User Manual – WB eDistrict 2.0

User Manual for Applicants for Grant of Fire License

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

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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:

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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.



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.:

lcon / Link	Usage
* 6	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.

SERVICES	Users can Check the details related to the Various live services by clicking the link and filling up the necessary details.
REGISTER	Users can Register themselves with the revamped eDistrict Portal by clicking the link and filling up the necessary details.
	User can jump to the Login screen, browse for the available services, schemes and also jump to the Contact Us.
lcon / Link	Usage
	Contact Us
	Services Schemes
	Login
	The Hamburger icon on the extreme left provides further alternative navigation options mentioned below :
Helpdesk	Ine Helpdesk link re-directs the user to the Helpdesk information
	Clicking on this allows the user to login to the portal and avail
English বাংলা	available. The portal supports English and Bengali la
Π	Language selector allows the user to toggle between the
	The Home Icon, helps the user to navigate to the home page.
Ø	The Picture Gallery icon, can be used to view the departmental images.
Search	search for a desired service/scheme from within the portal
	The Search Option is provided to the user so that they can

	Users can access the details related to the Various live schemes
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.

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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.

Service Discovery		>
Search Services		(
FILTER SERVICE BY	< Fire & Emergency Services Certificates Land & Land & Certificates Grievance Redressal / RTI	>
O Certificates	Grant of Fire License	
O Grievance Redressal / RTI	Renewal of Fire License	
O Labour Welfare	Issuance of Revised Fire Safety Recommendation	
O License	Regularization of Conditional FSC	
O Property	Issuance of Fire Safety Recommendation	
O Society	Correction of Fire Services	
() Trade	Renewal of Fire Safety Certificate	
	Issuance of Fire Safety Certificate	

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 **Grant Of Fire License**.

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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**.

÷ -	→ C	 staging.edistrict.wb.gov.in/portal/edist/grant-fire	☆	₹	1	:
		Grant Of Fire License User Manual				
		Eligibility Criteria				
		 Any person who stores inflammable or hazardous substance or is involved in the processing of the same must obtain a license for the same by applying through this service. 				1
		Document Requirement				
		 Consent Letter of Land Owner, if rented premises. Site Plan with Section Drawing in 1:100 scale cut into A4 sized pages(Upload Multiple pages).* FSC document. FSR document. Old License, if Any Any Other Document PAN card of the applicant. 				
		Payment Requirement				
		• Part I : Rates of Annual Fees for Using a Premises for Storing and Processing of Hazardous Substances mentioned in the note.	Į			
		CANCEL ACCEPT				

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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.

→ C ▲ Not secure 10.10.98.51:8085	portal/home	• * • •
ogin to Aktivlearn 🤞 13 Unread Messages 🔏	West Bengal e-Distr 🥱 West Bengal e-Distr 🦃 Privacy error 🧭 Login Page 🦌 namami shamishan 🖚 Cybersecunty and I 📷 Intern	ational Associ
Scheme Discovery		
		×
Search Schemes		0
FILTER SERVICE BY	Loan Credit Grant Insurance	
Agriculture		
O Education	Agriculture Infrastructure Fund - receipt, process & issue of sanctions against individual applications 🖓	
O Fisheries		
O Food	📕 Krishak Bandhu 🔁	
O Health		
O Land		
() General		
() Job		
U Home		

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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DigiGov	× 📀 দুয়ারে সরকার/পাড়ায় সমাধান 🗙 🕂	v – D
→ C	ds.wb.gov.in/Check_Eligibility.aspx	년 숙 🖬 🛦 🗆 😩
Scheme D	Our and Messages (West bengal e-Distr (Privacy erfor) (Cogin va DUARE SARKAR Government of West Bengal	ge 🔭 namami snamisnan (4) Cybersecunty and I 🥁 international Associ
SI No	Scheme	Click To
1	Agriculture Infrastructure Fund - receipt, process & issue of sanctions against individual applications	View Scheme Details
2	KCC (Agriculture)	View Scheme Details
3	Krishak Bandhu	View Scheme Details
4	Registration and approval of financial assistance for Drip and Sprinkler irrigation systems under Bangla Krishi Sech Yojana (BKSY)	View Scheme Details
5	KCC (ARD)	View Scheme Details
6	Caste Certificates to SC, ST & OBCs	View Scheme Details
7	Medhashree	View Scheme Details
8	Sikshashree	View Scheme Details
9	Taposhili Bandhu	View Scheme Details

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.



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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.

eDISTRICT 20				Dashboard Helpdesk	Govt of West Be
Search	Pending Action ()	🐼 Draft () 🐼 Submit	ted () 😹 Approved ()	Rejected ()	
Service Name No Data Found.	filt c AIN	filt - Application Date	filt - Status	filt - Actions	

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

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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 Grant Of Fire License

User needs to find the service as shown below.

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



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

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.**

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timatix - Digitally 🥉 West Bengal e-Di	str 💣 Windows 10: Wind 🎦 172.20.140.53 🧃 New Tab	🔏 web chat 🛛 🔯 C	ATS 🧃 WB e-District : Offic 🔞 West Ber	igal e-Distr 🧃 WB e-Dist	trict : Tapa
		Applicant's Bas	ic Information		~
	Applicant Type *		Salutation *		
	Owner		Mr		
	Tom		Middle Name		
	Last Name		Mobile No *		
Hanna Manageri	Riddle		8820879198		
Oser Manual	Date Of Birth *		Age •		
Select Profile	09/02/1983		40		
	Gender *				
			Aadhar No		
	Male	÷			
	Date Of Application *		Email •		
	27/01/2024		test@t.com		
	PAN Number *				
	ASWOE4567T				

	Site Address For which Fire License is Desired				
ί	Address Line 1 * XYZ ROAD		Address Line 2		
	Pin Code * 736146		Country * India		
	State * West Bengal		District * Coochbehar		× •
Supporting Document 📣	Sub Division * Cooch Behar Sadar	× -	Rural or Urban * Urban		× •
User Manual	Block/Municipality/Municipal Corporation * Municipality	x .	Block/Municipality/Municipal Corporation Name * Koch Bihar (Municipality)		× •
	Village or Ward * Ward Number 1	× •	Post Office * Pachagarh BO		× •
	Police Station * Qwerty				
	MOUZA Name		Borough Number		
	Ward Number		Plot No./Holding No./Premises No. * BD/12		
	Nearest Firestation to the premises *		Zone *		

Back Save As Draft Save & Next

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teme >> Grant-Of-Fire-Licence Application	0	0	3/13	4/13	5/13	6/13	7/13	8/13	9/13	10/13	11/13	12/13	13/13 ^{>>>}
					Applica	ant Type							~
	Applicant Type * Individual			1	× •	Name of TEST	f the Applicant/C DEMO	Irganization(To b	e shown in fina	al license) *			
				Back	Save As	Draft	Save & Next						
Supporting Document													

Grant-Of-Fire-Licence Application	**0 0 *	573	• • •	0 0 0 0
		Office Addres	es of Applicant	^
V 🕐 🔻 🔻	Same Address As *			
	Site Address	х -		
	Address Line 1 - XVZ ROAD		Address Line 2	
	Pin Code + 736146		Country- India	
	State - West Bengel		District * Coochbehar	
	Sub Division *		Rural or Urban *	
Supporting Document	Cooch Behar Sadar	× -	Urban	х
	Block/Municipality/Municipal Corporation *		Block/Municipality/Municipal Corporation Name *	
User Manual	Municipality	× •	Koch Bihar (Municipality)	× •
	Village or Ward *		Post Office *	
	Ward Number 1	Χ.	Pachagarh 90	х
	Puiles Blatton - Qwerty			
	MOUZA Name		Borough Number	
	Ward Number		Plot No./Holding No./Premises No. * BD/12	
	Nearest Firestation to the premises *		Zone Name *	
	Cooch Behar	х.	<u>E</u>	× •
		Back Save As	a Draft Save & Next	

>> Grant-Of-Fire-Licence		
t-Of-Fire-Licence Application	[«] O O O O 613	- œ œ œ œ œ œ
	W	Varehouse or Workshop Details
.	Area of the warehouse or workshop * 100	Name of the Owner of the Building * TEST DEMO
	Description of the Structure (Nature of construction) * TEST TEST	Nature of Occupancy with immediate 20 feet all around
Supporting Document	Name of the Insurance Company	
User Manual	Bac	ck Save As Draft Save & Next

t-Of-Fire-Licence Application	11						
	*0 0 0	0 0	6/13	7/13 8/13	9/13 10/13	11/13 12/	13 13/13
. 9			Occupier De	etails			^
	Search	Q				a + /	Add Row
	Name of Occupier*	Y COCCUPIER'S	s Office Address* y	Coccupier is Owned	er* y 0	Actions	
	No Data Found.						
Supporting Document			Back Save As Draf	ft Save & Next			

(三)			Hazardous Substance	Details		^
	Search	٩			ē	+ Add Row
	Storage Or Processing		v C Amt. of Article	v ≑ Measuring U	nit 🔻 🗘 .	Actions
porting Document 🚯						
User Manual			Back Save As Draft	Save & Next		

-Of-Fire-Licence Application	«• • • • • • • •) (1) 913 003 103 073 083
	Name and	Nature of Fire Safety Arrangements
	Hydrant System	Sprinkler System
	Hose Reel System	Fire Extinguishers
	Fire Detection Alarm system	Exit And Directional Signs
Supporting Document	Fire Engines	Number Of Fire Trained Staffs
	Accessibility Of Fire Engines	Capacity Of Fire Pumps in litres per second
	Capacity of fire pumps normal work pressure	Capacity of underground or overhead reservoir
	Back	Save As Draft Save & Next

		12/13 13/13
. 9	Details of Nearest Open water premises (tank or river)	^
	Distance of the nearest open water(tank or river) in feet Access Details	
	Approximate Area (in square Feet) Approximate Depth (in Feet)	
Supporting Document	Back Save As Draft Save & Next	
User Manual		

t-Of-Fire-Licence Application	«o o o o o	0 0		13/13 ×
		Other Releva	nt Information	*
1	Height of the building (in Feet) * 150		Nature of Occupancy * Residential	× -
	Annual Municipal Value of Warehouse or Workshop		Other Information	
Successful A	Have you obtained FSR for the Premises for which Fire License	e is needed? * × +	If Yes, please provide the FSR No.	
User Manual	Have you obtained FSC for the Premises for which Fire License	e is needed? * × -	If Yes, please provide the FSC No.	
	Have you ever applied for Fire License Earlier? *	х -	Was any of your earlier application for Fire License Rejected * Was any of your earlier application for Fire License Rejected	÷
	Reason for Rejection			

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•	Floor Area Details ^
	Search Q 🖨 🕂 Add Row
	Floor No. y C Processing or Storage Area(in square ft) y C Actions
	No Data Found.
Supporting Document	Total Floor Area: 0
User Manual	Back Save As Draft Save & Next

Fire-Licence Application	«	0 0 0 0 0	12/13 13/13
			• • •
· ·····		License Dutation Details	
	License Duration (Fees will be calculated accordingly) *		
	1 Year	х	
HEL		Back Save As Draft Save & Next	
upporting Document 🕢			
User Manual			
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→ C : staging.edistrict.wb.go • GreetOfFireLicence • Of-Fire-Licence Application	v.in/portal/edist/grant-fire	Old Application Details	۹ 🛨 ف ع ا
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C C S staging.edistrict.wb.go C and C Fire-Licence Application	v.in/portal/edist/grant-fire	Old Application Details	 A ★ ★ ● A ★ ★ ● A ± ●
C C S staging.edistrict.wb.go GrandOfficeLicence Of-Fire-Licence Application	v.in/portal/edist/grant-fire	V Cld Application Details V Plot No. Premise No. Holding No.: V Status:	 A ★ ★ € A ★ ★ € Tage Add Row T ← Add Row T ← Add Row
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C C StandoffireLicence C C C C C C C C C C C C C C C C C C C	xin/portal/edist/grant-fire	V Plot No. Premise No. V Holding No.: V Save Preview Submit	Q ★ ± €
C C StandoffireLicence C C C C C C C C C C C C C C C C C C C	xin/portal/edist/grant-fire	V Plot No. Premise No. V Holding No.: V Back Save Preview Submit	 A ★ ★ ▲ 133 Add Row y : Actions
C C C C C C C C C C C C C C C C C C C	xin/portal/edist/grant-fire	V Plot No. Premise No. V Holding No.: V Back Save Preview Submit	 A ★ ★ ▲ 1373 Add Row y : Actions
C C C C C C C C C C C C C C C C C C C	xin/portal/edist/grant-fire	V Plot No. Premise No. V Holding No.: V Save Preview Submit	 <u< td=""></u<>

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.

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

Work 0	🟳 💭 Chat	×	Fire Fire	Safety eDistrict	×	💾 about:blan	k	X 💾 about:blank		×	+		-	Ø
- C 🗇 http	ps://staging.edistrict.wl	b.gov.in/portal/e	dist/renev	wal-of-fire-safety	-certificate-a	pp		Q A* 🟠		3	C	£≡	<u>م</u>	
Ultimatix - Digitally	👔 West Bengal e-Distr	Windows 10:	Wind	172.20.140.53	🔏 New Tab	🔏 web chat	CATS	💰 WB e-District : Offic 🔕	West Benga	I e-Distr	5	WB e-Dis	trict : Tapa	
												×		
		West Re	ngal								-			
		de edistri	ст 20					Govt of West Bengal						
		Existing F2	SR Details	for which Renew	val of FSC is i	needed								
		Existing FSF 2118624063	R No.* 00000011											
		Application	Details											
-		Applicant Ty	pe	Salutation		First Name		Middle Name				- 8		
		Owner		Mr.		Tom		NA						
		Riddle		9-FEBRUAR	Y-1983	40		Male				- 1		
		Date of Appl 8-FEBRUAR	ication Y-2024	Mobile Numb 8820879198	or	Email test@t.com		Aadhaar						
		PAN Numbe	¢											

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.

→ C ▲ Not secure 10.10.98.51/portal/edist/issue	ance-of-fire-safety	역 🖻 🛧 🖬 🖨 🚨
ogin to Aktivlearn 🥉 13 Unread Messages 💰 West Bengal	e-Distr 🤡 West Bengal e-Distr 🤡 Privacy error 🤡 Login Page 🇯 namami sham	ishan (=) Cybersecurity and I » 📃 All Book
Documents		Makimum 529 : 200KB C TESTLOIT
Sanctioned Plan for Existing Building	Sanctioned Plan for Existing Building	Attach Fle(s) Files Supported : . . def Maximum Size : 200KB TESTDoff C
Completion Certificate for existing building	Completion Certificate for existing building	Attach Fields Files Supported: pdf Maximum Size: 200KB TEPT.met
Close Save	I accept I be best of my knowledge and belief.	itama 10 • 11-16ef16 ()

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.



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.

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Y Service Name Cont	ains Issuance of Revised Fire Safety R	ecommendation 💿 Status C	ontains Draft 💿					
Service Name	r a AIN	r : Registration Numbe	er v : Application Da	ate y o Status	•	Actions		
Issuance of Revised Fire Safety Recommendation	To be Generated	NA	N/A	Draft		/ 0		
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The following screen appears.

	· · · · · · · · · · · · · · · · · · ·	
	Cancel Service Are You sure 7	
	Cancel Ok	

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



5.4 Editing a Draft Application

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

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Y Service Name Contains Iss	uance of Revised Fire Safety Recomm	endation 💿 Status Con	tains Draft 💿			
Service Name 🛛 🗘 🗧	AIN V C	Registration Number	Y o Application Date	v c Status	T a Actions	<
Issuance of Revised Fire Safety Recommendation	To be Generated	NA	N/A	Draft	î 🖉	
						<

5.5 Download Application Acknowledgement

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

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HER SERVI	Service Na	ime	Y 0	AIN	v 0	Registration Number	Y C Application D	vate y 0	Status	Y C A	ctions			SERVI
10	Grant of Fire L	license		211822406300000220		NA	03/05/2024		In Progress	1	•			CES
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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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🚱 Login to Aktivlearn 🥉 13 Unread Messages 🦨 West Bengal e-Distr	🔕 West Bengal e-Distr 🤡 Privacy error 🔇 Login Page	🎢 namami shamishan (🛋) Cybersecurity and I	» 📙 All Bookmarks
Pending Action 1	🕑 Draft 14 🕜 Submitted 15 🧭	Approved 49 (2) Rejected ()	
211882406300015073 Q V Service Name Contains Issuance of Revised Fire Safety Recomm	nendation 💿		V AP
Service Name 🔻 o AIN 🔻 o	Registration Number 😗 🗧 Application Date	v o Status v o Actions	v WIZARD √
Issuance of Revised Fire Safety 211882406300015073 Recommendation	NA 09/01/2024	In Progress 💆 🕲 🛛	a serv
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In case the application has been Sent Back by any actor the same process may be followed.

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Pending Action 1	Draft 14	Submitted 15	Approved 49	Rejected ()	
Search 211882406300015073 Q					
Y Service Name Contains Issuance of Revised Fire Safety Recomm	nendation 🔘				
Service Name Y C AIN Y C	Registration Number	Y : Application Date	v : Status	Y : Actions	
Service Name y : AIN y : Issuance of Revised Fire Safety Recommendation 211882406300015073	Registration Number	x : Application Date 09/01/2024	Y : Status Send_Back	v : Actions	

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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🔇 Login to Aktivlearn 🥉 13 Unread Messages 🦨 West B	engal e-Distr 🔇 West Bengal e-Distr 🔇 Privacy error 🔇	Login Page 🦌 namami shamishan (#) Cyb	ersecurity and I » 📃 All Bookmarks
And in case of the local division of the loc			
SendBack Remarks			×
Remarks:			
Please upload the correct ID proc	if.		

5.7 Tracking Application Status

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

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	Pending Action	1 🕖 Draft 14	Submitted 15	Approved 49	Rejected ()	
Search 211882406300015075	٩					
Service Name y o	AIN	Registration Number	r y c Application Dat	e y o Status	Y : Actions	
Issuance of Revised Fire Safety Recommendation	211882406300015075	NA	11/01/2024	Approved	Track Case Stat	us.

The following screen appears showing the real time status.

(1
	Service Details				
	Service Name	AIN	Status	Preview	
	Grant of Fire License	211822406300000220	In Progress	0 0	
	Actor Remarks				
	Attachments :				
	View Attached Do	cuments From Department			
	Remarks :				
	03-May-2024 13:09:02	Aritra Manna O Day			
		211822406300000220 : Grant of Fire License E	district process created successfully		

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.

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\leftarrow	→ C A Not secure 10.1	10.98.51/portal/edist/dashboard				Q @ ☆	a * 🗆 😩 E
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		Pending Action 1	Draft 14	Submitted 15	Approved 49	Rejected ()	
	Search 211882406300015075	٩					<
	Service Name y o	AIN Y C	Registration Number	Y : Application Date	v c Status	v c Actions	APP
CD VICEO	Issuance of Revised Fire Safety Recommendation	211882406300015075	NA	11/01/2024	Approved	€ 🕲 ±	√ ×
						Track Case Status	

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

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Login to Aktivlearn 🥉 13 Unread Messages ,	🕻 West Bengal e-Distr	West Bengal e-Distr	Privacy error	🕄 Login Page 🦌 n	amami shamishan (#)	Cybersecurity and I		» [All Bookma
6	Danding Action 1	Durth 14	() Cutomitted	15 20 400		Delected O			
() ()	Fending Action	Diant 14	Submitted	Т5 Афр	oved 49	Rejected U			
Search 211882406300015075	Q								
Service Name 🛛 😴 🗧 AIN	v 0	Registration Number	v c Applic	cation Date y	Status	v 0	Actions		
Issuance of Revised Fire Safety 211882400 Recommendation	6300015075	NA	11/01/2	2024	Approved		€ 🕹 🗄		<
						Download	Certificates	5.	

The following screen appears.

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← → C 🔺 Not secure 10.10.98.51/portal/edist/dashboard Q 🗠 🖈 🕻	3 * O 😩 E
🥝 Login to Aktivlearn 🥉 13 Unread Messages 🥉 West Bengal e-Distr 🚯 West Bengal e-Distr 🔇 Privacy error 🛞 Login Page 🧏 namami shamishan 🖚 Cybersecurity and I	» All Bookmarks
Certificate List	×
File Name Action	
Demand Note	

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 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.

Feedback	Grievance
Name*	Number*
SD	777777777777777777777777777777777777777
1. Navigation*	* * * * *
2. User Experience*	* * * * *
3. Ease for service available*	\star \star \star \star \star
4. Look and feel*	* * * * *
5. Help Documentation*	* * * * *
Your Satisfaction level is	88%
Satisfactory	
	488 characters

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

	-	Profile Back Office Switch
		Profile
🖻 Login to Aktivlearn 🦨 13 Unread Messages 🧯 West Bengal e-Distr 🔞 West Bengal e-Distr 🤡 Privacy error 🔇 Login Page 🦌 namami shamishan (#) Cybersecurity and I		» 📕 All Bo
C A Not secure 10.10.90.51/portal/edist/dashboard	ਲ ਸ	

Or Logout the user needs to click the