User Manual – WB eDistrict 2.0

User Manual for Applicants for Issuance of Revised Fire Safety Recommendation

Version 1.0

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Disclaimer: please respond

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

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Revision Control History

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Prepared by: ASHISH GULATI   Date: _____

Reviewed by: _____   Date: _____

Authorised by: Date: _____

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List of Abbreviations

SIL#	Test	Meaning
1.	AIN	Application Identification Number
2.	FSR	Fire Safety Recommendation
3.		
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5.		
6.		
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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.
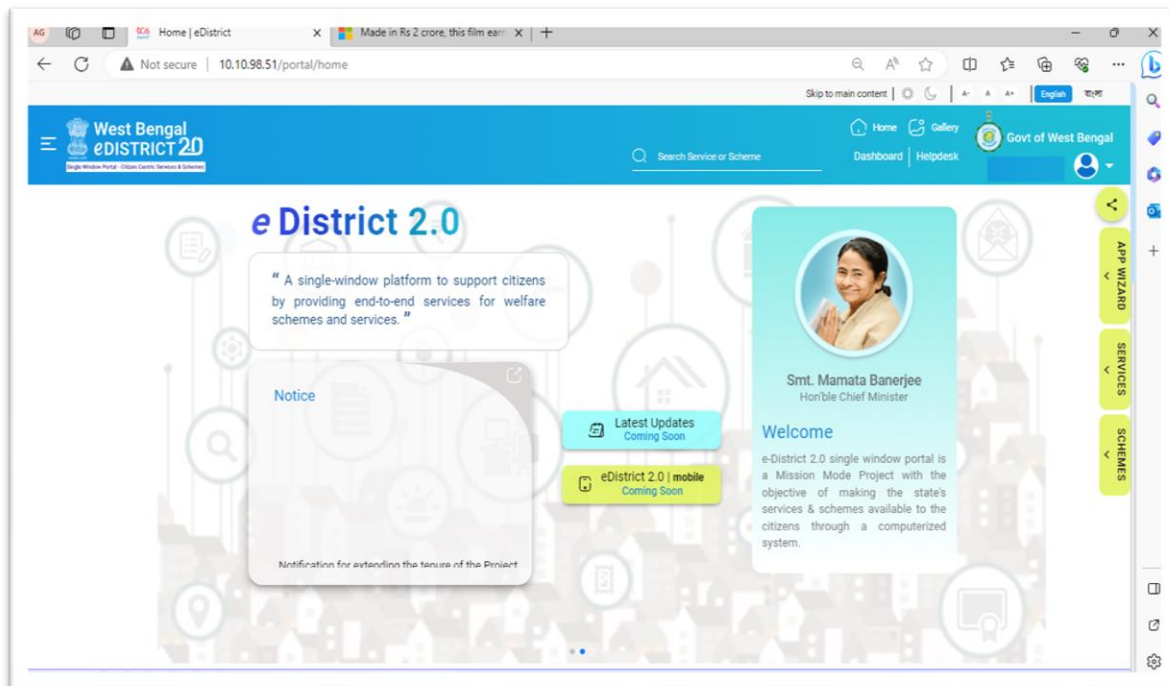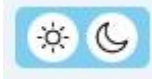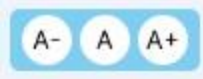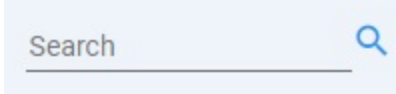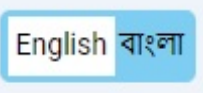
FIGURE 1
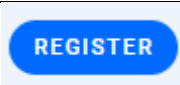
1.2 User Navigation flow

The home page can be divided into 2 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.
A- A A+	Size icons are provided to aid the users select the font size in accordance with the individual reading preferences.
Search 🔍	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.
English বাংলা	Language selector allows the user to toggle between the available. The portal supports English and Bengali la
LOGIN	Clicking on this allows the user to login to the portal and avail the desired service
Helpdesk	The Helpdesk link re-directs the user to the Helpdesk information
☰	The Hamburger icon on the extreme left provides further alternative navigation options mentioned below : • **Login** • **Services** • **Schemes** • **Contact Us**

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

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.
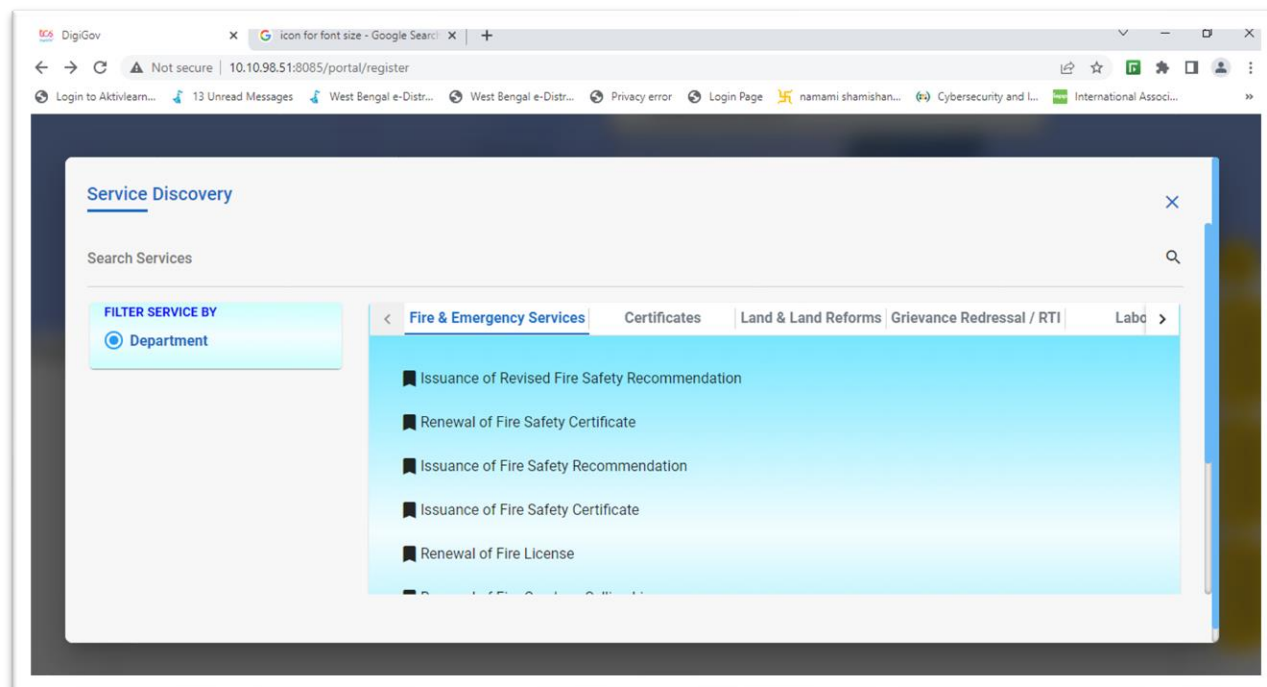
FIGURE 2

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 Revised Fire Safety Recommendation
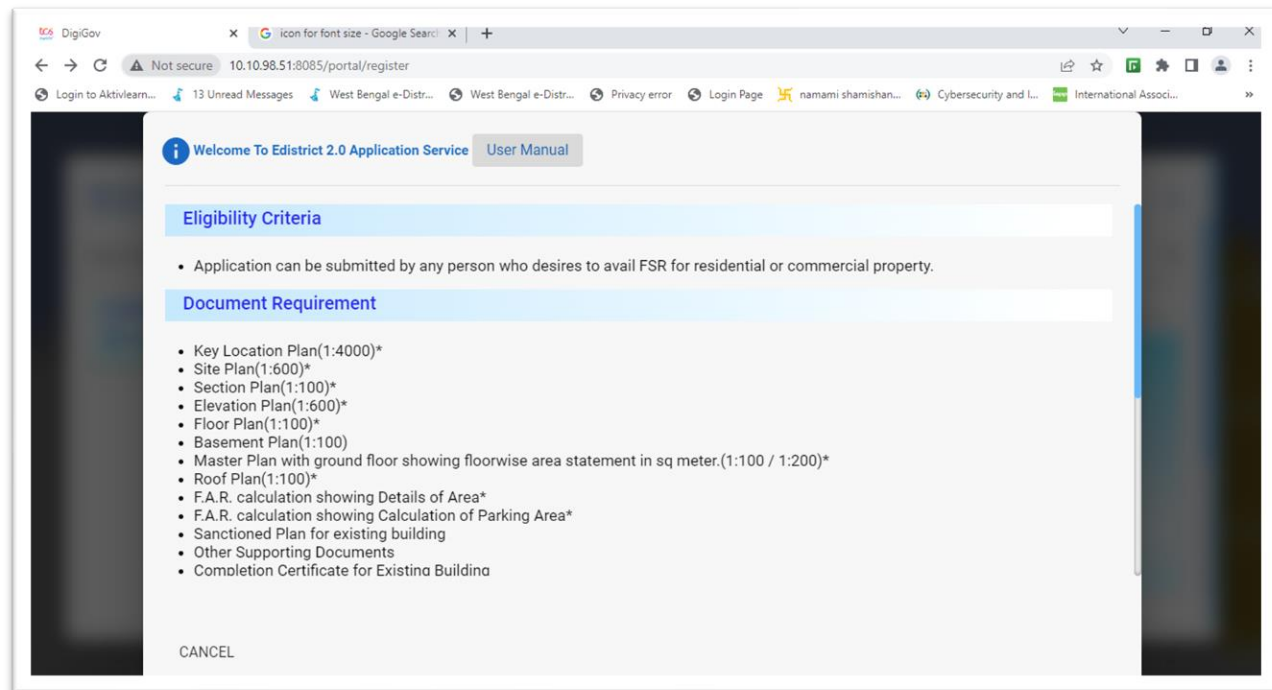
FIGURE 3

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.
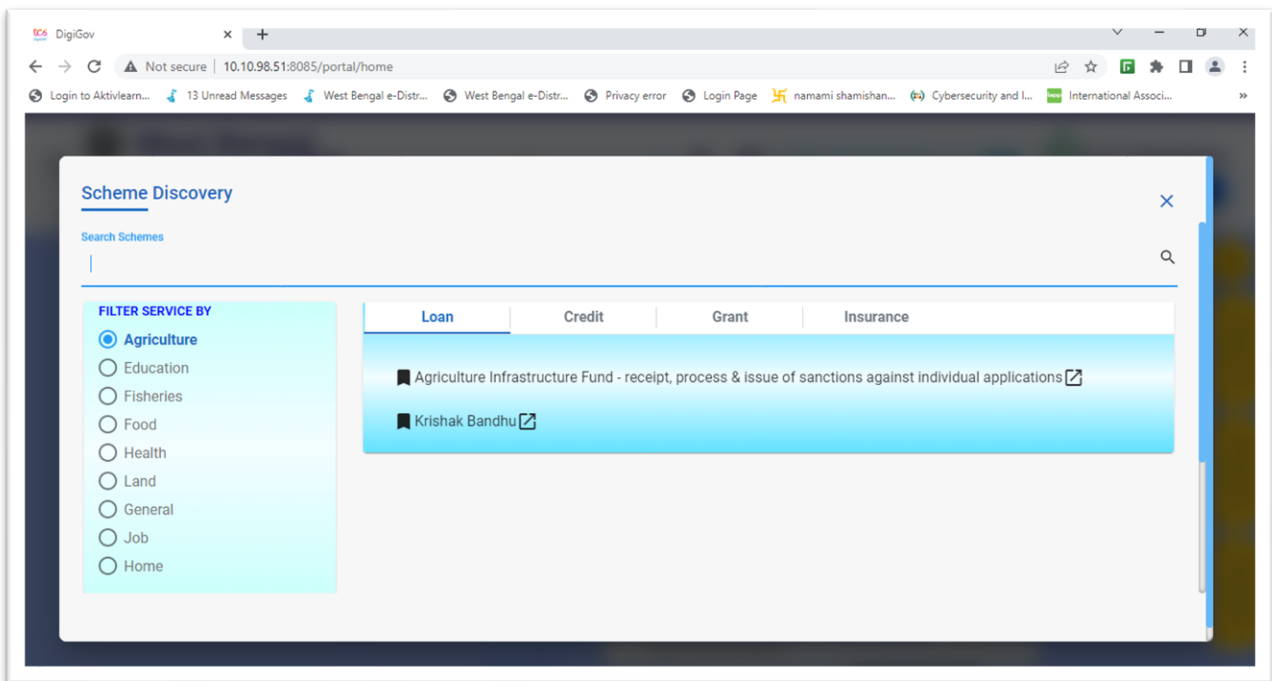
FIGURE 4

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.

User Manual for Application for Issuance of Revised Fire Safety Recommendation
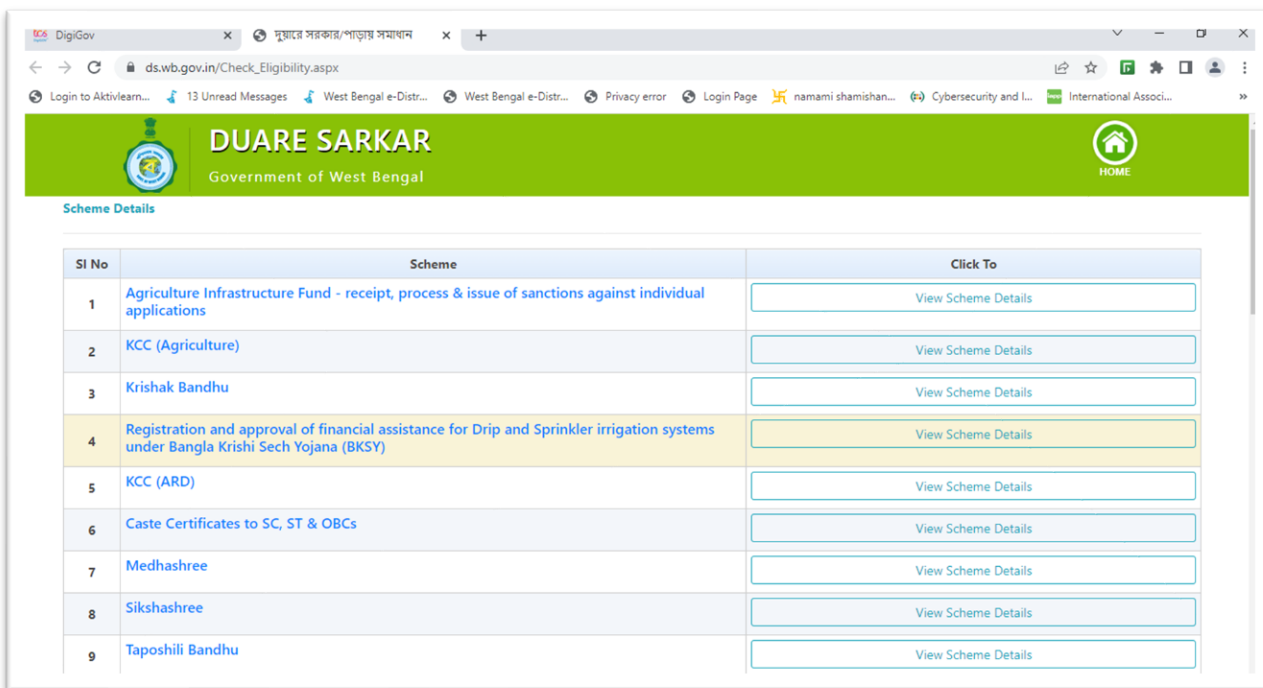
FIGURE 5

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**.

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.

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.
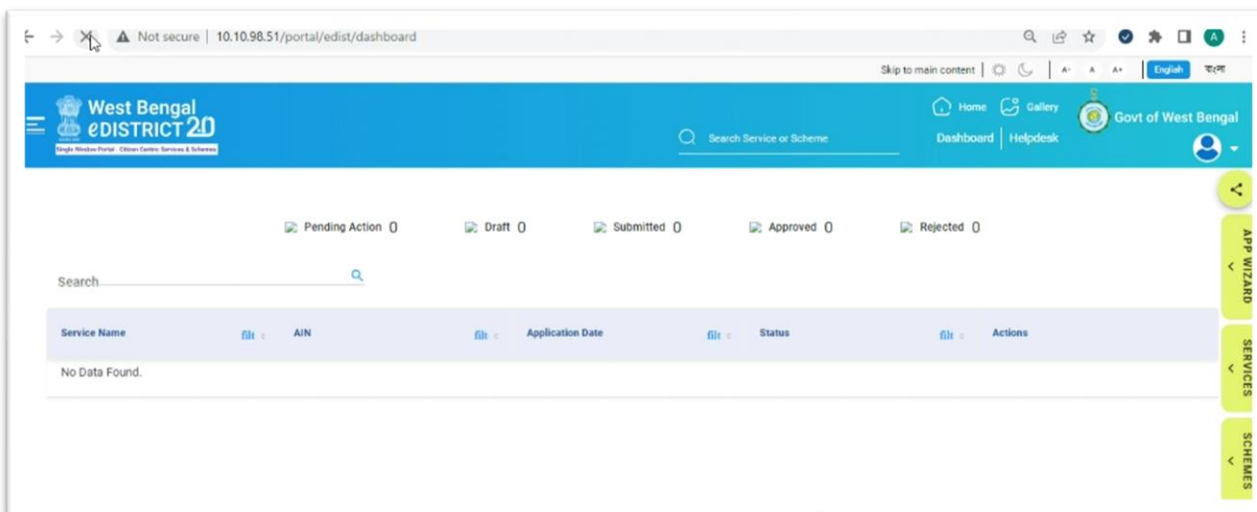
FIGURE 7

The Dashboard shows the application count against various status. For a new user this count is Zero for all the status categories.
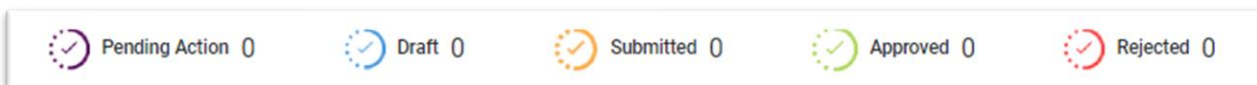
FIGURE 8

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

5.0 Applying for Issuance of Revised Fire Safety Recommendation

User needs to find the service as shown below.
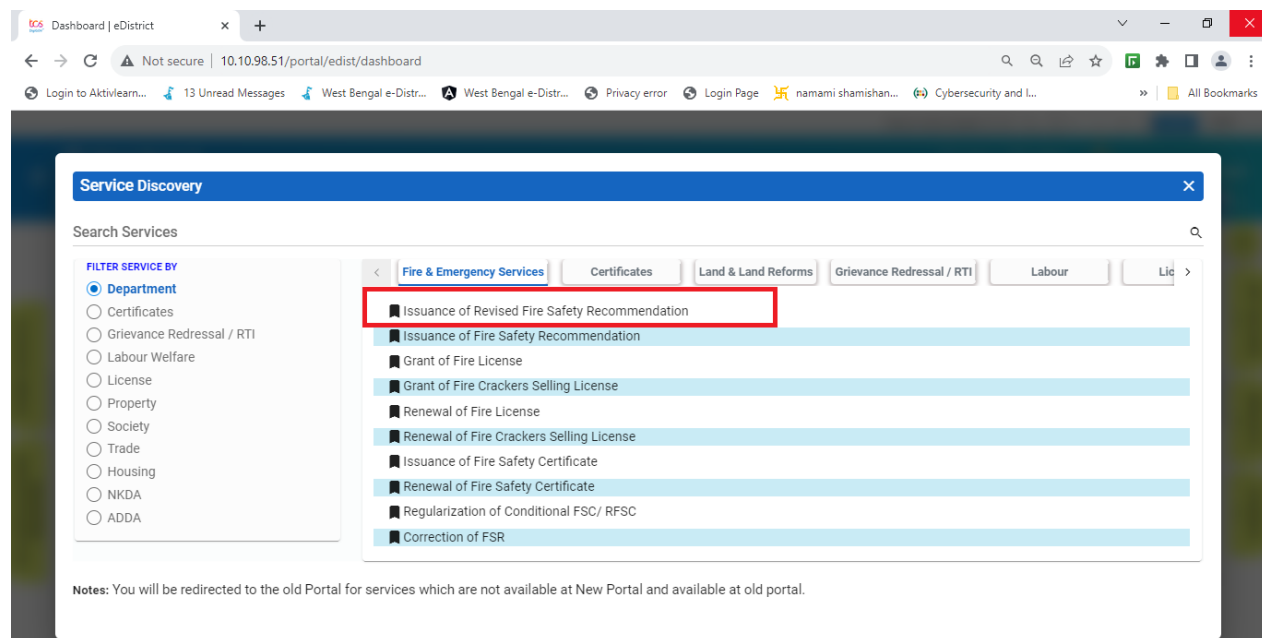
FIGURE 9

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

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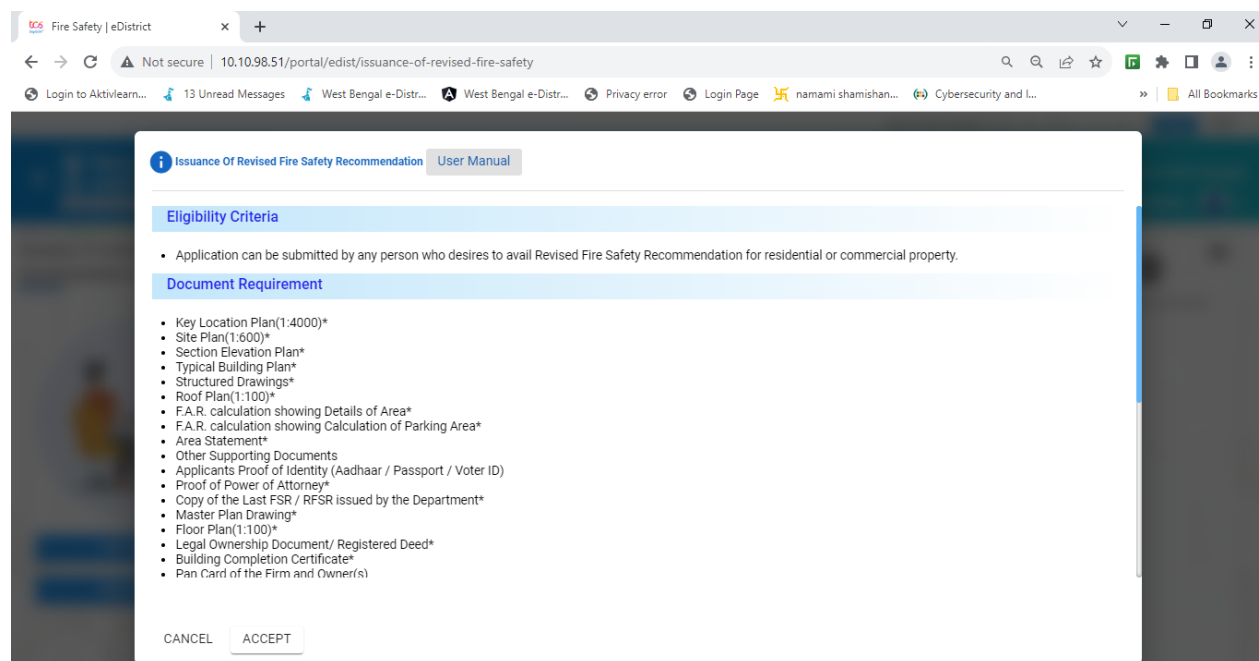
FIGURE 10

The user needs to click on the **Accept** button to proceed further. The following screen appears.
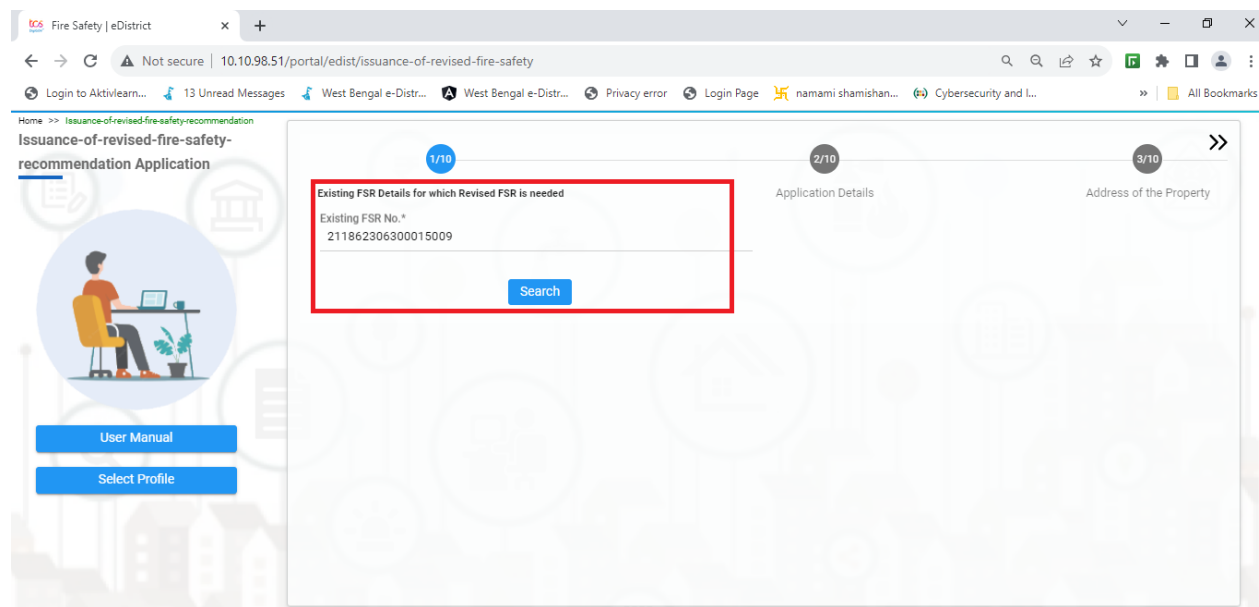
FIGURE 11

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**

FIGURE 12

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FIGURE 13

FIGURE 14

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FIGURE 15

FIGURE 16

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FIGURE 23

FIGURE 24

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.
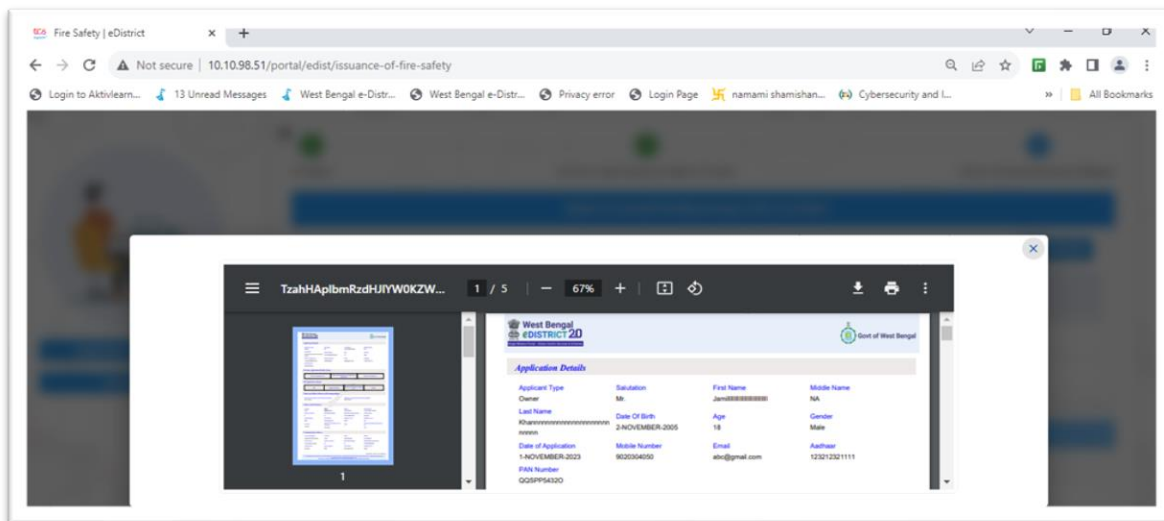
FIGURE 25

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.

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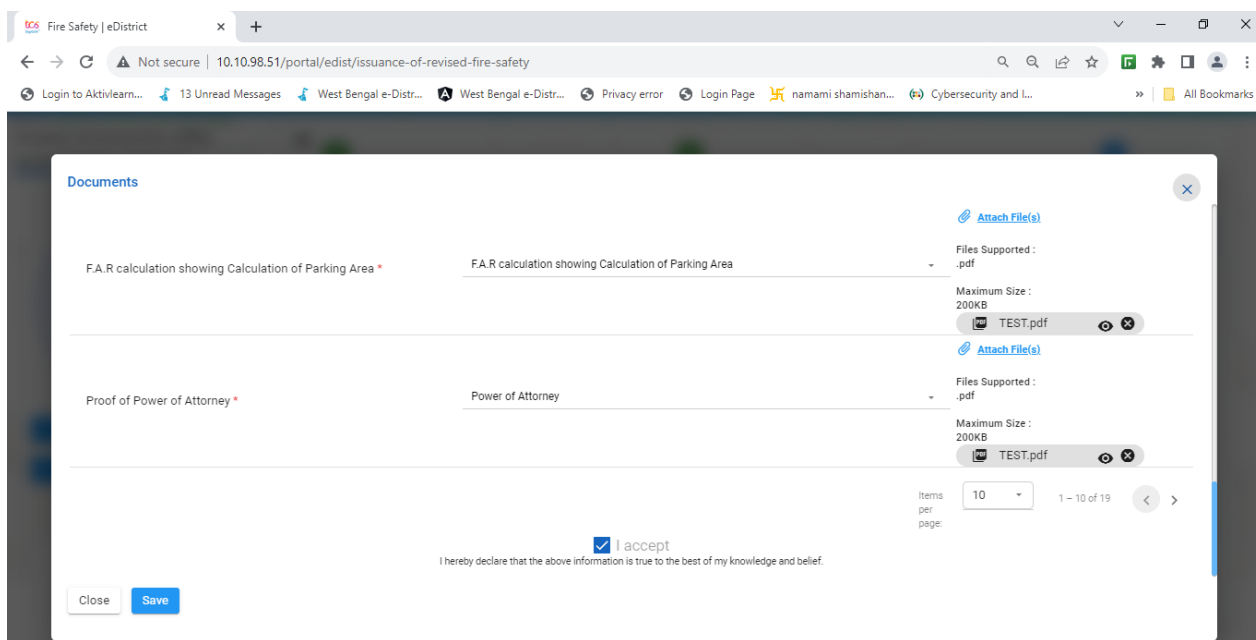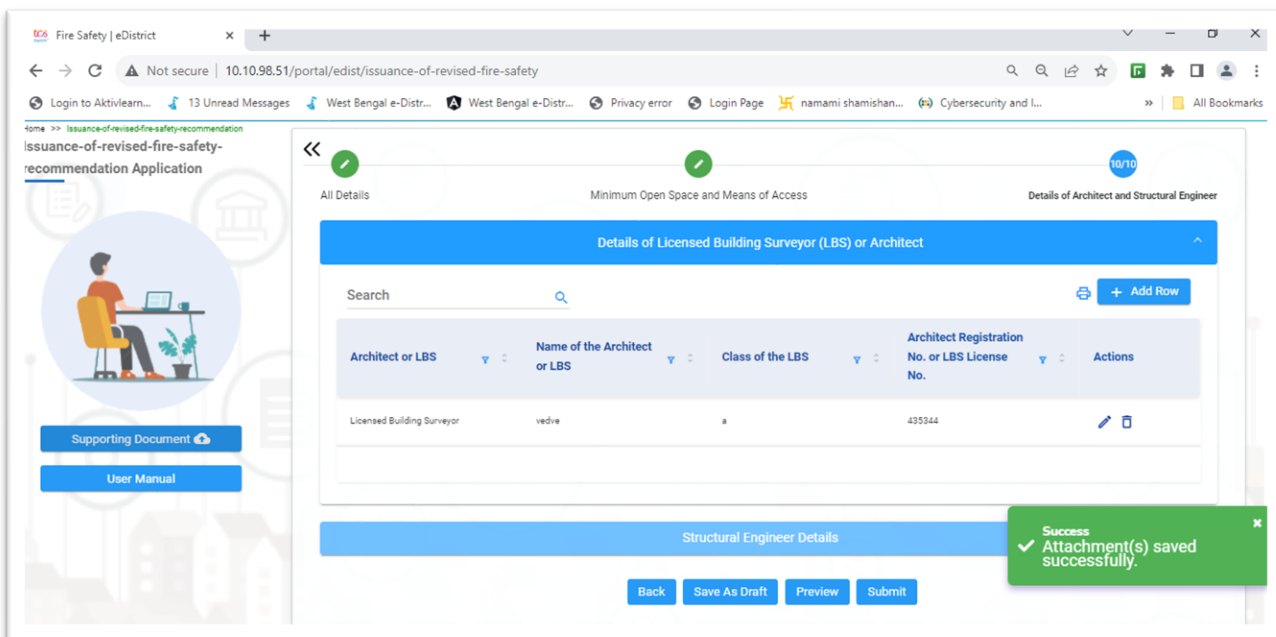
FIGURE 26

FIGURE 27

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.
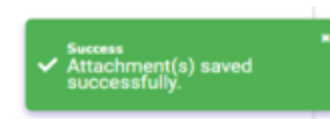
FIGURE 28

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.

5.3 Deleting Draft Application that is no longer needed

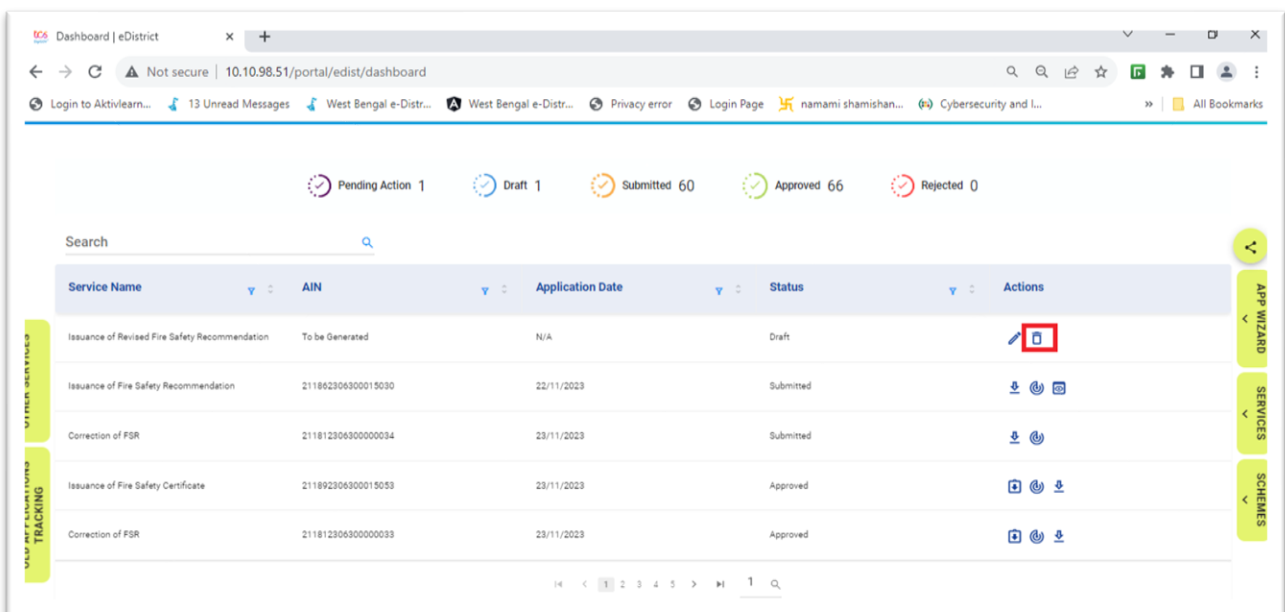The user needs to click on the Trashcan Icon as shown below.

FIGURE 29

The following screen appears.
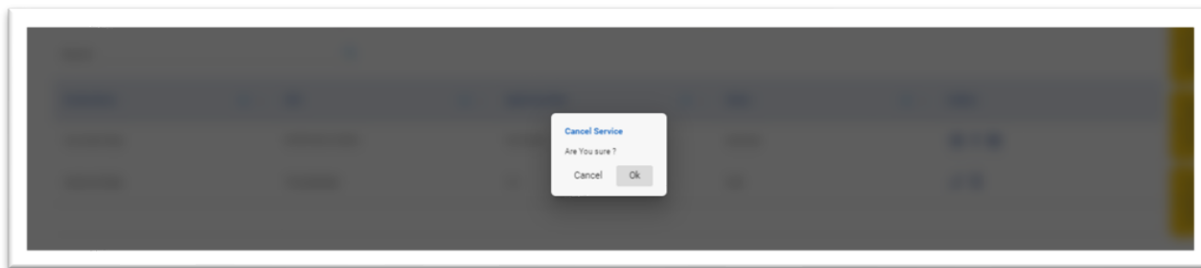
FIGURE 30

The user has to click on the **Ok** button to confirm the deletion. A confirmatory message appears confirming the deletion.
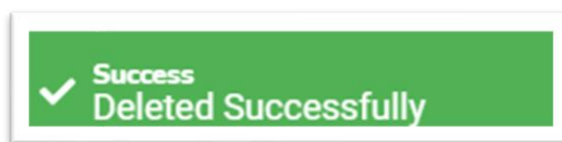
FIGURE 31

5.4 Editing a Draft Application

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

FIGURE 32

5.5 Download Application Acknowledgement

The user needs to click on the **Download** icon as shown below.
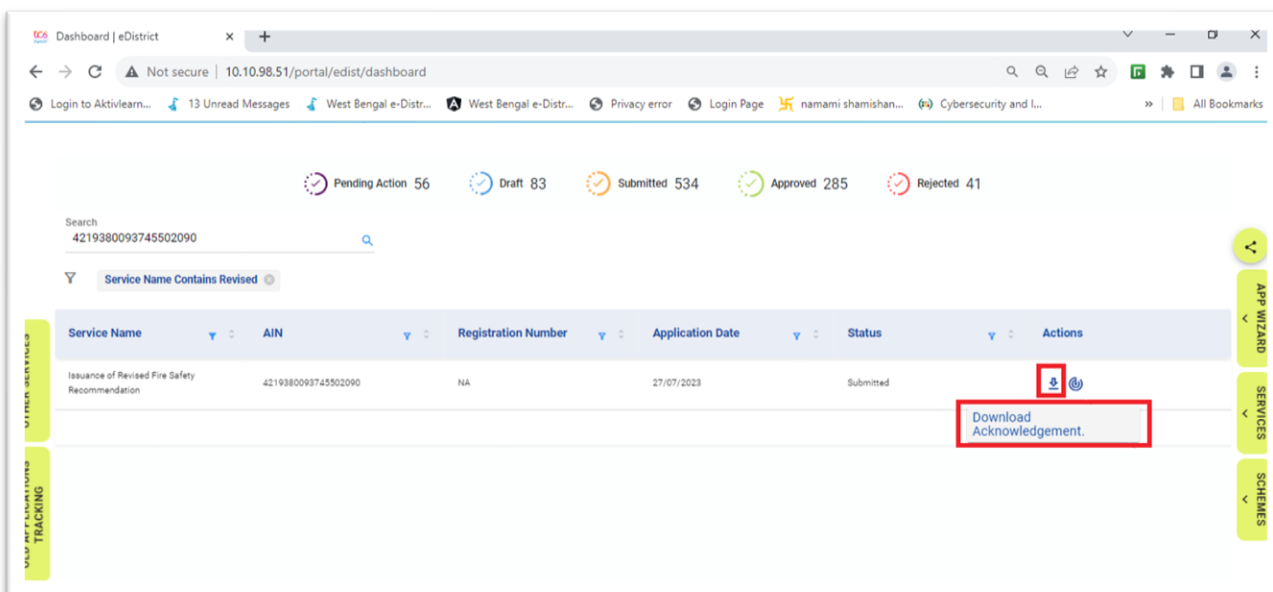
FIGURE 33

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 34

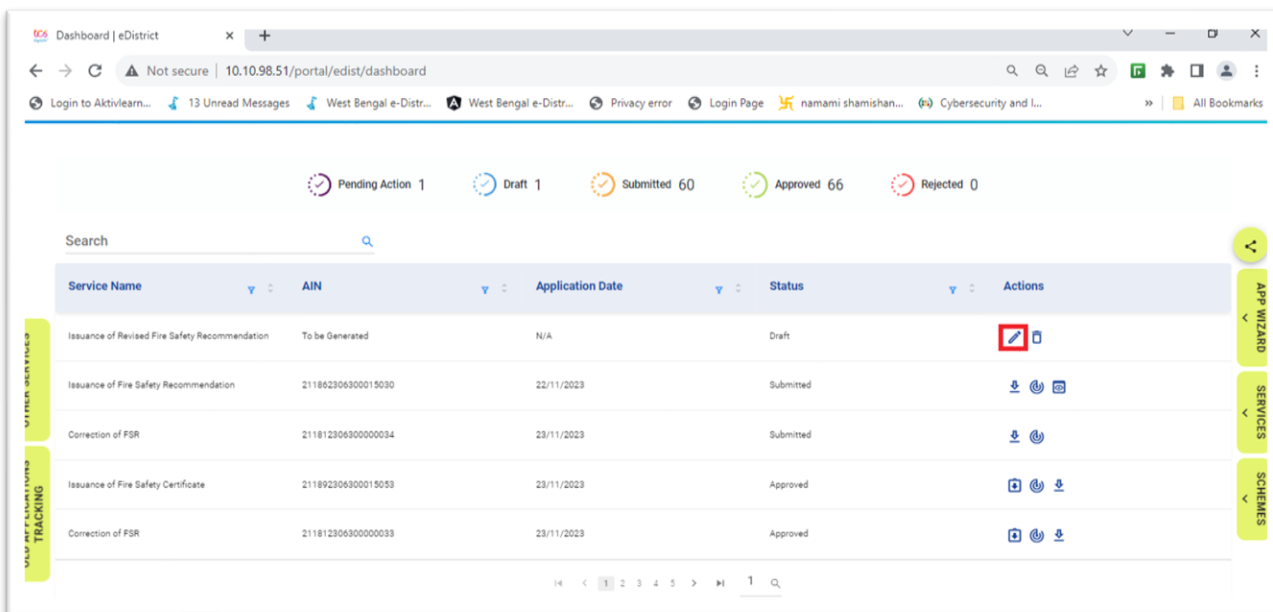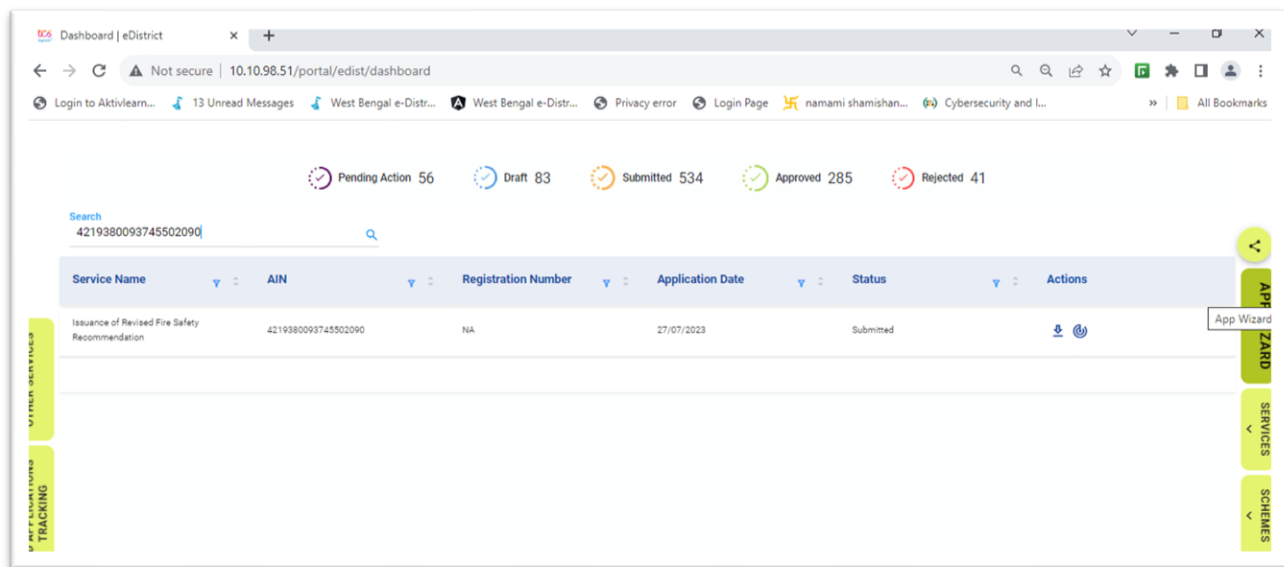In case the application has been Sent Back by any actor the same process may be followed. The following image shows the process to view the send-back remarks.
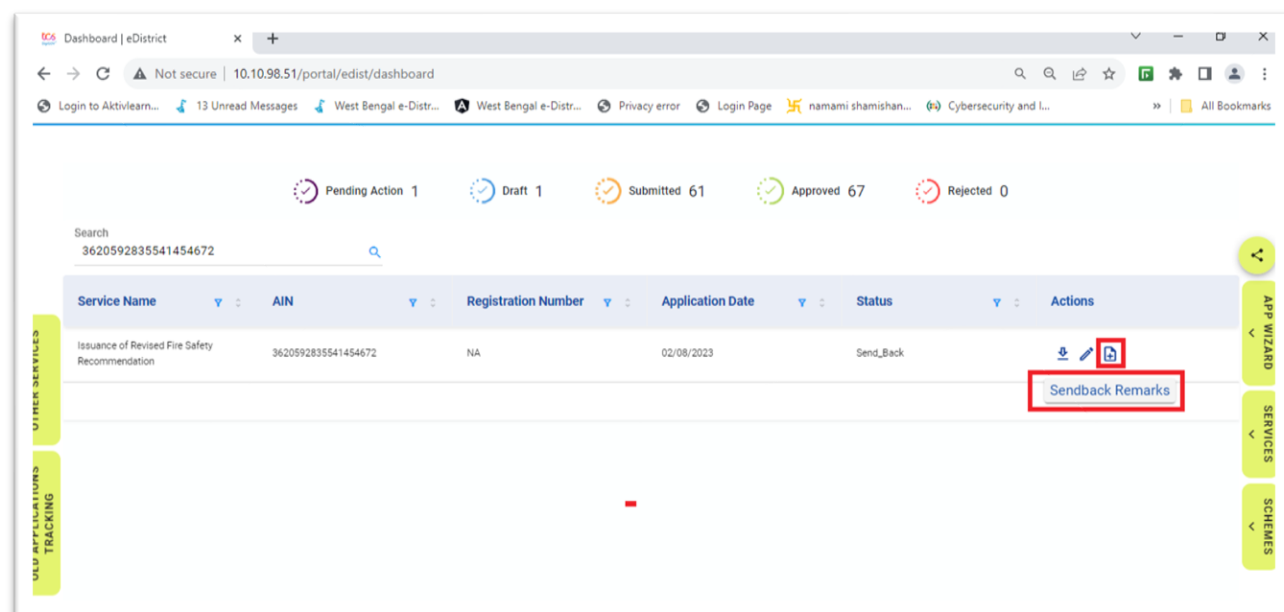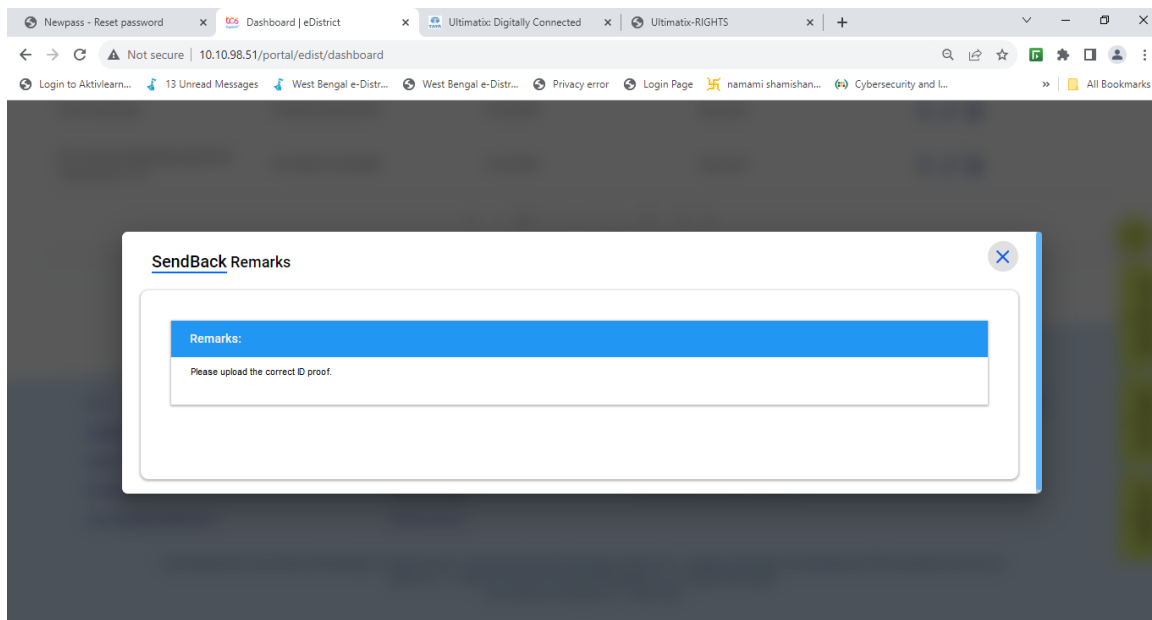

FIGURE 35

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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.

FIGURE 36

5.7 Tracking Application Status

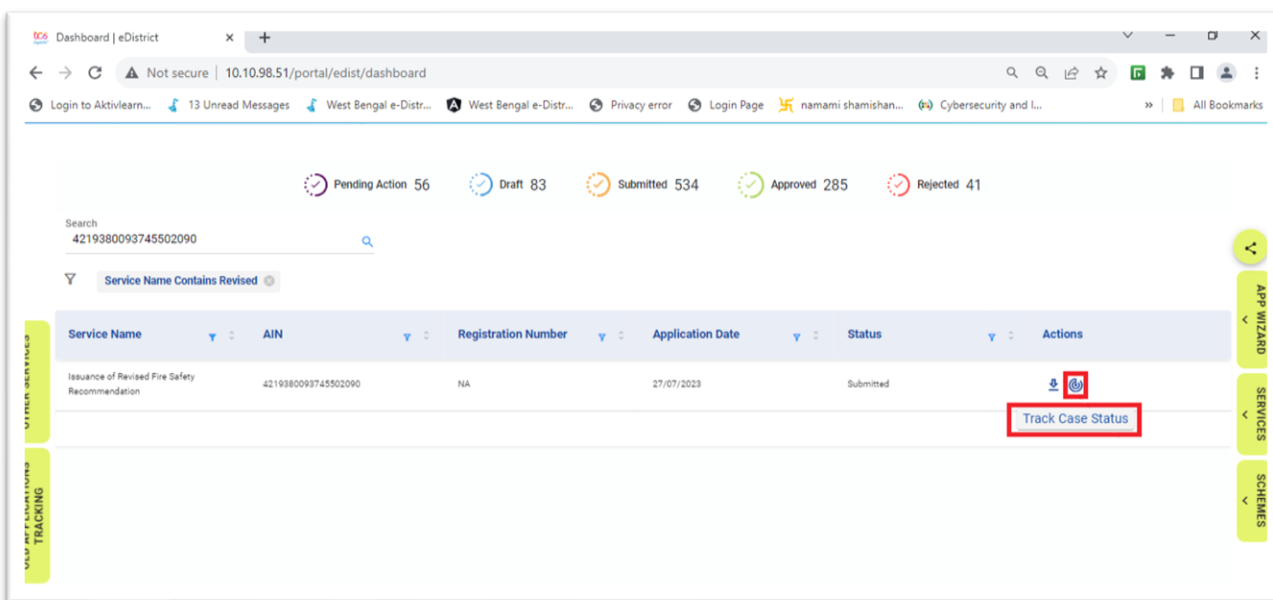To track the status the user has to click on the **Track Case Status** Icon as shown below.

The real time status is then displayed.

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.

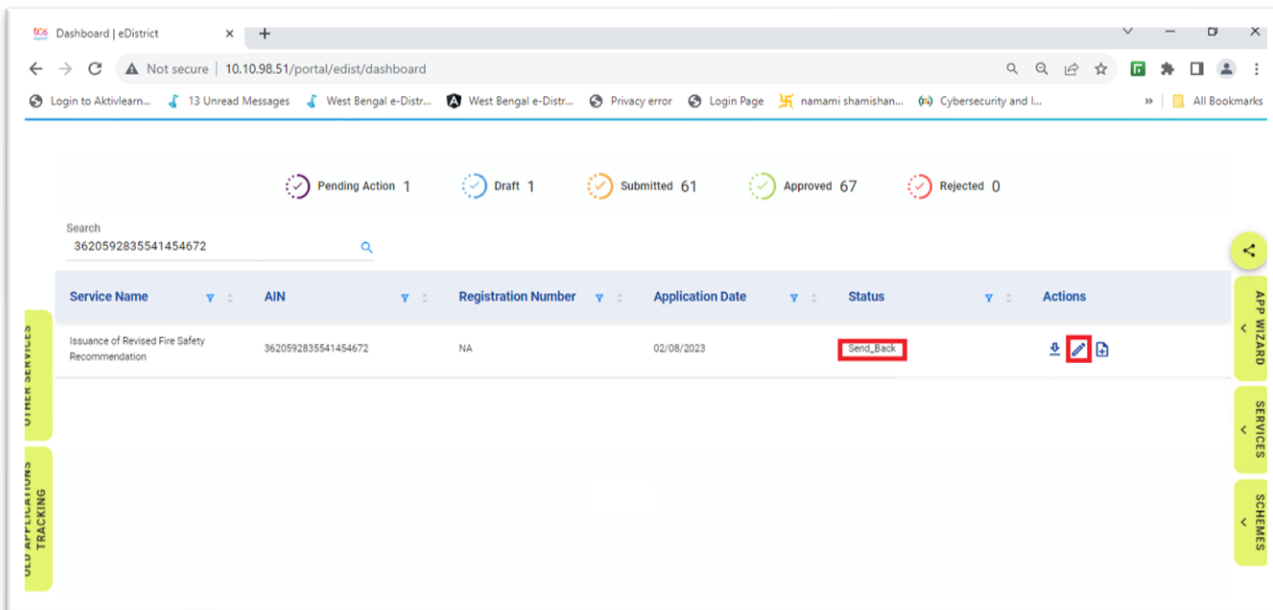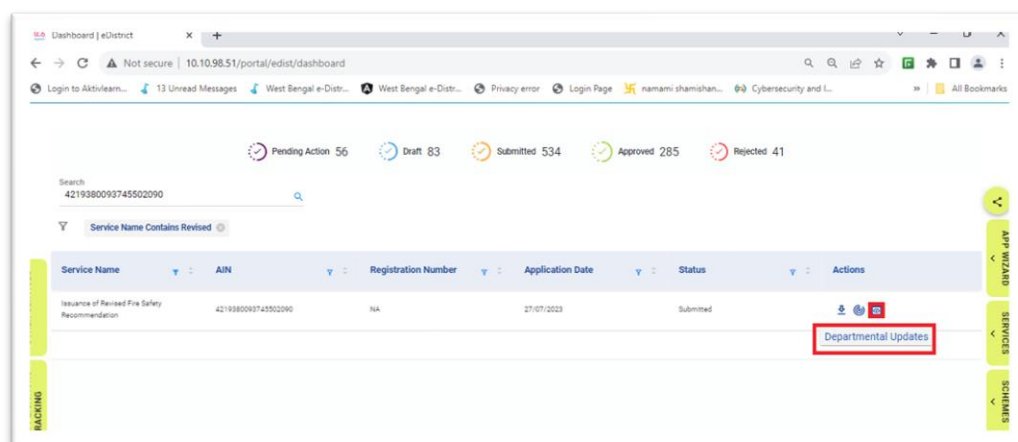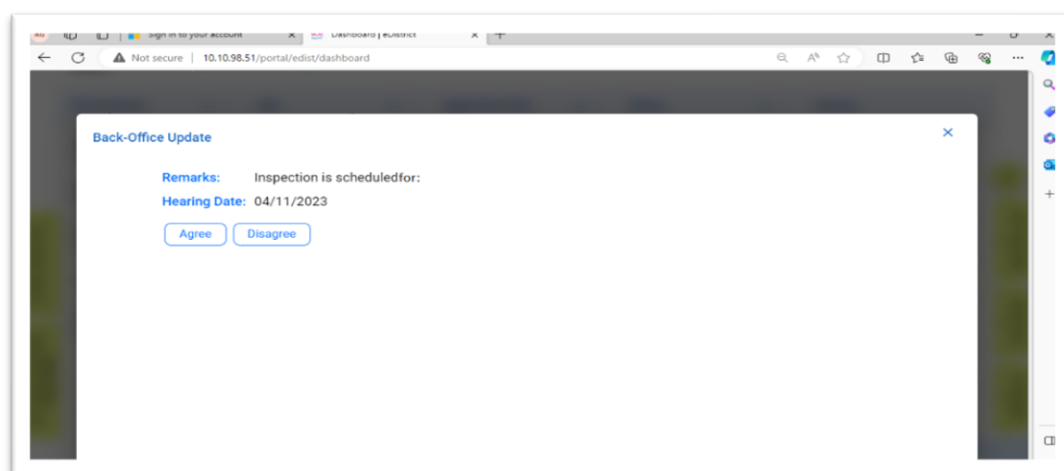User Manual for Application for Issuance of Revised Fire Safety Recommendation

FIGURE 38

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.
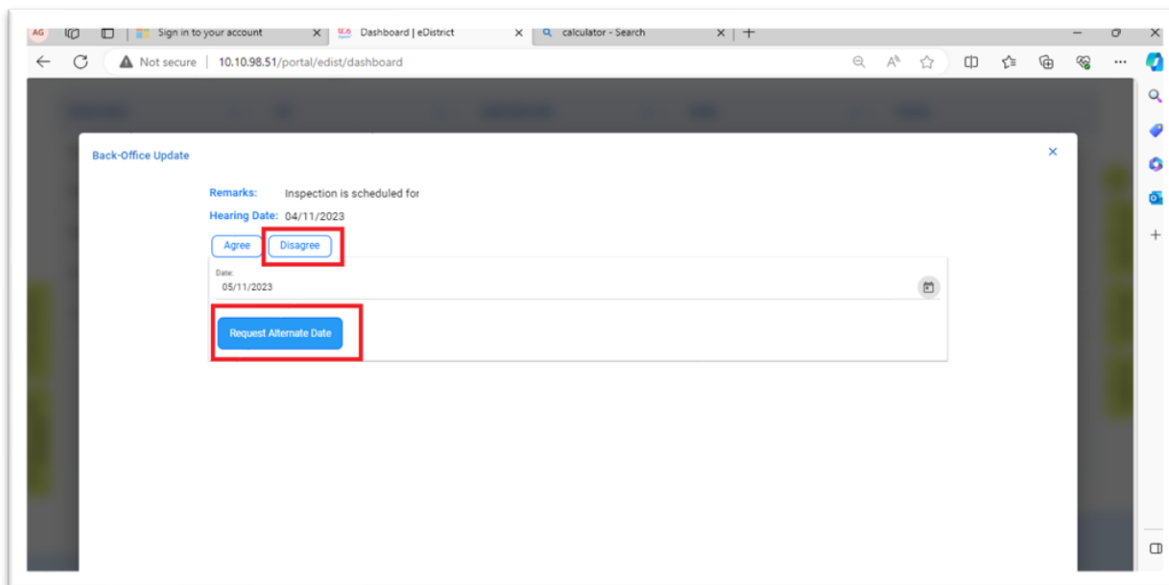

FIGURE 39

The following screen appears next.

FIGURE 40

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.

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.
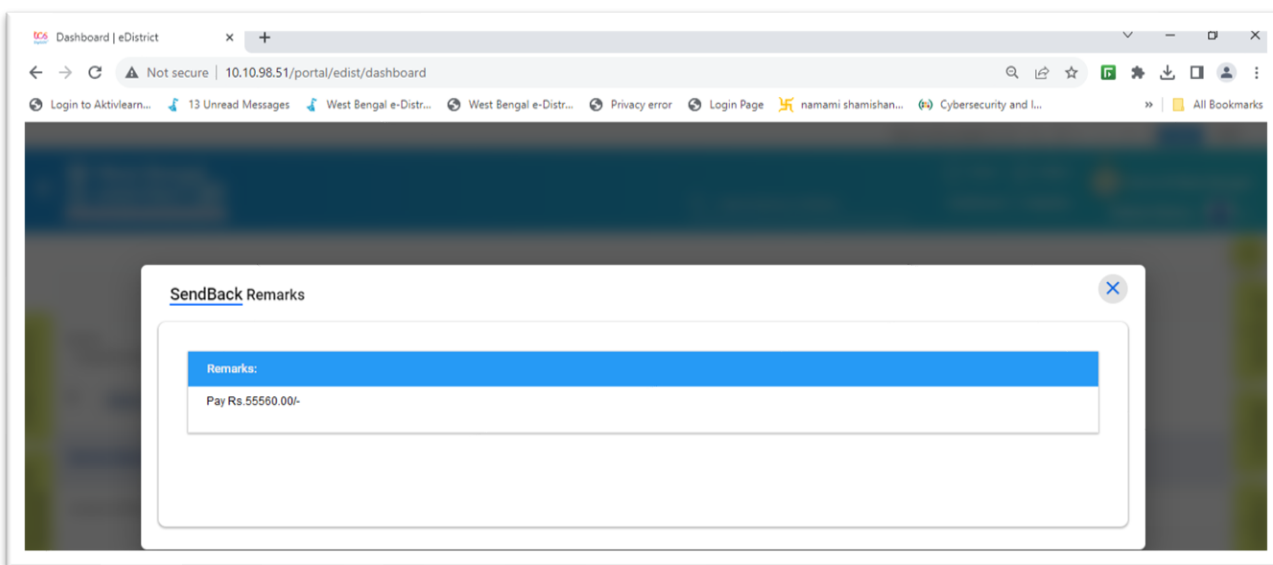- Check the Remarks for Payment.

The following screen appears.

FIGURE 42

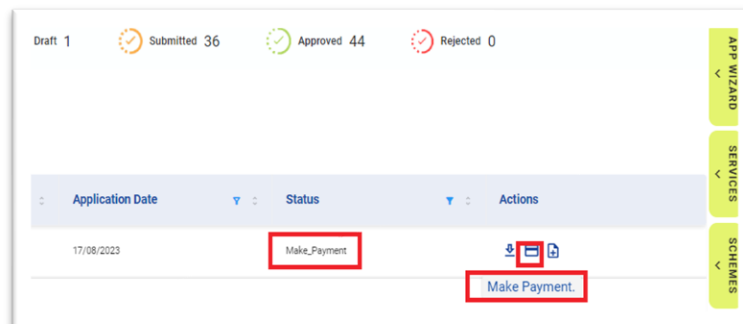- Click on the **Make Payment** icon and make the necessary changes as shown below and make the necessary changes.

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.
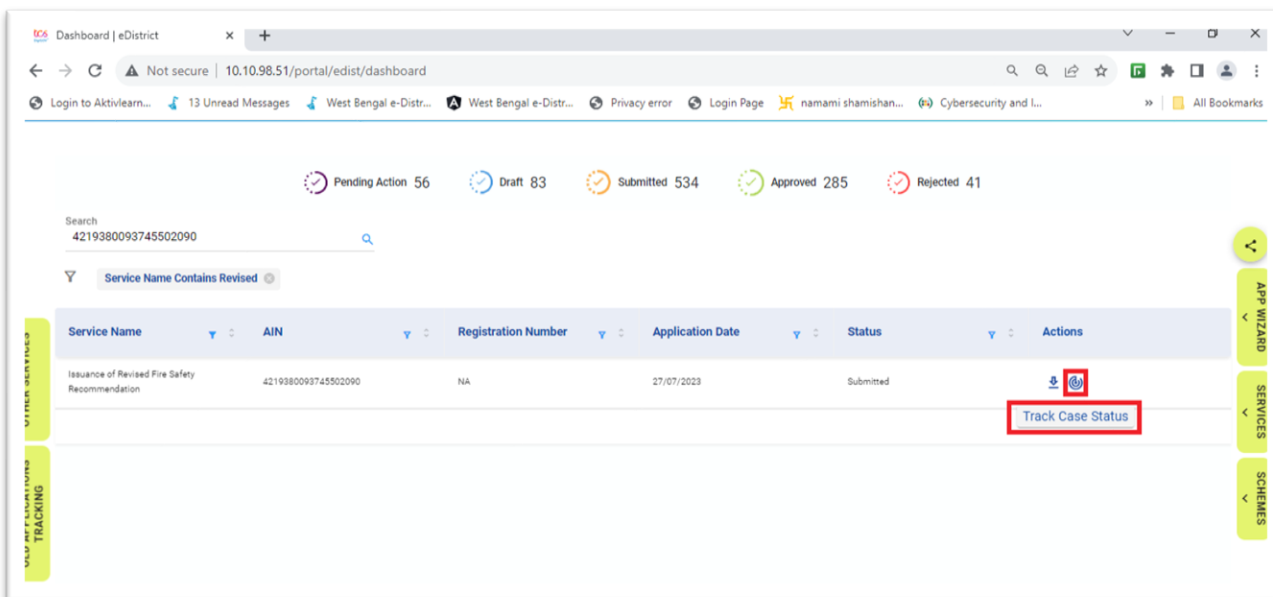
FIGURE 44

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.
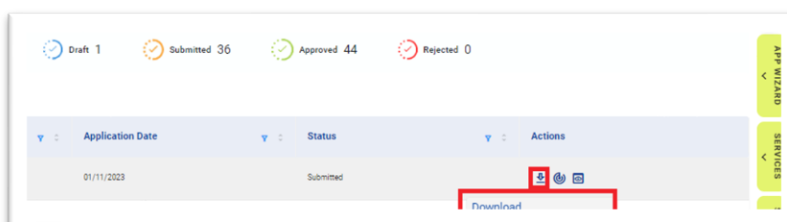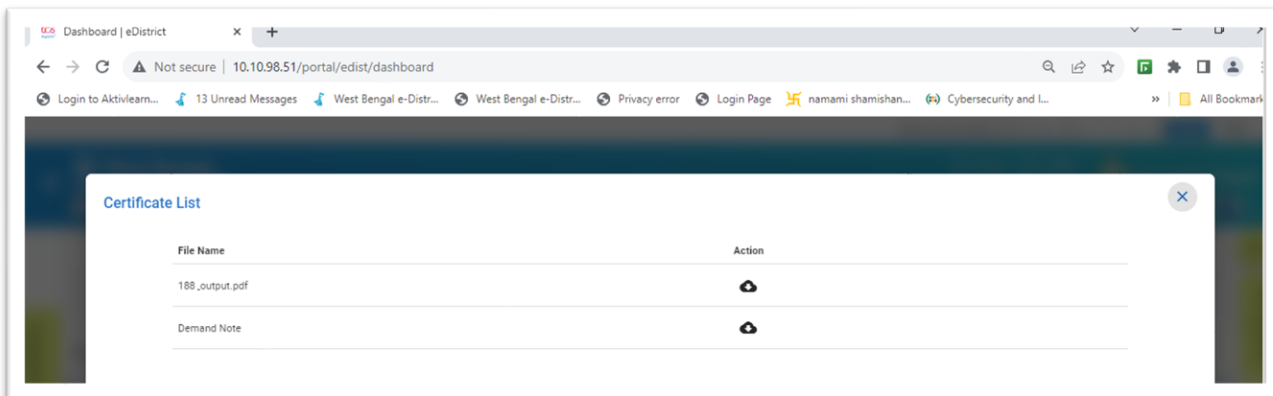- Click on the **Download Certificate** icon under the Actions heading as shown below

FIGURE 45

The following screen appears.

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FIGURE 46

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.

FIGURE 47

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.

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 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 Logging Out

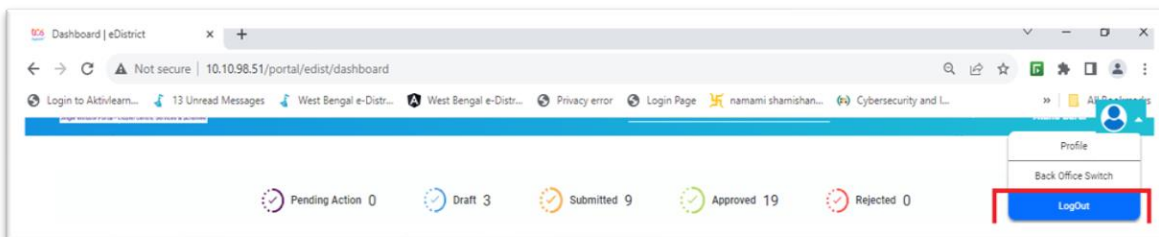To Logout the user needs to click the　　　　　User Icon and click on the Logout button as shown below.

FIGURE 49

9.0 Raising a Grievance

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