

User Manual for Applicants for Self Certification of Fire Safety

User Manual – WB eDistrict 2.0

User Manual for Applicants for Self Certification of Fire Safety

Version 1.0

Created On: 25-Oct-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 Applicants for Self Certification of Fire Safety

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 Applicants for Self Certification of Fire Safety

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** 14
- 4.0 User Registration** 16
- 5.0 Applying for Obtaining Self Certification of Fire Safety** 18
 - 5.1 Filling up the Application 19
 - 5.2 Deleting Draft Application that is no longer needed 25
 - 5.3 Editing a Draft Application 26
 - 5.4 Download Application Acknowledgement 26
 - 5.5 Searching an Application..... 26
 - 5.6 Tracking Application Status..... 27
 - 5.7 Checking the Application Outcome 28
- 6.0 Connecting Helpdesk**..... 29
- 7.0 Submitting Feedback** 32
- 8.0 Logging Out**..... 33
- 9.0 Raising a Grievance**..... 34

User Manual for Applicants for Self Certification of Fire Safety

List of Abbreviations

SIL#	Test	Meaning
1.	AIN	Application Identification Number
2.	OTP	One Time Password
3.	RMN	Registered Mobile Number
4.	FES	Fire & Emergency Services
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		

User Manual for Applicants for Self Certification of Fire Safety

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: <https://edistrict.wb.gov.in/portal/home>

The following screen opens up.

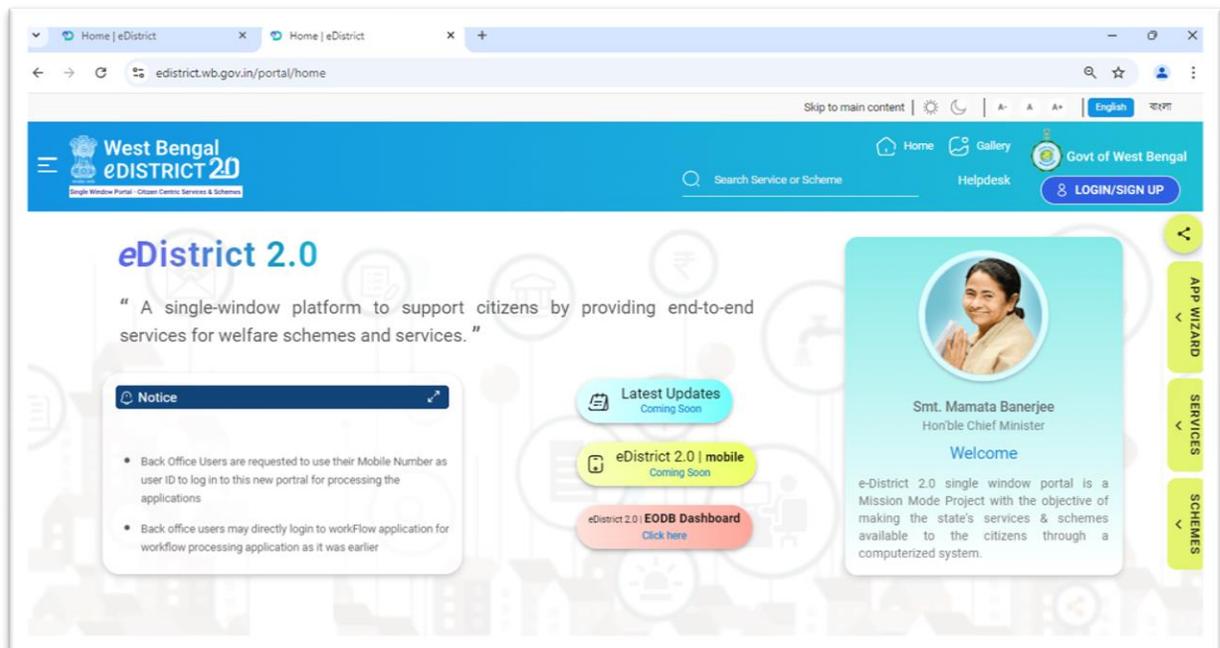
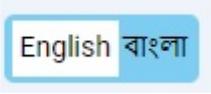


FIGURE 1

User Manual for Applicants for Self Certification of Fire Safety

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
	The Hamburger icon on the extreme left provides further alternative navigation options mentioned below : <ul style="list-style-type: none"> • Login • Services • Schemes • Contact Us

User Manual for Applicants for Self Certification of Fire Safety

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.
- EoDB Dashboard: This link leads the user to view the statistical insights to the various EODB services which are hosted using the EoDB platform.

User Manual for Applicants for Self Certification of Fire Safety

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.

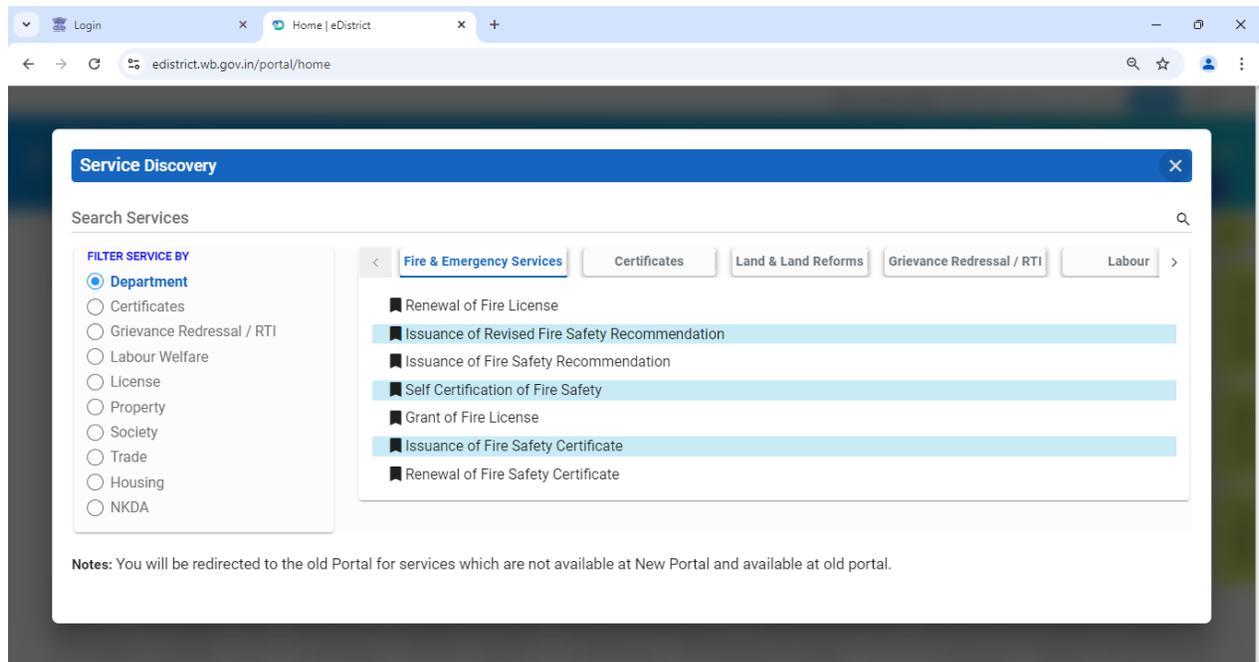


FIGURE 2

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 Applicants for Self Certification of Fire Safety

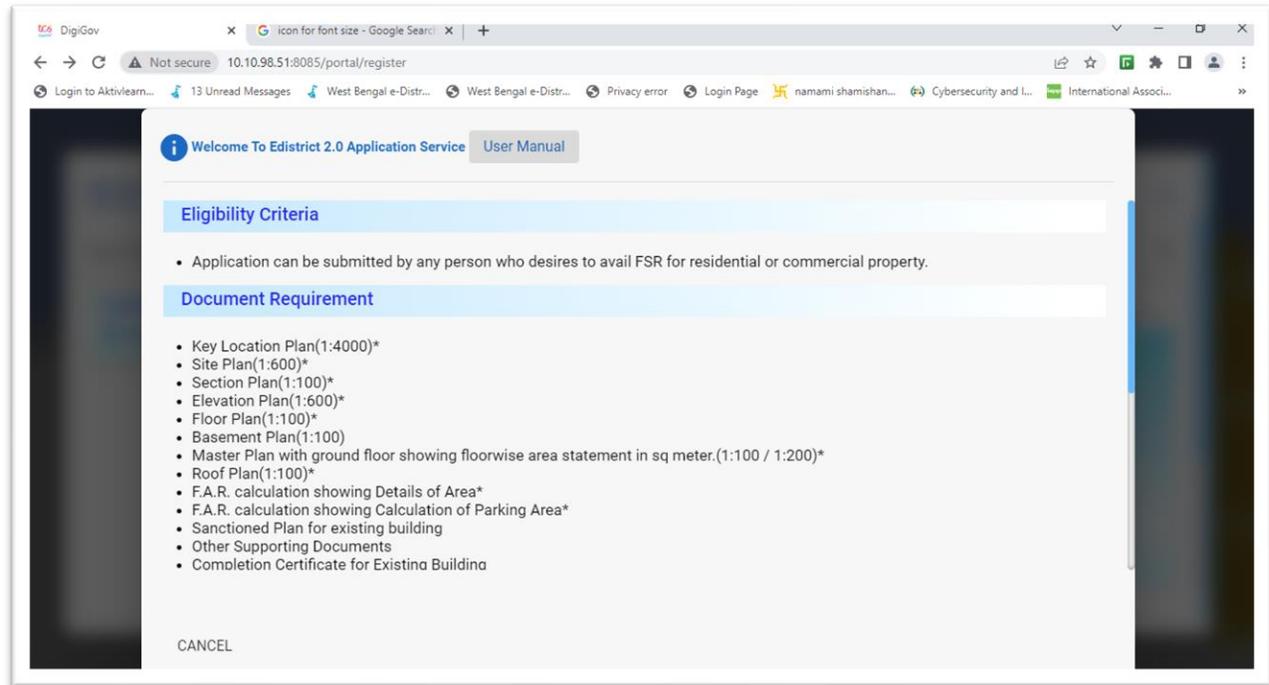


FIGURE 3

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**.

Eligibility Criteria

SLNO	Common Name	Occupancy as per National Building Code	Criteria	Specified format for application for Self-Certification
1	Residential Buildings (Stand Alone)	Residential A-1 to A-4	Height up to 14.5 (15.5 Meter for KMC area) meter and floor area up to 500 sq. m	Form- 1
2	Hotels (Non-Star Category, standalone)	Residential A-5	Height up to 15.5 meter and total floor area up to 500 sq. m.	Form -2
3	Schools, Colleges, Training Institute (standalone)	Educational B-1	Height up to 9.0 meters and total floor area up to 500 sq.m	Form -3

User Manual for Applicants for Self Certification of Fire Safety

4	Function Halls, Cinema Halls, (Single Screen), Malls, Religious Places	Assembly Form-4 D-1 to D-5	Height up to 10.0 meter and total floor area up to 500 sq. m and up to 300 persons	Form -4
5	Hospital/Diagnostic Center (without Bed Facility)	Institutional C-1	Height up to 6.0 meters and total floor area up to 500 sq. m.	Form-5
6	Hospital (with Bed Facility/only Day Care)	Institutional C-1	Height up to 6.0 meters and total floor area up to 500 sq. m. to 500 sq. m.	Form -6
7	Business Building Like Offices, Banks, Professional Establishments like Offices of Architects-Engineers-Doctor's Lawyer's, Post Offices and Police Station	Business E-1	Height up to 15.5 meter and total floor area up to 500 sq. m.	Form-7
8	Laboratories, Research Establishment, Clinics, Libraries and Test Houses	Business E-2	Height up to 15.5 meter and total floor up to 500 sq. m.	Form-8
9	Shops, Stores, Departmental Stores, Market and sale of Merchandise either wholesale or retail	Mercantile F-1	Height up to 9.0 meter and total floor area up to 500 sq. m.	Form-9
10	Shops like sweet making and selling, manufacturing and selling of ornaments	Mercantile F-1	Height up to 6.0 meter and total floor area up to 500 sq. m.	Form-10

User Manual for Applicants for Self Certification of Fire Safety

11	<p>Building used for Low Hazard Industries (Abrasive Manufacturing Premises, Aerated Water Factories, Agarbatti Manufacturing. Areca Nut Slicing and/or Betel nut Factories, Analytical and/ or Quality Control Laboratories, Asbestos Steam Packing and Lagging Manufacturing. Battery Charging/Battery, Service Stations, Battery Manufacturing. Breweries, Brick Works, Canning Factories, Cardamom Factories, Cement Factories and/or Asbestos or Concrete Products, Manufacturing, Ceramic Factories and Crockery and Stoneware Pipe Manufacturing, Clay Works, Clock and Watch Manufacturing. Coffee Curing Roasting and Grinding. Premises, Condensed Milk Factories, Milk Pasteurising Plant and Dairies, Confectionery Manufacturing, Electric Generating Houses (Hydro electric), Electric Lamps (Incandescent and Fluorescent) and TV Picture Tube Manufacturing, Electro Plating Works Engineering</p>	Industrial G-1	Height up to 15.0 metre and total floor area up to 500 sq. m	Form-11
----	--	----------------	--	---------

User Manual for Applicants for Self Certification of Fire Safety

	Workshops, Fruits and Vegetables Dehydrating and Drying Factories, Fruit Products and Condiment Factories, Glass and Glass Fibre Manufacturing, Godowns and Warehouses Storing Non-combustible White Goods only, Green Houses, Gold Thread/Gilding Factories, Gum and/or Glue and Gelatine Manufacturing, Ice-Ice Candy and Ice-cream Manufacturing. Ink (Excluding Printing Ink) Factories, Mica Products Manufacturing. Pottery Works, Poultry Farms, Salt Crushing Factories and Refineries, Stables, Sugar Candy Manufacturing. Sugar Factories and Refineries, Tanneries/Leather Goods Manufacturers, Umbrella Assembling Factories, Vermicelli Factories, Water Treatment/Filtration Plants and Water Pump Houses, Cashewnut Factories, Beedi Factories, Bookbinders, Envelopes and Paper Bag Manufacturing, Dry Cleaning. Dyeing and Laundries)			
12	Warehouses, Cold storages Freight Depots	Storage H	Single floor having height up to 9.0 metre and total floor area up to 500 sq. m	Form-12

User Manual for Applicants for Self Certification of Fire Safety

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. To see the schemes available on the date of the visiting the portal, the user needs to click on the Schemes link to open the Scheme Discovery window as shown below.

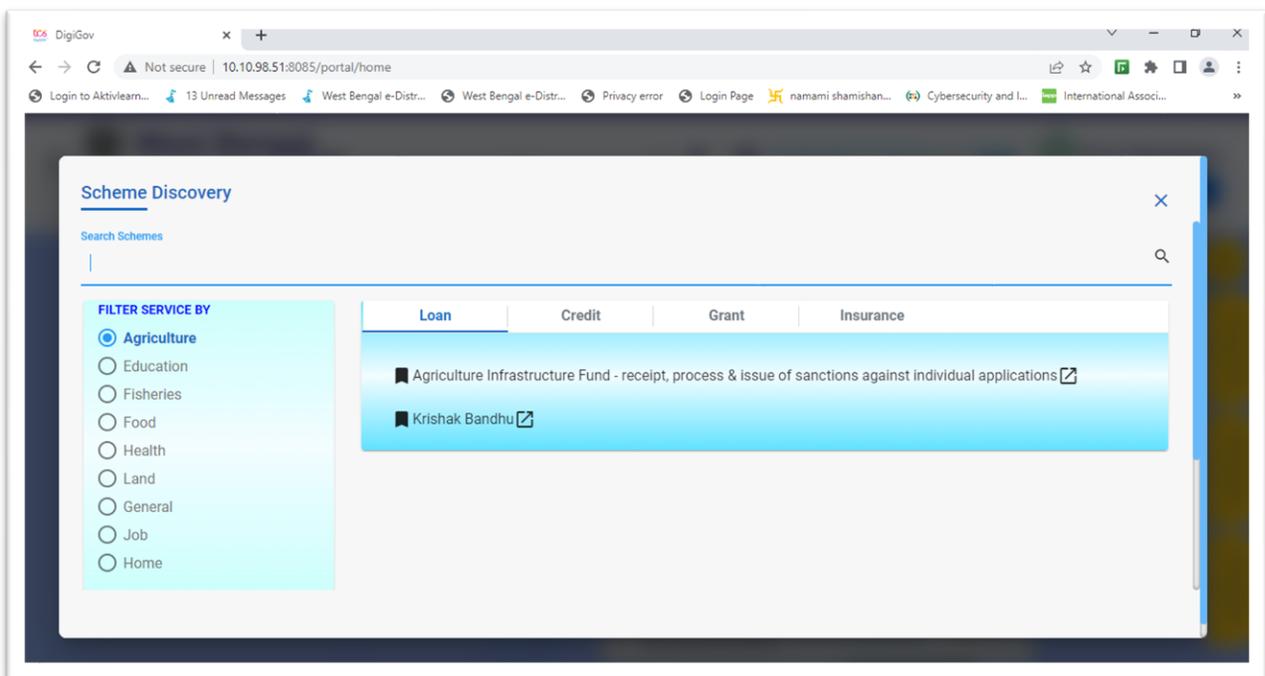
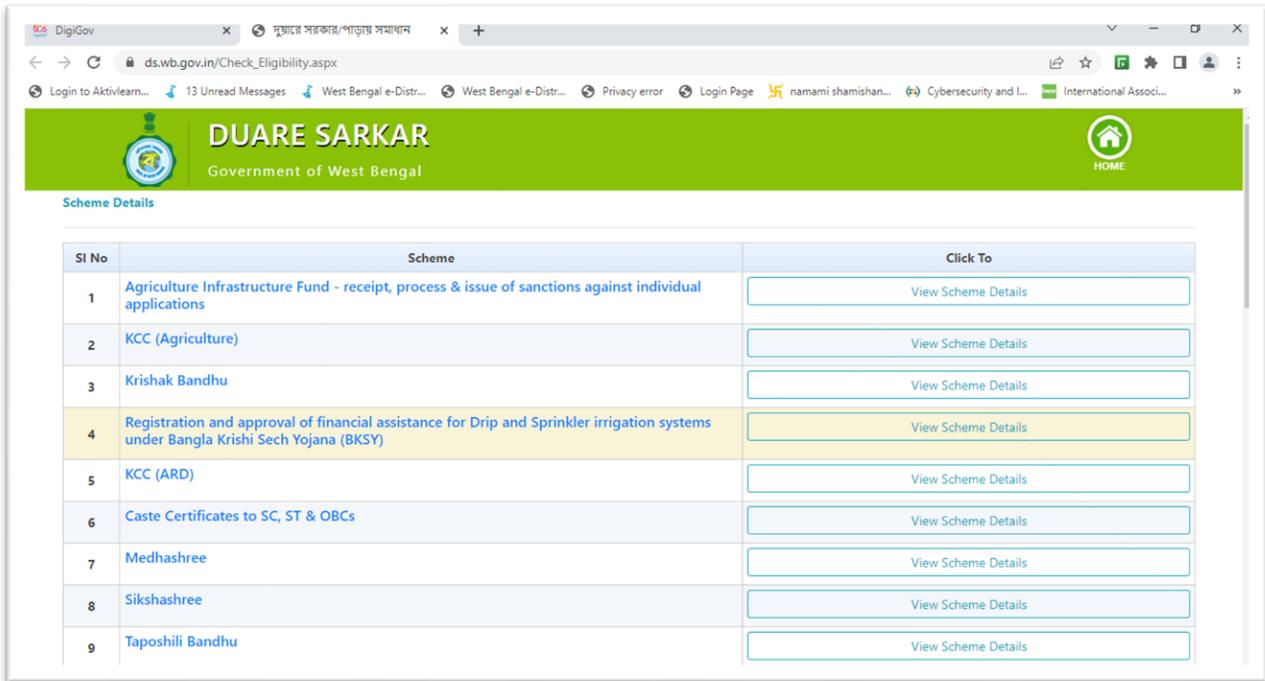


FIGURE 4

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 Applicants for Self Certification of Fire Safety



The screenshot shows a web browser window displaying the DUARE SARKAR portal. The header includes the logo of the Government of West Bengal and a 'HOME' button. Below the header, there is a section titled 'Scheme Details' containing a table with the following data:

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

FIGURE 5

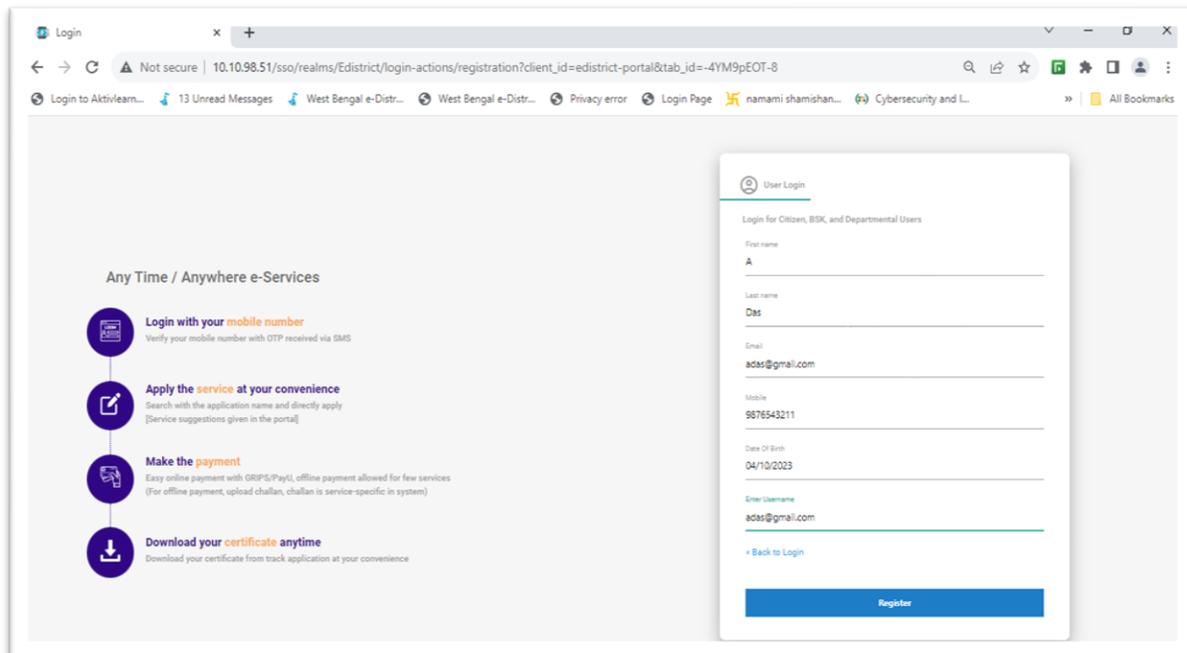
In case the user intends to avail a scheme, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click on **Sign In**.

User Manual for Applicants for Self Certification of Fire Safety

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 features a sidebar with service options: 'Login with your mobile number', 'Apply the service at your convenience', 'Make the payment', and 'Download your certificate anytime'. The main content area displays a 'User Login' form with the following fields and values: First name (A), Last name (Das), Email (adas@gmail.com), Mobile (9876543211), Date of Birth (04/10/2023), and Enter Username (adas@gmail.com). A 'Back to Login' link and a 'Register' button are located at the bottom of the form.

FIGURE 6

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

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

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

User Manual for Applicants for Self Certification of Fire Safety

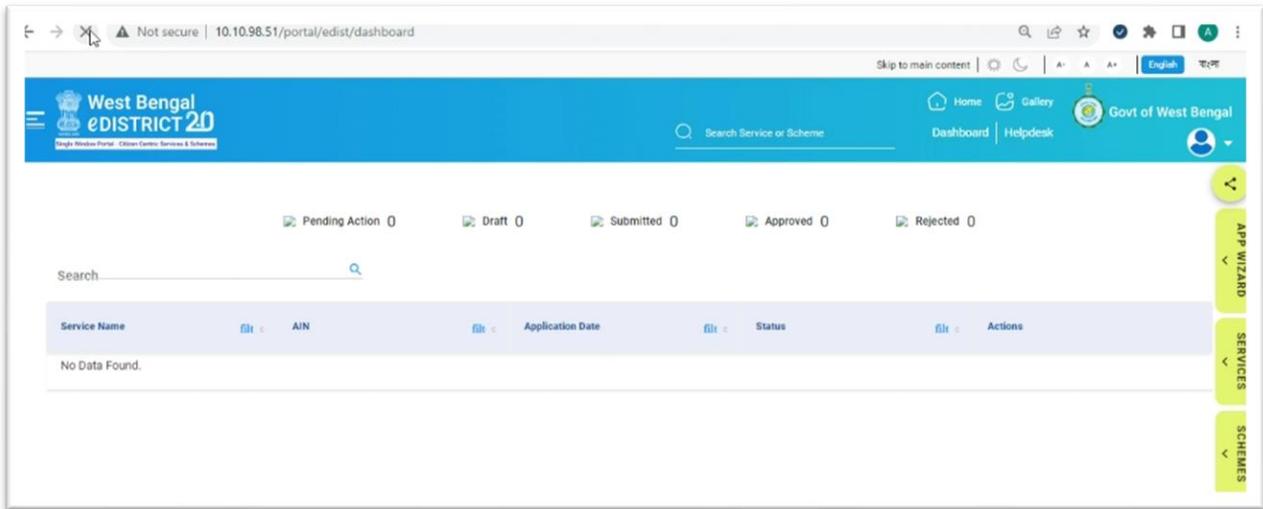


FIGURE 7

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

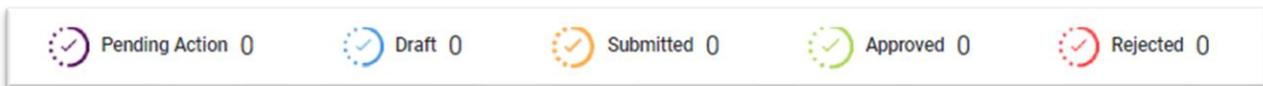


FIGURE 8

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 Applicants for Self Certification of Fire Safety

5.0 Applying for Obtaining Self Certification of Fire Safety

User needs to find the service as shown below.

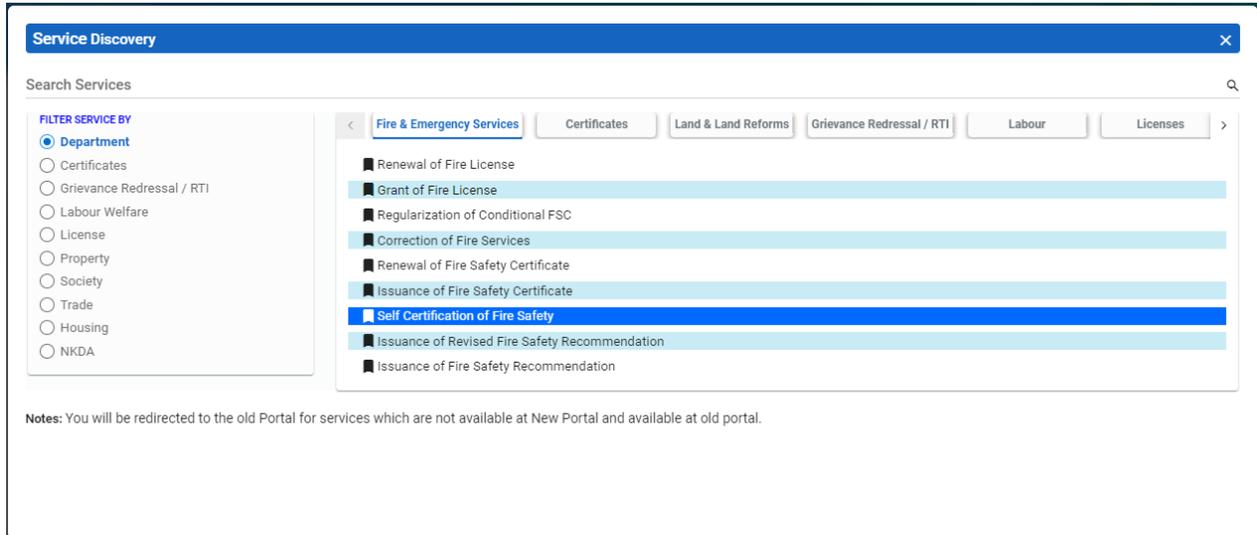


FIGURE 9

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

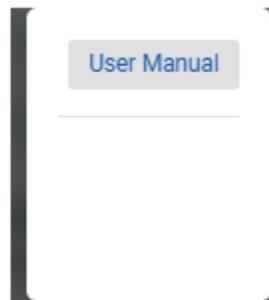


FIGURE 10

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

User Manual for Applicants for Self Certification of Fire Safety

FIGURE 11

The user needs to fill in the application form. The user needs to input the **Building Details** by selecting the appropriate options from the two dropdown entities and then click on Search & Next to proceed. As both the entities shown are Mandatory fields, they have red colored asterisk (*) mark next to them.

5.1 Filling up the Application

The user needs to fill up the application form in a sequential manner. The following opening screen is displayed as the user starts the application process.

FIGURE 12

As per the business requirements, the user must provide the information under the following three heads.

- Applicant Basic Information
- Applicant Address Details
- Other Details

The first information category which the applicant must fill in is Applicant Basic Information.

User Manual for Applicants for Self Certification of Fire Safety

The screenshot shows a web application interface for 'Self Certification of Fire Safety Application'. On the left, there is a sidebar with a circular icon of a person at a desk and two buttons: 'User Manual' and 'Select Profile'. The main content area is titled 'Form 1' and contains a section for 'Applicant Basic Info'. This section includes several input fields: 'Applicant Type *', 'Salutation *', 'First Name *', 'Middle Name', 'Last Name', 'Date Of Birth *' (with a calendar icon), 'Age *', 'Gender *', 'Date Of Application *' (pre-filled with '25/10/2024'), 'Mobile No. *', 'Email *', 'Aadhar No.', 'PAN No. *', 'Epic No. *', and 'Premises No. *'. Below this section is a partially visible 'Applicant Address Details' section.

FIGURE 13

As a part of the Applicants Basic Details mobile number provided by the applicant must be verified. To verify the same the applicant must enter the mobile number and click on the **Verify** button. A One Time Verification Code is sent to the mobile number mentioned. The user needs to provide the code to complete the process related to verification. The following screen depicts the process.

The screenshot shows a modal dialog box for OTP verification. The dialog has a close button (X) in the top right corner. The text inside reads 'Please enter the one time password to verify'. Below the text are five empty input boxes for the digits of the OTP. At the bottom of the dialog are two buttons: 'Validate' and 'Resend OTP'. To the right of the dialog, a green success message box is visible, containing a checkmark icon and the text 'Success Otp sent to your Mobile Number'.

FIGURE 14

The user must click on the Validate button to submit the OTP and once the OTP is accepted, the mobile number verification process is completed.

User Manual for Applicants for Self Certification of Fire Safety

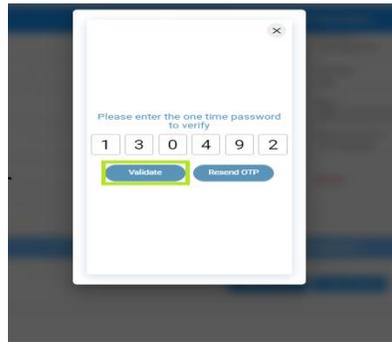


FIGURE 15

In case the applicant tries to proceed with the application without verifying the mobile number, a warning message as shown below is displayed.

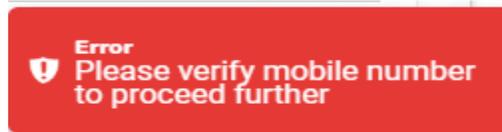


FIGURE 16

In case the user does not receive the OTP, he/she must click in the **Resend OTP** button to receive the OTP once again.

As soon as the Mobile No. field is verified by providing the correct OTP, a blue tick mark  appears. The applicant needs to fill in the complete **Address of the Applicant** in the next screen. The following screenshot may be referred.

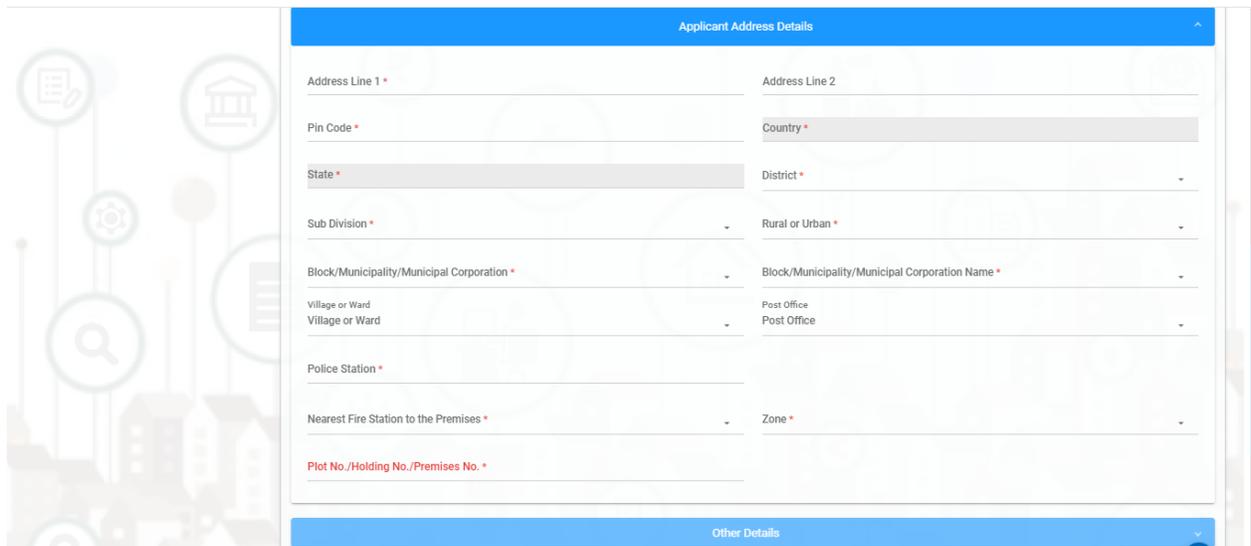


FIGURE 17

User Manual for Applicants for Self Certification of Fire Safety

Next, the applicant needs to fill in the Other Details.

The screenshot shows a form titled "Other Details" with the following fields:

- Abutting road width (in Meter) *
- Type of Dominant Occupancy *
- North Side open spaces (lowest distance from property...) *
- East Side open spaces (lowest distance from property...) *
- Total floor area of the building (in Sq.M) *
- Width of staircase (as per building rule) *
- Width of corridor (as per building rule) *
- Electrical Safety Audit conducted by Electrical... *
- Alternate Power Supply *
- Company name *
- Building under group *
- Height of the building (in Meter) *
- South Side open spaces (lowest distance from property...) *
- West Side open spaces (lowest distance from property...) *
- No. of staircase (as per building rule) *
- Staircase Ventilation (Naturally ventilated / Cross ventilated) *
- Lift door type (Collapsible gate) *
- Nos. of fire extinguisher, type and capacity (Total...) *
- In case of occupier whether NOC has obtained... *

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

FIGURE 18

To go to the previous screen, the applicant must click on the **Back** button. The applicant can **Save** the application as a draft application by clicking the **Save** button. The application can be viewed from Dashboard as shown below.

The screenshot shows a dashboard with a summary bar at the top: Pending Action 0, Draft 6, Submitted 4, Approved 28, Rejected 0. Below this is a search bar and a table of applications.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Self Certification of Fire Safety	To be Generated	NA	25/10/2024	Draft	
Grievance for Water Connection at S.JDA	212372407600000004	NA	07/10/2024	Approved	
Grievance Redressal for ADDA Water Connection	To be Generated	NA	14/10/2024	Draft	
Grievance Redressal for ADDA Water Connection	2155124073000000002	NA	14/10/2024	In Progress	
Grievance for Water Connection at S.JDA	To be Generated	NA	14/10/2024	Draft	

At the bottom of the table, there is a pagination control showing "1" of 5 items.

FIGURE 19

User Manual for Applicants for Self Certification of Fire Safety

Additionally, on clicking the **Save** button, the **Preview** button becomes enabled as shown below.

Other Details	
Abutting road width (in Meter) *	2
Type of Dominant Occupancy *	Residential
North Side open spaces (lowest distance from property...) *	3
East Side open spaces (lowest distance from property...) *	3
Total floor area of the building (in Sq.M) *	3
Width of staircase (as per building rule) *	No
Width of corridor (as per building rule) *	No
Electrical Safety Audit conducted by Electrical Supervisor or equivalent *	Yes
Alternate Power Supply *	No
Company name *	NA
Building under group *	2
Height of the building (in Meter) *	3
South Side open spaces (lowest distance from property...) *	3
West Side open spaces (lowest distance from property...) *	3
No. of staircase (as per building rule) *	No
Staircase Ventilation (Naturally ventilated / Cross ventilated) *	No
Lift door type (Collapsible gate) *	No
Nos. of fire extinguisher, type and capacity (Total number and position as per I.S. 2190) *	Yes
In case of occupier whether NOC has obtained from owner *	Yes

Buttons: Back, Save, Preview, Submit

FIGURE 20

The applicant can then **Click on** the Preview button to preview the application.

West Bengal eDISTRICT 2.0 Govt of West Bengal

Building Detail Info

Common Name: Residential Buildings (stand alone) | Occupancy As Per National Build Code: Residential A-1

Applicant's Basic Information

Applicant Type	Salutation	First Name	Middle Name
Owner	Mr.	Samir	NA
Last Name	Date Of Birth	Age	Gender
Saha	19-JULY-1959	65	Male
Photo Of Application	Mobile No.	Email	Address No.

FIGURE 21

User Manual for Applicants for Self Certification of Fire Safety

To proceed further, the applicant must click on the **Submit** button. The following screen appears next. This ensures that the details provided by the applicant are submitted to **e-District** Application portal. The following screen appears.

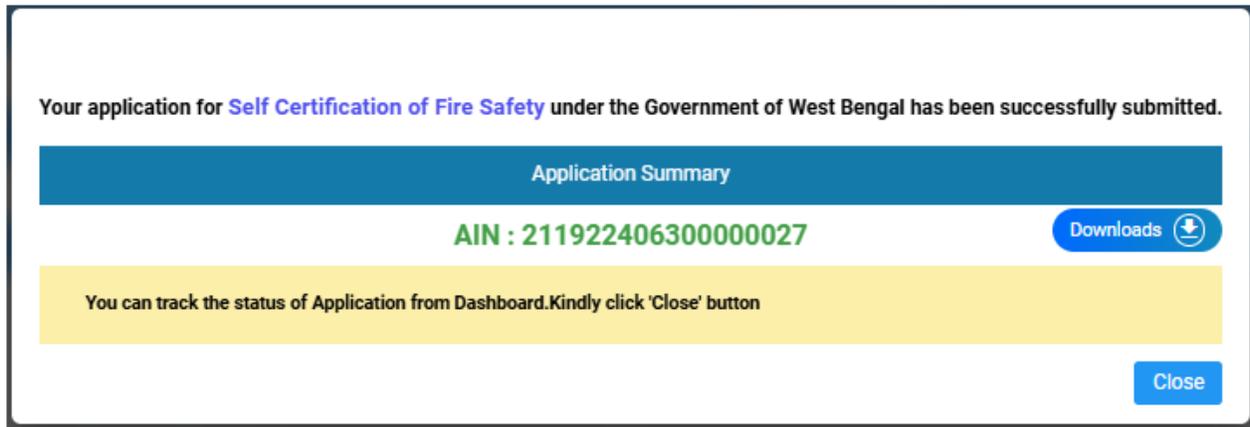


FIGURE 22

The Unique AIN is generated for the application submitted. The above screenshot may be referred to.

The Application acknowledgement can be downloaded / printed for records by clicking on the **Downloads** button.

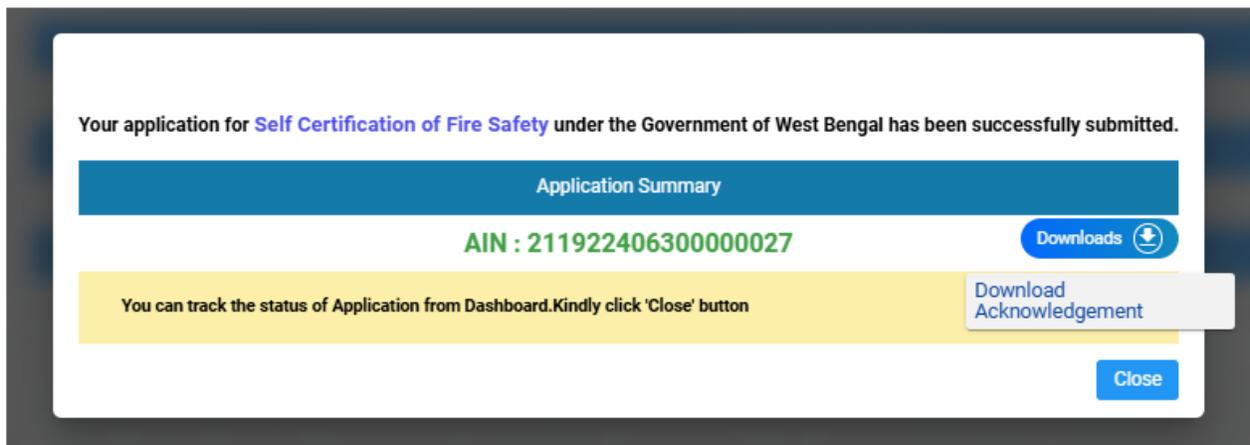


FIGURE 23

User Manual for Applicants for Self Certification of Fire Safety

5.2 Deleting Draft Application that is no longer needed

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

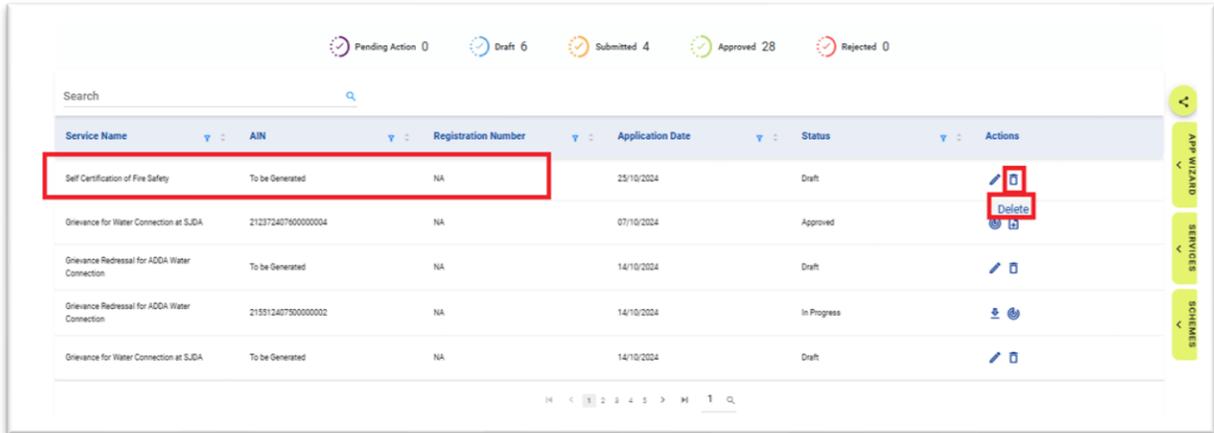


FIGURE 24

The following screen appears.

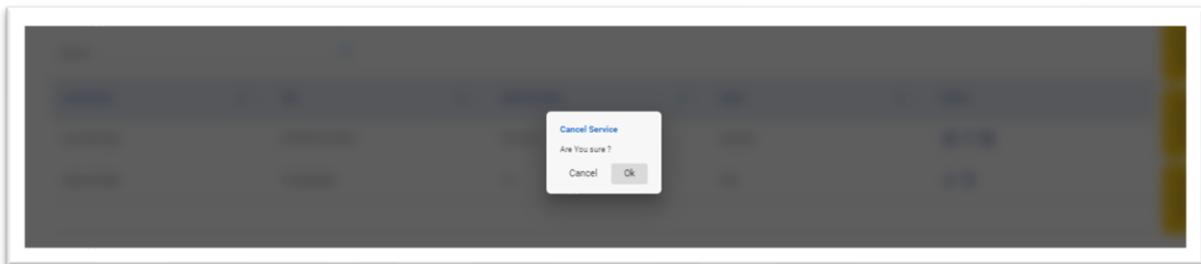


FIGURE 25

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

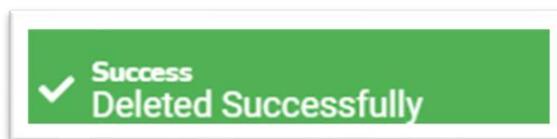


FIGURE 26

User Manual for Applicants for Self Certification of Fire Safety

5.3 Editing a Draft Application

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

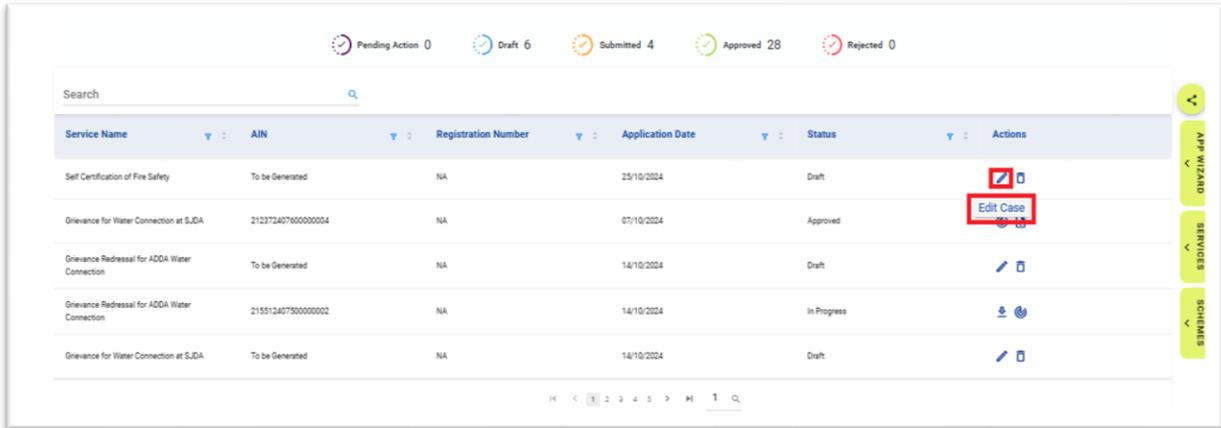


FIGURE 27

5.4 Download Application Acknowledgement

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

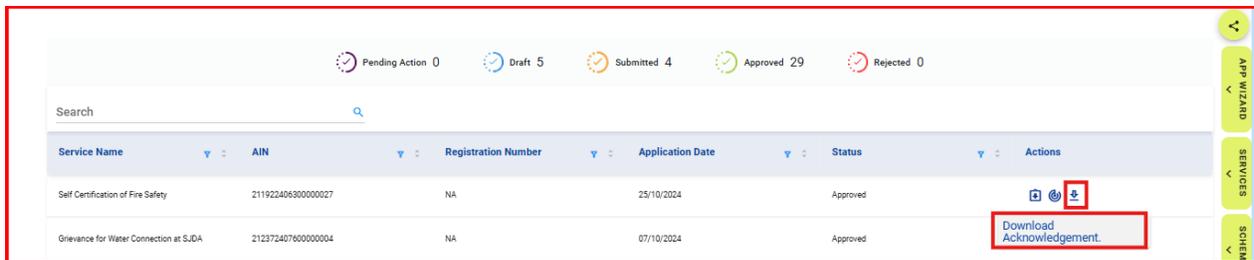


FIGURE 28

5.5 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.

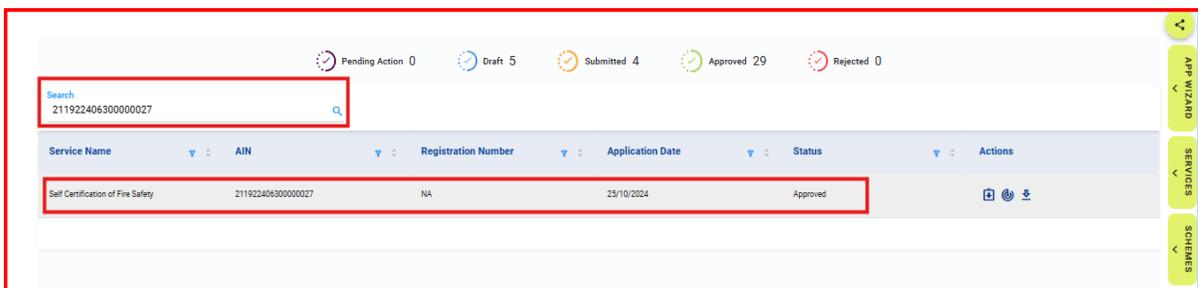


FIGURE 29

User Manual for Applicants for Self Certification of Fire Safety

5.6 Tracking Application Status

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

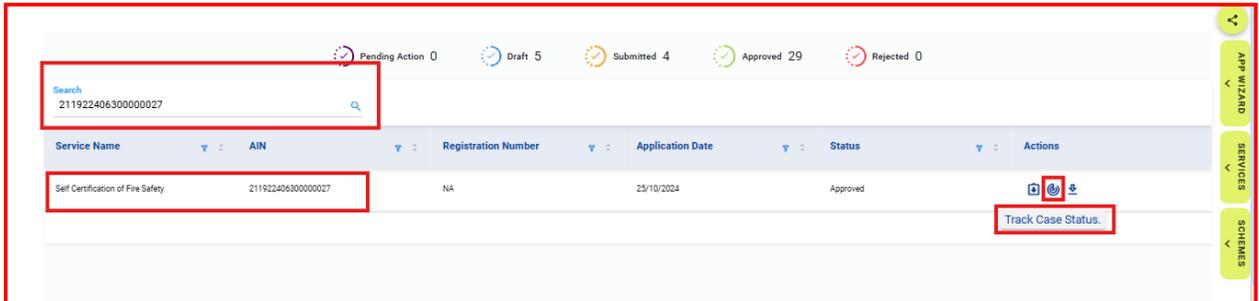


FIGURE 30

User Manual for Applicants for Self Certification of Fire Safety

5.7 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 Approved.

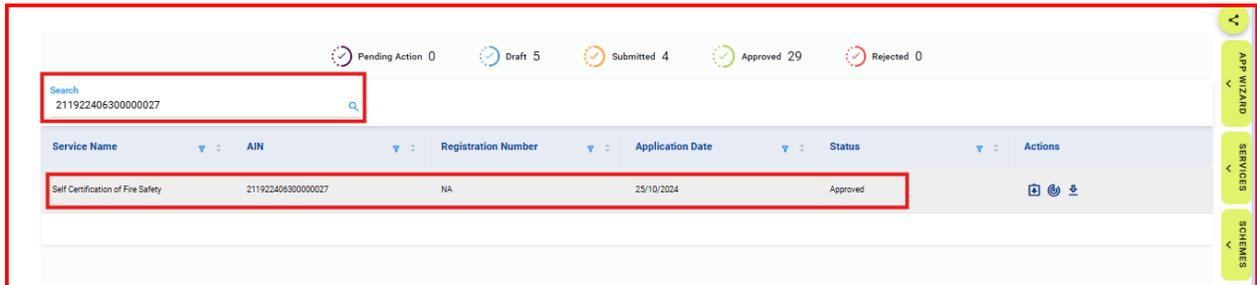


FIGURE 31

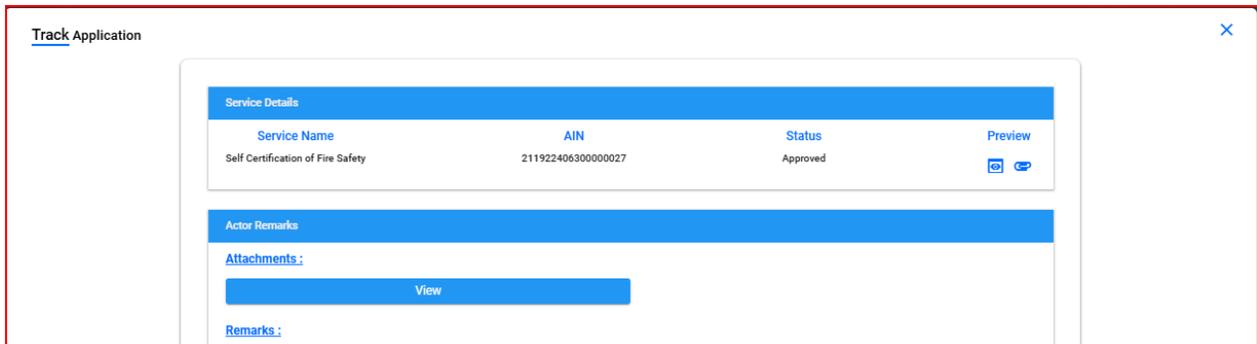


FIGURE 32

User Manual for Applicants for Self Certification of Fire Safety

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.

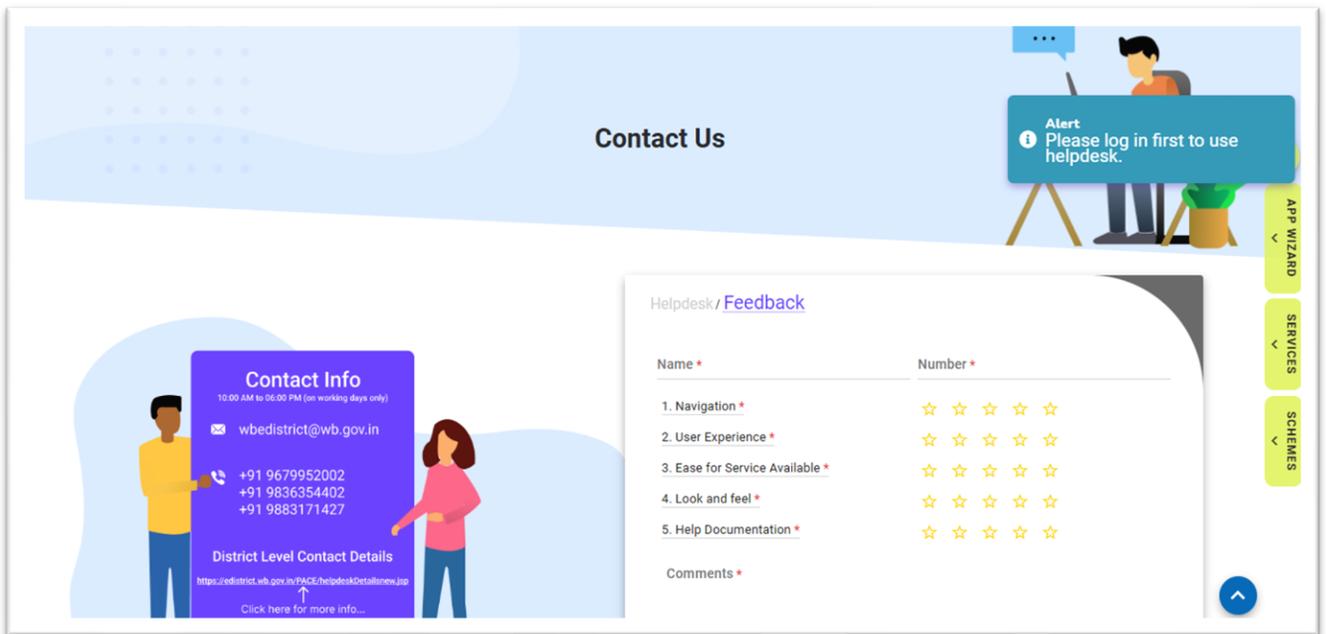


Figure 33

The Contact Us section also provides the user to submit generic feedback on the portal as well. The Helpdesk Link is greyed out. If the user tries to click on the same, the system checks the login status and in case the user is not logged in, an alert **“Please log in first to use helpdesk.”** is displayed.

Once the user has logged in to the portal, he should click on the Helpdesk link to access the Helpdesk feature. The following screen appears.

User Manual for Applicants for Self Certification of Fire Safety

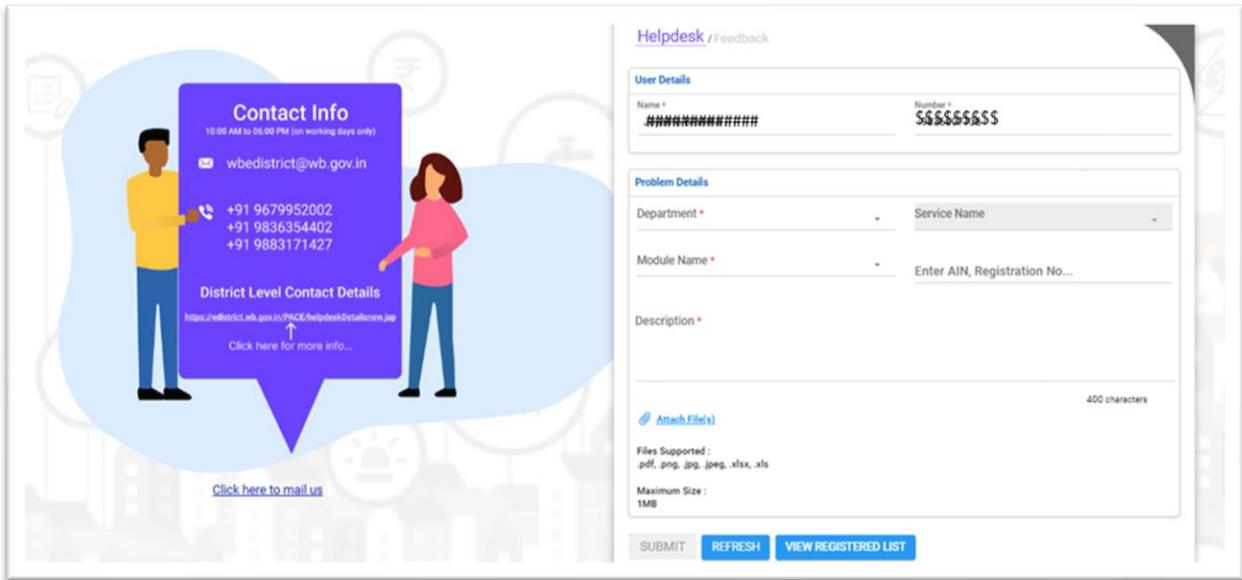


Figure 34

Under the User Details information group, Name and Number of the active user are displayed. The user needs to fill in the Problem details information group. The user has to provide the Department, Service name, Module name and the corresponding Unique Identifier i.e. AIN or Registration Number. In the Description box, the user has to provide the problem statement and then upload the document in support of the issue.

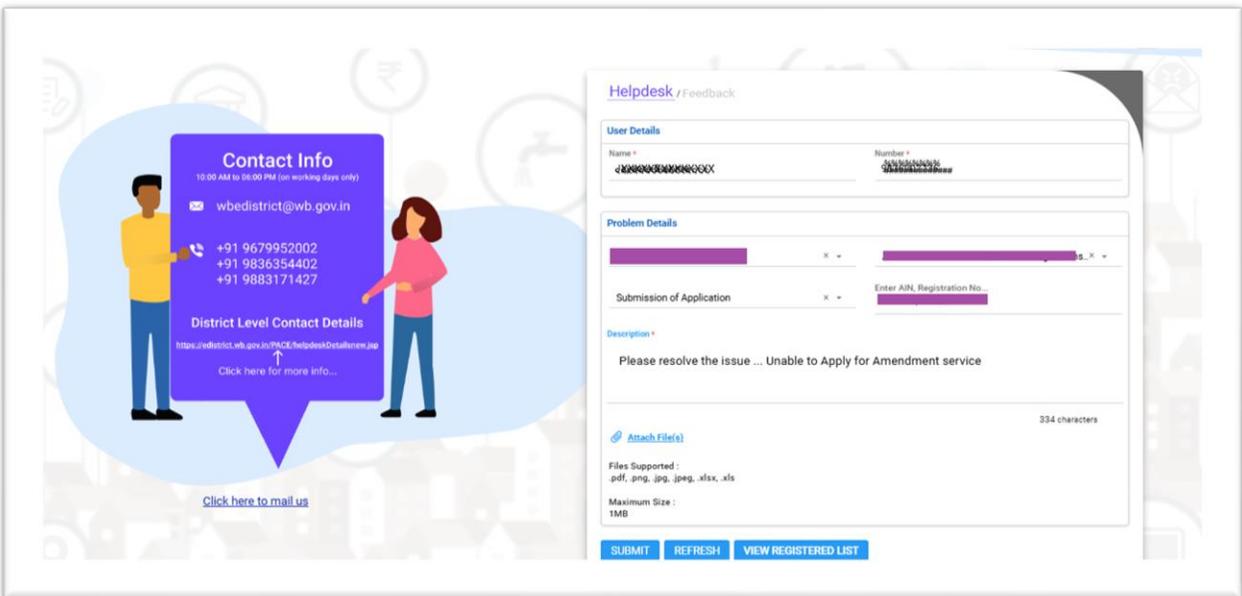
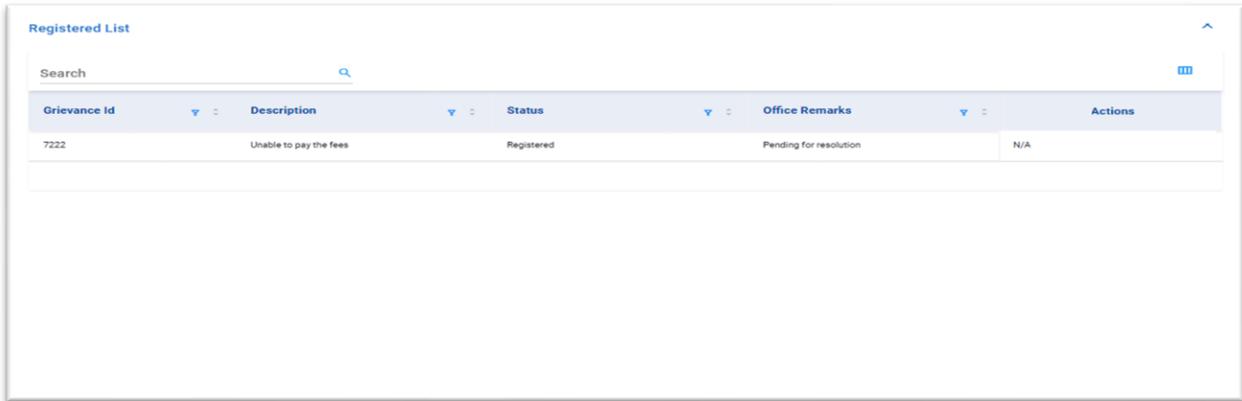


Figure 35

User Manual for Applicants for Self Certification of Fire Safety

The Submit button gets enabled and the user must click on the same to submit the concern. A Unique request number is generated. In order to track progress of the concern, the user needs to click in the **View Registered List** button. The following screen appears.



Grievance Id	Description	Status	Office Remarks	Actions
7222	Unable to pay the fees	Registered	Pending for resolution	N/A

Figure 36

Once the action is taken, the user gets a button/link which can be clicked upon to view the updated resolution / feedback /action taken by the Help Desk team.

User Manual for Applicants for Self Certification of Fire Safety

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 feedback form with the following details:

- Title:** Feedback (underlined) and Grievance
- Name*:** SD
- Number*:** 7777777777
- Rating Categories:**
 - 1. Navigation*: 4 stars filled, 1 empty
 - 2. User Experience*: 4 stars filled, 1 empty
 - 3. Ease for service available*: 4 stars filled, 1 empty
 - 4. Look and feel*: 5 stars filled
 - 5. Help Documentation*: 5 stars filled
- Satisfaction Level:** Your Satisfaction level is 88%
- Comments*:** Satisfactory
- Character Count:** 488 characters
- Buttons:** SUBMIT and RESET

FIGURE 37

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 Applicants for Self Certification of Fire Safety

8.0 Logging Out

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

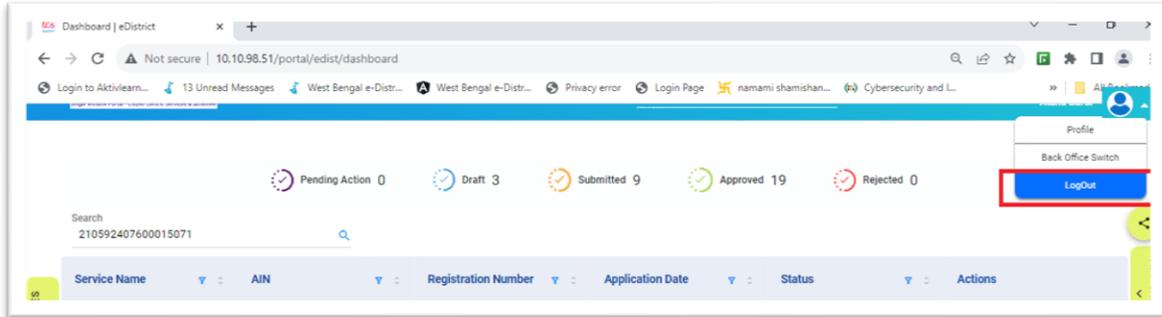


FIGURE 38

User Manual for Applicants for Self Certification of Fire Safety

9.0 Raising a Grievance

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