

User Manual for Application for Renewal of Fire Safety Certificate

User Manual – WB eDistrict 2.0

User Manual for Applicants for Renewal of Fire Safety Certificate

Version 1.0

Created On: 08-Feb-2024

Revised On: _____

Released On: _____

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.

CAUTION

The information contained in this document is confidential and no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior consent from M/s WTL, the State Nodal Agency (SNA) and State Implementing Agency (SIA) for all e- Governance related activities in West Bengal and Department of P&AR, Govt. of West Bengal.

User Manual for Application for Renewal of Fire Safety Certificate

Revision Control History

S. No.	Nature of Amendment	Document Version No.	Document Release Date	Remarks
1	Draft	1.0		

Document Details

Name	Version No.	Description

Prepared by: ASHISH GULATI

Date: _____

Reviewed by: _____

Date: _____

Authorised by:

Date: _____

User Manual for Application for Renewal of Fire Safety Certificate

Table of Contents

List of Abbreviations.....	5
1.0 Introduction	6
1.1 Accessing eDistrict 2.0	6
1.2 User Navigation flow.....	7
1.3 Important Sections.....	8
2.0 Service Discovery	9
3.0 Scheme Discovery	11
4.0 User Registration	13
5.0 Applying for Renewal of Fire Safety Certificate	15
5.1 Filling up the Application	16
5.2 Adding Supporting Documents.....	23
5.3 Deleting Draft Application that is no longer needed	25
5.4 Editing a Draft Application	26
5.5 Download Application Acknowledgement	26
5.6 Searching an Application.....	27
5.7 Tracking Application Status.....	29
5.8 Edit an Application	30
5.9 Checking the Application Outcome	31
5.10 Downloading the Output	32
6.0 Connecting Helpdesk.....	33
7.0 Submitting Feedback.....	34
8.0 Logging Out.....	35
8.0 Raising a Grievance	36

User Manual for Application for Renewal of Fire Safety Certificate

List of Abbreviations

SIL#	Test	Meaning
1.	AIN	Application Identification Number
2.	FSR	Fire Safety Recommendation
3.	FSC	Fire Safety Certificate
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.

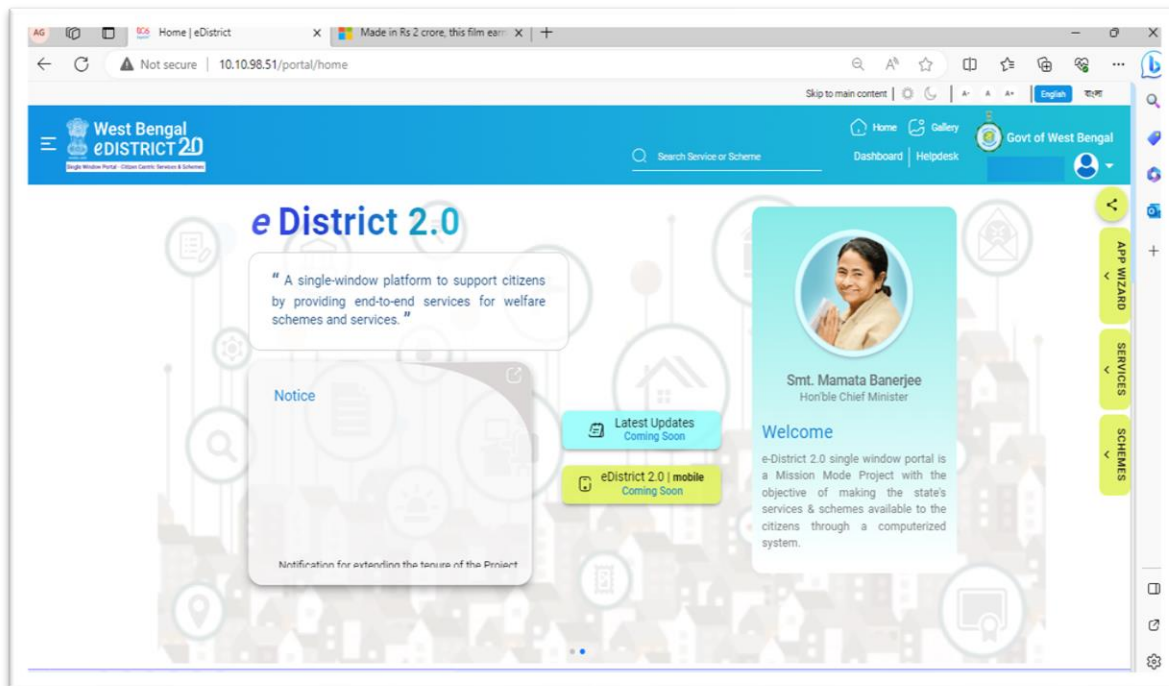
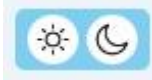




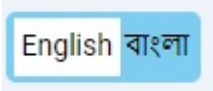





FIGURE 1

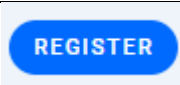

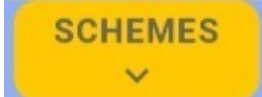
User Manual for Application for Renewal of Fire Safety Certificate

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"> • Login • Services • Schemes • Contact Us

User Manual for Application for Renewal of Fire Safety Certificate

Icon / Link	Usage
	User can jump to the Login screen, browse for the available services, schemes and also jump to the Contact Us .
	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 Renewal of Fire Safety Certificate

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.

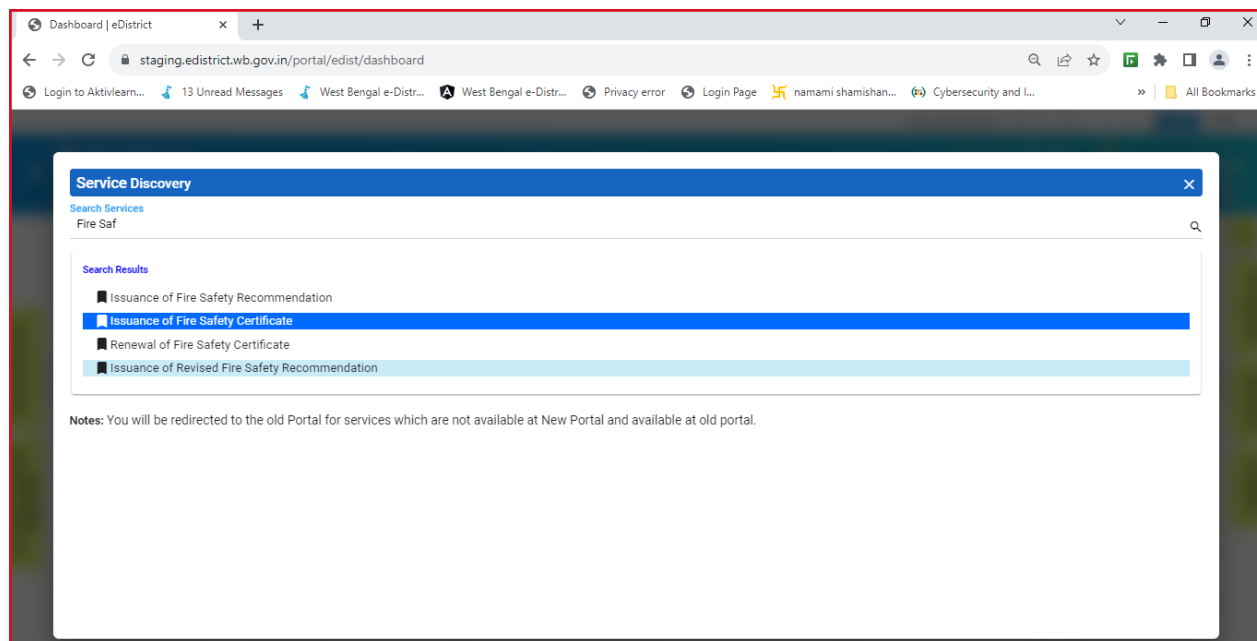


FIGURE 2

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 Certificate**.

User Manual for Application for Renewal of Fire Safety Certificate

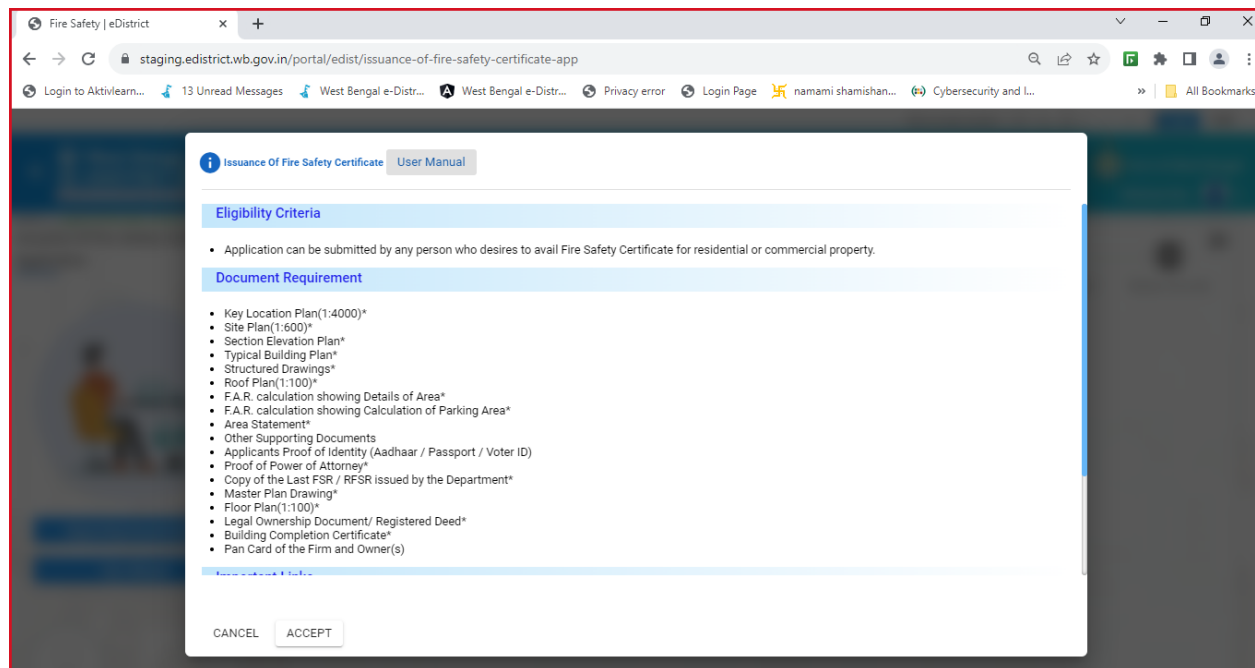


FIGURE 3

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.

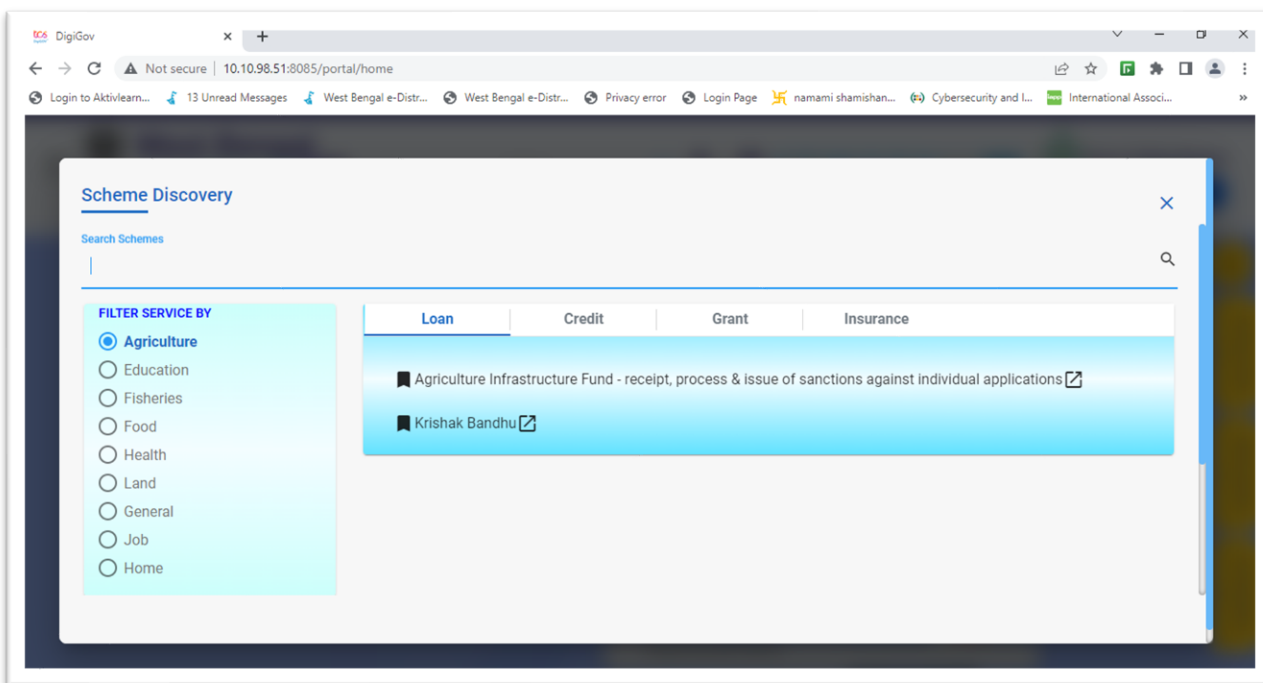


FIGURE 4

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.

User Manual for Application for Renewal of Fire Safety Certificate

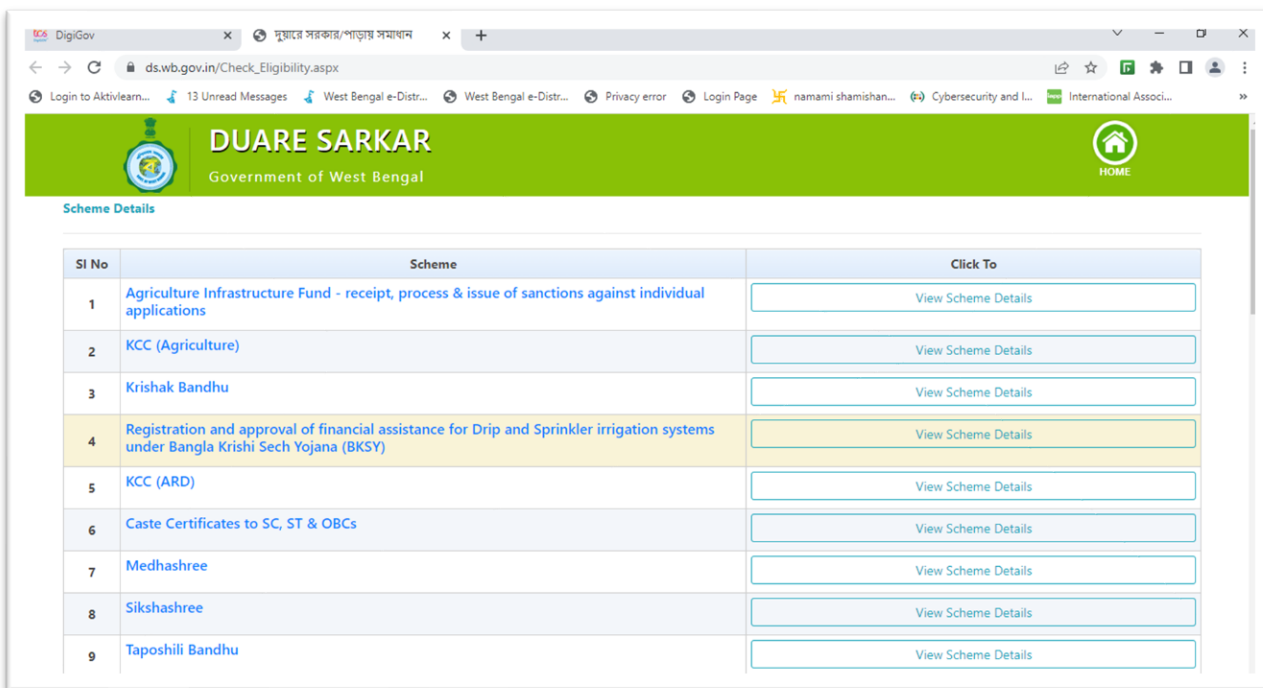


FIGURE 5

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**.

User Manual for Application for Renewal of Fire Safety Certificate

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.

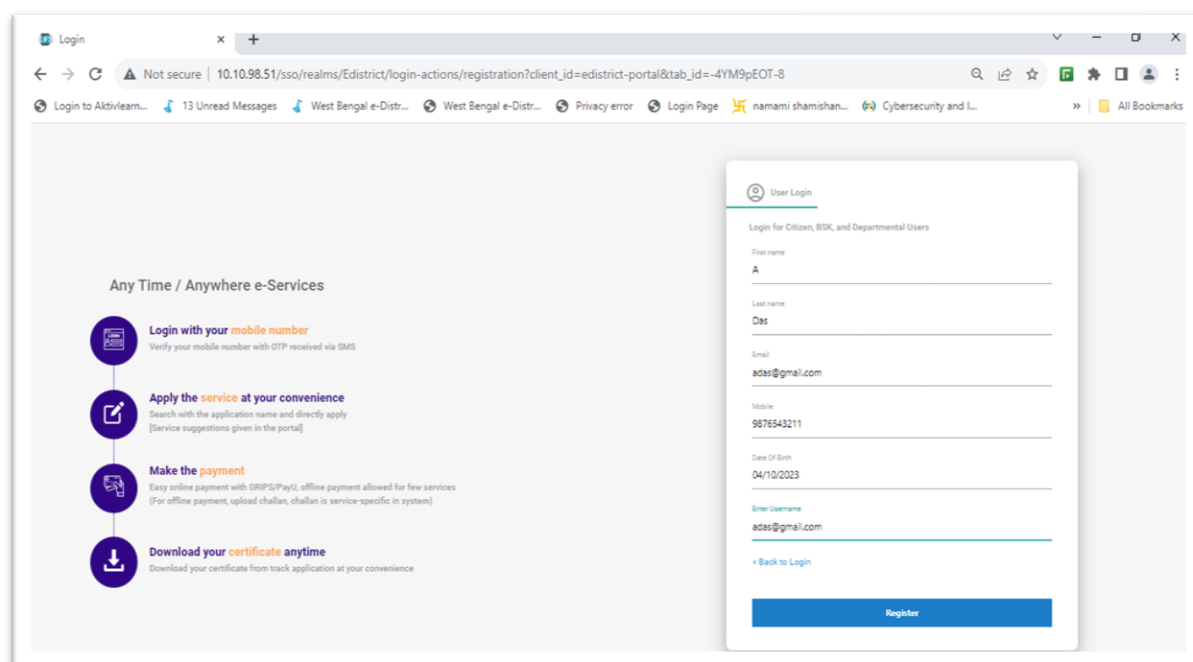
The screenshot shows a web browser window with the URL 10.10.98.51/sso/realms/Edistrict/login-actions/registration?client_id=edistrict-portal&tab_id=-4YM9pEOT-8. The page has a header with navigation links like 'Login to Aktivlearn...', '13 Unread Messages', and 'West Bengal e-District'. The main content area is titled 'Any Time / Anywhere e-Services' and lists four steps: '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' (filled with 'A'), 'Last name' (filled with 'Das'), 'Email' (filled with 'adas@gmail.com'), 'Mobile' (filled with '9876543211'), and 'Date Of Birth' (filled with '04/10/2023'). Below these fields is a 'Enter Username' field (filled with 'adas@gmail.com') and a 'Back to Login' link. At the bottom of the form is a blue 'Register' button.

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.

User Manual for Application for Renewal of Fire Safety Certificate

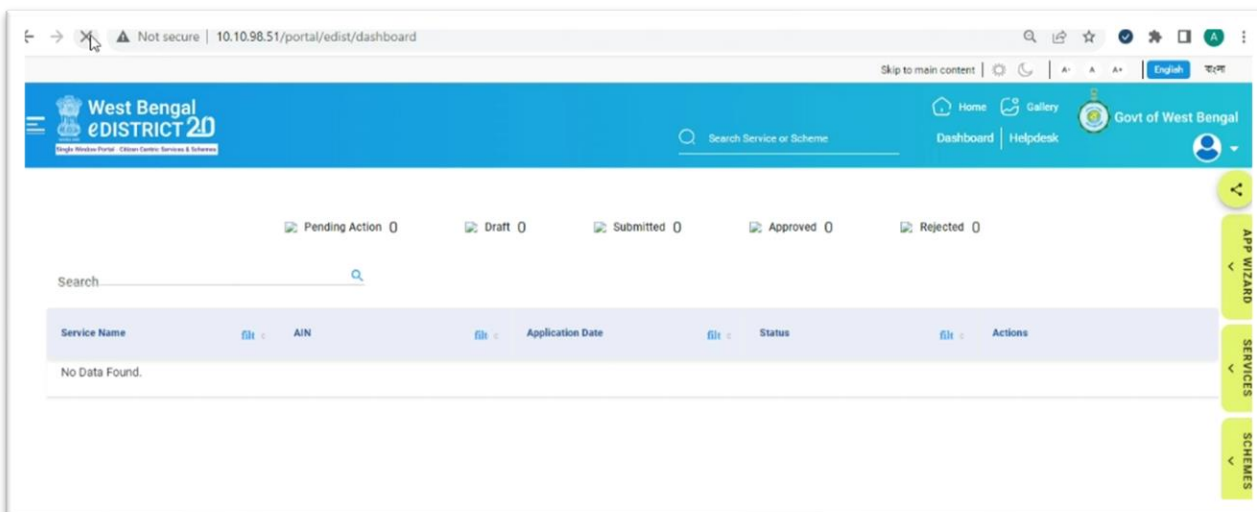


FIGURE 7

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

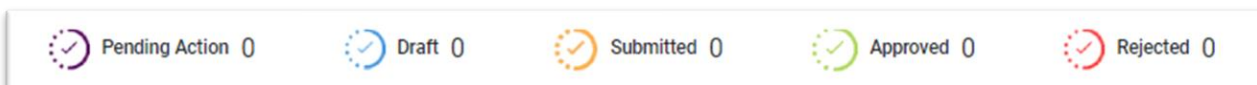


FIGURE 8

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

User Manual for Application for Renewal of Fire Safety Certificate

5.0 Applying for Renewal of Fire Safety Certificate

User needs to find the service as shown below.

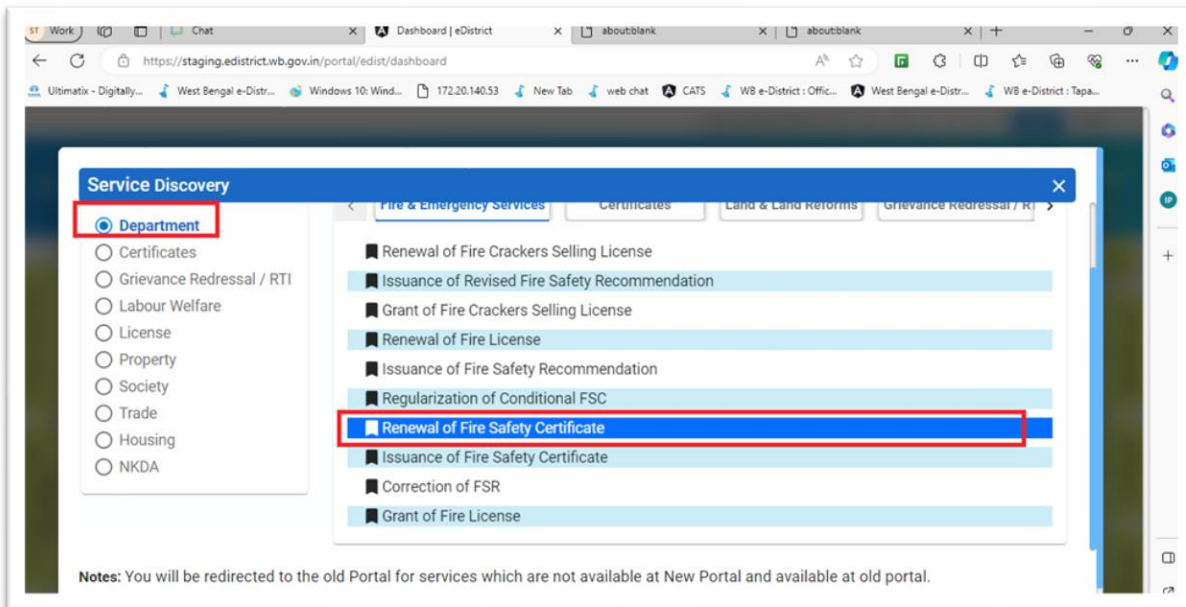


FIGURE 9

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

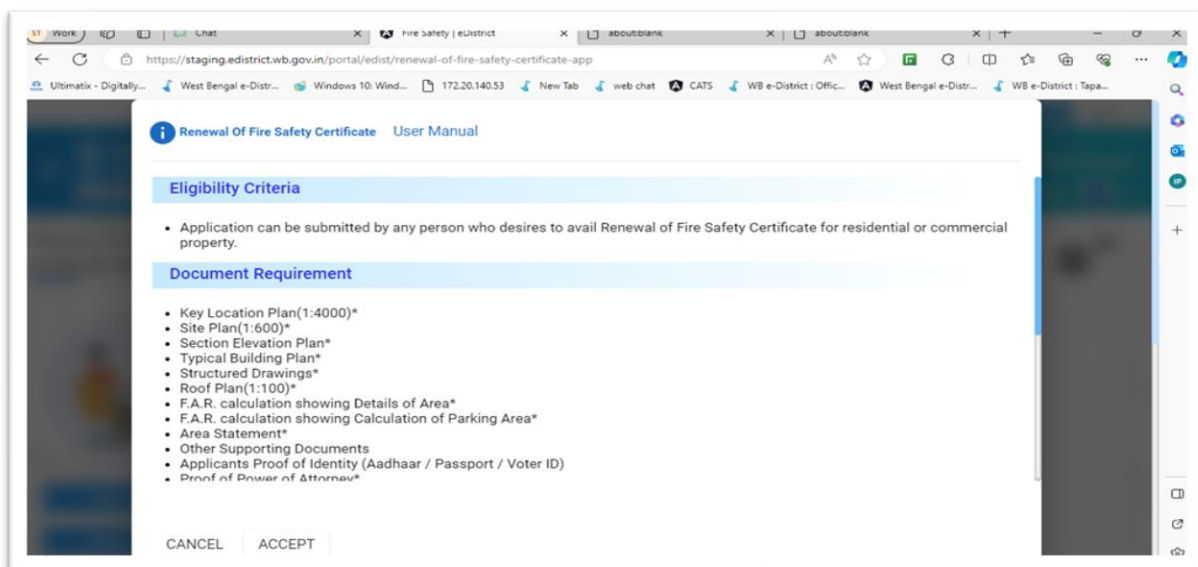


FIGURE 10

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

User Manual for Application for Renewal of Fire Safety Certificate

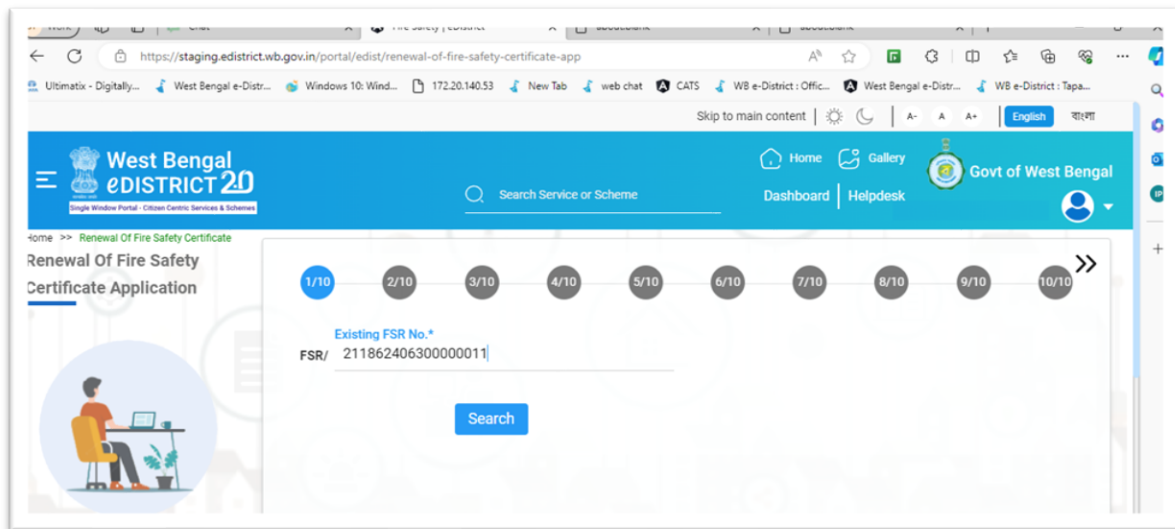


FIGURE 11

The user needs to fill in the Existing FSR Number. It is a mandatory field and is denoted by red colored asterisk (*) mark next to it.

5.1 Filling up the Application

The FSR details provided by the user are validated and in case a match is found, the user is allowed to proceed. In case the data provided by the user is not present in the WB eDistrict Database, an appropriate message is displayed. In case the Existing FSR Number is valid, the system retrieves the data. User (Applicant) can proceed with the application by clicking on **Save and Next**. **Necessary changes can be done during the application as per the service design.**

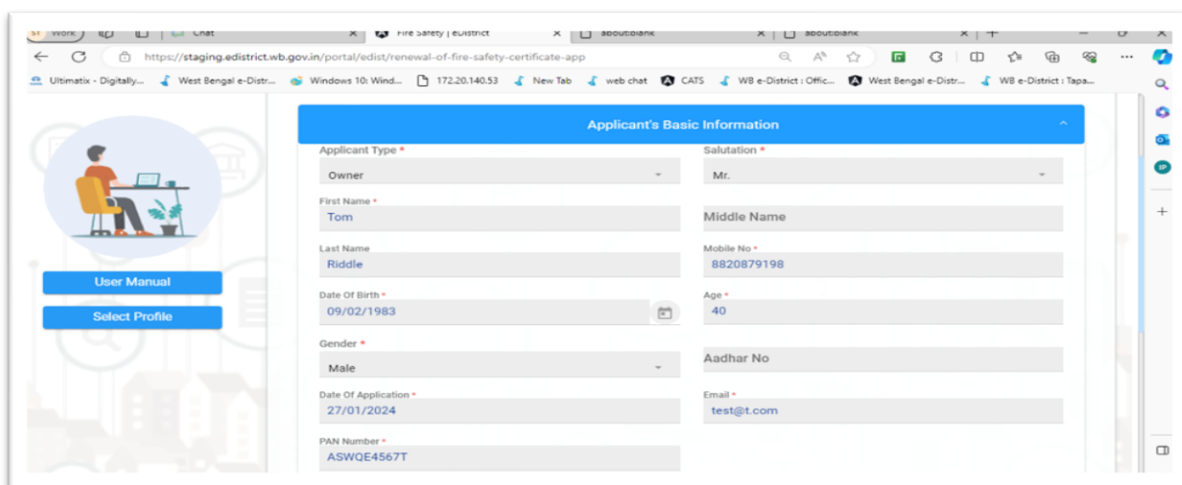


FIGURE 12

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page title is "Fire Safety | eDistrict". The form is titled "Renewal of Fire Safety Certificate Application". It includes the following fields:

- Date Of Birth: 09/02/1983
- Age: 40
- Gender: Male
- Aadhar No: [Empty]
- Date Of Application: 27/01/2024
- Email: test@t.com
- PAN Number: ASWQE4567T
- Previous Application Details, If any: [Dropdown menu]
- Name and Address Shown on Recommendation: [Dropdown menu]
- Revised Name and or Address to be shown on Recommendation: [Dropdown menu]

A "Next" button is located at the bottom right of the form.

FIGURE 13

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page title is "Fire Safety | eDistrict". The form is titled "Renewal of Fire Safety Certificate Application". It includes the following fields:

- Address Line 1: TEST TEST TEST
- Address Line 2: [Empty]
- Pin Code: 700050
- Country: India
- State: West Bengal
- District: Kolkata
- Sub Division: NA
- Rural or Urban: Urban
- Block/Municipality/Municipal Corporation: Municipal Corporation
- Block/Municipality/Municipal Corporation Name: Kolkata (Municipal Corp)
- Village or Ward: Ward Number 2
- Post Office: Sinthee SO
- Police Station: Test PS
- Nearest Fire Station to the Premises: [Empty]
- Zone: [Empty]

A "User Manual" button is located on the left side of the form.

FIGURE 14

User Manual for Application for Renewal of Fire Safety Certificate

Renewal Of Fire Safety Certificate Application

Address of the Property

Address Line 1 *
TEST TEST TEST

Address Line 2

Pin Code *
700050

Country *
India

State *
West Bengal

District *
Kolkata

Sub Division *
NA

Rural or Urban *
Urban

Block/Municipality/Municipal Corporation *
Municipal Corporation

Block/Municipality/Municipal Corporation Name *
Kolkata (Municipal Corp)

Village or Ward *
Ward Number 2

Post Office *
Sinthee SO

FIGURE 15

Certificate Application

Legal Status of Site

Whether Site Legally Owned or Legally Held? *

Legally Held

Details for Legally Owned Site

Details for Legally Held Site

Search

Name	Superior or Sub- lessor?	Co-lessor	Registration Particulars
EOEW	Sub-lessor	Yes	N/A

FIGURE 16

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows the 'Renewal Of Fire Safety Certificate Application' form at step 6/10, 'Total Plot Area'. The form is displayed in a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The left sidebar contains a 'Supporting Document' button and a 'User Manual' button. The main content area has a progress bar at the top with steps 1/10 to 10/10, where step 6/10 is highlighted. Below the progress bar, there are two input fields for 'Total Plot Area': 'As per Documents (sqm)' with the value '1200' and 'As per physical measurements(sqm)' with the value '2100'. Below these fields is a section for 'Boundries on each Sides' with a dropdown arrow. At the bottom of the form are 'Back' and 'Next' buttons.

FIGURE 17

The screenshot shows the 'Renewal Of Fire Safety Certificate Application' form at step 7/10, 'Main Characteristic Details'. The form is displayed in a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The left sidebar contains a 'Supporting Document' button and a 'User Manual' button. The main content area has a progress bar at the top with steps 1/10 to 10/10, where step 7/10 is highlighted. Below the progress bar, there are several input fields and dropdown menus for 'Main Characteristic Details':

- 'Maximum Height of the Building (m)' with the value '45'.
- 'Width of the Abutting Road (m)' with the value '22'.
- 'Total Floor Area of the Building (sqm)' with the value '3000'.
- 'Name of the Abutting Road' with the value 'yuui'.
- 'Area of the Site (sqm)' with the value '22'.
- 'Was the building with the advantage of the open space on which the present proposal has been submitted?' with a dropdown menu showing 'Yes'.
- 'Car Parking in Basement' with a dropdown menu showing 'Yes'.
- 'Car Parking in Open Space' with a dropdown menu showing 'Yes'.
- 'Car Parking in Ground Floor' with a dropdown menu showing 'Yes'.
- 'Car Parking in MLCP' with a dropdown menu showing 'Yes'.
- 'Car Parking in Other Space' with a dropdown menu showing 'Yes'.
- 'Specify Other Space (car parking)' with the value '77'.

At the bottom of the form are 'Back' and 'Next' buttons.

FIGURE 18

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page displays a form for the 'Fire Safety | eDistrict' application. On the left, there is a sidebar with a 'User Manual' button. The main form area contains several input fields and dropdown menus:

- Car Parking in Basement ***: Yes (dropdown)
- Car Parking in Ground Floor ***: Yes (dropdown)
- Car Parking in Other Space ***: Yes (dropdown)
- No. of Individual Basement**: 2 (text input)
- Bed Capacity**: (text input)
- Car Parking in Open Space ***: Yes (dropdown)
- Car Parking in MLCP ***: Yes (dropdown)
- Specify Other Space (car parking)**: 77 (text input)
- No. of Common Basement**: 2 (text input)
- Holding Capacity**: (text input)

Below these fields are two expandable sections: 'Power of Attorney Details' and 'Other Details'. At the bottom of the form are 'Back' and 'Next' buttons.

FIGURE 19

The user can click on the **Back** button to go to the previous page. The user can use the Save button to save the Data. Once the data is saved in, the preview button is enabled as shown below.

The screenshot shows the 'Certificate Application' section of the web browser window. The URL remains the same. The sidebar on the left now includes a 'Supporting Document' button with a cloud icon and a 'User Manual' button. The main form area displays a progress bar at the top with three steps: 'Main Characteristic Details', 'Power of Attorney Details', and 'Other Details'. The 'Other Details' section is currently active and contains the following input fields:

- Whether proposed or existing building ***: Existing (dropdown)
- Year of Construction ***: 09/01/2006 (date input)
- Date of Completion of the Building ***: 08/10/1996 (date input)
- Whether you need any Special Consideration?***: No (dropdown)
- Location of Gas Bank**: ERrr55 (text input)
- Location of Generator**: rtt66 (text input)
- Electrical Sub-station Provided or Not ***: Yes (dropdown)
- If Fire station is proposed for Mega Project ***: No (dropdown)
- Capacity of Underground Static Water Tank (L)**: 6 (text input)
- Capacity of Intermediate Static Water Tank for Fire for building above 150 meters (L)**: 66 (text input)
- Capacity of the Overhead Static Water Tank (L) for fire**: 55 (text input)
- Alternate Lighting Arrangements ***: Available (dropdown)

FIGURE 20

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The form contains the following fields:

Area of Fire Pump room (sqm)	Existing Covered Area in Ground (sqm)
66	77
Whether completion certificate is required	Whether the Aerial Ladder can be moved around the Building and adequate Open Space available beneath Refuge Area Available *
YES	Yes
Fire Refuge Area *	Refuge area at the Height (sqm)
Yes	
Availability of Fire Shaft *	Helipad(if more than 200 meters. height) *
No	No
Basement Available	
1	

At the bottom of the form are two buttons: "Back" and "Next".

FIGURE 21

The screenshot shows the dashboard of the Fire Safety eDistrict application. The URL is <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The dashboard includes a navigation bar with "Search Service or Scheme", "Dashboard", and "Helpdesk". The main content area displays a progress bar with 10 steps, where the 5th step is highlighted. Below the progress bar are five expandable sections:

- Block Details
- Floor Details
- Basement Details
- Staircase and Ramp Details
- Lift Details

At the bottom of the dashboard are three buttons: "Back", "Save As Draft", and "Save & Next".

FIGURE 22

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows the 'Renewal Of Fire Safety Certificate Application' page. The progress bar indicates step 5 of 10 is active. The 'Minimum Open Space Details' section contains four input fields, each with the value '2':

Open Space around the building on North Side (m)	Open Space around the building on East Side (m)
2	2
Open Space around the building on South Side (m)	Open Space around the building on West Side (m)
2	2

Below this section is the 'Means Of access' section, which is currently collapsed. At the bottom of the form are buttons for 'Back', 'Save As Draft', and 'Save & Next'.

FIGURE 23

The screenshot shows the 'Details of Licensed Building Surveyor (LBS) or Architect' section. It includes a search bar and a table with the following data:

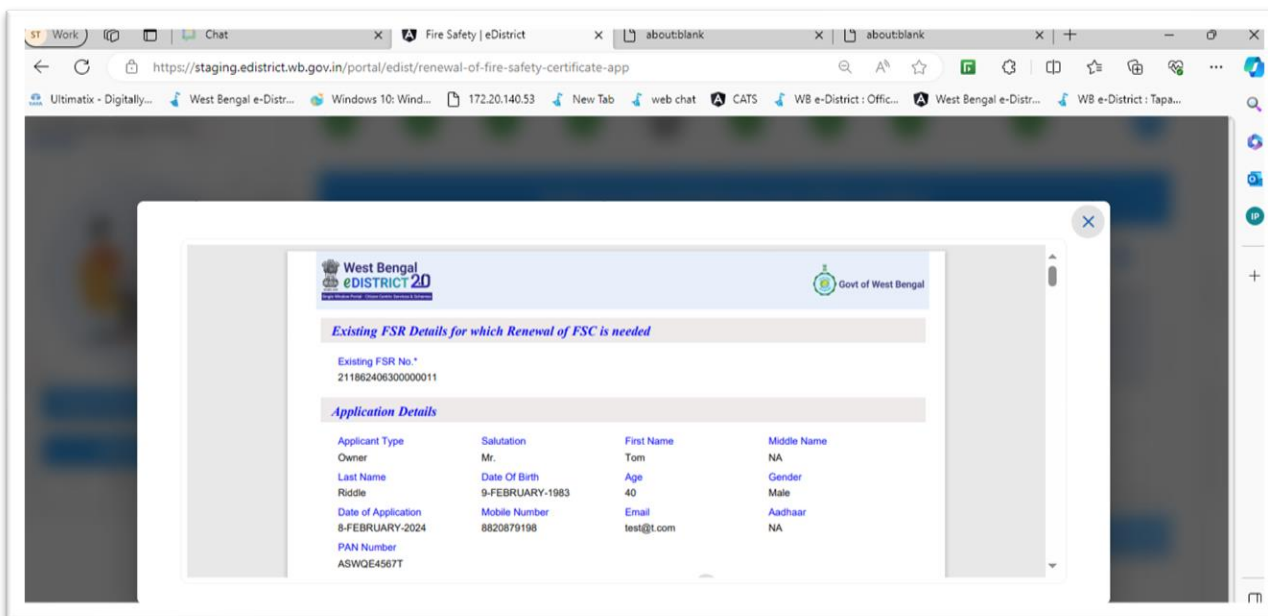
Architect or LBS	Name of the Architect or LBS	Class of the LBS	Architect Registration No. or LBS License No.
Architect	Mr. Tom	N/A	JHGUYUI809

Below the table is the 'Structural Engineer Details' section, which is currently collapsed. At the bottom of the form are buttons for 'Back', 'Save', 'Preview', and 'Submit'.

FIGURE 24

Next, the user is required to preview the application by clicking on the **Preview** button. The following screen may be referred to.

User Manual for Application for Renewal of Fire Safety Certificate



The screenshot displays a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page features the West Bengal eDistrict 2.0 logo and the Government of West Bengal emblem. The main content area is titled "Existing FSR Details for which Renewal of FSC is needed" and displays the following information:

Existing FSR No.*
21186240630000011

Application Details

Applicant Type	Salutation	First Name	Middle Name
Owner	Mr.	Tom	NA
Last Name	Date Of Birth	Age	Gender
Riddle	9-FEBRUARY-1983	40	Male
Date of Application	Mobile Number	Email	Aadhaar
8-FEBRUARY-2024	8820879198	test@t.com	NA
PAN Number			
ASWQE4567T			

FIGURE 25

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.

User Manual for Application for Renewal of Fire Safety Certificate

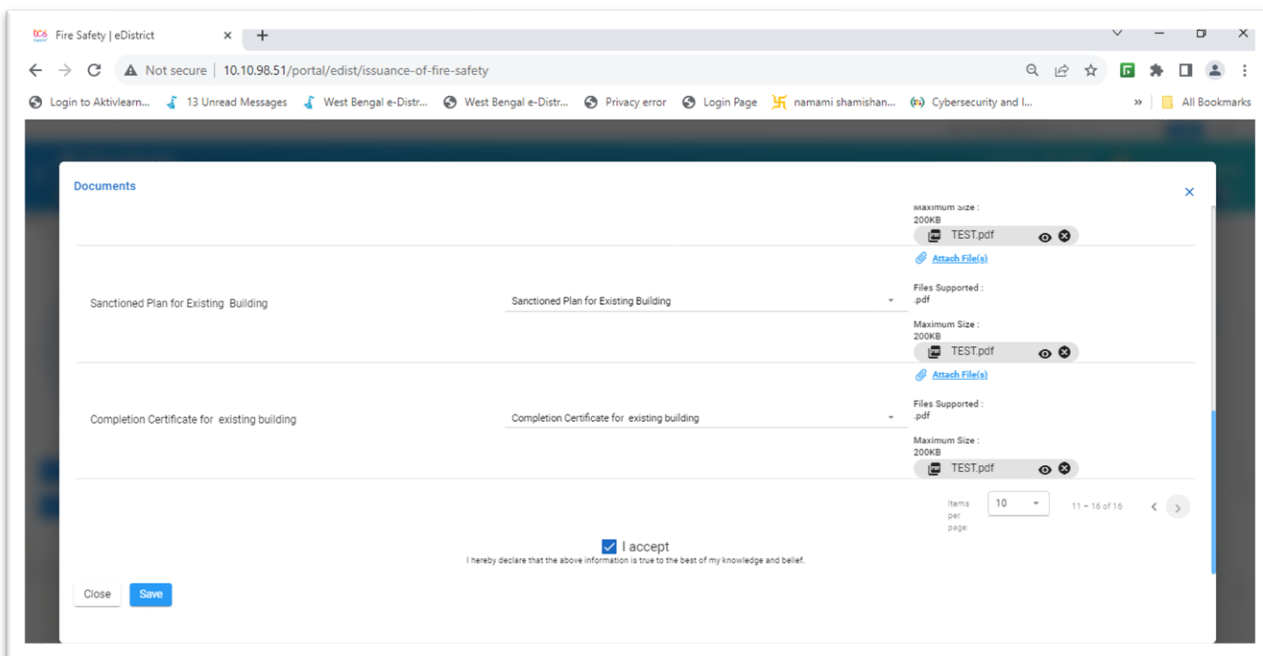


FIGURE 26

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.

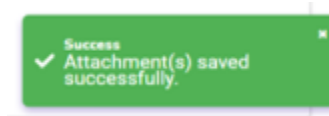


FIGURE 27

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

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.

User Manual for Application for Renewal of Fire Safety Certificate

5.3 Deleting Draft Application that is no longer needed

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

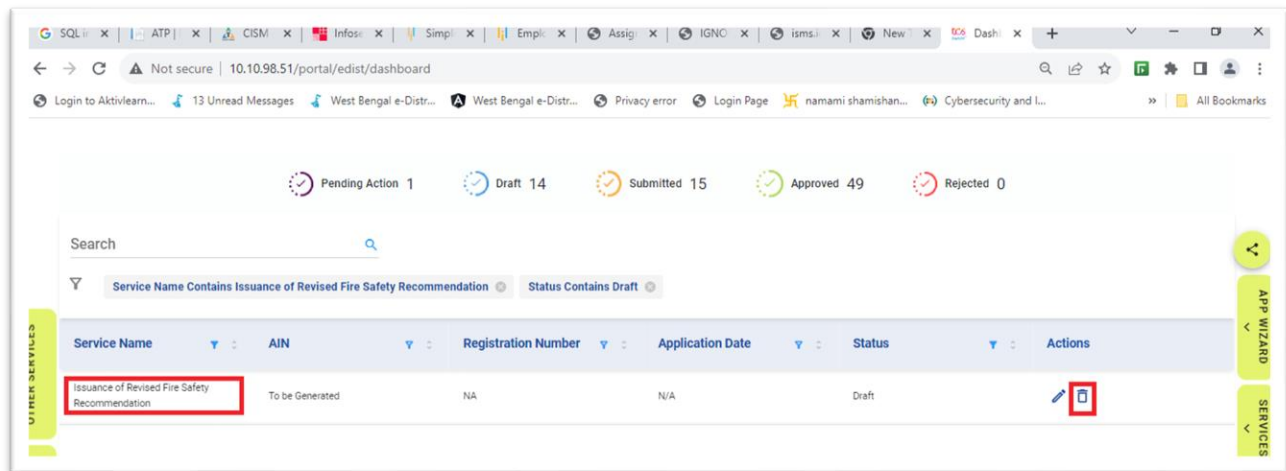


FIGURE 28

The following screen appears.

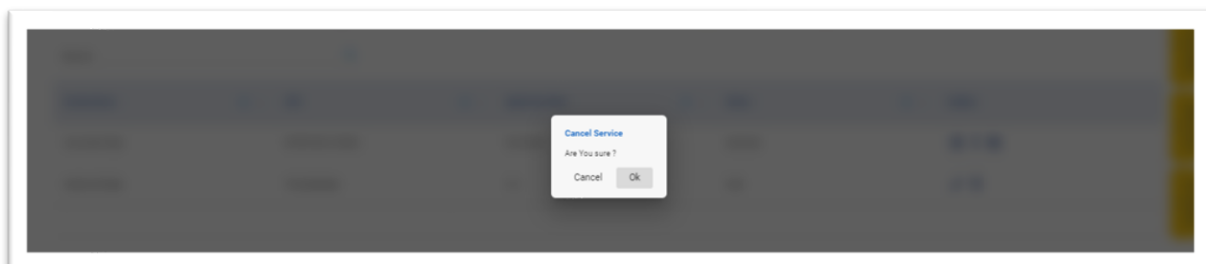


FIGURE 29

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

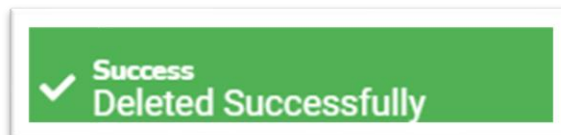


FIGURE 30

User Manual for Application for Renewal of Fire Safety Certificate

5.4 Editing a Draft Application

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

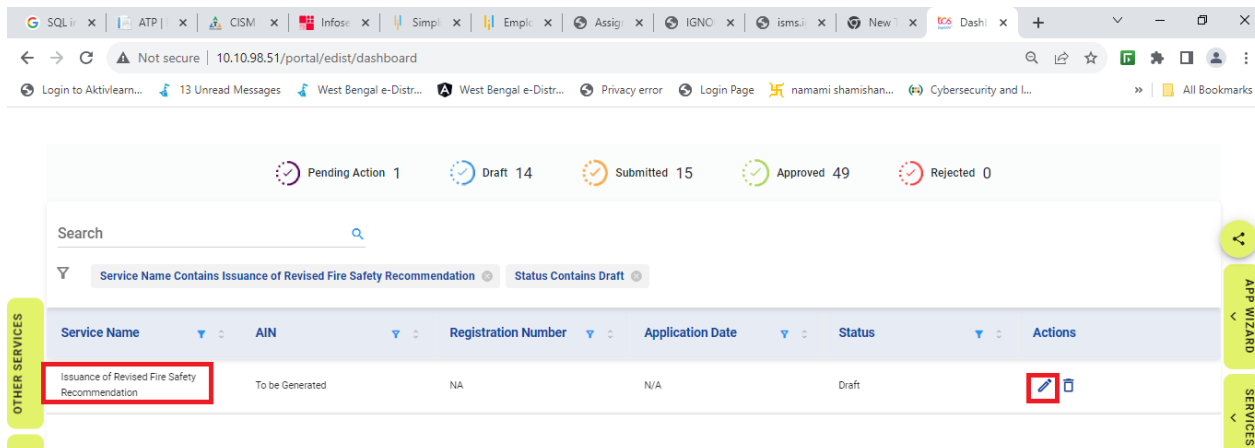


FIGURE 31

5.5 Download Application Acknowledgement

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

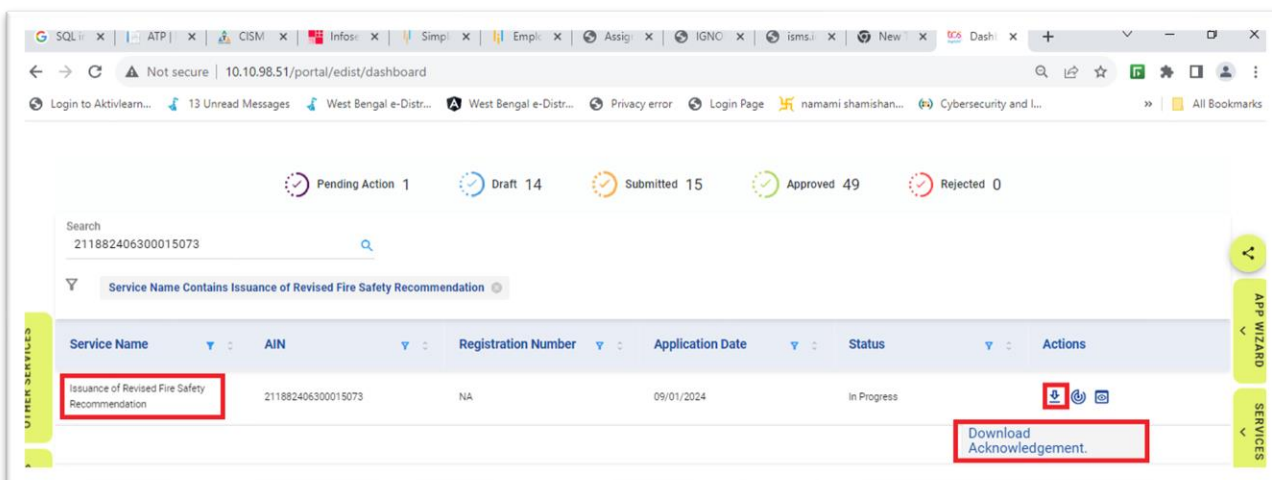


FIGURE 32

User Manual for Application for Renewal of Fire Safety Certificate

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.

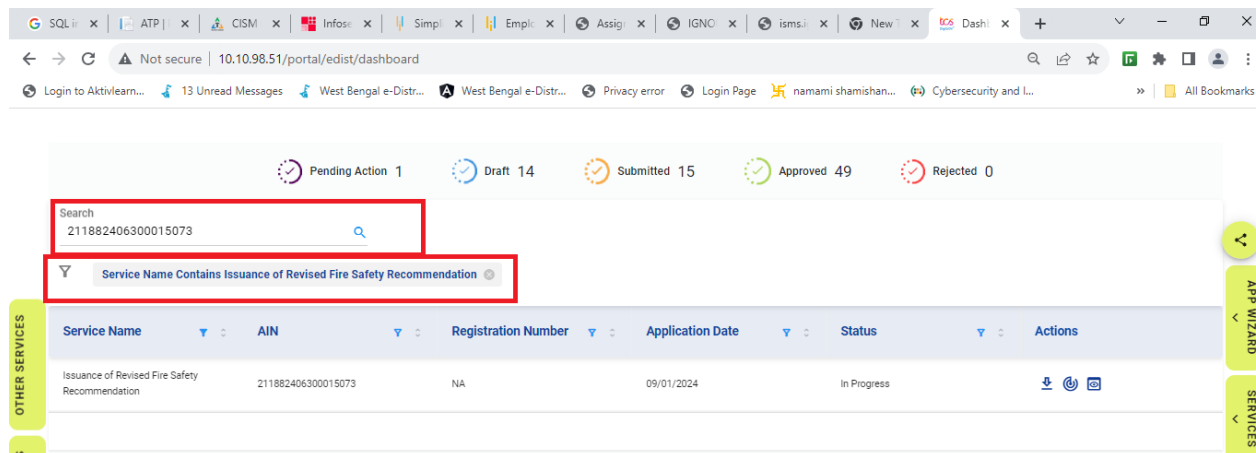


FIGURE 33

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

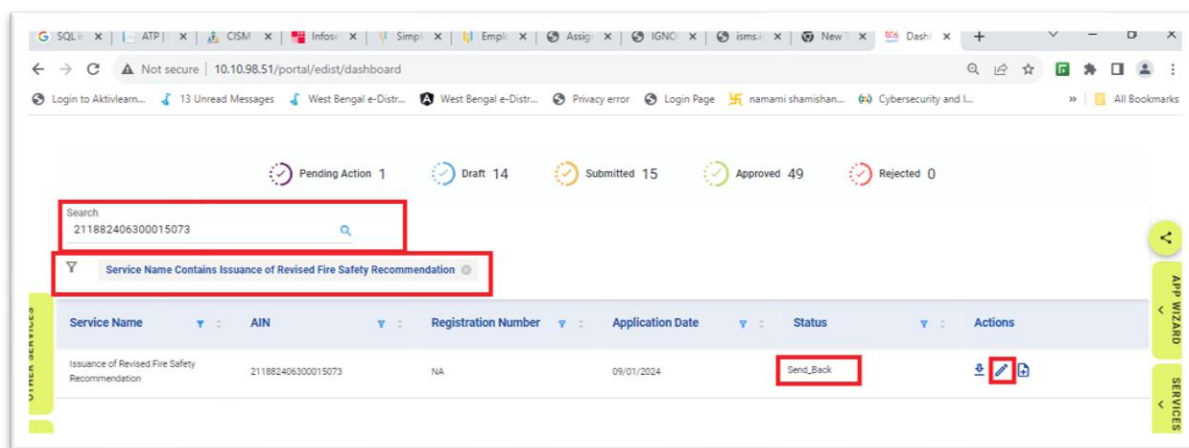


FIGURE 34

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.

User Manual for Application for Renewal of Fire Safety Certificate

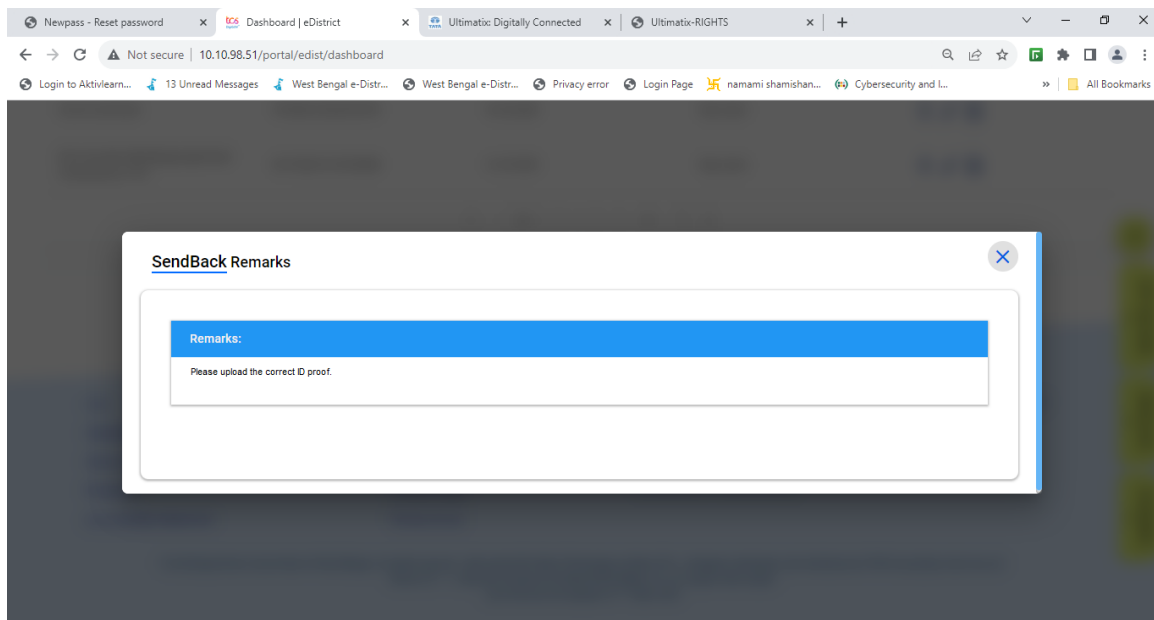


FIGURE 35

User Manual for Application for Renewal of Fire Safety Certificate

5.7 Tracking Application Status

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

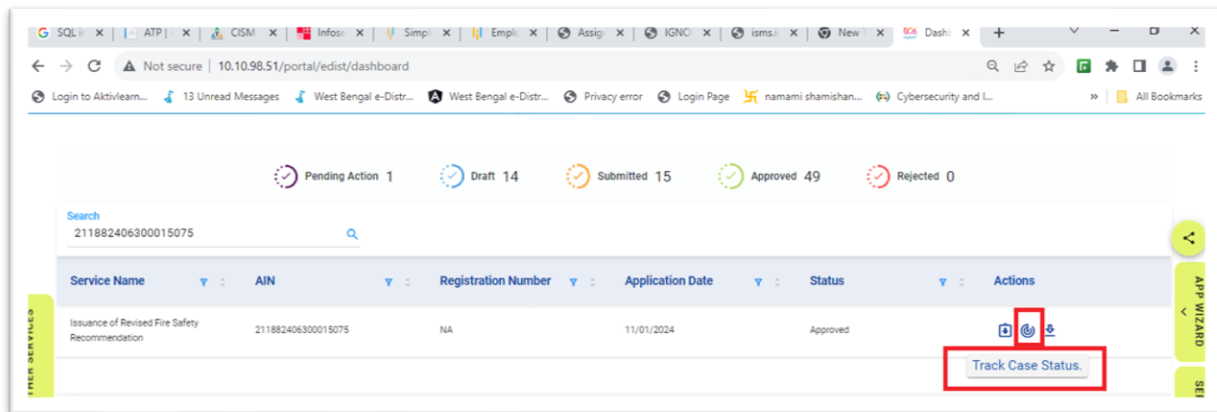


FIGURE 36

The following screen appears showing the real time status.

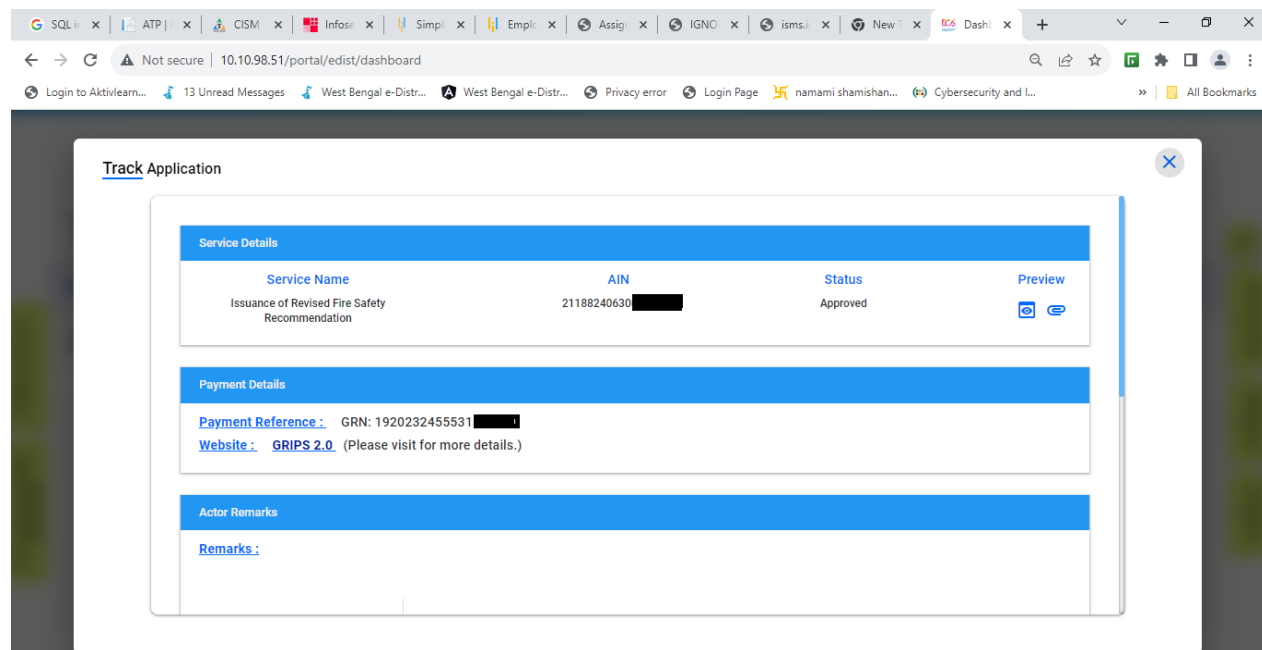


FIGURE 37

User Manual for Application for Renewal of Fire Safety Certificate

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

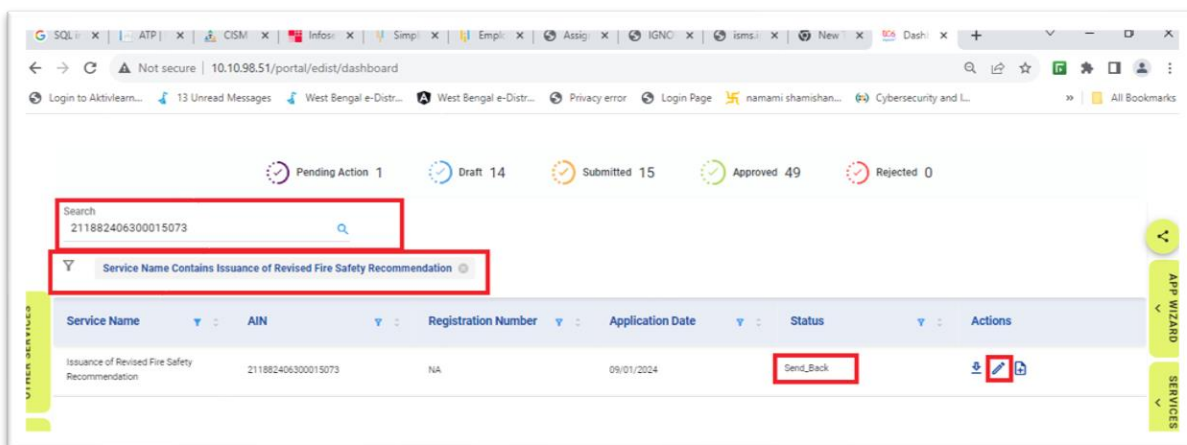


FIGURE 38

User Manual for Application for Renewal of Fire Safety Certificate

5.9 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.

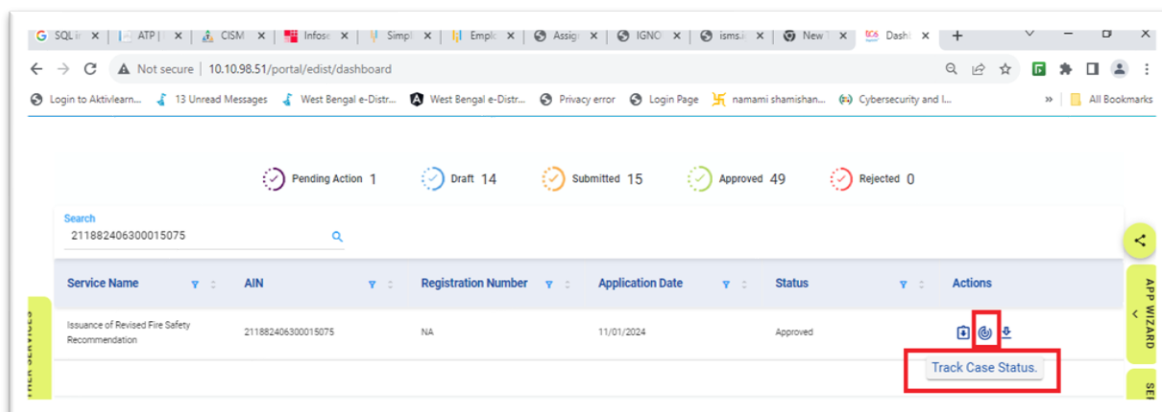


FIGURE 39

User Manual for Application for Renewal of Fire Safety Certificate

5.10 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

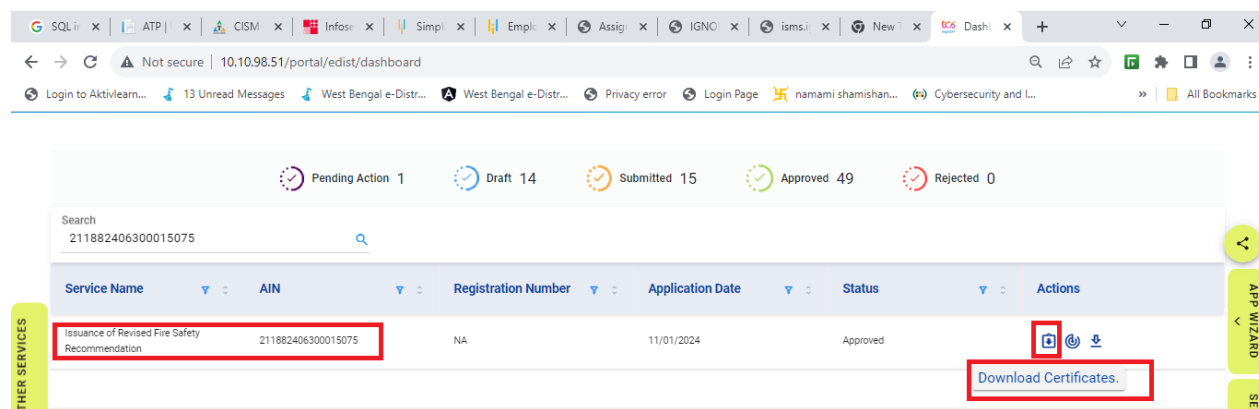


FIGURE 40

The following screen appears.

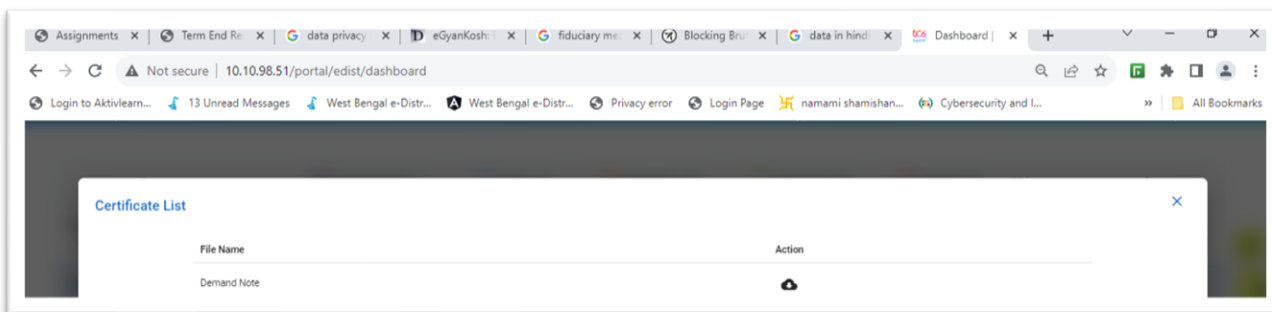


FIGURE 41

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

User Manual for Application for Renewal of Fire Safety Certificate

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.

Contact Us

Contact Info
10:00 AM to 06:00 PM (on working days only)
wbedistrict@wb.gov.in
+91 9679952002
+91 9836354402
+91 9932251380
District Level Contact Details
<https://wbdistrict.wb.gov.in/FACE/helpdeskDetailsnew.jsp>

Feedback

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

Comments*

Grievance

FIGURE 42

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 Renewal of Fire Safety Certificate

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" link in the top right corner. The form contains the following fields and elements:


- Name***: A text input field containing "S D".
- Number***: A text input field containing "7777777777".
- Survey Parameters**: Five rows of five yellow stars each, used for rating different aspects of the service:
 - 1. Navigation* (4 stars selected)
 - 2. User Experience* (4 stars selected)
 - 3. Ease for service available* (4 stars selected)
 - 4. Look and feel* (5 stars selected)
 - 5. Help Documentation* (5 stars selected)
- Your Satisfaction level is**: A progress bar showing 88% completion.
- Comments***: A text input field containing the word "Satisfactory".
- Character Count**: A label "488 characters" indicating the remaining space.
- Buttons**: Two blue buttons at the bottom, labeled "SUBMIT" and "RESET".

FIGURE 43

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.

User Manual for Application for Renewal of Fire Safety Certificate

8.0 Logging Out

To Logout the user needs to click the  User Icon and click on the Logout button as shown below.

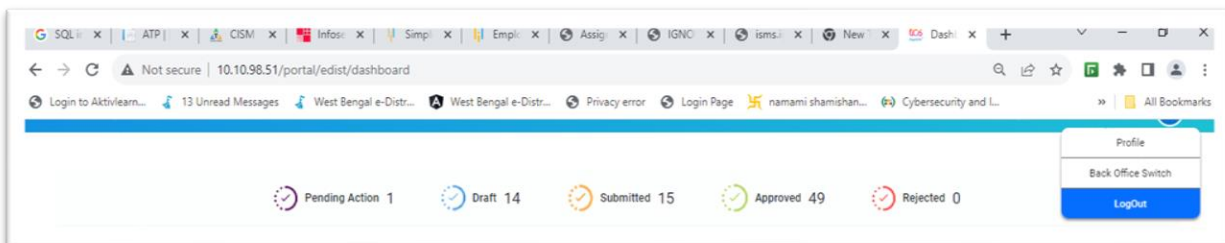


FIGURE 44

8.0 Raising a Grievance

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