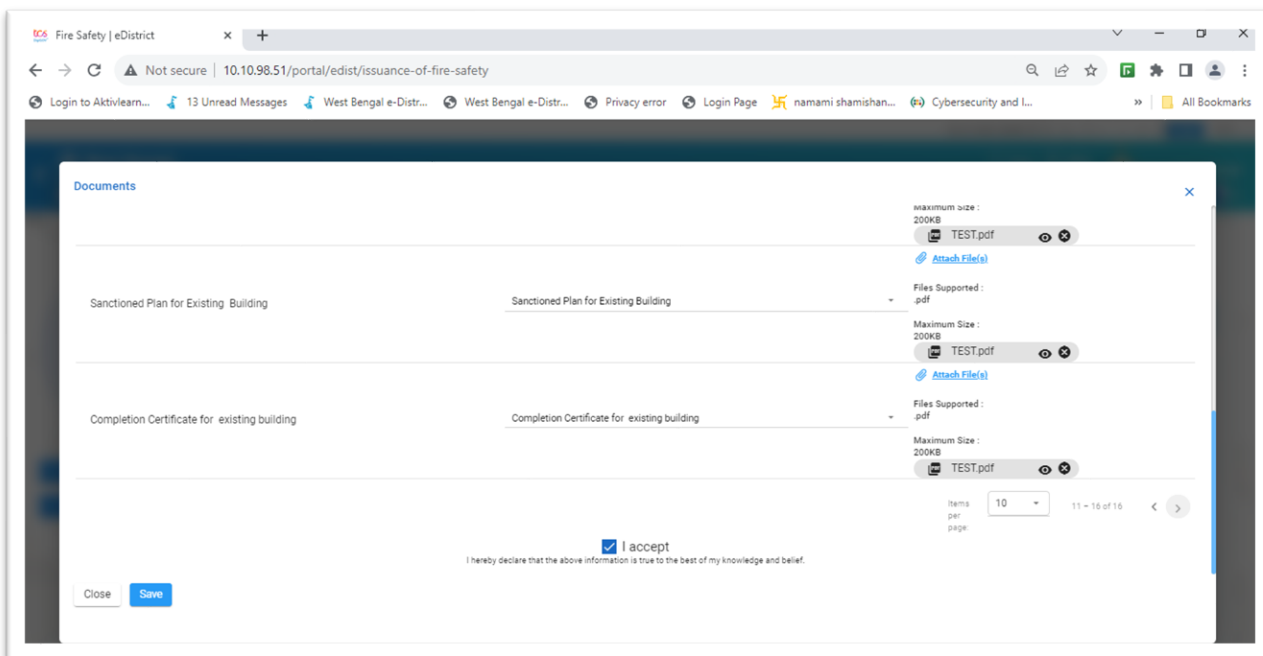


FIGURE 29

To attach a document, the user needs to click on the **Attach File(s)** link. Once all the necessary documents are uploaded, the User has to click on **Save** button to save the attachments.

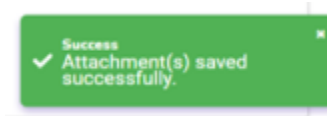


FIGURE 30

Now the user can click on **Submit** to complete the application submission. The Unique AIN is generated for the application submitted. This is shown in the image below.

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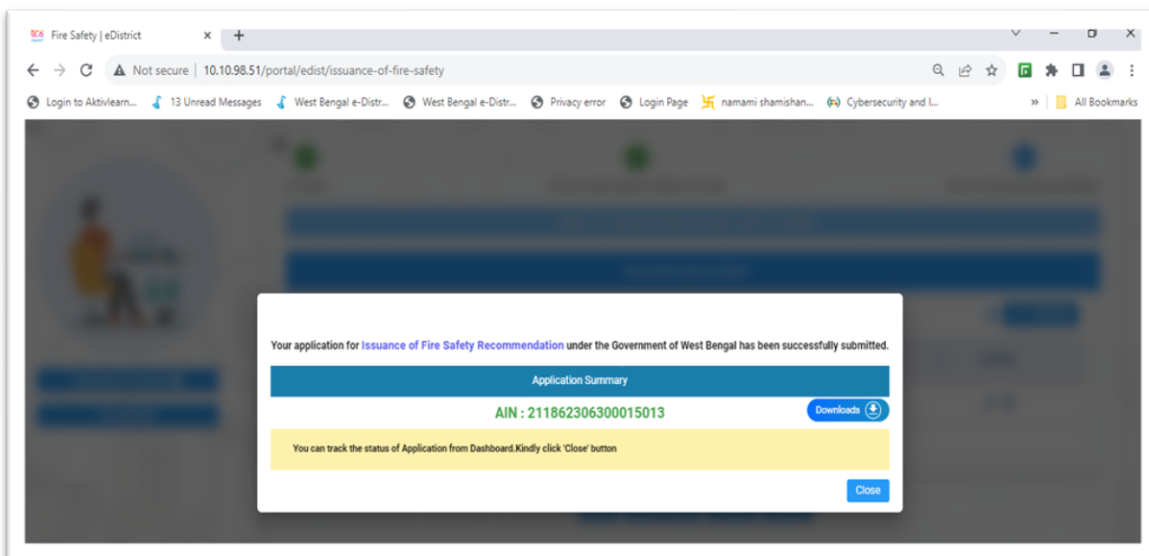


FIGURE 31

The User can close the window and go to the **Dashboard**, to see the application. Also, the Application acknowledgement can be downloaded / printed for records by clicking on the download button.

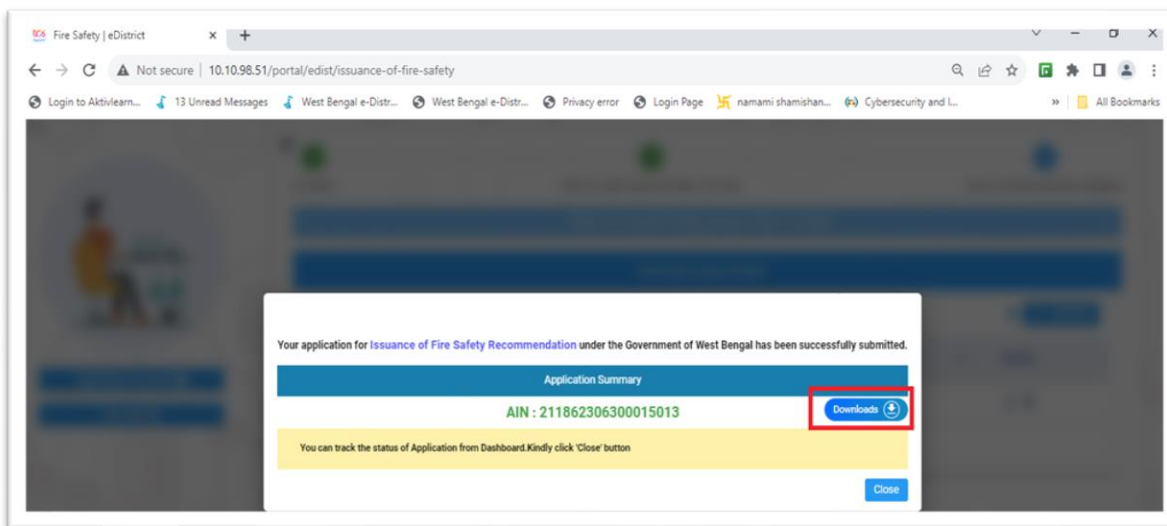


FIGURE 32

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### 5.3 Deleting Draft Application that is no longer needed

The user needs to click on the Trashcan Icon as shown below.

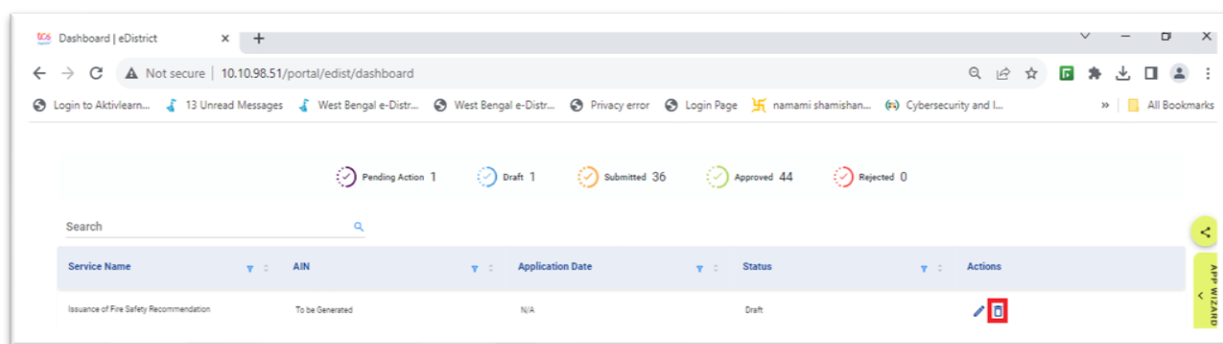


FIGURE 33

The following screen appears.

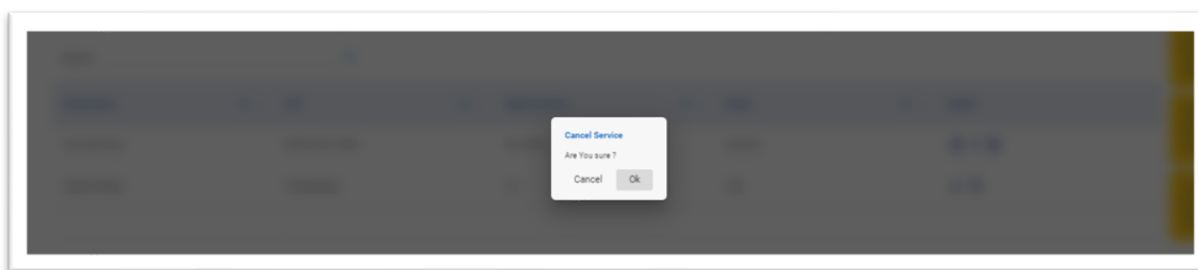


FIGURE 34

The user has to click on **the Ok** button to confirm the deletion. A confirmatory message appears confirming the deletion.



FIGURE 35

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## 5.4 Editing a Draft Application

The user has to click on the Edit icon as shown below to edit the draft.

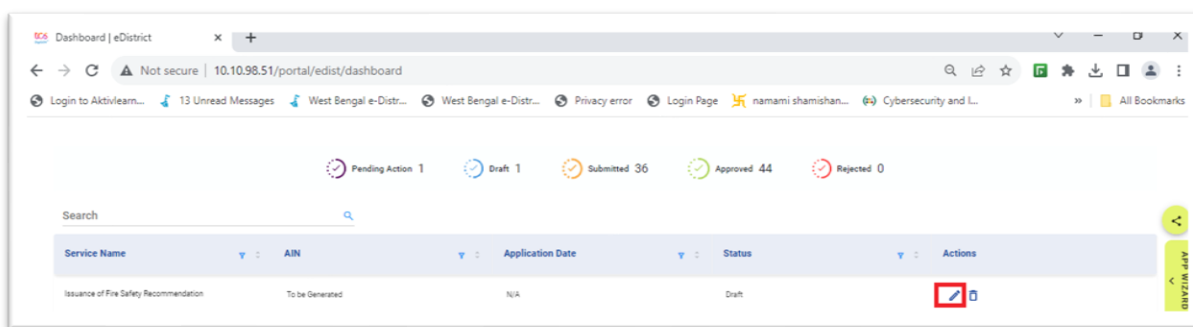


FIGURE 36

## 5.5 Download Application Acknowledgement

The user needs to click on the **Download** icon as shown below.

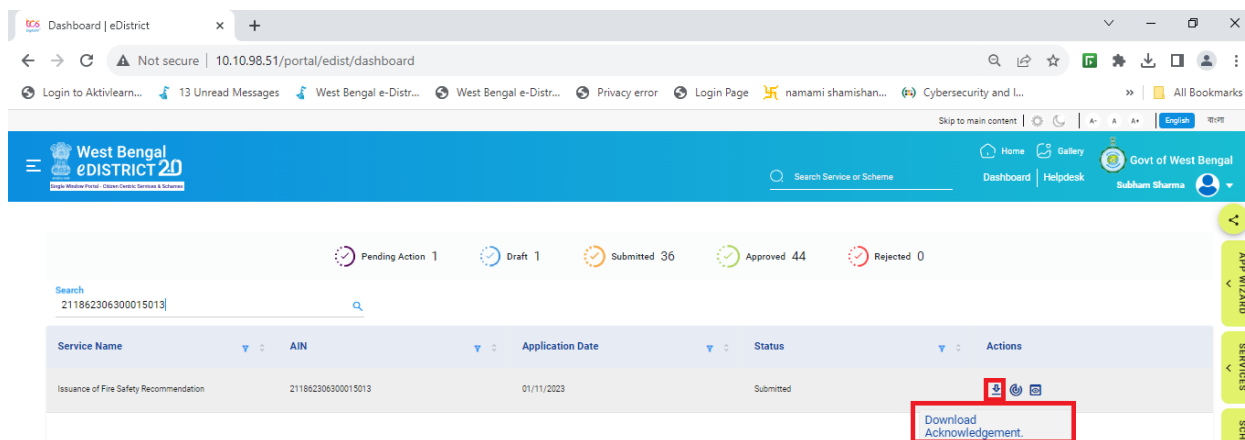


FIGURE 37

## 5.6 Searching an Application

To search for an application the user should enter the Unique AIN of the application in the **Search Box**. The following screen shot may be referred to.

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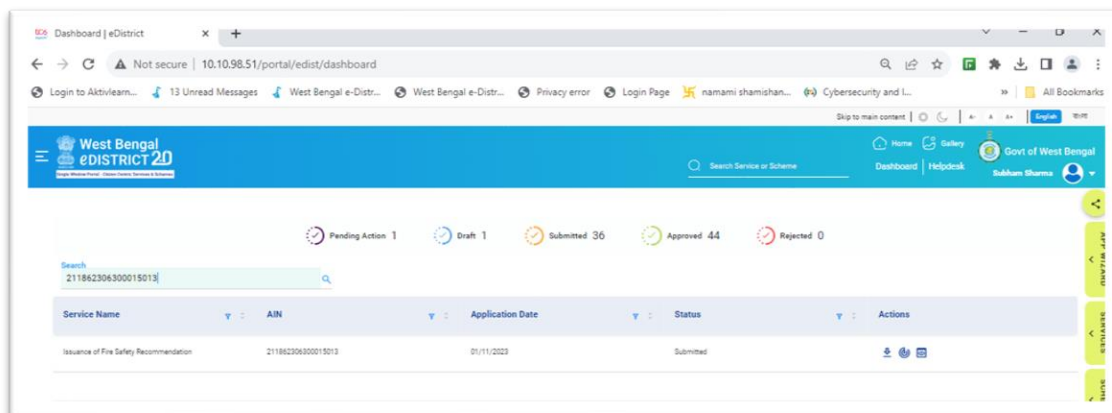


FIGURE 38

In case the application has been Sent Back by any actor the same process may be followed.

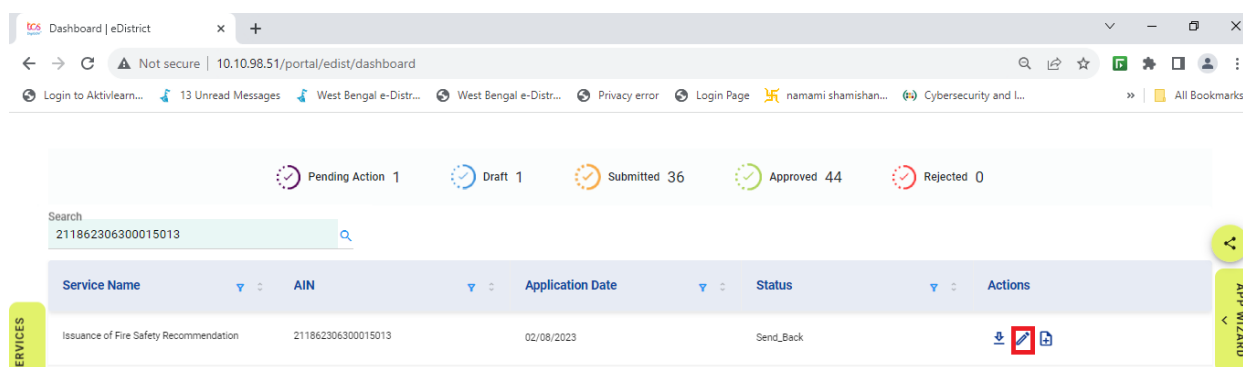


FIGURE 39

Since the application has been sent back the user can view the reasons / comments for the same by clicking on SendBack Remarks as shown above. The following screen appears.

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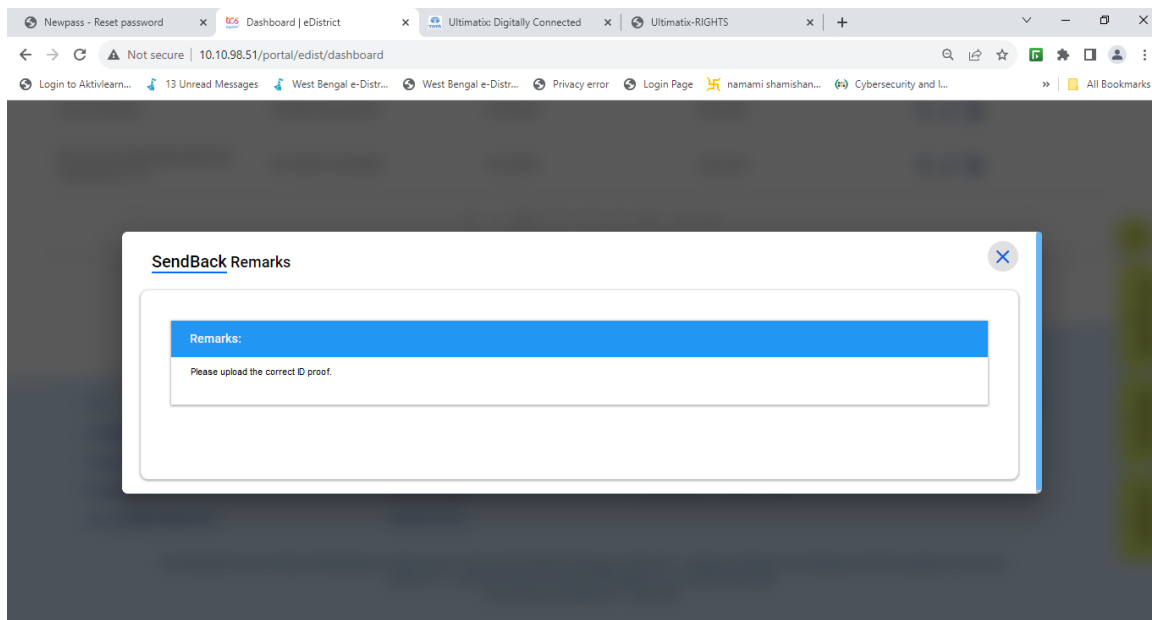


FIGURE 40

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## 5.7 Tracking Application Status

To track the status the user has to click on the **Track Case Status** Icon as shown below.

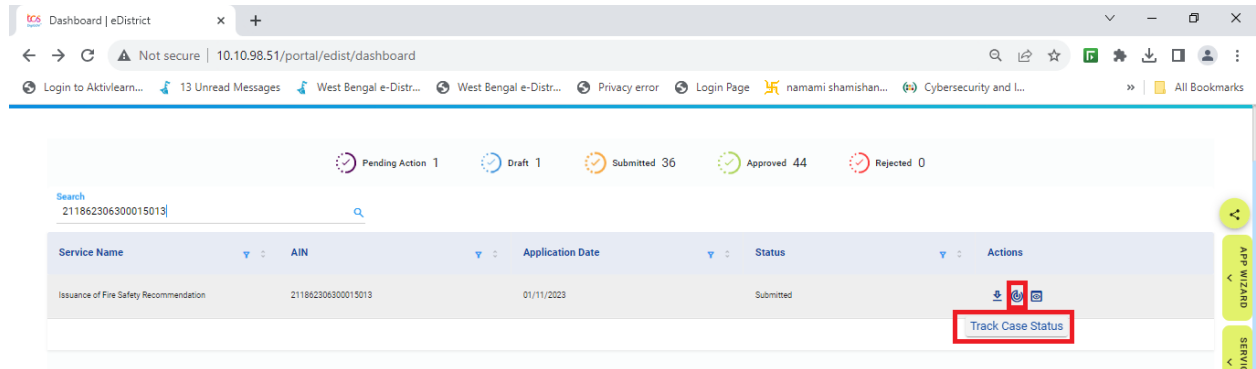


FIGURE 41

The following screen appears showing the real time status.

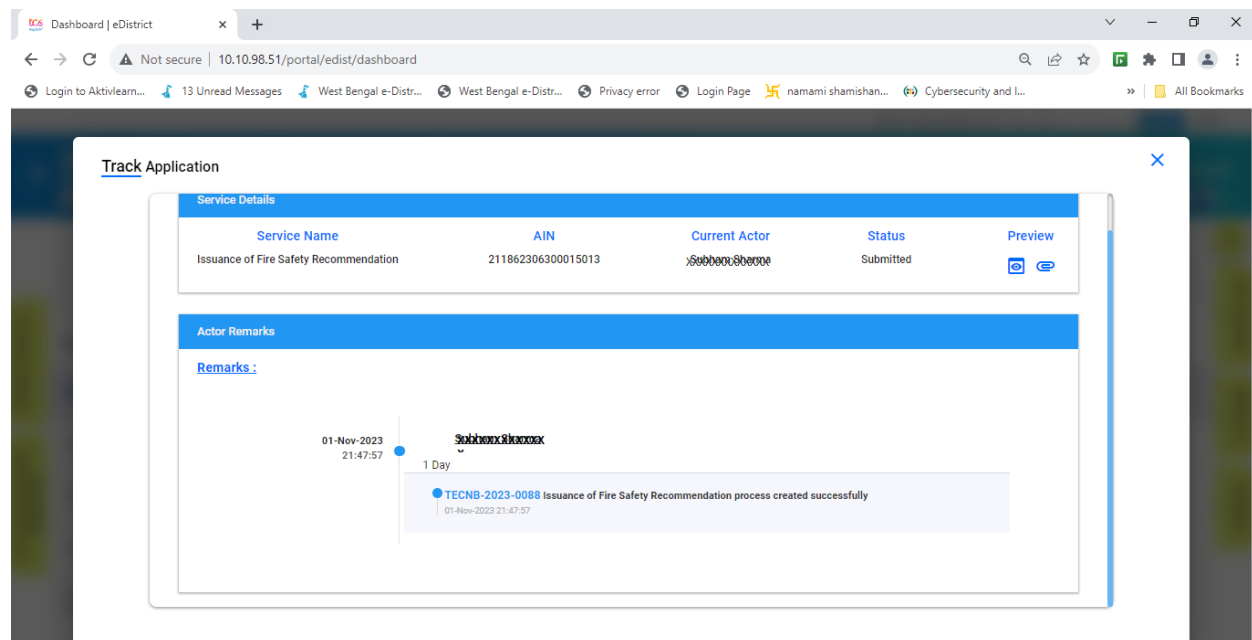


FIGURE 42

## 5.8 Edit an Application

In order to edit an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- View the remarks shared by the concerned departmental authority.

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- Click on the **Edit Case** icon and make the necessary changes as shown below and make the necessary changes.

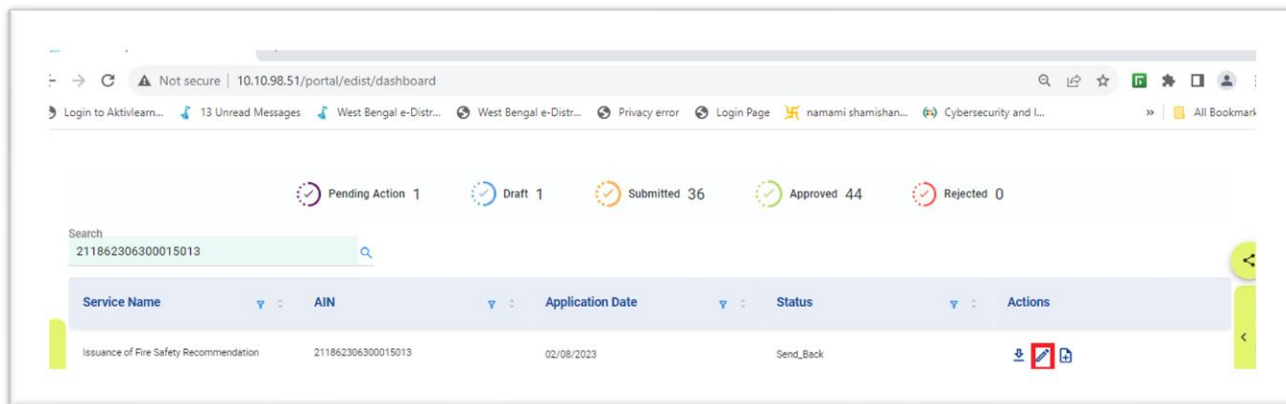


FIGURE 43

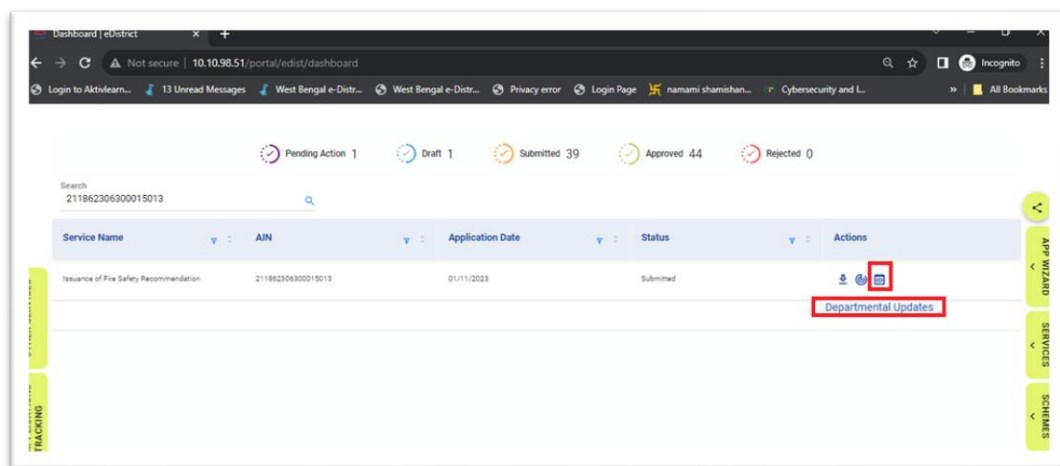


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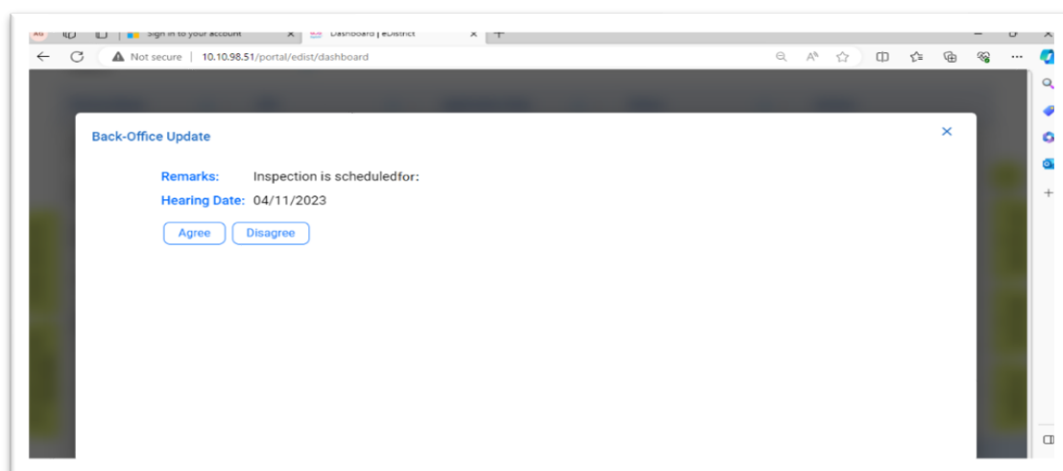
**5.9 Accepting Inspection Date (If applicable)**

With reference to the SOP guidelines of Fire Department, GoWB, an inspection is required in a few of the cases as per the content of the application. The user has to follow the following steps so that he/she can get to know the inspection date and ensure his/her presence.

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section. The user has to select the Departmental Updates icon s shown below to see the updates.

**FIGURE 44**

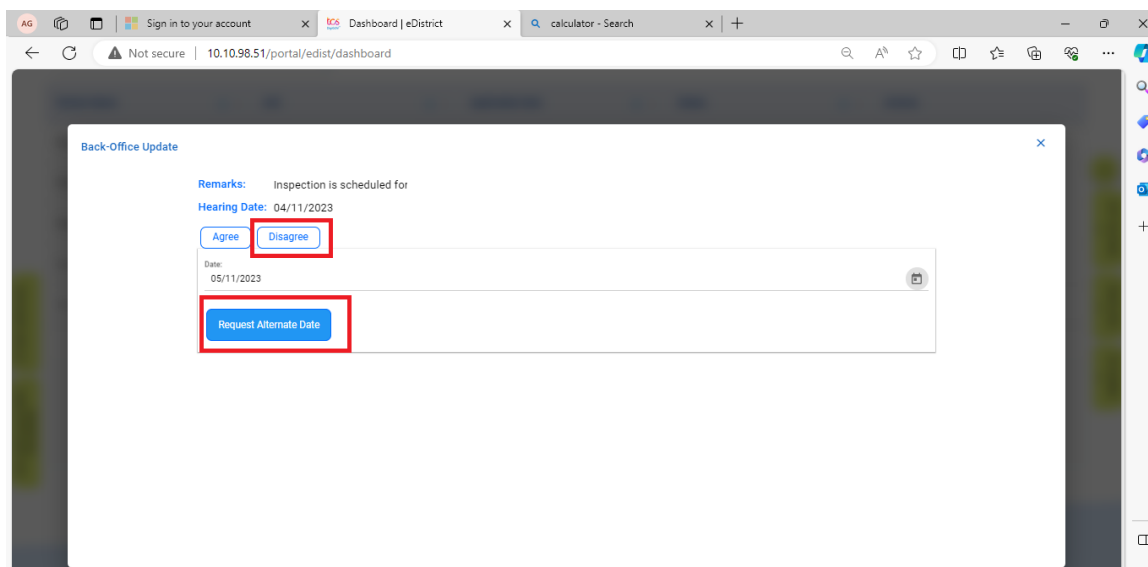
The following screen appears next.

**FIGURE 45**

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In case the user is comfortable with the date suggested from the department end he/she can click on **Agree**. **Else**, there is an option to **Disagree**. In such case, the applicant can request an alternate date as shown below.



**FIGURE 46**

This process can be repeated for three iterations for arriving at a mutually agreeable date. In case the applicant disagrees with the date during the third instance, there is a chance that the application may get rejected in the system.

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## 5.10 Making Payment

In order to Make Payment for an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- Check the Remarks for Payment.

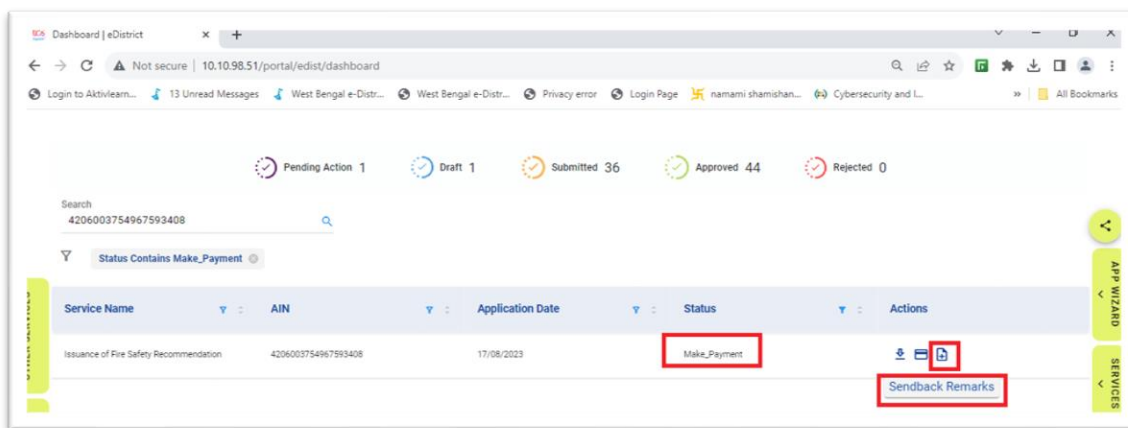


FIGURE 47

The following screen appears.

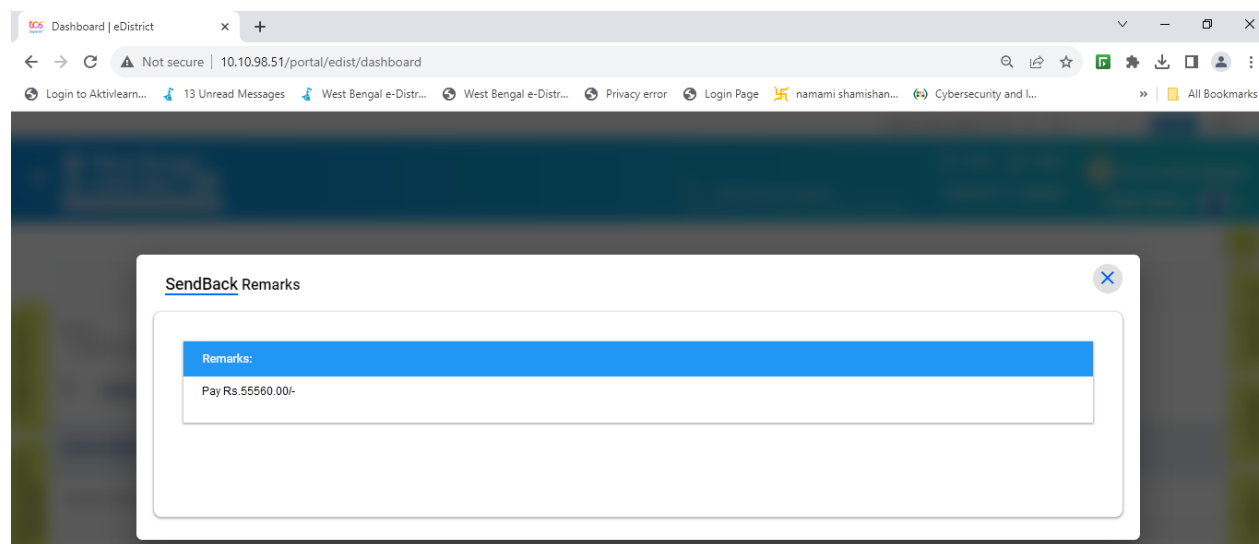


FIGURE 48

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- Click on the **Make Payment** icon and make the necessary changes as shown below and make the necessary changes.

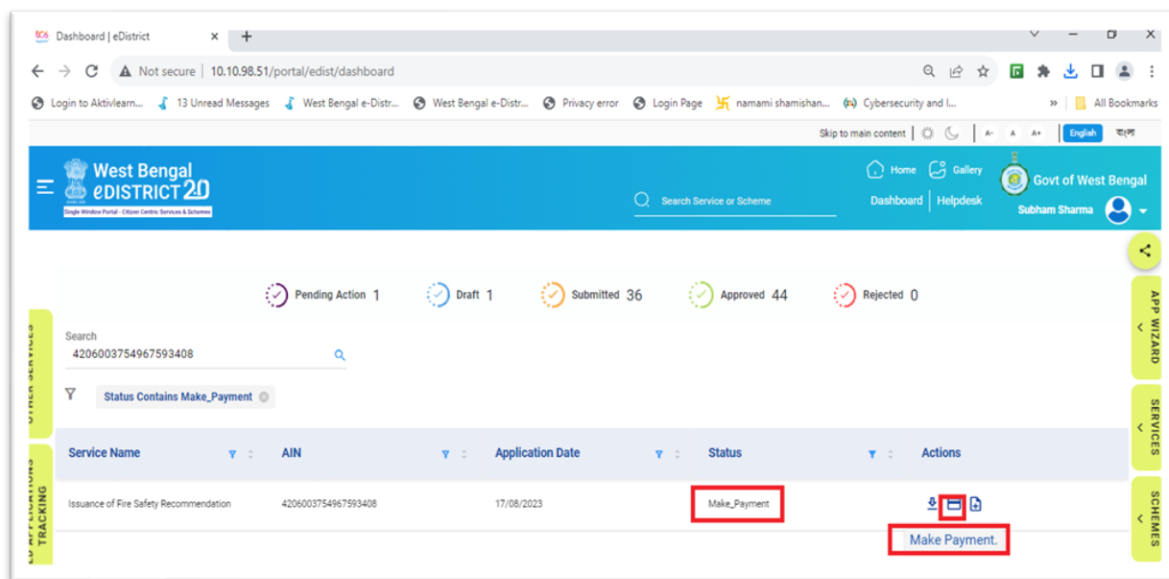


FIGURE 49

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### 5.11 Checking the Application Outcome

In order to check the outcome of an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- Application may have the outcome as Approved or Rejected as per the merit of the case. The following screen shot shows an application which has been rejected.

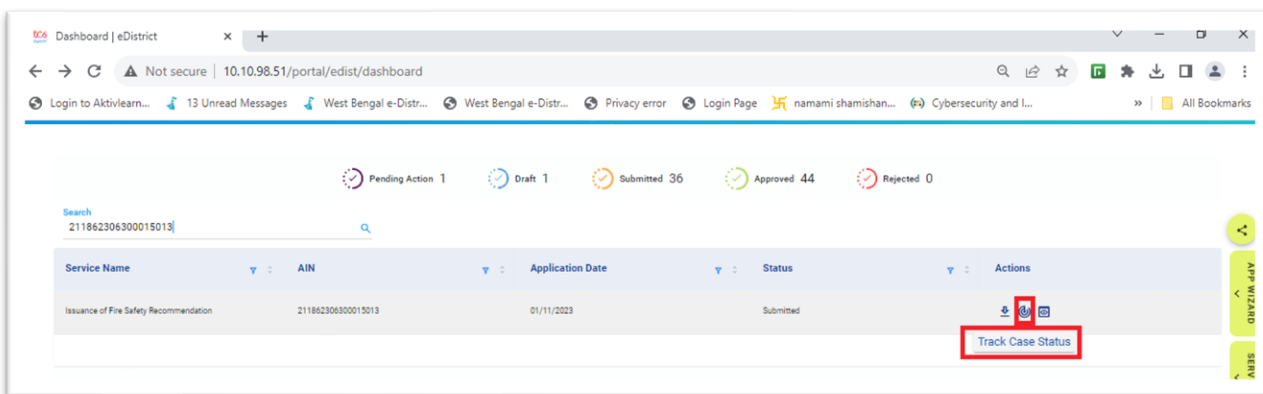


FIGURE 50

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## 5.12 Downloading the Output

In order to check the outcome of an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous sections.
- Click on the **Download Certificate** icon under the Actions heading as shown below

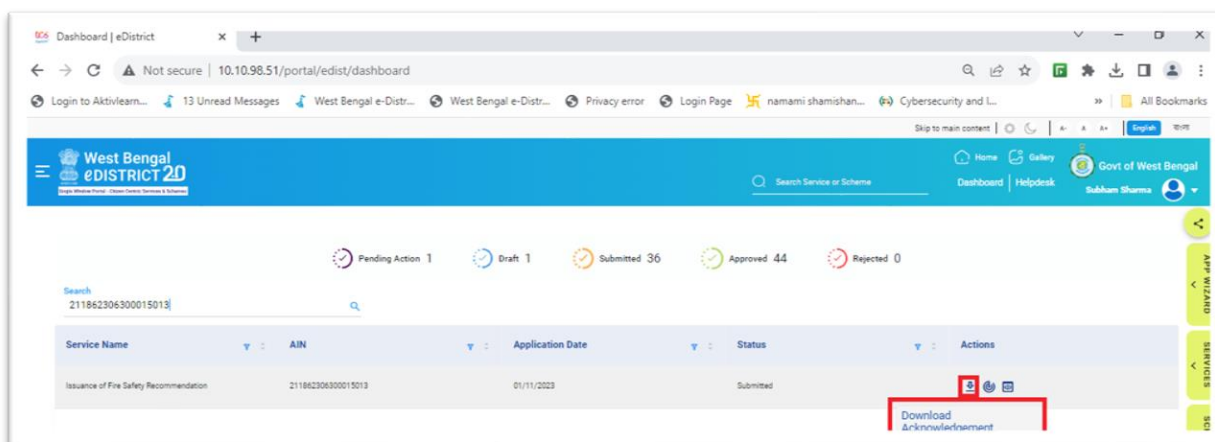


FIGURE 51

The following screen appears.

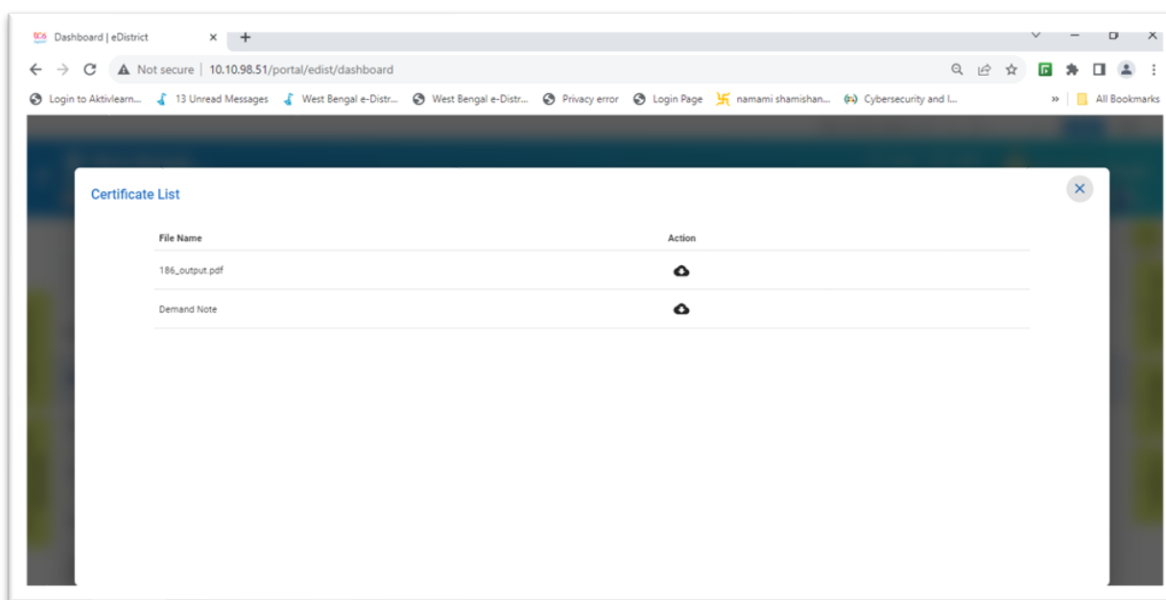


FIGURE 52

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The user has to click on the Download icon and download the document.

## 6.0 Connecting Helpdesk

WB eDistrict portal aims to serve a huge number of individuals under different roles. In case, the user gets stuck at a specific point, he or she can click on the Helpdesk link or select the Contact Us menu provided. The following screen appears.

The screenshot displays the 'Contact Us' page of the WB eDistrict portal. The page is titled 'Contact Us' and includes a 'Contact Info' section with the following details:

- 19:00 AM to 06:00 PM (on working days only)
- Email: [wbedistrict@wb.gov.in](mailto:wbedistrict@wb.gov.in)
- Phone numbers: +91 9679952002, +91 9836354402, +91 9932251380
- District Level Contact Details: <https://wbedistrict.wb.gov.in/FACE/helpdeskDetailsnew.jsp>

The page also features a 'Feedback' section with a star rating system and a 'Grievance' section. The feedback section includes a list of items to be rated:

Name*	Number*
1. Navigation*	☆☆☆☆☆
2. User Experience*	☆☆☆☆☆
3. Ease for service available*	☆☆☆☆☆
4. Look and feel*	☆☆☆☆☆
5. Help Documentation*	☆☆☆☆☆

The 'Grievance' section includes a 'Comments\*' field. The browser address bar shows '10.10.98.51:8085/portal/home'.

FIGURE 53

The Contact Us section also provides the user to submit generic feedback on the portal as well as provides an option to Submit the Grievance if any.



## User Manual for Application for Issuance of Fire Safety Recommendation

## 7.0 Submitting Feedback

In order to submit the feedback, the user needs to enter the name and mobile number and select the rating against the feedback survey parameters and finally enter the comments as shown below.

The screenshot shows a web form titled "Feedback" with a "Grievance" tab. The form includes fields for "Name\*" (containing "S D") and "Number\*" (containing "777777777"). Below these are five rating categories, each with five stars: "1. Navigation\*", "2. User Experience\*", "3. Ease for service available\*", "4. Look and feel\*", and "5. Help Documentation\*". A progress bar shows "Your Satisfaction level is 88%". A "Comments\*" field contains the text "Satisfactory". At the bottom right, it says "488 characters". There are two blue buttons: "SUBMIT" and "RESET".

Parameter	Rating (Stars)
1. Navigation*	4.2
2. User Experience*	4.2
3. Ease for service available*	4.2
4. Look and feel*	5.0
5. Help Documentation*	5.0

Your Satisfaction level is 88%

Comments\*: Satisfactory

488 characters

**SUBMIT** **RESET**

FIGURE 54

The user has to click on the **SUBMIT** button to successfully register the feedback with the portal. In case the user needs to change the selection, he or she can click on the **RESET** button provided.

## **8.0 Raising a Grievance**

Coming Soon !!!!!!!!!!!!!!!