

User Manual for Application for **Grant Of Fire License**

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:

User Manual for Application for **Grant Of Fire License**

- 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.

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

User Manual for Application for **Grant Of Fire License**

Prepared by: ASHISH GULATI

Date: _____

Reviewed by: _____

Date: _____

Authorised by:

Date: _____

Table of Contents

List of Abbreviations 4

1.0 Introduction 5

 1.1 Accessing eDistrict 2.0 5

 1.2 User Navigation flow 6

 1.3 Important Sections 8

2.0 Service Discovery 9

3.0 Scheme Discovery 11

4.0 User Registration 14

5.0 Applying for Renewal of Fire Safety Certificate 17

 5.1 Filling up the Application 19

 5.2 Adding Supporting Documents. 28

 5.3 Deleting Draft Application that is no longer needed 30

 5.4 Editing a Draft Application 31

 5.5 Download Application Acknowledgement 31

 5.6 Searching an Application 32

 5.7 Tracking Application Status 34

 5.8 Edit an Application 36

 5.9 Checking the Application Outcome 36

 5.10 Downloading the Output 37

6.0 Connecting Helpdesk 39

7.0 Submitting Feedback 40

User Manual for Application for **Grant Of Fire License**

8.0 Logging Out 41
 8.0 Raising a Grievance 42

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.		

User Manual for Application for **Grant Of Fire License**

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.

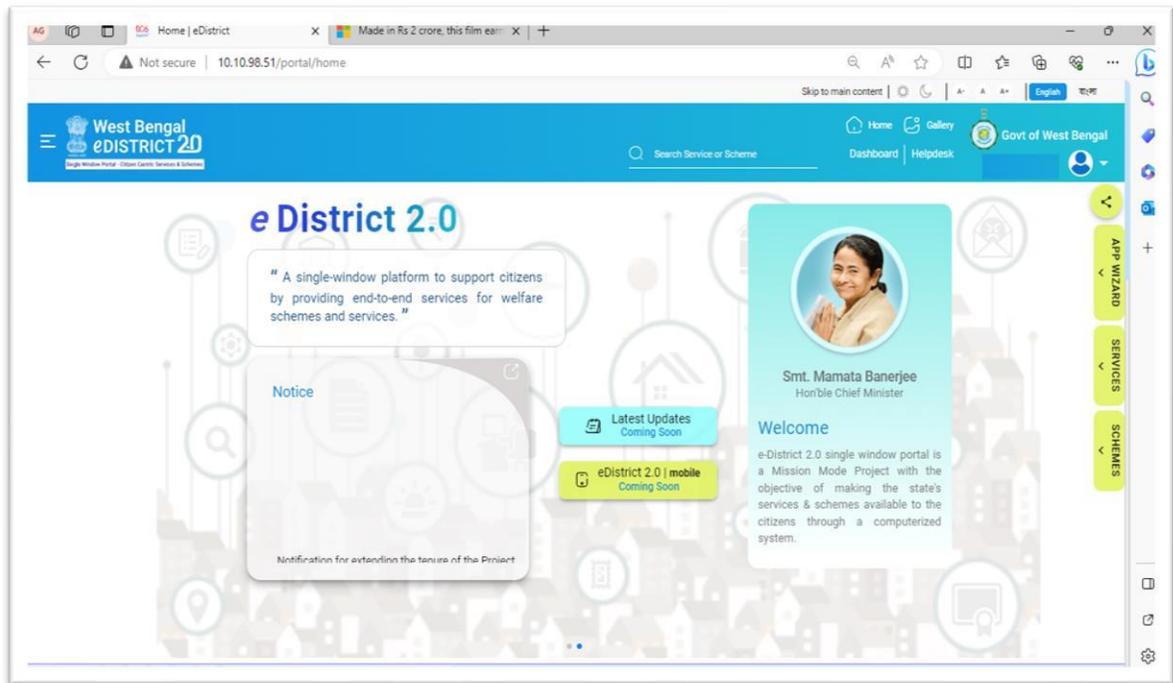
1.1 Accessing eDistrict 2.0

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.

User Manual for Application for **Grant Of Fire License**

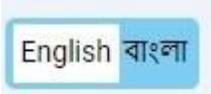
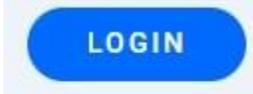
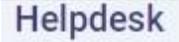


1.2 User Navigation flow

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.

User Manual for Application for **Grant Of Fire License**

	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> <p>Login Services Schemes Contact Us</p>
<p style="text-align: center;">Icon / Link</p>	<p style="text-align: center;">Usage</p>
	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.

User Manual for Application for **Grant Of Fire License**

	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

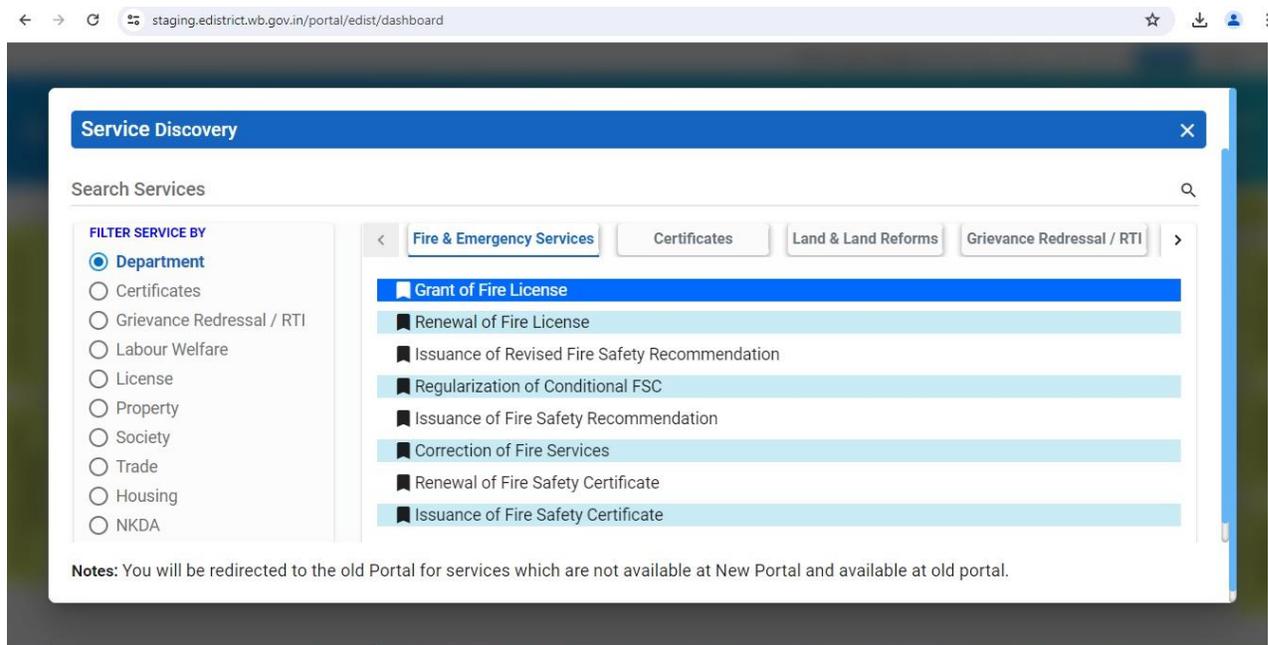
Other Important Sections present in the home screen are:

- 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 Grant Of Fire License

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.

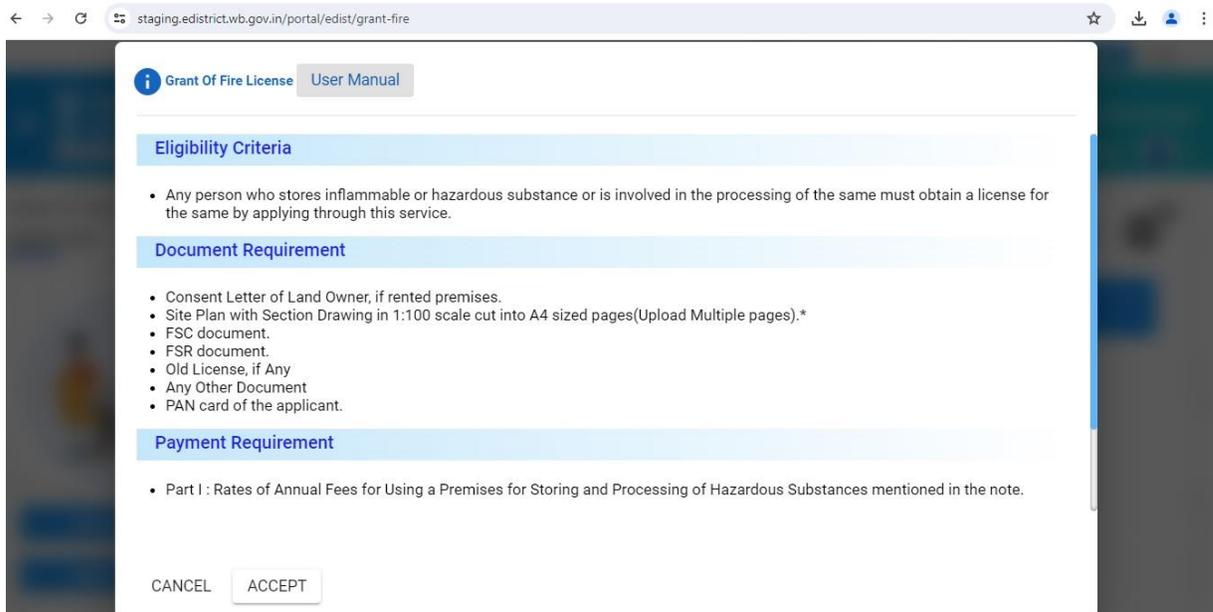


To know more about the service, a user should click on the name of the service. The user is provided with navigation icons (> and <) to navigate across various Departments. The following screen appears when the user clicks the service **Grant Of Fire License**.

User Manual for Application for Grant Of Fire License

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

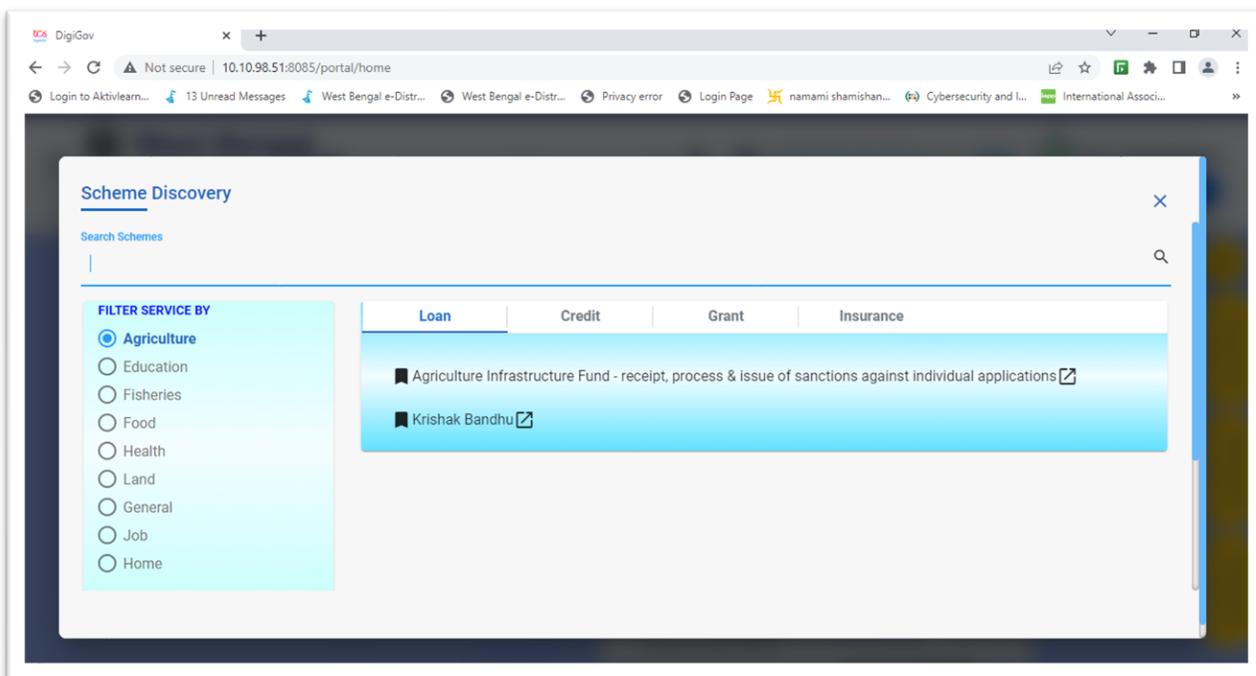
In case the user intends to avail a service, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click on **Sign In**.



User Manual for Application for Grant Of Fire License

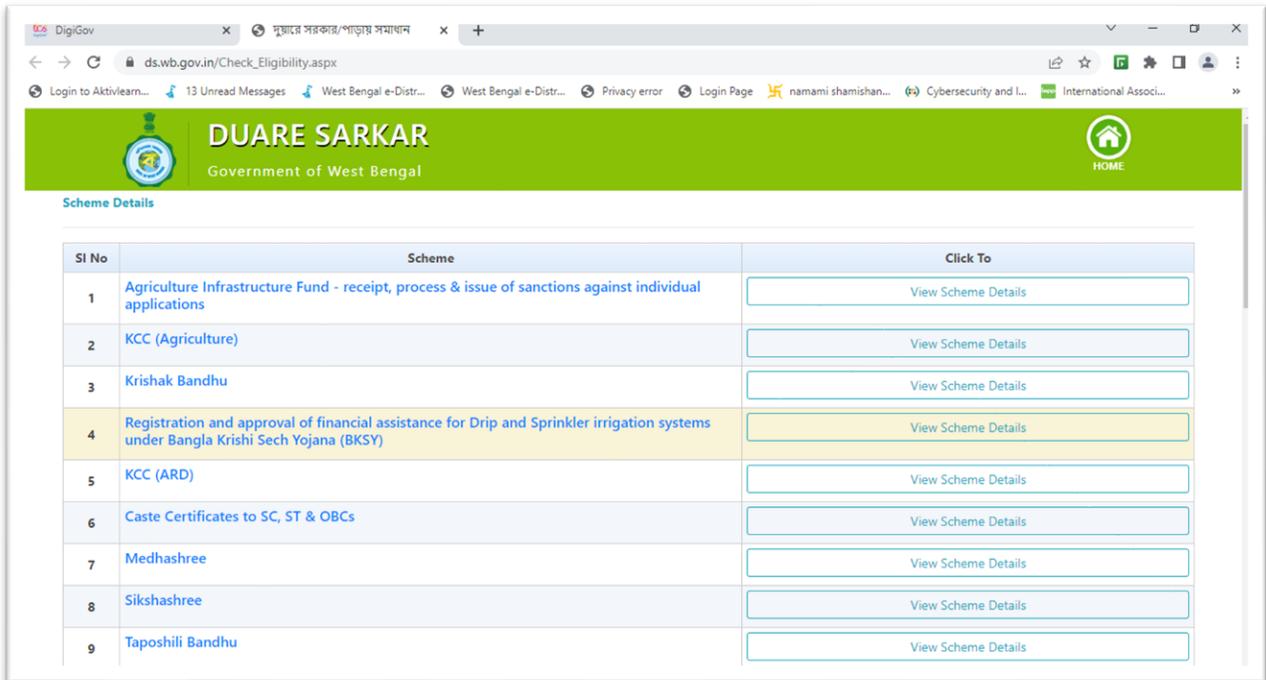
3.0 Scheme Discovery

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.



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 Grant Of Fire License



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 Grant Of Fire License

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 is titled "User Login" and is for "Citizen, BSK, and Departmental Users". The form contains the following fields and values:

- First name: A
- Last name: Das
- Email: adas@gmail.com
- Mobile: 9876543211
- Date Of Birth: 04/10/2023
- Enter Username: adas@gmail.com

Below the form is a blue "Register" button and a link for "Back to Login". On the left side of the page, there are four service icons with descriptions:

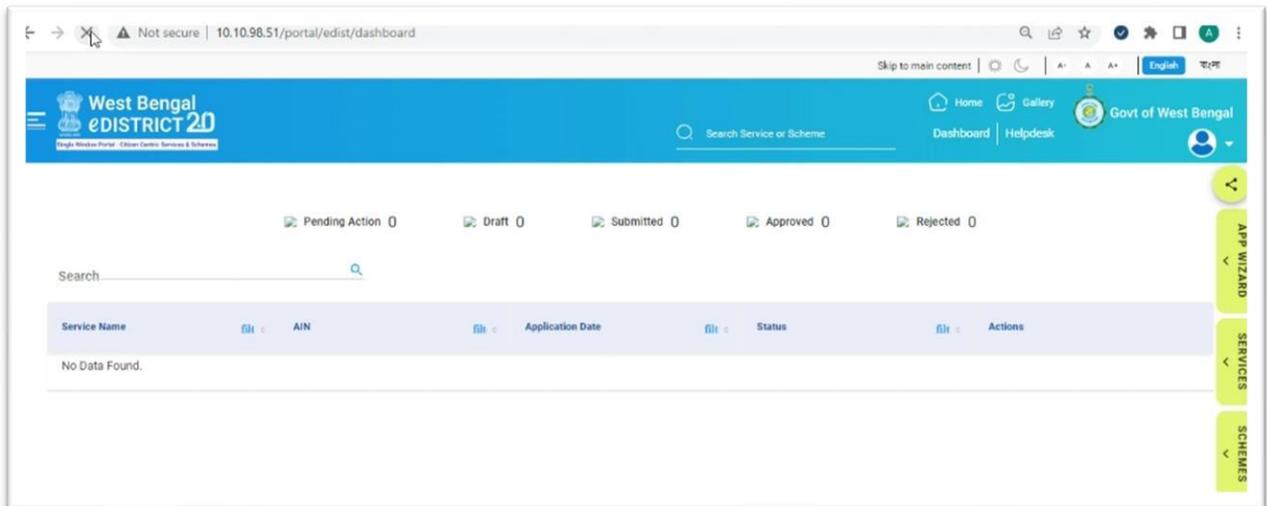
- Any Time / Anywhere e-Services**
- Login with your mobile number**: Verify your mobile number with OTP received via SMS
- Apply the service at your convenience**: Search with the application name and directly apply [Service suggestions given in the portal]
- Make the payment**: Easy online payment with CRIPS/PayU, offline payment allowed for few services (For offline payment, upload challan, challan is service-specific in system)
- Download your certificate anytime**: Download your certificate from track application at your convenience

User Manual for Application for Grant Of Fire License

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.

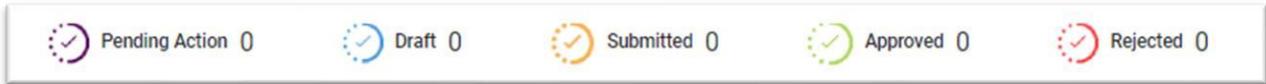
The user is required to select a **Username** of his or her choice. This entry is validated against the user names which are already registered. In case the same is repeated, an appropriate user message is flashed to warn the user regarding the non-availability of the same. Once the user provides valid 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.



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

User Manual for Application for Grant Of Fire License

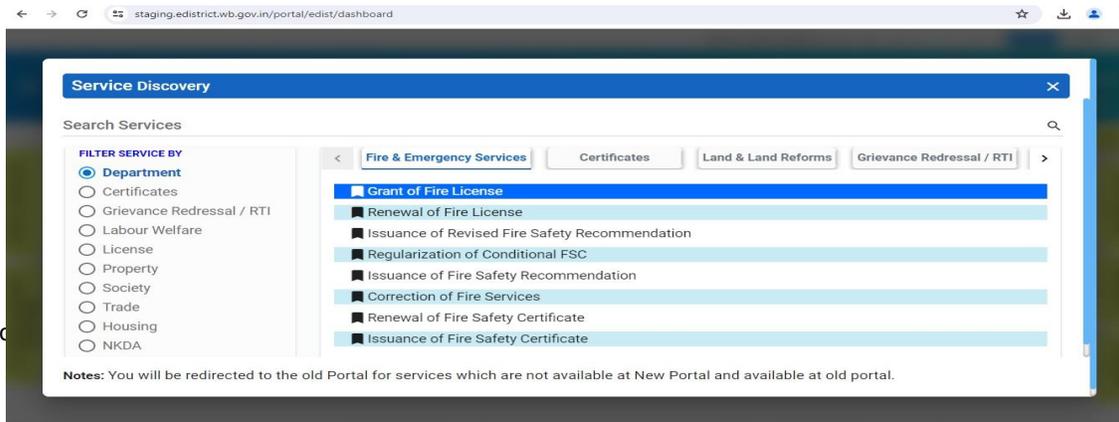


Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject	Count of Applications that are rejected on various grounds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

5.0 Applying for Grant Of Fire License

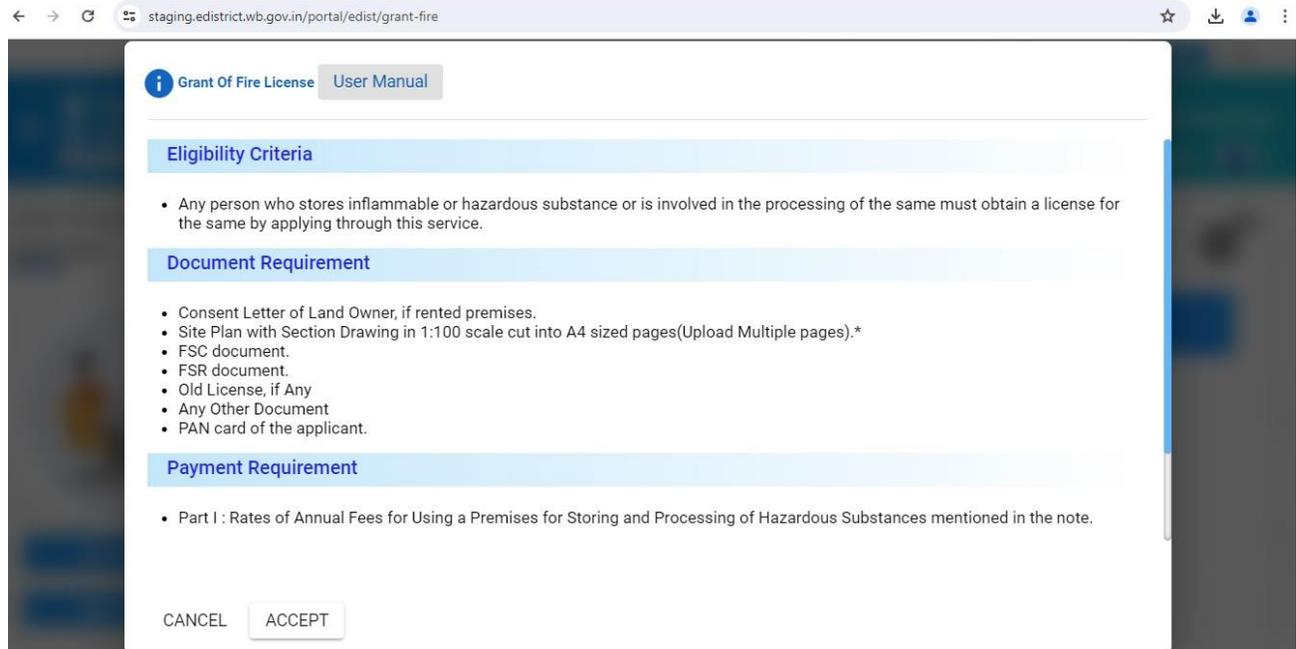
User needs to find the service as shown below.

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



Version

User Manual for Application for Grant Of Fire License



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.**

User Manual for Application for Grant Of Fire License

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 features a navigation sidebar on the left with a user icon and two buttons: "User Manual" and "Select Profile". The main content area is titled "Applicant's Basic Information" and contains the following fields:

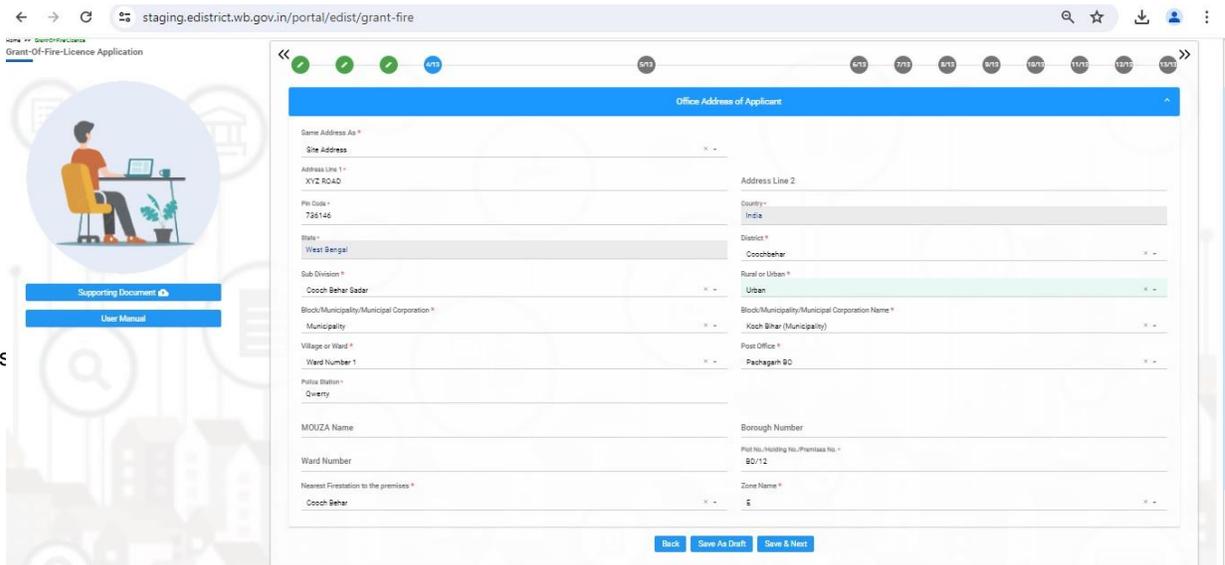
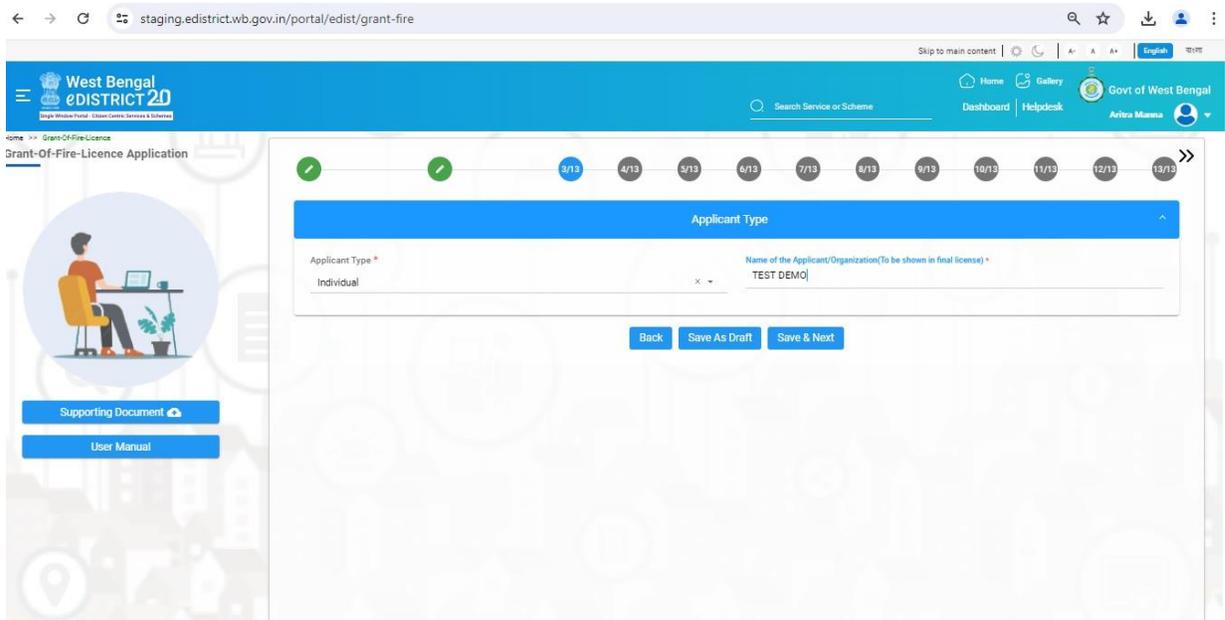
Applicant Type *	Owner	Salutation *	Mr.
First Name *	Tom	Middle Name	
Last Name *	Riddle	Mobile No *	8820879198
Date Of Birth *	09/02/1983	Age *	40
Gender *	Male	Aadhar No	
Date Of Application *	27/01/2024	Email *	test@t.com
PAN Number *	ASWQE4567T		

The screenshot shows a web browser window with the URL staging.edistrict.wb.gov.in/portal/edist/grant-fire. The page features a navigation sidebar on the left with a user icon and two buttons: "Supporting Document" and "User Manual". The main content area is titled "Site Address For which Fire License is Desired" and contains the following fields:

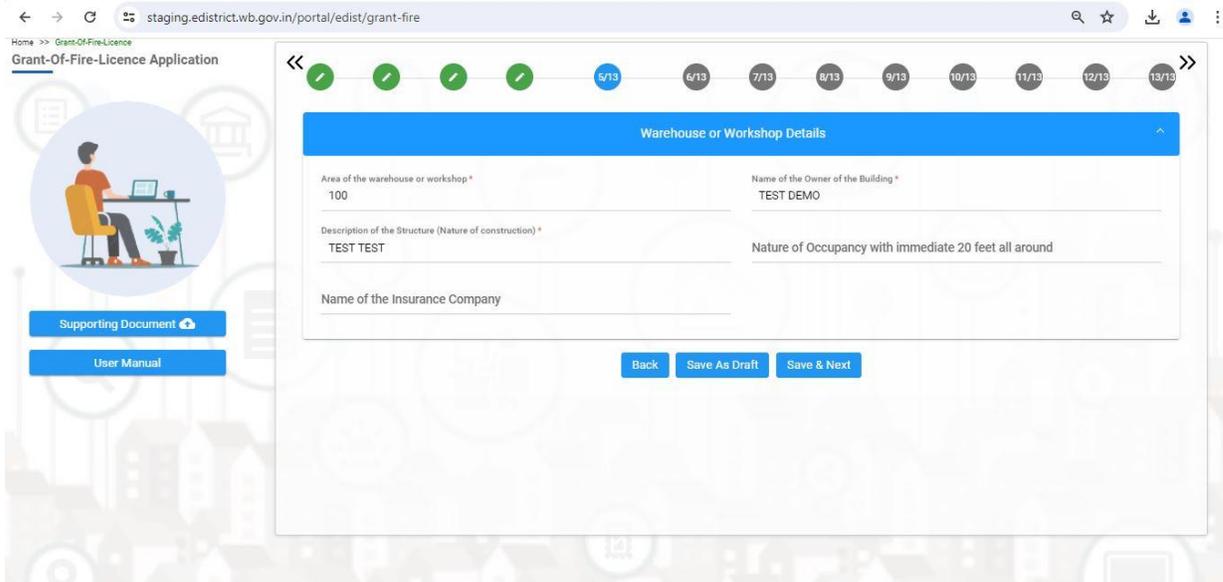
Address Line 1 *	XYZ ROAD	Address Line 2	
Pin Code *	736146	Country *	India
State *	West Bengal	District *	Coochbehar
Sub Division *	Cooch Behar Sadar	Rural or Urban *	Urban
Block/Municipality/Municipal Corporation *	Municipality	Block/Municipality/Municipal Corporation Name *	Koch Bihar (Municipality)
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 *	Cooch Behar	Zone *	₹

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

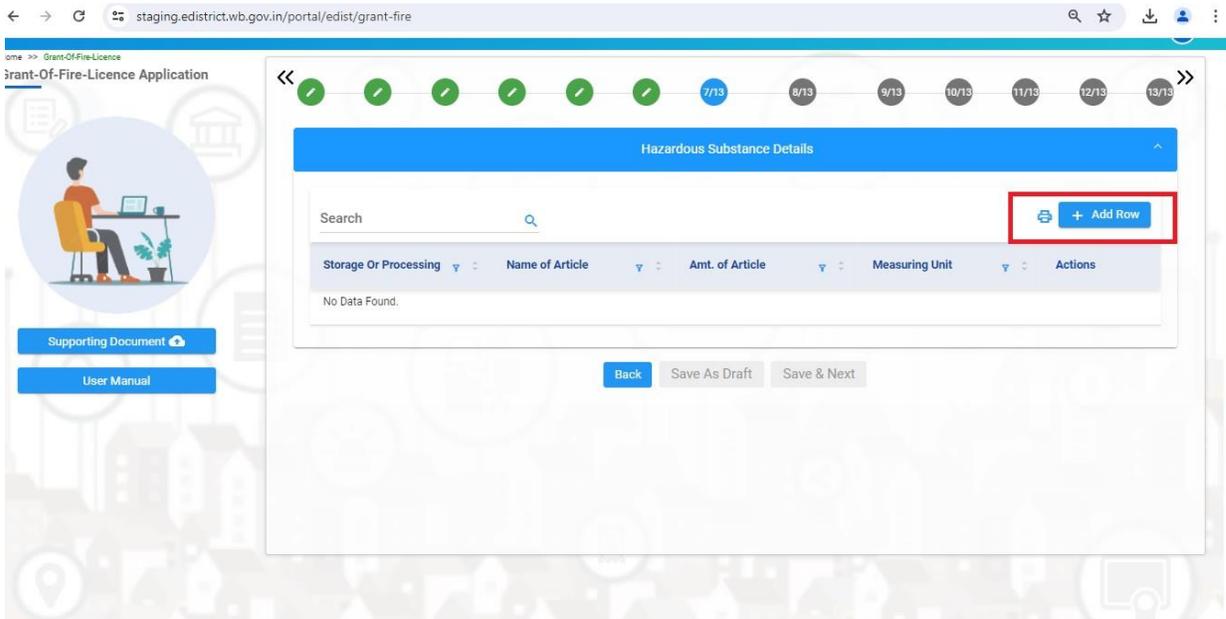
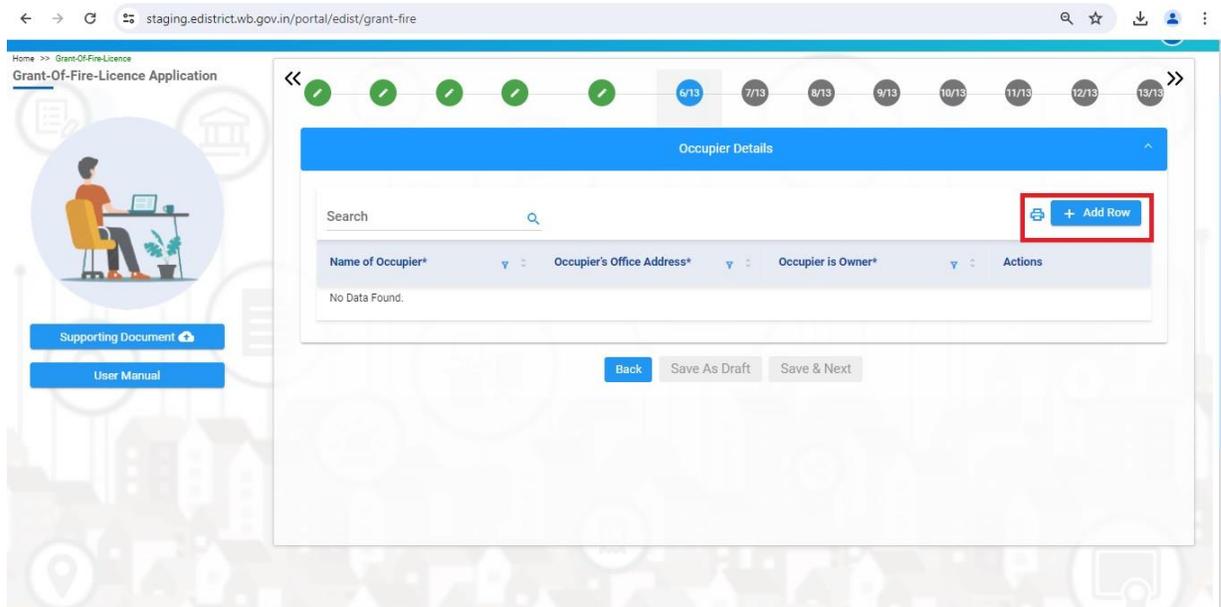
User Manual for Application for Grant Of Fire License



User Manual for Application for Grant Of Fire License



User Manual for Application for Grant Of Fire License



User Manual for Application for Grant Of Fire License

The screenshot shows a web browser window with the URL `staging.edistrict.wb.gov.in/portal/edist/grant-fire`. The page title is "Grant-Of-Fire-Licence Application". On the left, there is a sidebar with a user icon and two buttons: "Supporting Document" and "User Manual". The main content area features a progress bar at the top with 13 steps, where the 8th step (8/13) is currently active. Below the progress bar is a form titled "Name and Nature of Fire Safety Arrangements". The form contains two columns of text input fields:

Hydrant System	Sprinkler System
Hose Reel System	Fire Extinguishers
Fire Detection Alarm system	Exit And Directional Signs
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

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

The screenshot shows the same web browser window as above, but the progress bar now indicates the 9th step (9/13) is active. The form title is "Details of Nearest Open water premises (tank or river)". The form contains four text input fields arranged in two columns:

Distance of the nearest open water (tank or river) in feet	Access Details
Approximate Area (in square Feet)	Approximate Depth (in Feet)

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

User Manual for Application for Grant Of Fire License

The screenshot shows a web browser window with the URL `staging.edistrict.wb.gov.in/portal/edist/grant-fire`. The page title is "Grant-Of-Fire-Licence Application". 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 features a progress bar with 13 steps, where step 10 is highlighted. Below the progress bar is a form titled "Other Relevant Information".

Height of the building (in Feet) *	150	Nature of Occupancy *	Residential x
Annual Municipal Value of Warehouse or Workshop		Other Information	
Have you obtained FSR for the Premises for which Fire License is needed? *	NO x	If Yes, please provide the FSR No.	
Have you obtained FSC for the Premises for which Fire License is needed? *	NO x	If Yes, please provide the FSC No.	
Have you ever applied for Fire License Earlier? *	NO x	Was any of your earlier application for Fire License Rejected *	
		Was any of your earlier application for Fire License Rejected	
Reason for Rejection			

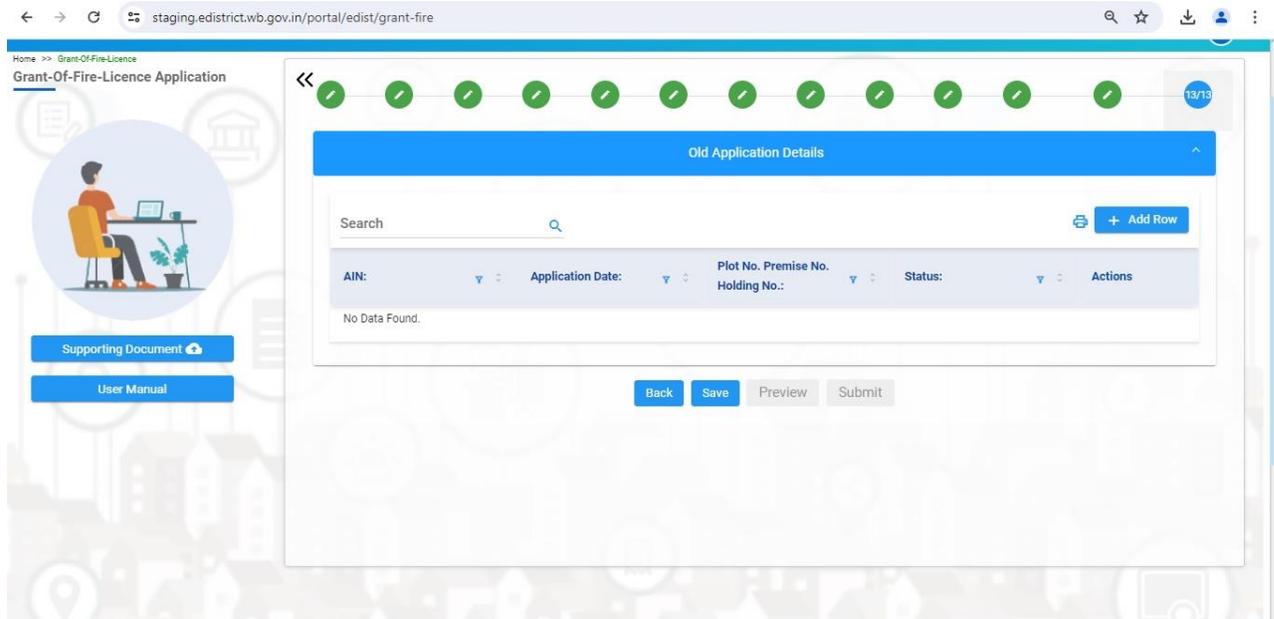
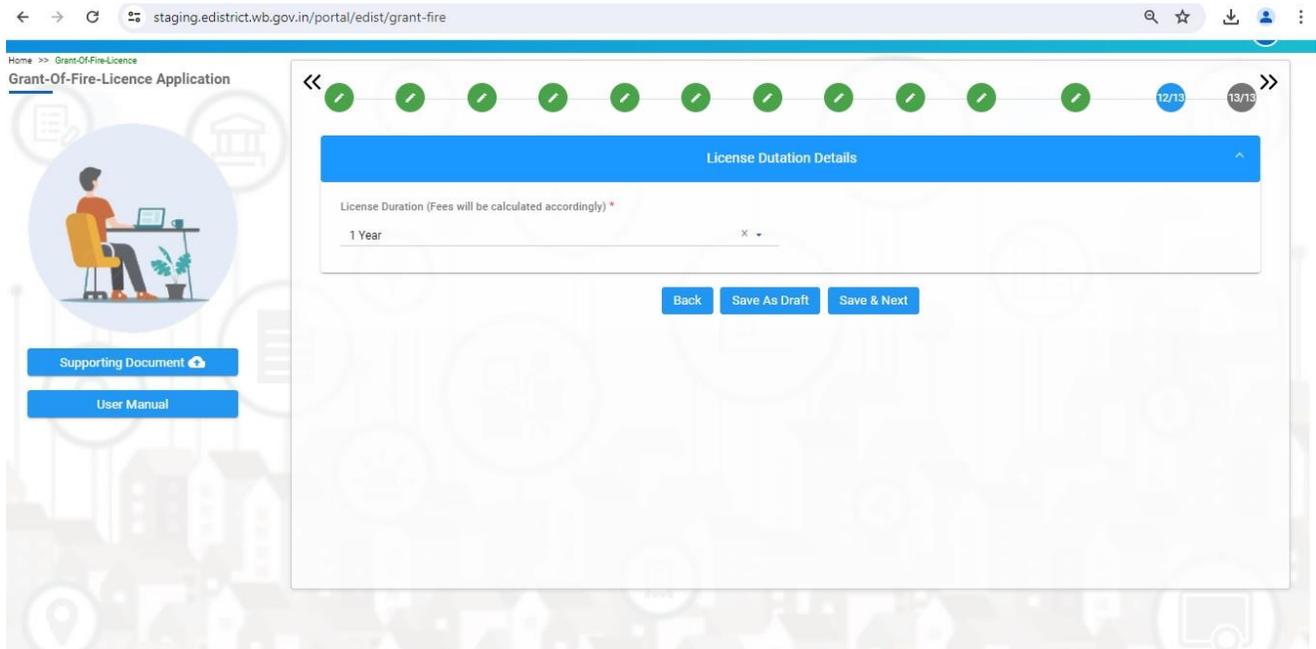
At the bottom of the form are three buttons: "Back", "Save As Draft", and "Save & Next".

The screenshot shows the same web browser window as above. The progress bar now highlights step 11. The form is titled "Floor Area Details". It includes a search bar and an "Add Row" button. Below is a table with the following structure:

Floor No.	Processing or Storage Area(in square ft)	Actions
No Data Found.		

Below the table, it says "Total Floor Area: 0". At the bottom of the form are three buttons: "Back", "Save As Draft", and "Save & Next".

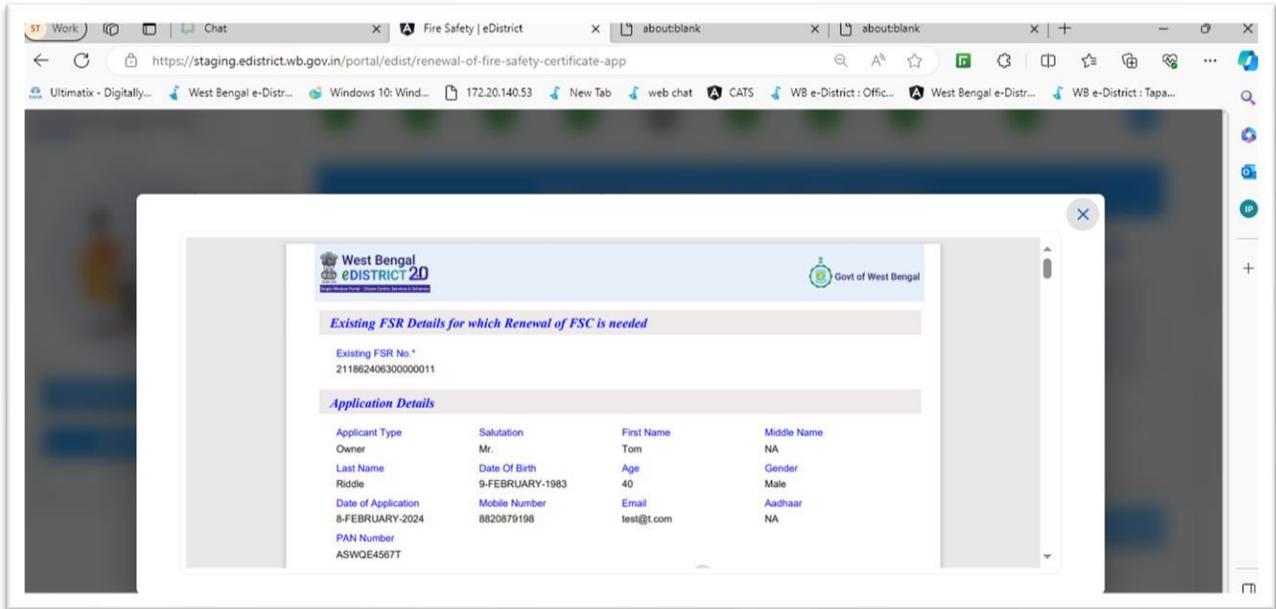
User Manual for Application for Grant Of Fire License



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.

User Manual for Application for Grant Of Fire License

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

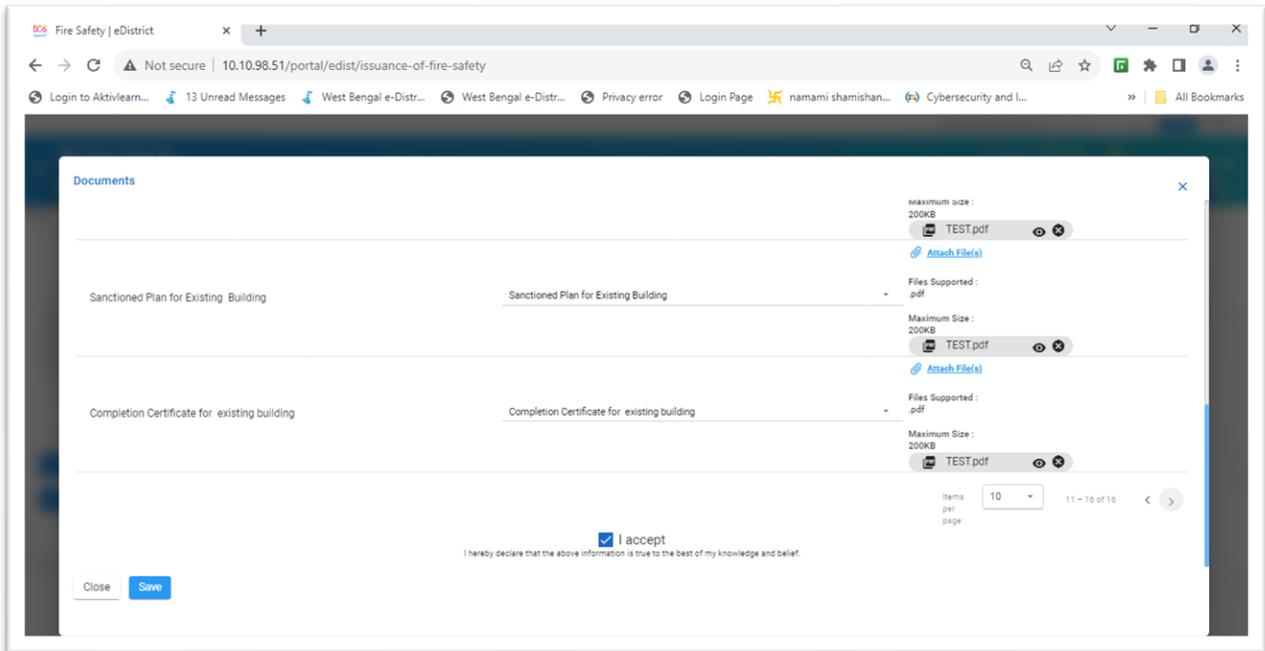


The user needs to submit all details for the last tab and click on **the Submit** button. In case the user clicks on **Submit**, the system checks for the availability of supporting documents and warns accordingly. The user must upload the supporting documents to ensure that the application form is submitted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



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.



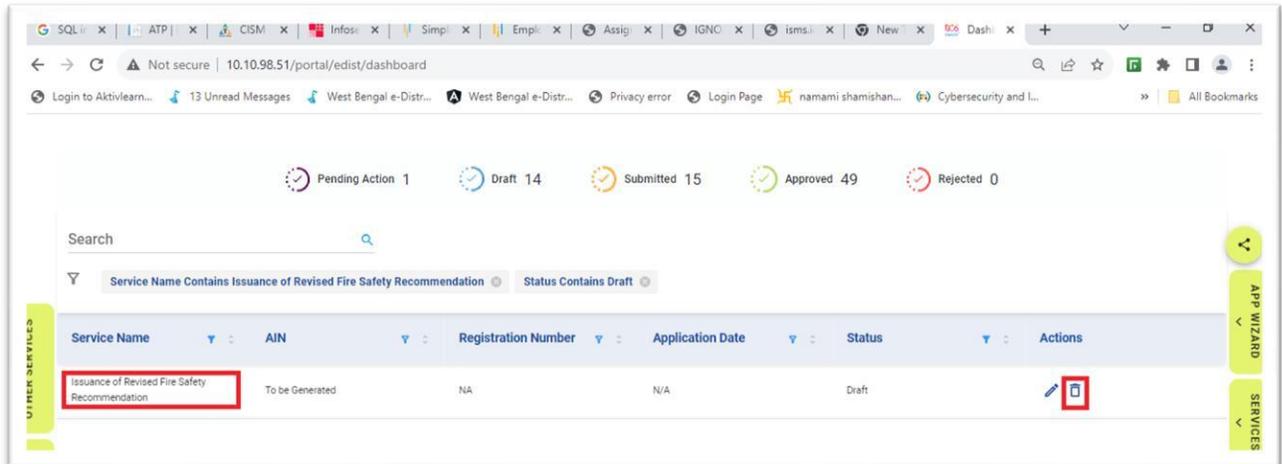
Now the user can click on **Submit** to complete the application submission. The Unique AIN is generated for the application submitted.

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.

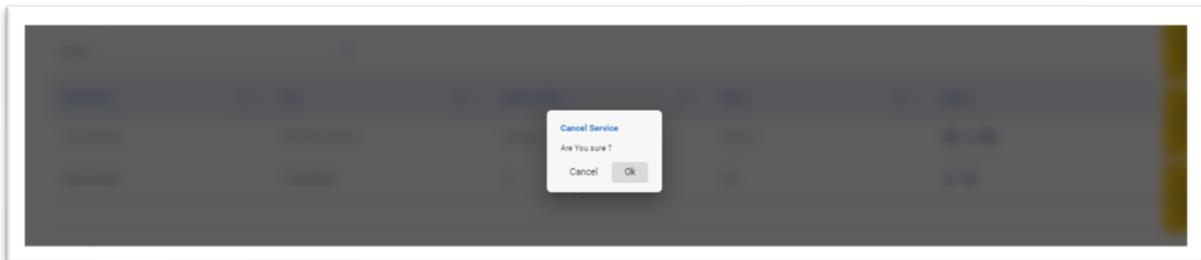
User Manual for Application for Grant Of Fire License

5.3 Deleting Draft Application that is no longer needed

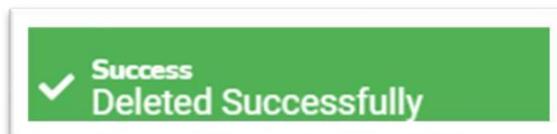
The user needs to click on the Trashcan Icon as shown below.



The following screen appears.



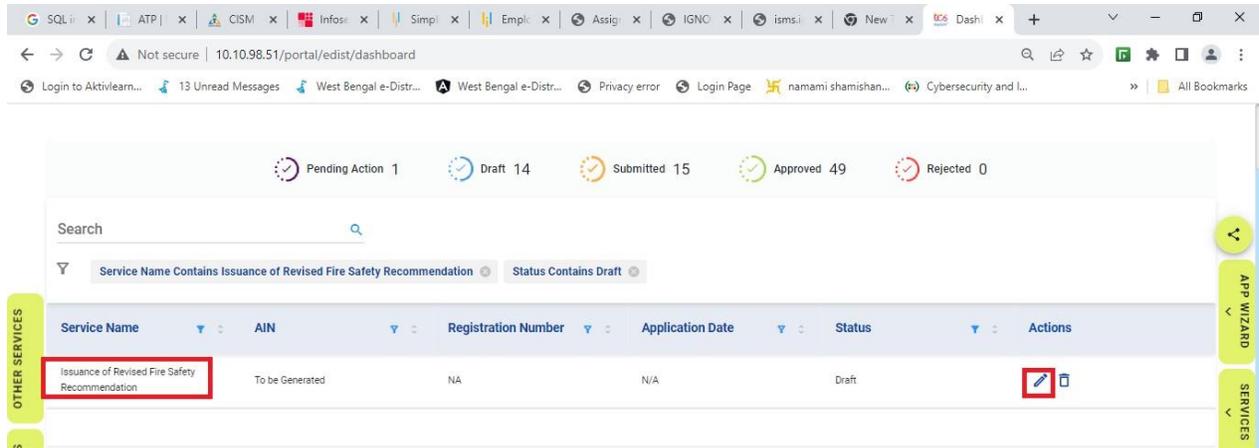
The user has to click on **the Ok** button to confirm the deletion. A confirmatory message appears confirming the deletion.



User Manual for Application for Grant Of Fire License

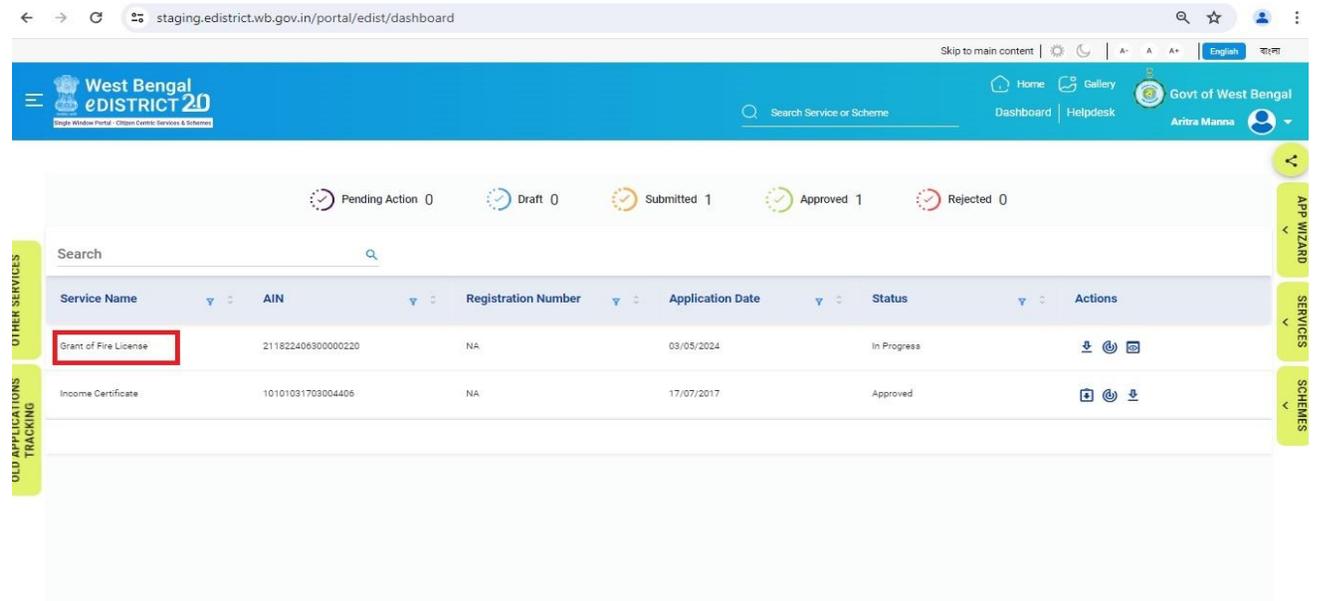
5.4 Editing a Draft Application

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



5.5 Download Application Acknowledgement

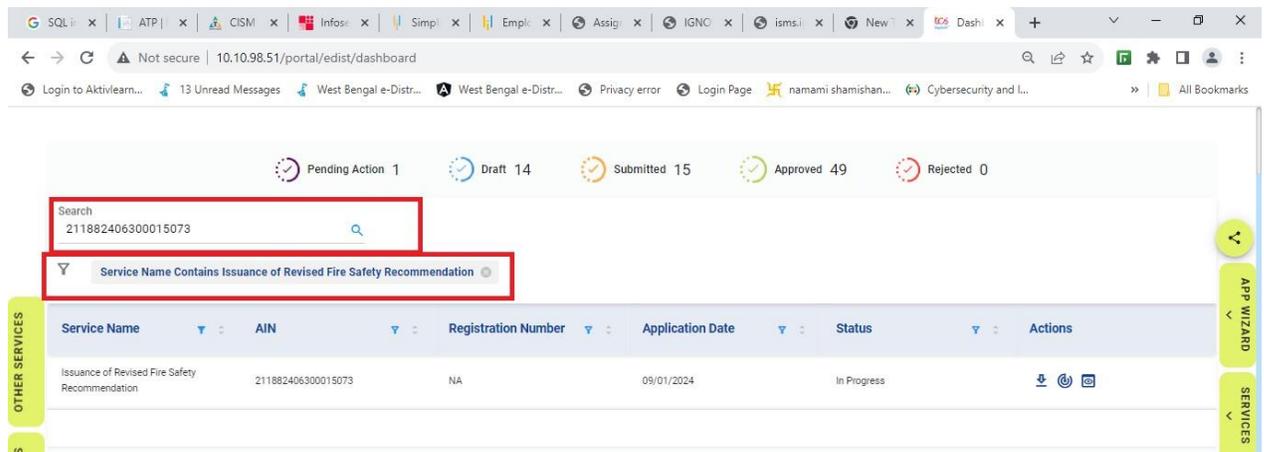
The user needs to click on the **Download** icon as shown below.



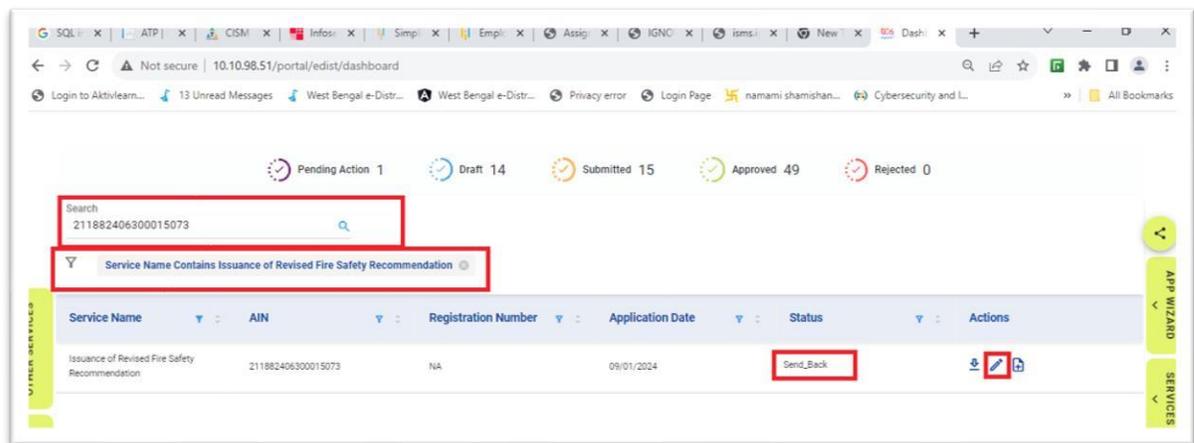
User Manual for Application for Grant Of Fire License

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.

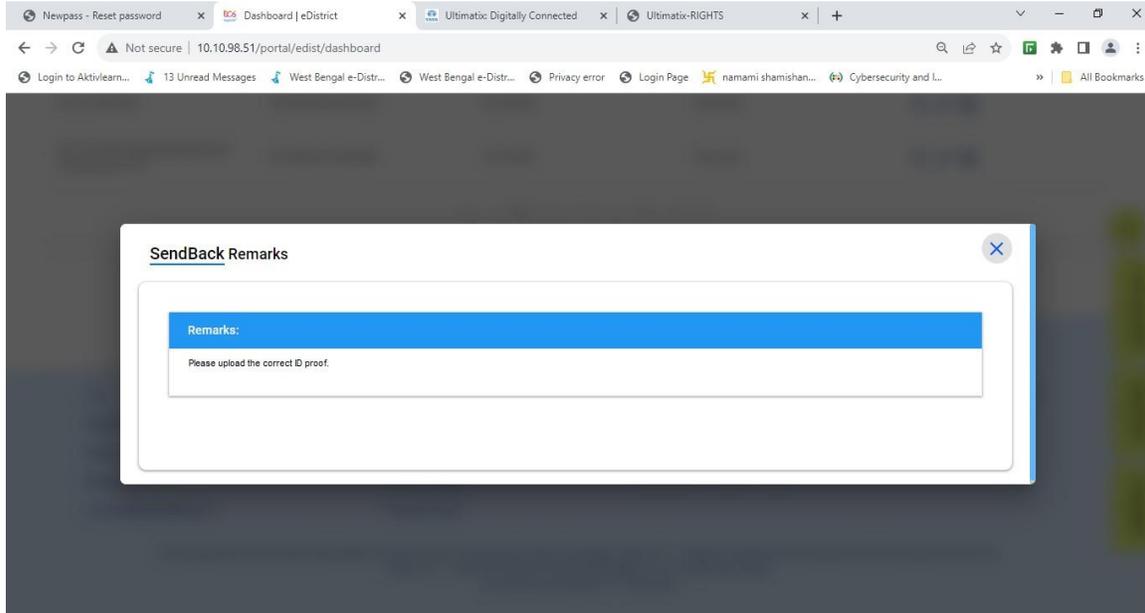


In case the application has been Sent Back by any actor the same process may be followed.



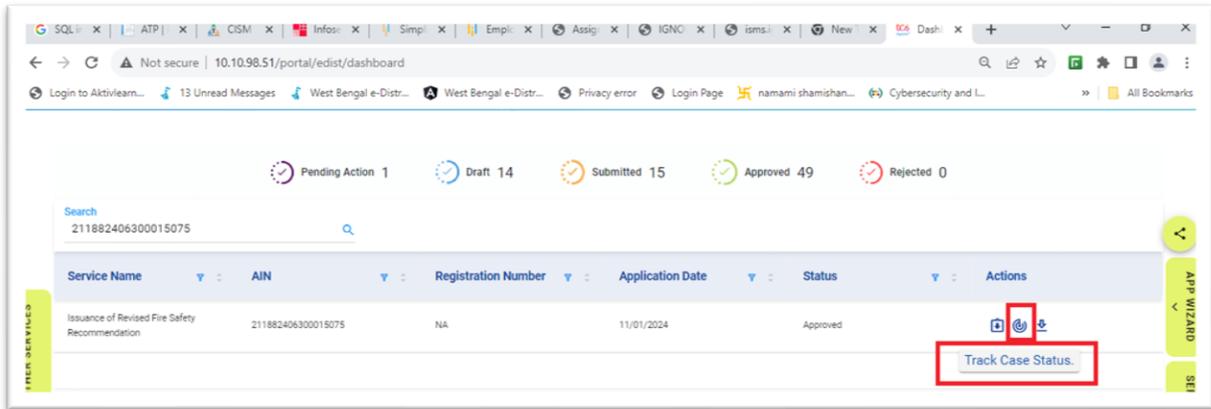
Since the application has been sent back the user can view the reasons / comments for the same by clicking on SendBack Remarks as shown above. The following screen appears.

User Manual for Application for Grant Of Fire License



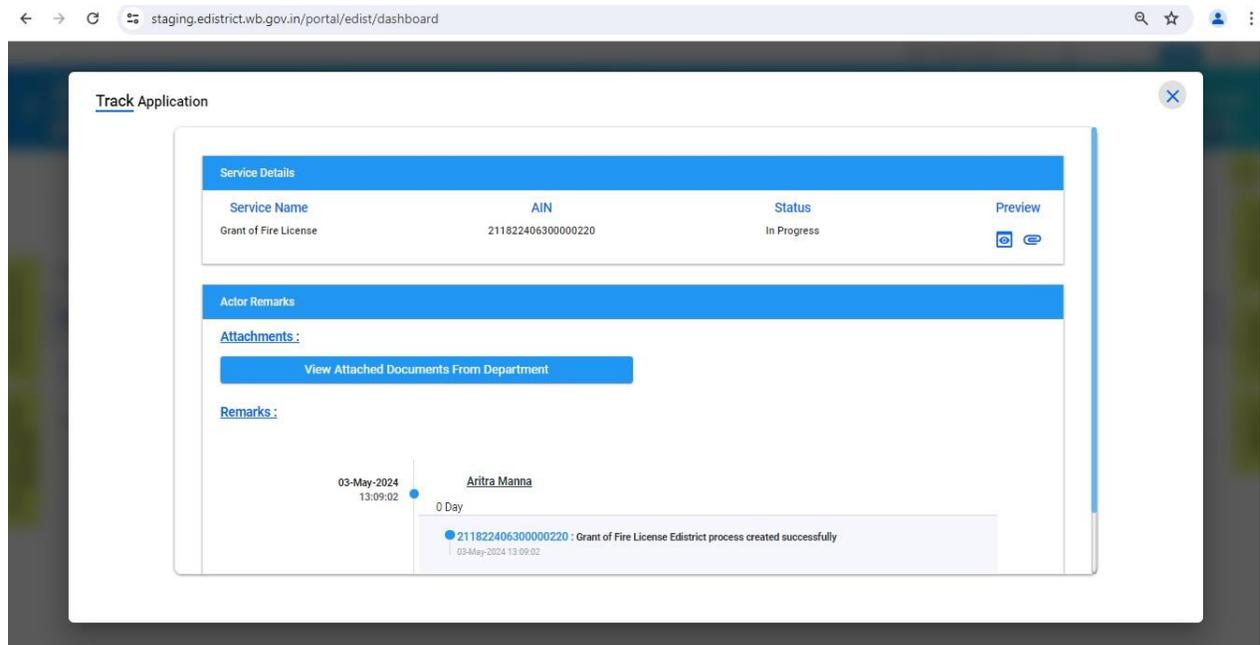
5.7 Tracking Application Status

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



The following screen appears showing the real time status.

User Manual for Application for Grant Of Fire License

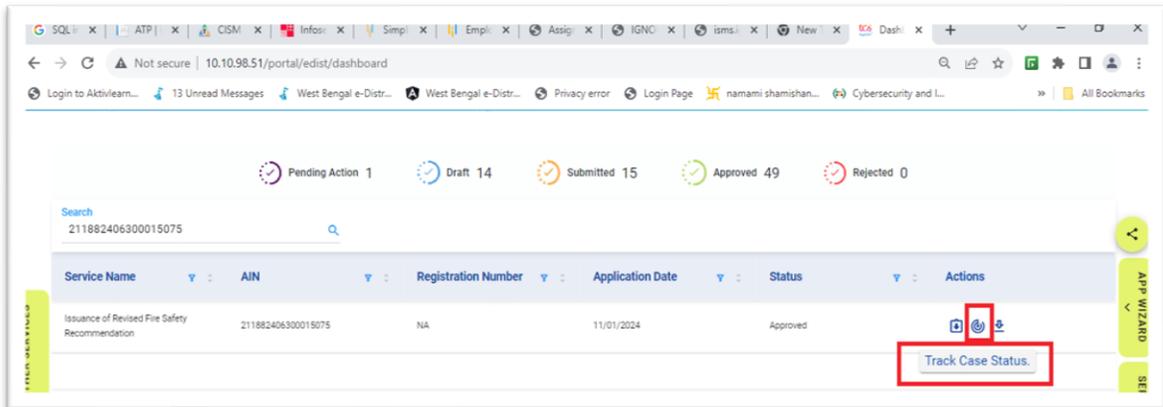


5.9 Checking the Application Outcome

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.

User Manual for Application for Grant Of Fire License

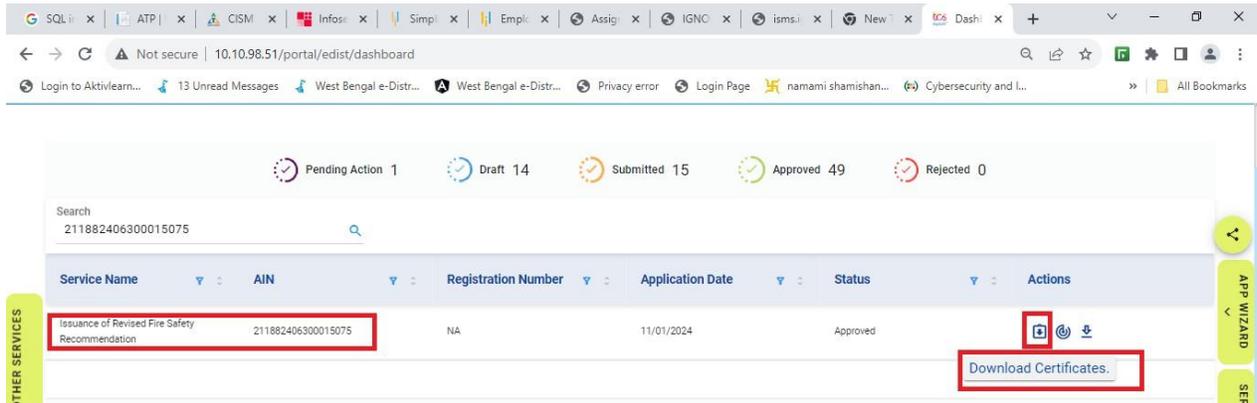


5.10 Downloading the Output

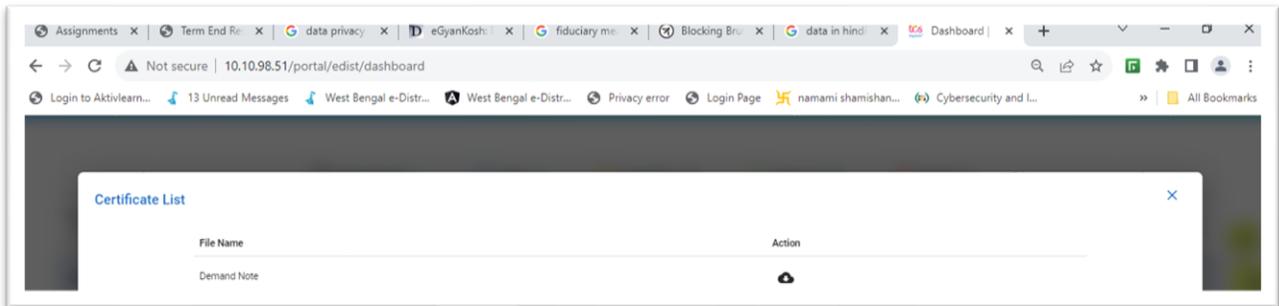
In order to check the outcome of an application, the user has to follow the following steps:

- 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

User Manual for Application for Grant Of Fire License



The following screen appears.

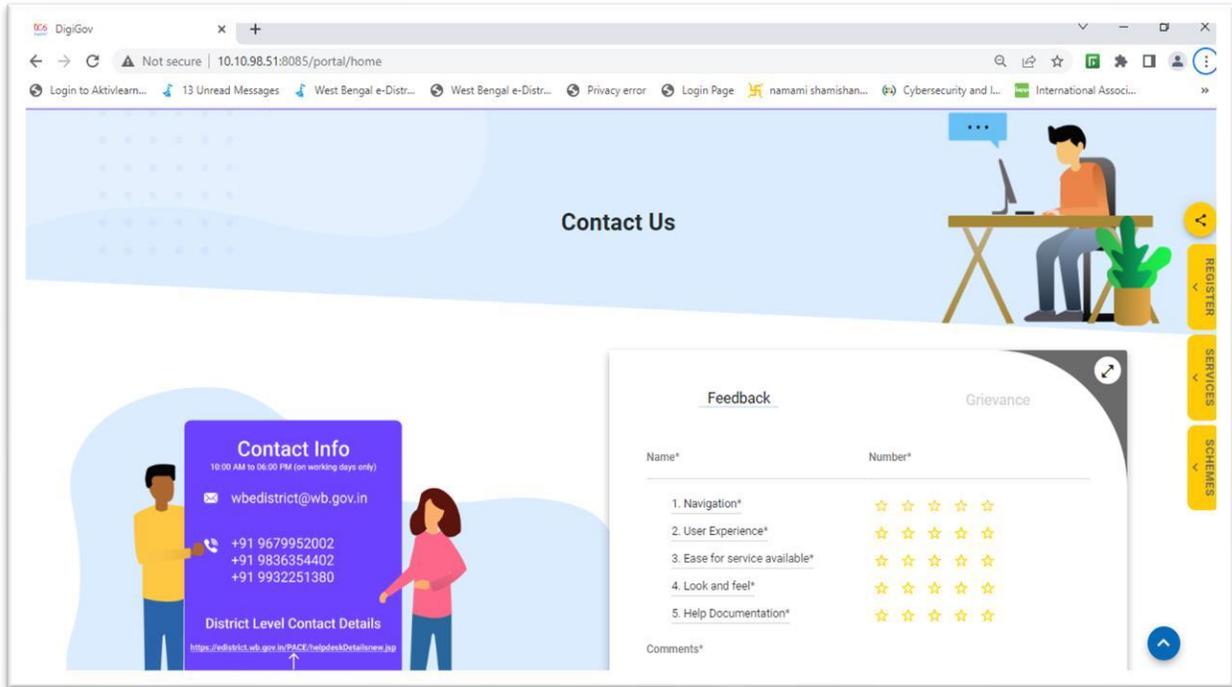


The user has to click on the Download icon and download the document.

User Manual for Application for Grant Of Fire License

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.

User Manual for Application for Grant Of Fire License

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.

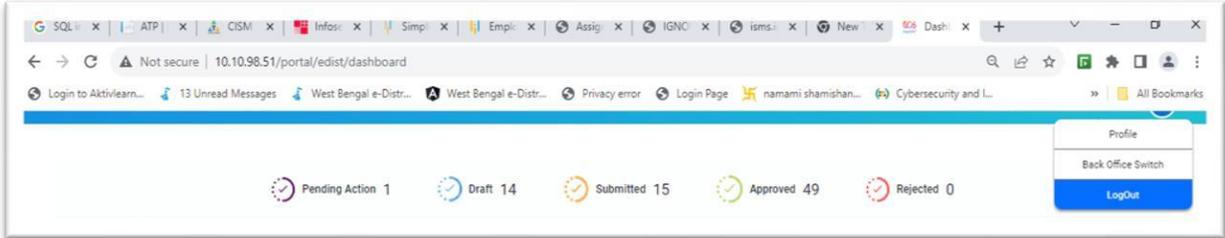
The screenshot displays a feedback form with the following elements:

- Feedback** (active tab) and **Grievance** (inactive tab)
- Name*** field: SD
- Number*** field: 7777777777
- Survey categories and ratings:
 - 1. Navigation*: 4 stars (4 yellow, 1 white)
 - 2. User Experience*: 4 stars (4 yellow, 1 white)
 - 3. Ease for service available*: 4 stars (4 yellow, 1 white)
 - 4. Look and feel*: 5 stars (5 yellow)
 - 5. Help Documentation*: 5 stars (5 yellow)
- Your Satisfaction level is**: 88% (indicated by a blue progress bar)
- Comments*** field: Satisfactory
- 488 characters** remaining
- SUBMIT** and **RESET** buttons

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 Grant Of Fire License

8.0 Logging Out



 To Logout the user needs to click the

User Manual for Application for Grant Of Fire License