

User Manual – WB eDistrict 2.0

User Manual for Applicants for Renewal 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 Renewal of Fire Safety Certificate

- 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 Renewal of Fire Safety Certificate

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 License	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 Renewal of Fire Safety Certificate

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 Renewal of Fire Safety Certificate

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 Renewal of Fire Safety Certificate

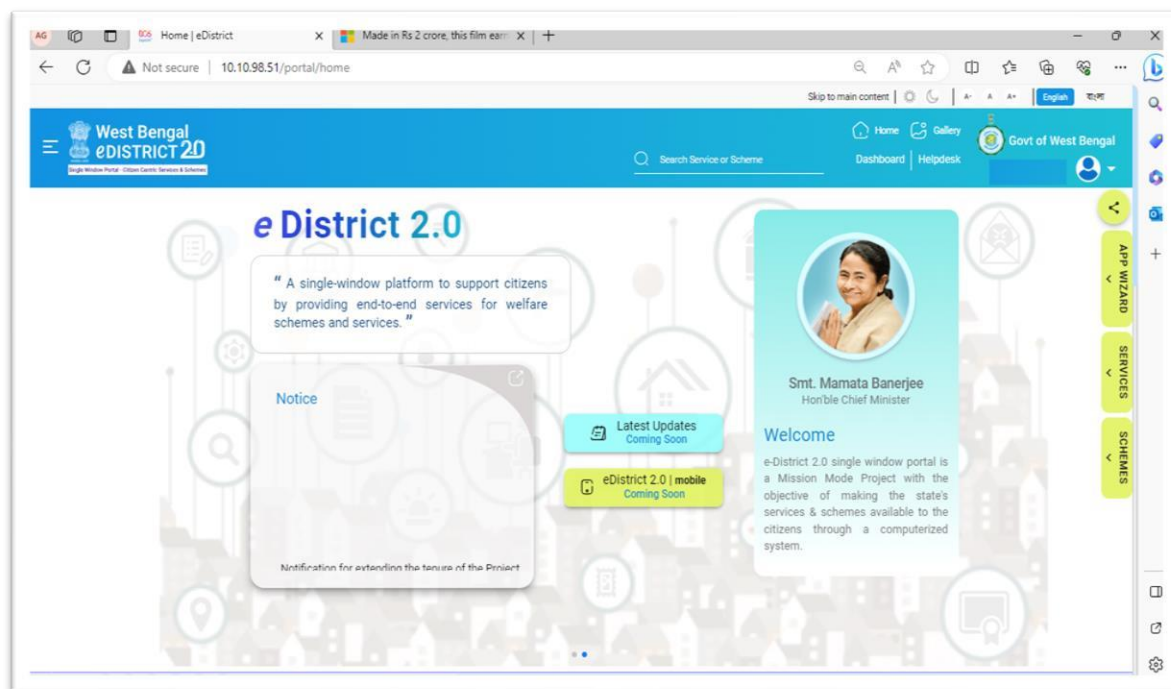

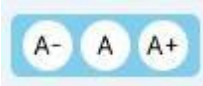





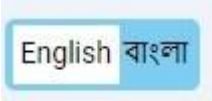



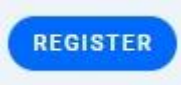
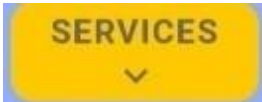
FIGURE 1

1.2 User Navigation flow

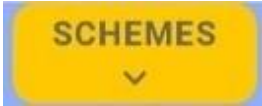
The home page can be divided into two distinct sections. The Header and Body. The Header section contains a few common features which are a part of the standard design and may be used by the users as per their convenience. The common features have distinct icons, and the usage is mentioned below.:

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 Renewal of Fire Safety Certificate

	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>
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.

User Manual for Application for Renewal of Fire Safety Certificate

	Users can access the details related to the Various live schemes available by clicking the link and filling out the necessary details.
---	--

1.3 Important Sections

Other Important Sections present in the home screen are:

- Latest Updates : The Latest Updates section shows latest updates or the important changes which have been newly implemented vide the portal. It serves as a medium of imparting the latest communication to the target audience.
- e-District Mobile: eDistrict Mobile application details
- Welcome : Provides the basic introduction of what the portal is about.
- Notice : It is an archive of the latest Govt. Notices / Circulars.

User Manual for Application for Renewal of Fire Safety Certificate

2.0 Service Discovery

In case any user wants to know about a particular service, he or she can do so by clicking the **Services** link. The **Service Discovery** screen appears as follows.

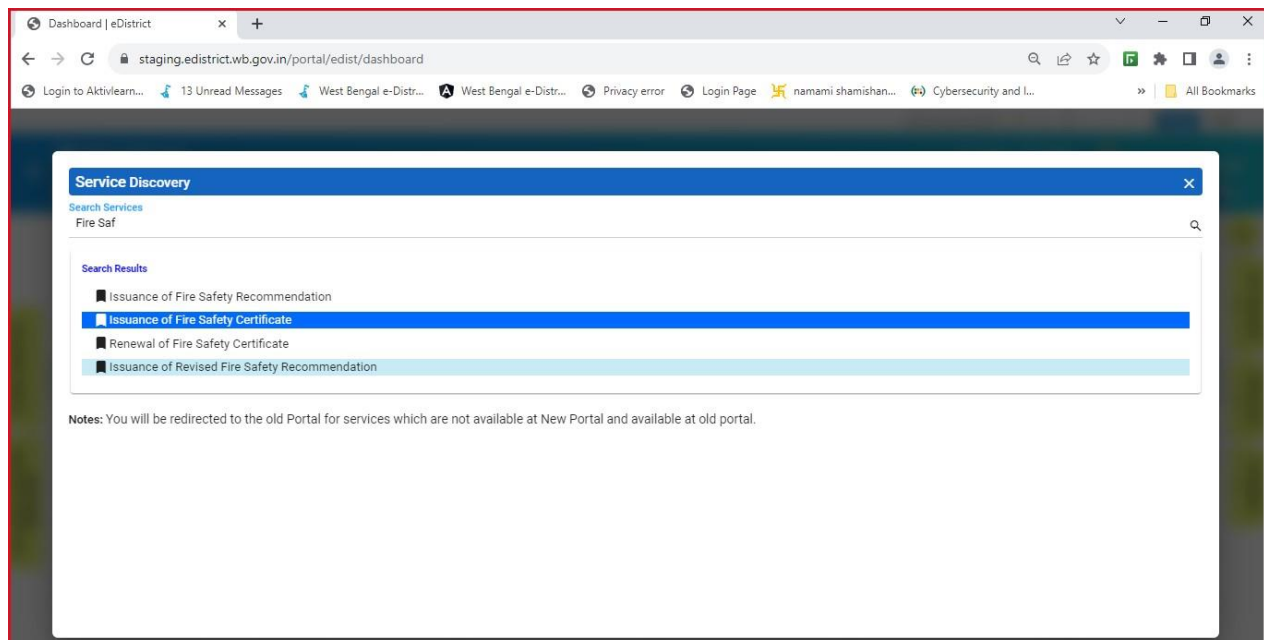


FIGURE 2

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

User Manual for Application for Renewal of Fire Safety Certificate

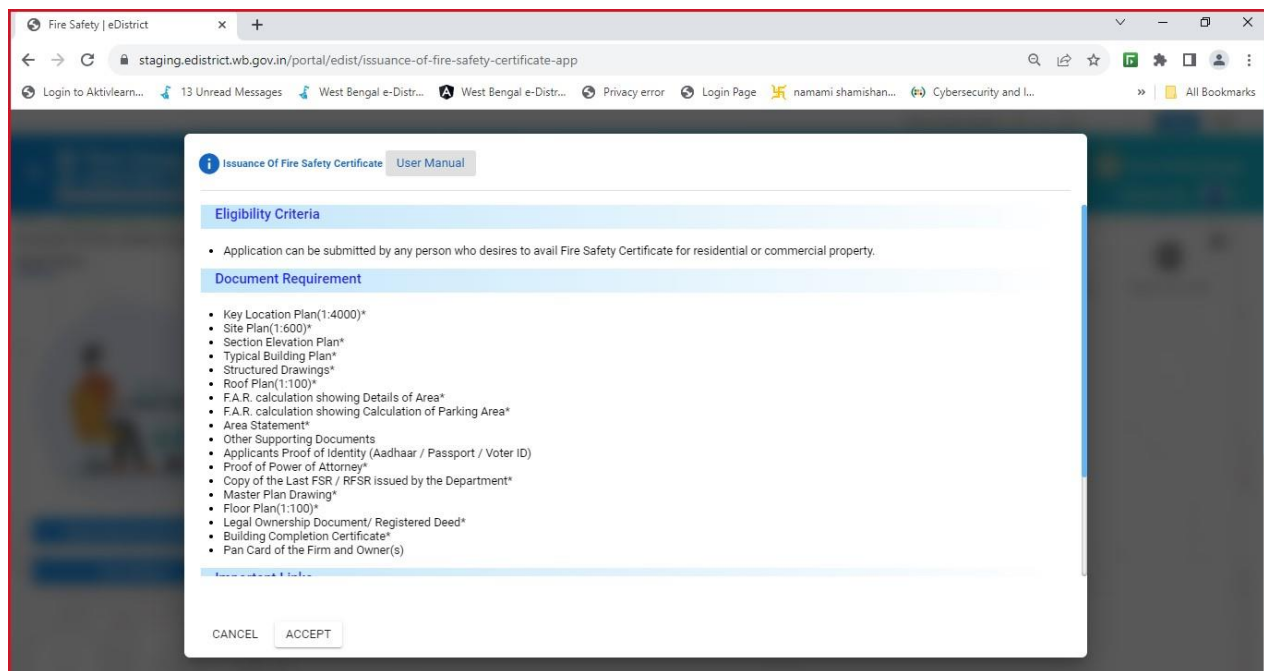


FIGURE 3

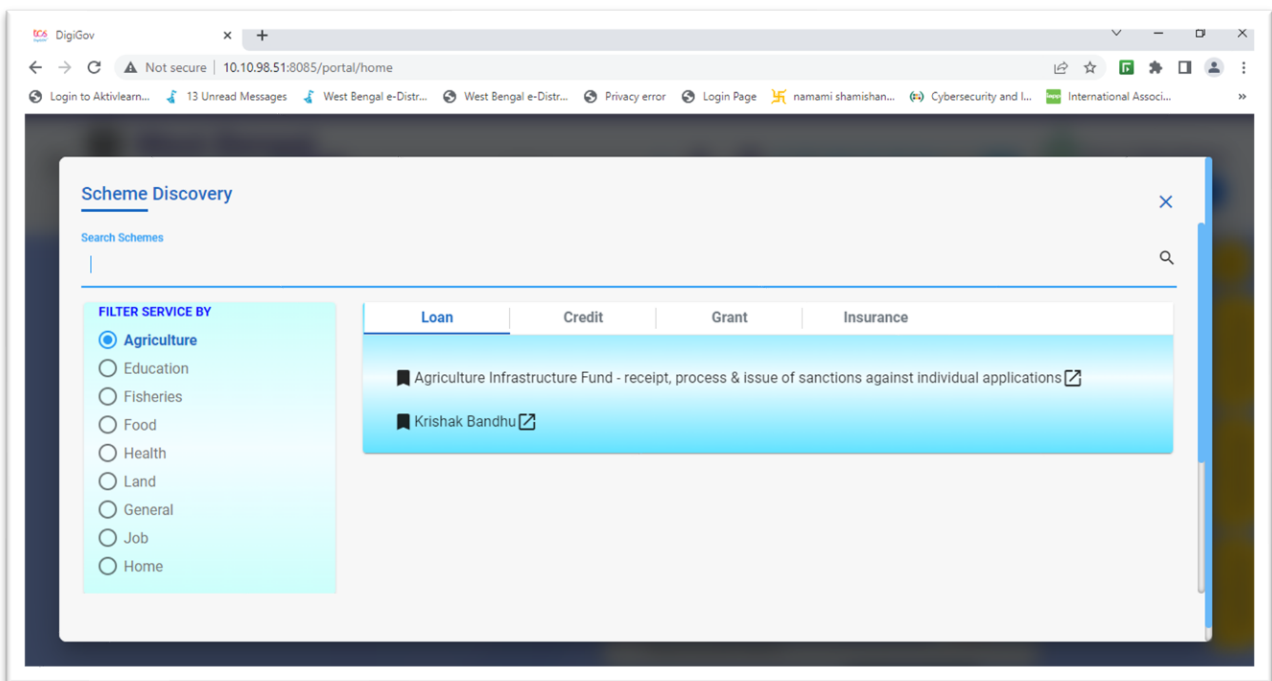
To go-back to the previous screen, the user needs to click on the **CANCEL** button.

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

User Manual for Application for Renewal of Fire Safety Certificate

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.



User Manual for Application for Renewal of Fire Safety Certificate

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.

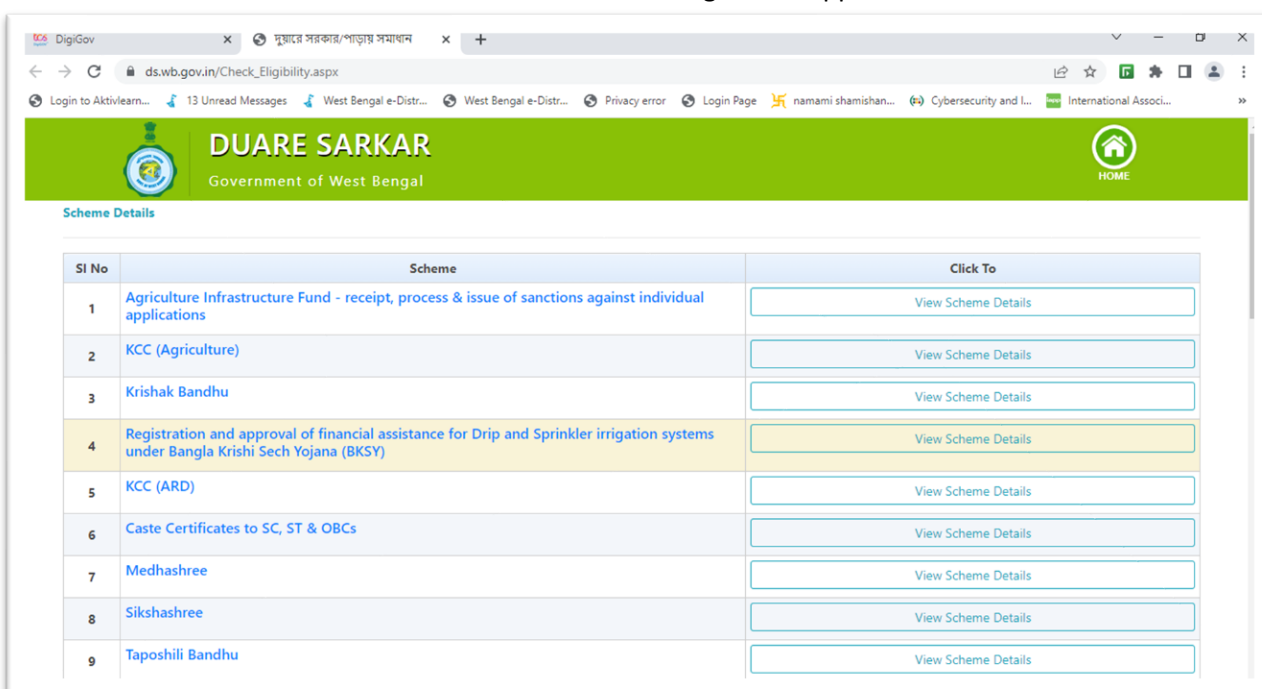


FIGURE 5

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

User Manual for Application for Renewal of Fire Safety Certificate

4.0 User Registration

User Registration is mandatory for availing any of the available schemes or services. In case the visitor to the portal is an occasional surfer, he or she can get a good idea of the portal without going through the registration process.

In case the visitor to the portal wants to avail the service, then he or she needs to be a registered user. Users can register themselves with the revamped eDistrict Portal by clicking the **REGISTER** link and filling in the necessary details. The following screen appears as the user clicks on the **REGISTER** link.

User Manual for Application for Renewal of Fire Safety Certificate

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 e-services and a main 'User Login' form. The sidebar lists services like login via mobile number, applying services, payments, and downloading certificates. The form includes fields for First Name, Last Name, Email, Mobile, Date of Birth, and Enter Username, with a 'Register' button at the bottom.

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 CBIPS/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 Login
Login for Citizen, BSK, and Departmental Users

First name
A

Last name
Das

Email
adas@gmail.com

Mobile
9876543211

Date Of Birth
04/10/2023

Enter Username
adas@gmail.com

[Back to Login](#)

Register

FIGURE 6

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

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

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

User Manual for Application for Renewal of Fire Safety Certificate

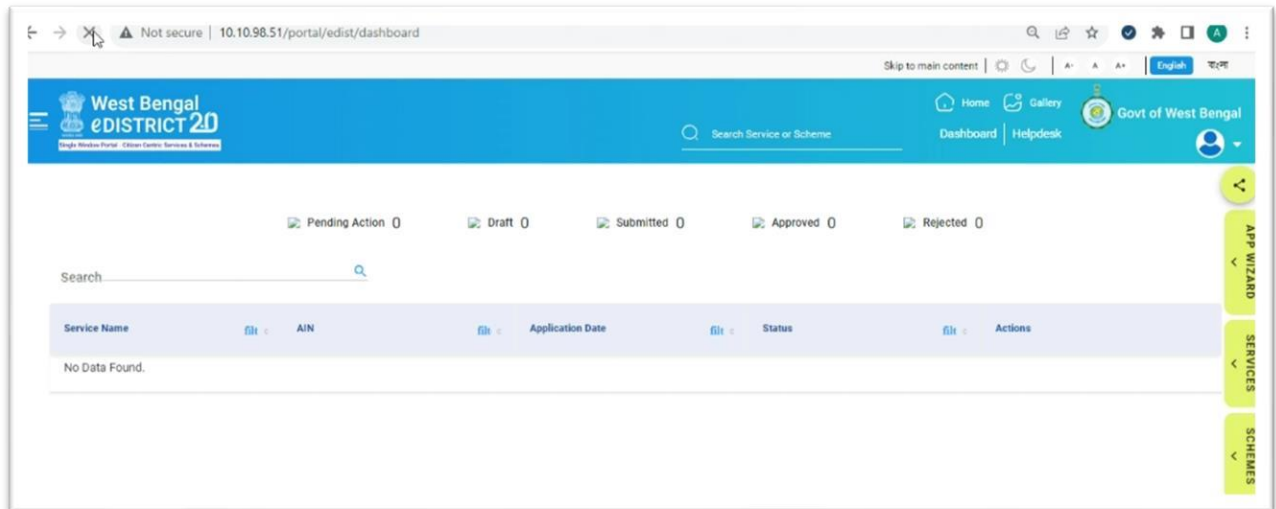


FIGURE 7

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

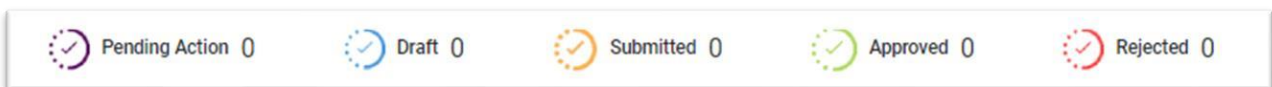


FIGURE 8

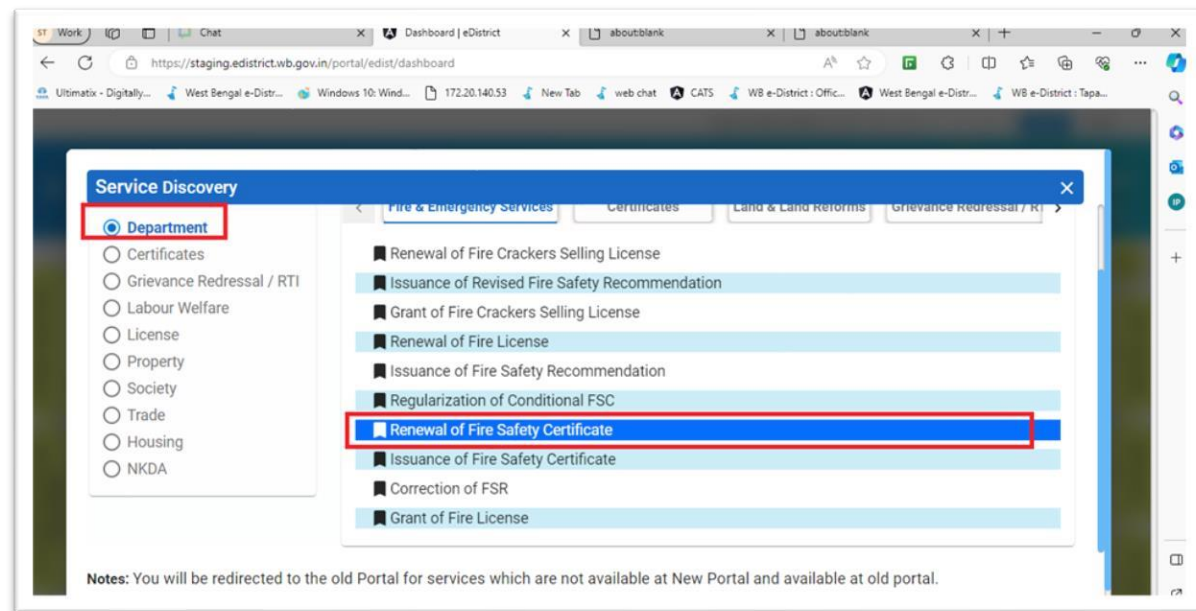
Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor

User Manual for Application for Renewal of Fire Safety Certificate

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 Renewal of Fire Safety Certificate

User needs to find the service as shown below.



User Manual for Application for Renewal of Fire Safety Certificate

FIGURE 9

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

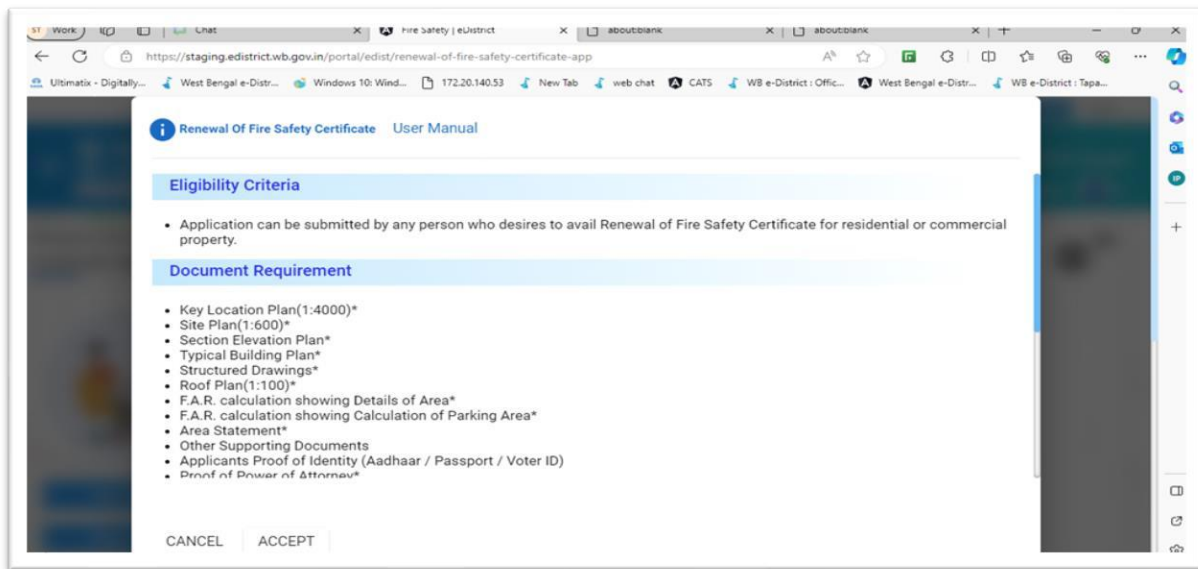


FIGURE 10

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

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot displays the West Bengal eDISTRICT 2.0 portal. The header features the logo and name of the West Bengal eDISTRICT 2.0, along with navigation links for Home, Gallery, Govt of West Bengal, Dashboard, and Helpdesk. A search bar is present for 'Search Service or Scheme'. The main content area is titled 'Renewal Of Fire Safety Certificate Application'. It includes a progress bar with steps 1/10 to 10/10, where step 1/10 is currently active. Below the progress bar, there is a field for 'Existing FSR No.*' with the value 'FSR/ 211862406300000011' entered. A blue 'Search' button is located below the input field. The page also features a small illustration of a person sitting at a desk with a laptop.

FIGURE 11

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

5.1 Filling up the Application

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

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page features a sidebar on the left with a circular logo of a person at a desk and two buttons: 'User Manual' and 'Select Profile'. The main content area is titled 'Applicant's Basic Information' and contains a form with the following fields:

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

FIGURE 12

User Manual for Application for Renewal of Fire Safety Certificate

The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page has a sidebar on the left with a 'Select Profile' button. The main form contains the following fields:

- Date Of Birth: 09/02/1983
- Age: 40
- Gender: Male
- Aadhar No: [Empty]
- Date Of Application: 27/01/2024
- Email: test@t.com
- PAN Number: ASWQE4567T

Below these fields are three expandable sections:

- Previous Application Details, If any
- Name and Address Shown on Recommendation
- Revised Name and or Address to be shown on Recommendation

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

FIGURE 13

The screenshot shows the 'Renewal Of Fire Safety Certificate Application' form. It features a progress bar at the top with steps 1 through 10, where step 3 is currently active. The form is divided into two columns for address and location details.

Address and Location Details:

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

The sidebar on the left includes a 'User Manual' button and a 'Select Profile' button.

FIGURE 14

User Manual for Application for Renewal of Fire Safety Certificate

Renewal Of Fire Safety Certificate Application

4/10

Same Address as *

Address of the Property

Address Line 1 *
TEST TEST TEST

Address Line 2

Pin Code *
700050

Country *
India

State *
West Bengal

District *
Kolkata

Sub Division *
NA

Rural or Urban *
Urban

Block/Municipality/Municipal Corporation *
Municipal Corporation

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

Village or Ward *
Ward Number 2

Post Office *
Sinthee SO

FIGURE 15

Certificate Application

5/10

Legal Status of Site

Whether Site Legally Owned or Legally Held? *

Legally Held

Details for Legally Owned Site

Details for Legally Held Site

Search

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

FIGURE 16

User Manual for Application for Renewal of Fire Safety Certificate

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

FIGURE 17

The screenshot shows the same web browser window, now at step 7/10 of the application process. The progress bar highlights step 7/10. The main content area displays a section titled "Main Characteristic Details" with several input fields and dropdown menus. The fields are arranged in two columns:

Main Characteristic Details	
Maximum Height of the Building (m) 45	Name of the Abutting Road * yuuii
Width of the Abutting Road (m) * 22	Area of the Site (sqm) * 22
Total Floor Area of the Building (sqm) * 3000	Was the building with the advantage of the open space on which the present proposal has been submitted? * Yes
Car Parking in Basement * Yes	Car Parking in Open Space * Yes
Car Parking in Ground Floor * Yes	Car Parking in MLCP * Yes
Car Parking in Other Space * Yes	Specify Other Space (car parking) 77

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

User Manual for Application for Renewal of Fire Safety Certificate

FIGURE 18

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 has a sidebar on the left with a 'User Manual' button. The main content area contains a form with the following fields:

Field	Value
Car Parking in Basement *	Yes
Car Parking in Ground Floor *	Yes
Car Parking in Other Space *	Yes
No. of Individual Basement	2
Bed Capacity	
Car Parking in Open Space *	Yes
Car Parking in MLCP *	Yes
Specify Other Space (car parking)	77
No. of Common Basement	2
Holding Capacity	

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

FIGURE 19

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

The screenshot shows the same web browser window, but now the 'Other Details' section is expanded. The form contains the following fields:

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

On the left sidebar, there are buttons for 'Supporting Document' and 'User Manual'.

User Manual for Application for Renewal of Fire Safety Certificate

FIGURE 20

The screenshot displays the 'Renewal of Fire Safety Certificate' application form on the Fire Safety e-District portal. The form is divided into two columns with various input fields and dropdown menus. The left column includes fields for 'Area of Fire Pump room (sqm)' (66), 'Whether completion certificate is required' (YES), 'Fire Refuge Area' (Yes), 'Availability of Fire Shaft' (No), and 'Basement Available' (1). The right column includes fields for 'Existing Covered Area in Ground (sqm)' (77), 'Whether the Aerial Ladder can be moved around the Building and adequate Open Space available beneath Refuge Area Available' (Yes), 'Refuge area at the Height (sqm)', and 'Helipad(if more than 200 meters. height)' (No). At the bottom of the form, there are 'Back' and 'Next' buttons.

FIGURE 21

The screenshot displays the 'Renewal of Fire Safety Certificate' application progress and details on the Fire Safety e-District portal. The top navigation bar includes 'Search Service or Scheme', 'Dashboard', and 'Helpdesk'. The main content area shows a progress bar with 10 steps, where the 8th step is currently active. Below the progress bar, there are five expandable sections: 'Block Details', 'Floor Details', 'Basement Details', 'Staircase and Ramp Details', and 'Lift Details'. At the bottom, there are 'Back', 'Save As Draft', and 'Save & Next' buttons. On the left side, there is a sidebar with a user profile icon, a 'Supporting Document' button, and a 'User Manual' button.

User Manual for Application for Renewal of Fire Safety Certificate

FIGURE 22

The screenshot shows the 'Renewal Of Fire Safety Certificate Application' form at step 5/10. The form is titled 'Minimum Open Space Details'. It contains four input fields for open space around the building on different sides, each with a value of 2. The fields are: 'Open Space around the building on North Side (m)', 'Open Space around the building on East Side (m)', 'Open Space around the building on South Side (m)', and 'Open Space around the building on West Side (m)'. Below these fields is a section titled 'Means Of access'. At the bottom of the form are three buttons: 'Back', 'Save As Draft', and 'Save & Next'. On the left side of the form, there is a sidebar with a 'Supporting Document' button and a 'User Manual' button. The top of the form shows a progress bar with 10 steps, with step 5 highlighted.

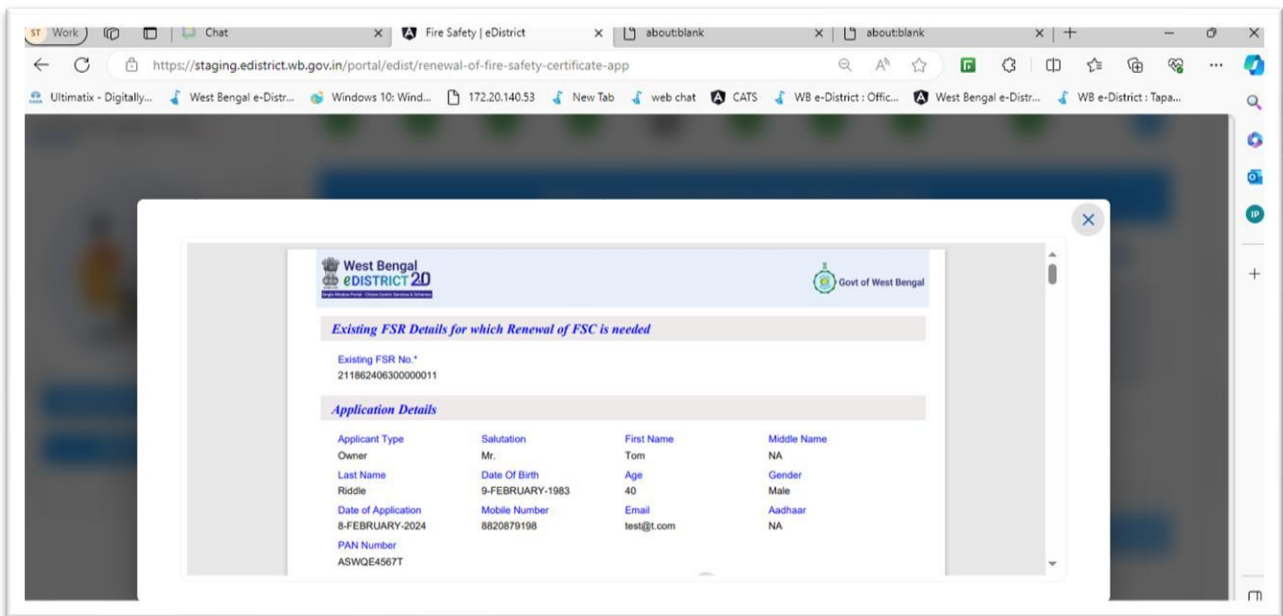
FIGURE 23

The screenshot shows the 'Certificate Application' form at step 5/10. The form is titled 'Details of Licensed Building Surveyor (LBS) or Architect'. It contains a search bar and a table with the following columns: 'Architect or LBS', 'Name of the Architect or LBS', 'Class of the LBS', and 'Architect Registration No. or LBS License No.'. The table has one row with the following data: 'Architect', 'Mr. Tom', 'N/A', and 'JHGUYI809'. Below the table is a section titled 'Structural Engineer Details'. At the bottom of the form are four buttons: 'Back', 'Save', 'Preview', and 'Submit'. On the left side of the form, there is a sidebar with a 'Supporting Document' button and a 'User Manual' button. The top of the form shows a progress bar with 10 steps, with step 5 highlighted.

FIGURE 24

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

User Manual for Application for Renewal of Fire Safety Certificate



The screenshot shows a web browser window with the URL <https://staging.edistrict.wb.gov.in/portal/edist/renewal-of-fire-safety-certificate-app>. The page is titled "West Bengal e-DISTRICT 2.0" and "Govt of West Bengal". It displays the "Existing FSR Details for which Renewal of FSC is needed" and "Application Details".

Existing FSR Details for which Renewal of FSC is needed			
Existing FSR No. *			
211862408300000011			

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

FIGURE 25

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

5.2 Adding Supporting Documents.

Users need to click on the supporting document button. To attach the documents user needs to click on the **Supporting Documents** in order to attach the supporting documents.

User Manual for Application for Renewal of Fire Safety Certificate

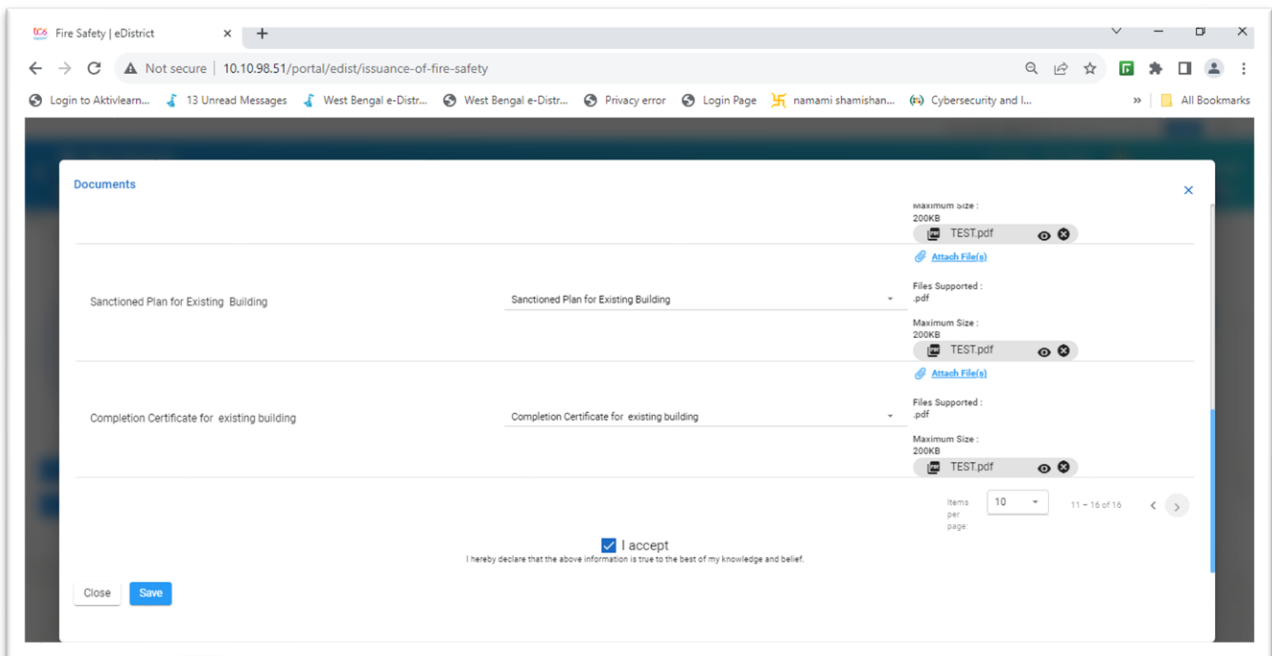


FIGURE 26

To attach a document, the user needs to click on the **Attach File(s)** link. Once all the necessary documents are uploaded, the User has to click on **Save** button to save the attachments.



FIGURE 27

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

The User can close the window and go to the **Dashboard**, to see the application. Also, the Application acknowledgement can be downloaded / printed for records by clicking on the download button.

User Manual for Application for Renewal of Fire Safety Certificate

5.3 Deleting Draft Application that is no longer needed

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

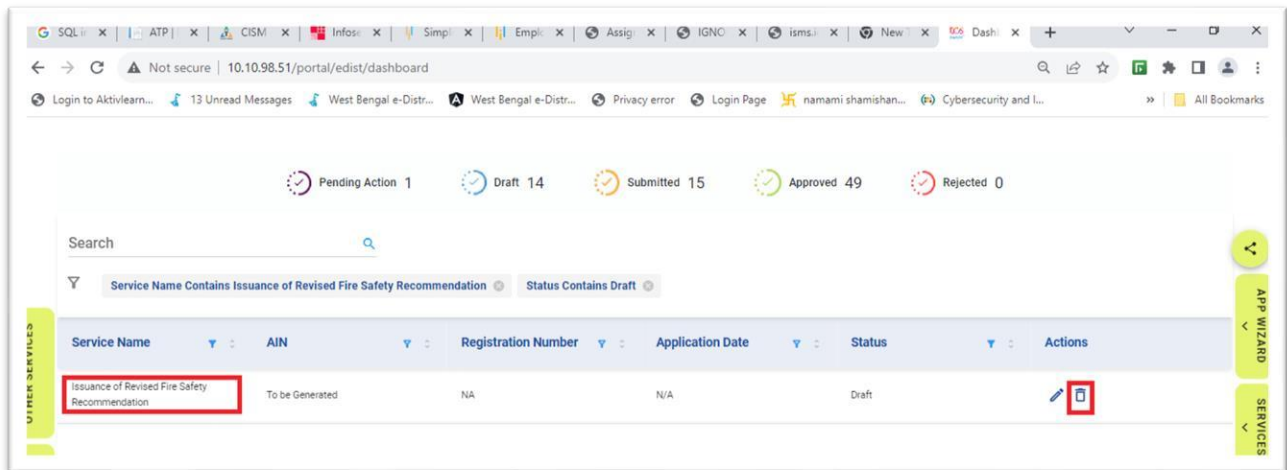


FIGURE 28

The following screen appears.

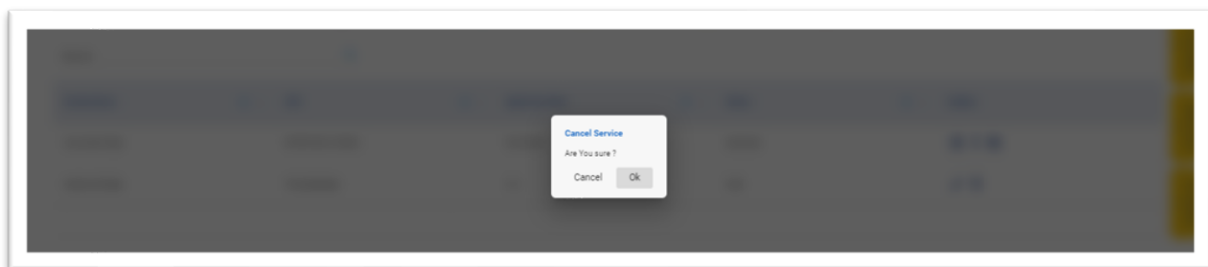


FIGURE 29

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

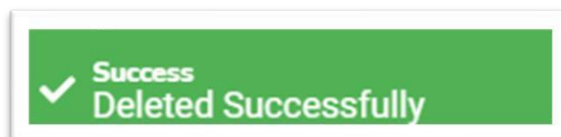


FIGURE 30

User Manual for Application for Renewal of Fire Safety Certificate

5.4 Editing a Draft Application

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

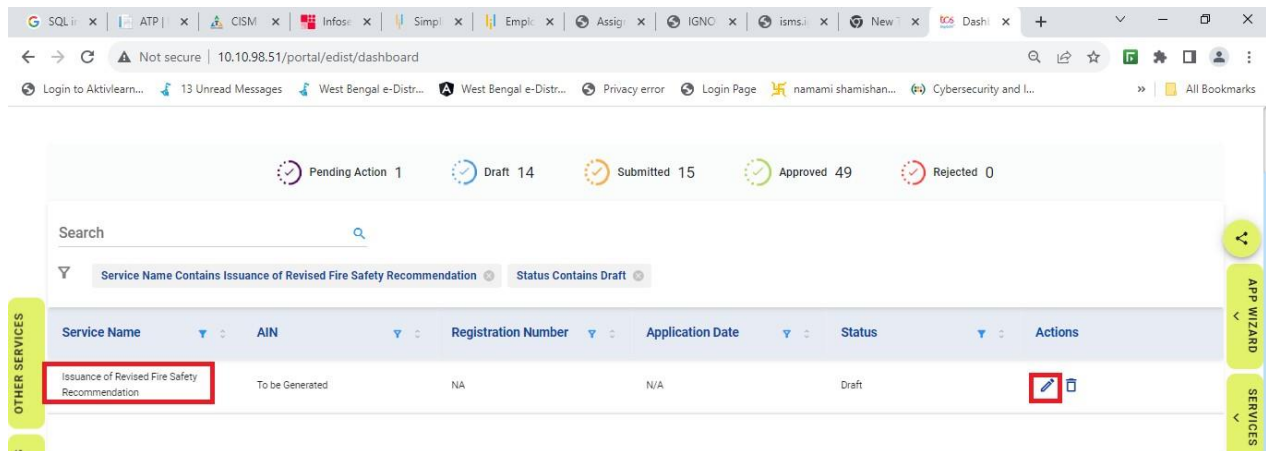
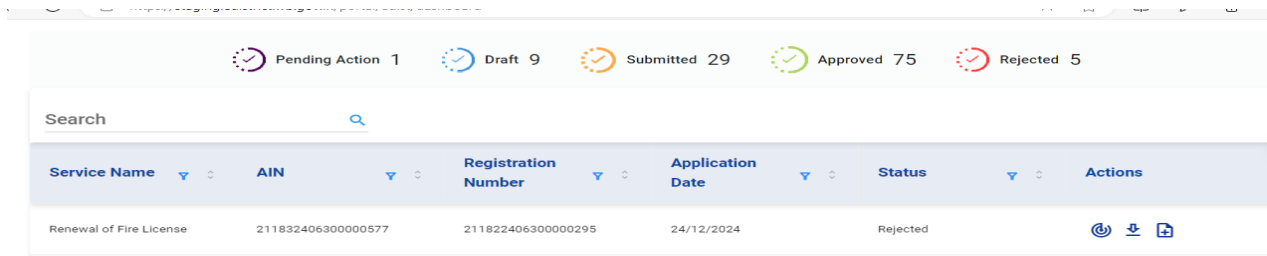


FIGURE 31

5.4 Reject case scenario

If the application got rejected by the actors, in applicant's dashboard it will show as Rejected as below

:



User Manual for Application for Renewal of Fire Safety Certificate

5.5 Download Application Acknowledgement

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

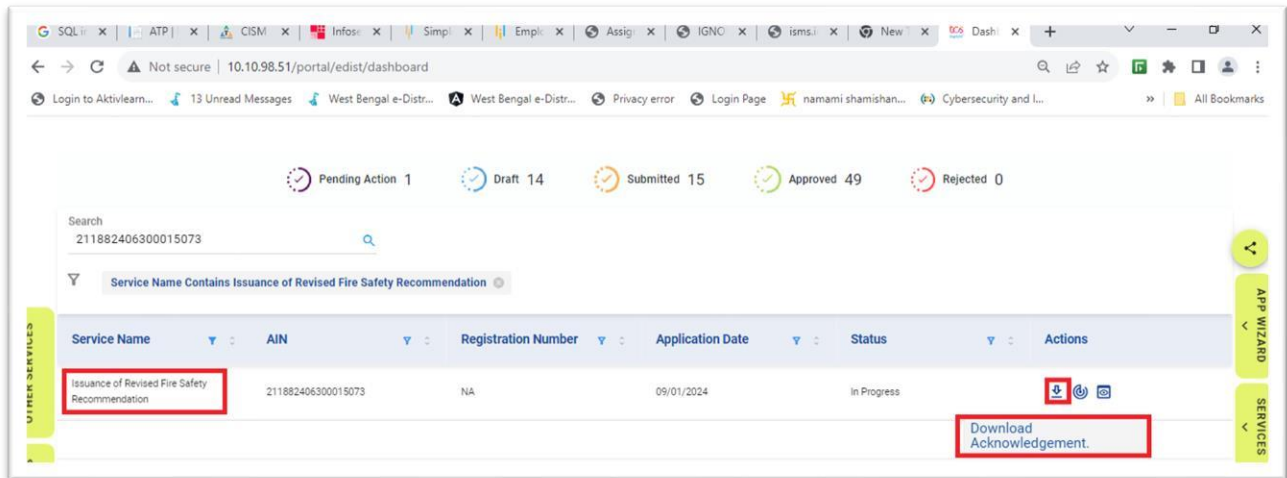


FIGURE 32

5.6 Searching an Application

To search for an application the user should enter the Unique AIN of the application in the **Search Box**. The following screen shot may be referred to.

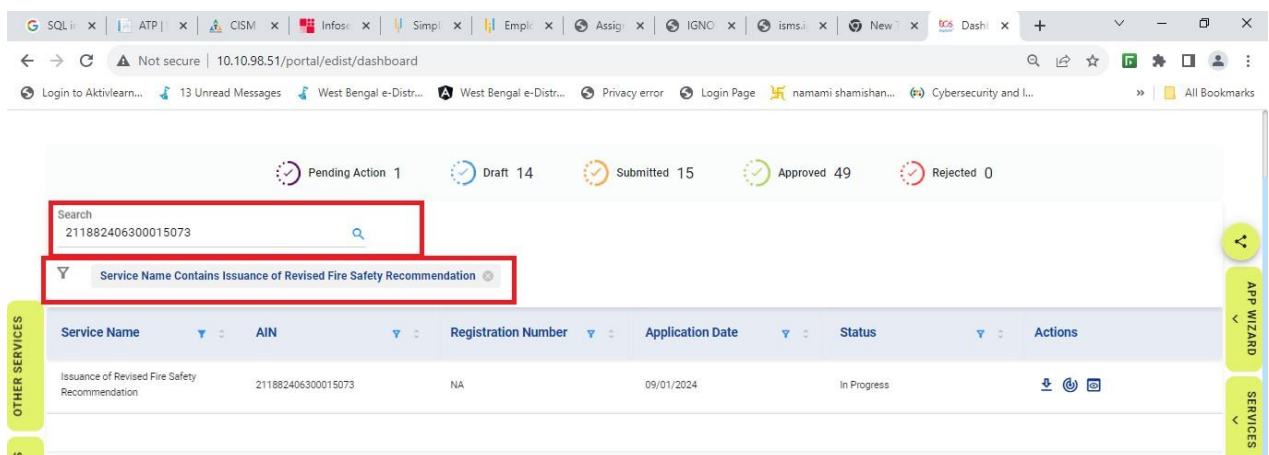


FIGURE 33

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

User Manual for Application for Renewal of Fire Safety Certificate

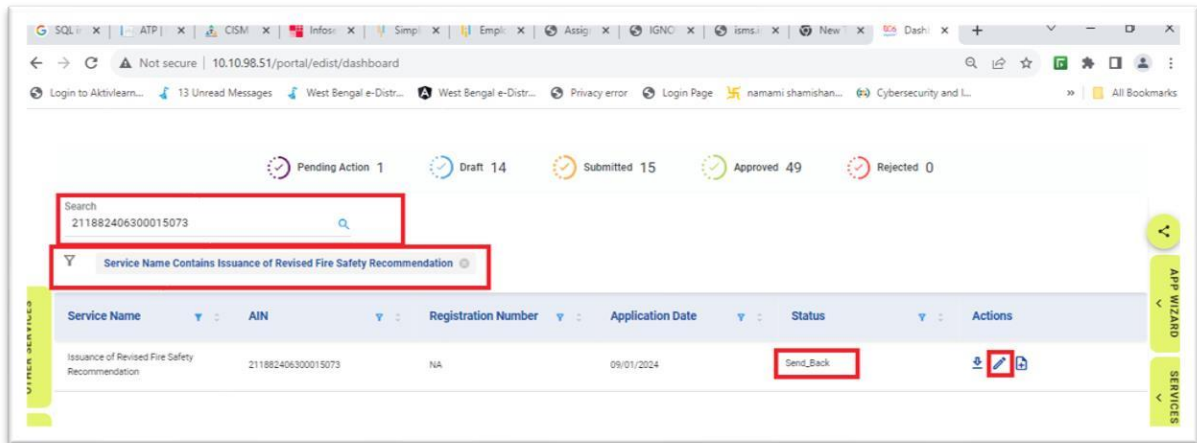


FIGURE 34

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

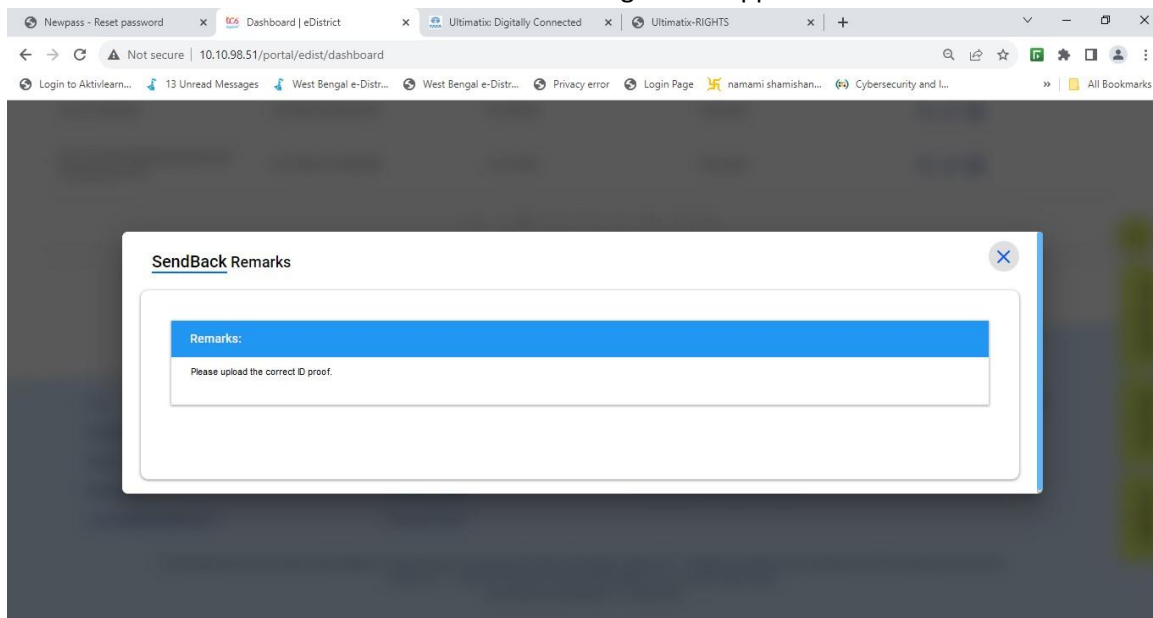


FIGURE 35

5.7 Tracking Application Status

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

User Manual for Application for Renewal of Fire Safety Certificate

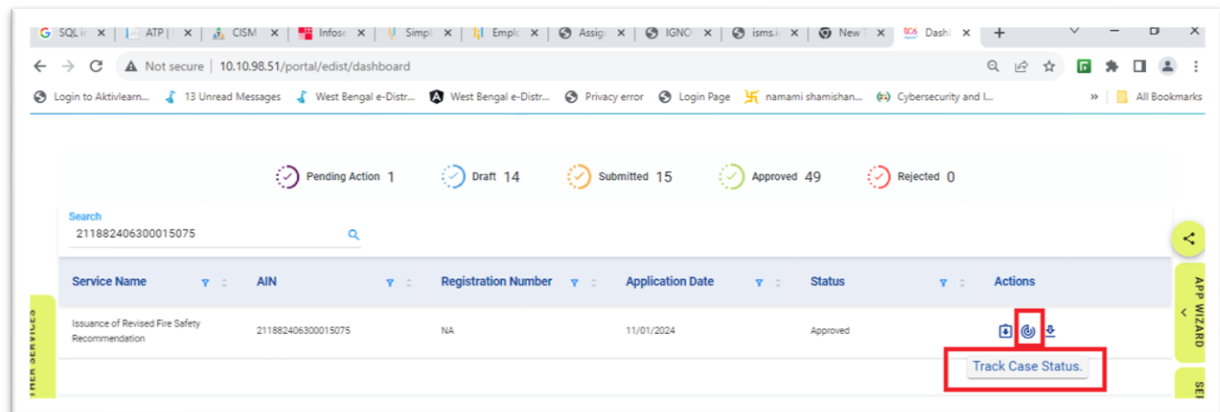


FIGURE 36

The following screen appears showing the real time status.

User Manual for Application for Renewal of Fire Safety Certificate

5.10 Making Payment

In order to Make Payment for an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- Check the Remarks for Payment.

Payment Confirmation page

Please note that Payment through Corp the entire process of payment initiation failure of the transaction.

Payment Ref No: 210852407700000056-C

Service Name: Registration of Association

AIN: 2108524077000000056

Depositor Name: Aa

Depositor Address: 11 null, Kolkata, West

Depositor Email: hrja784@gmail.com

Total Amount: 1000

Select Payment Gateway:

☐ **G ₹!PS 2.0**

☐ Condition Agreed

Terms and conditions:

- * By accepting to make payment online, it is implied that the assessee /applicant agrees that he/she will not claim chargeback.
- * Once the payment transaction is made ,refund /chargeback will not be entertained.
- * In the exigency of connection getting timed out or user clicking to close the browser before getting payment confirmation message has/she has to wait for sometime before proceeding to make subsequent payment for the same.

I Agree

User Manual for Application for Renewal of Fire Safety Certificate

Please note that Payment through Corporate Net-Banking is not currently operational for all banks. In case you like to proceed please ensure the entire process of payment initiation & authorization must be completed within 12 min . Else proceeding with the same would lead to failure of the transaction.

Payment Ref No: 210852407700000056-01

Service Name: Registration Fee for Fire Safety Certificate

AIN: 210852407700000056

Depositor Name: Aa

Depositor Address: 11 null, Kolkata, West Bengal, India, 700001

Depositor Email: hrja784@gmail.com

Total Amount: 1000

Select Payment Gateway:



☒ Condition Agreed

Pay

1

2

3

Review and Confirmation

Payment Mode and Bank Selection

Transaction Details

You must complete this step in 4 minutes 45 seconds.

Please review the details carefully below, and click "Verified and Checked" if you are satisfied that all information is reflected correctly.

Depositor Details

Depositor Name	Mobile No.	Email	Address1
Aa	7002245451	hrja784@gmail.com	11 null, Kolkata, West Bengal, India, 700001

1. WB e-district → NA

₹1000

Department Details

Organization Type	Organization Name	Service Name	User Type
Government	WB e-district	NA	Citizen
Ref. No.	Identification No.	Period From	Period To
210852407700000056	210852407700000056-01	24/12/2024	24/12/2024
Remarks	On Behalf Of	In Favour Of	
	Aa	Aa	

Service and Tax Details

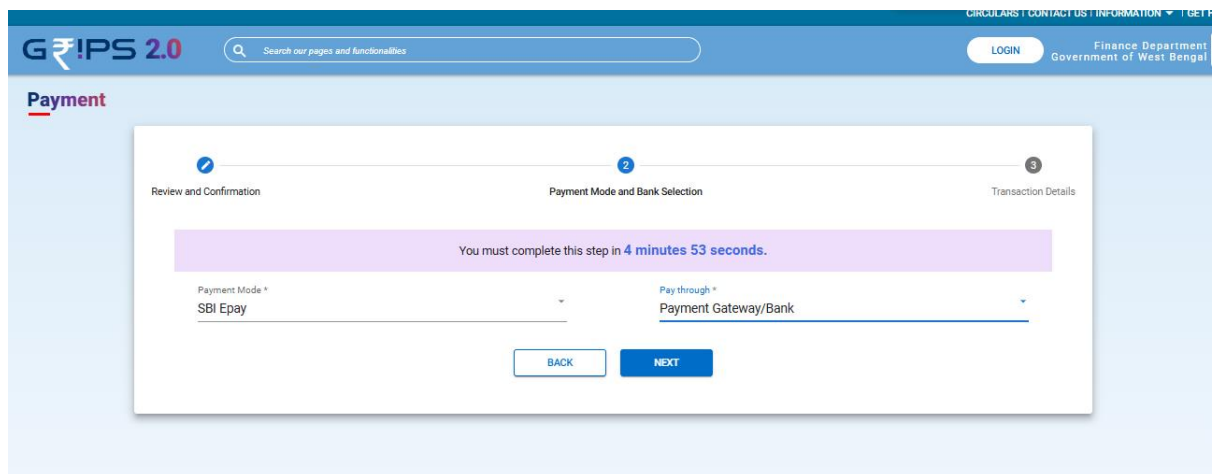
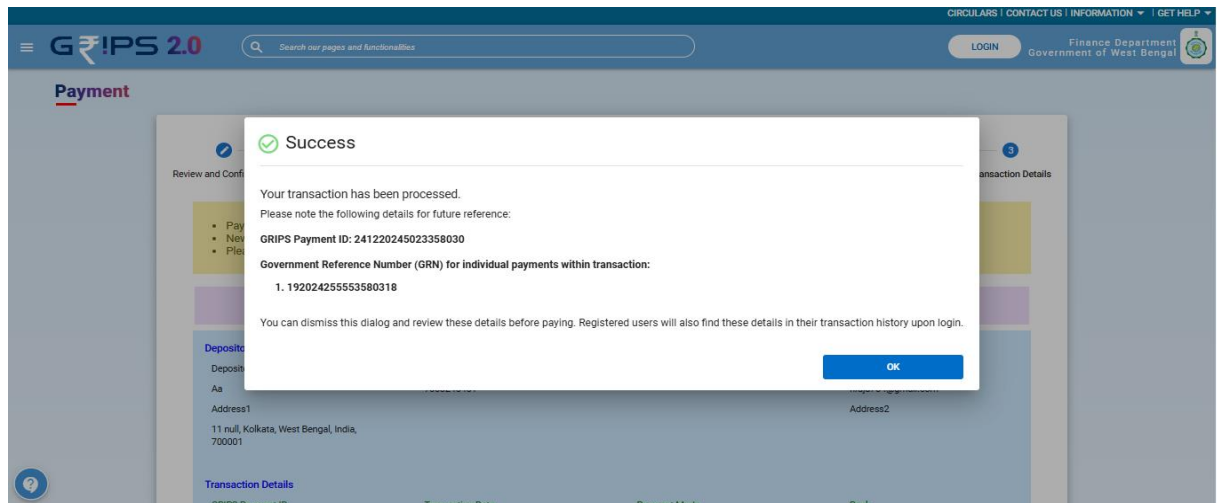
Subservice Name	HoA Description	Head of Account	Amount
	Fees for certified copies of RoR/ Plot Information/Plot Map etc	0029-00-800-029-27	1000

TOTAL

₹1000

Rupees One Thousand only

User Manual for Application for Renewal of Fire Safety Certificate



User Manual for Application for Renewal of Fire Safety Certificate

1

Review and Confirmation

2

Payment Mode and Bank Selection

3

Transaction Details

- Payment ID and GRN(s) for this transaction have been successfully generated.
- Newly generated data is highlighted in green. You can hover over the same to understand what it means.
- Please review below, save these numbers for future reference, and click "Pay Now" when you are ready to proceed to bank/payment portal.

You must complete this step in 4 minutes 51 seconds.

Depositor Details

Depositor Name	Mobile No.	Phone No.	Email
Ja	7009545421		hrja678@gmail.com
Address1			Address2
11 null, Kolkata, West Bengal, India, 700001			

Transaction Details

GRPS Payment ID	Transaction Date	Payment Mode	Bank
24-250045033959090	24-12-2024-16:26:28	SSB Pay	SSB Pay

1. WB e-district → RA

₹1000

GRN Details

GRN	Organization Type	Organization Name	Service Name
190004503395909-8	Government	WB e-district	RA
User Type	Ref. No.	Identification No.	Period From
Citizen	215625407700000026	215625407700000026-01	24-12-2024
Period To	Remarks	On Behalf Of	In Favour Of
24-12-2024		Ja	Ja
8	SSB Pay		

Service and Tax Details

Subservice Name	HdL Description	Head of Account	Amount
Issuance of Certified Copy of RA/Plot Information	Fee for certified copies of RA/Plot Information/Plot Map etc	0024-00-400-024-02	1000

TOTAL

₹1000

Rupees One Thousand only

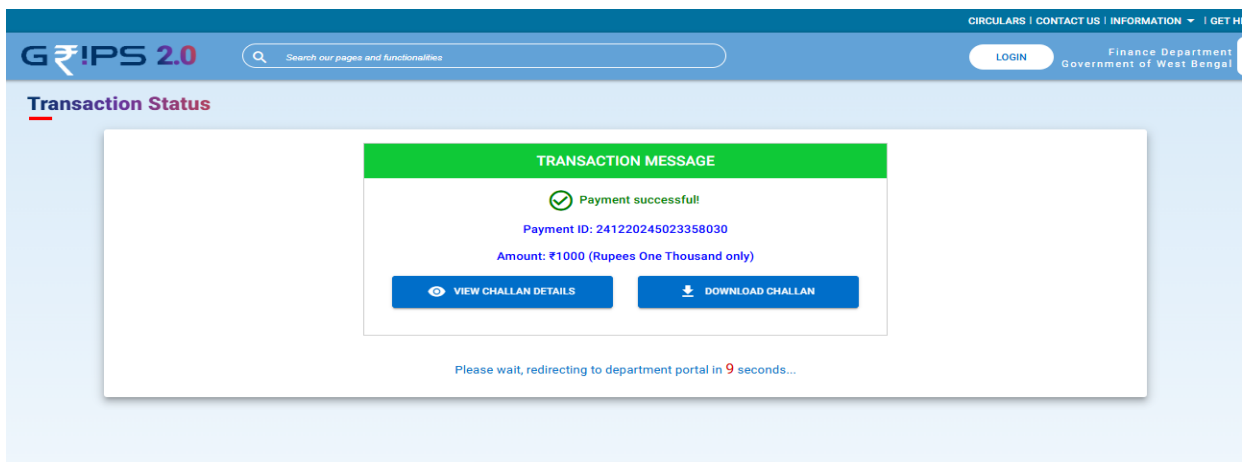
You must complete this step in 4 minutes 51 seconds.

CANCEL

PAY NOW

Proceed to bank to make payment (Online payment) or further payment (Banker payment)

User Manual for Application for Renewal of Fire Safety Certificate



User Manual for Application for Renewal of Fire Safety Certificate

Payment Acknowledgment

AIN: 210852407700000056

Bank: SBI EPay

BRN: BRN1735037817466

BRN Time: 24/12/2024 16:26:57

Payment Amount: 1000

Payment Status: Success

Click button to download Payment Receipt

Download

Please do not refresh or close the window. Redirecting to E-dist portal

User Manual for Application for Renewal of Fire Safety Certificate

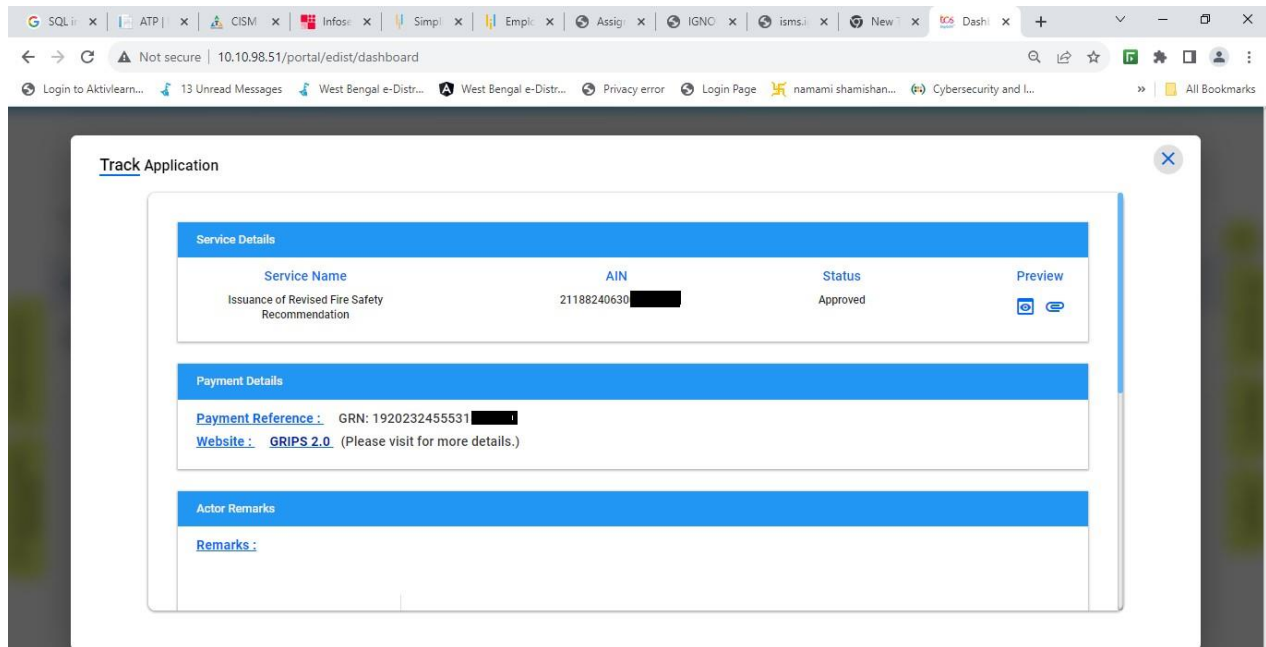


FIGURE 37

User Manual for Application for Renewal of Fire Safety Certificate

5.8 Edit an Application

In order to edit an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- View the remarks shared by the concerned departmental authority.
- Click on the **Edit Case** icon and make the necessary changes as shown below and make the necessary changes.

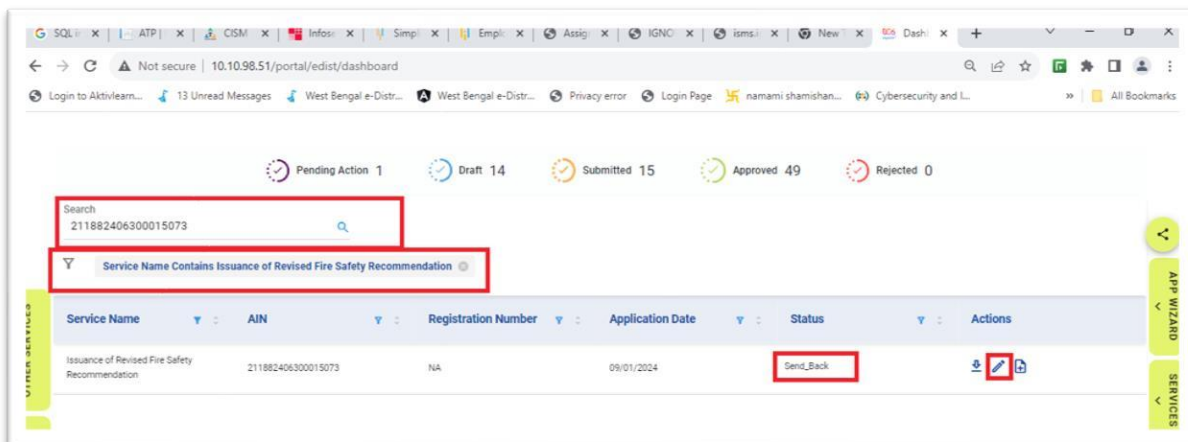


FIGURE 38

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 Renewal of Fire Safety Certificate

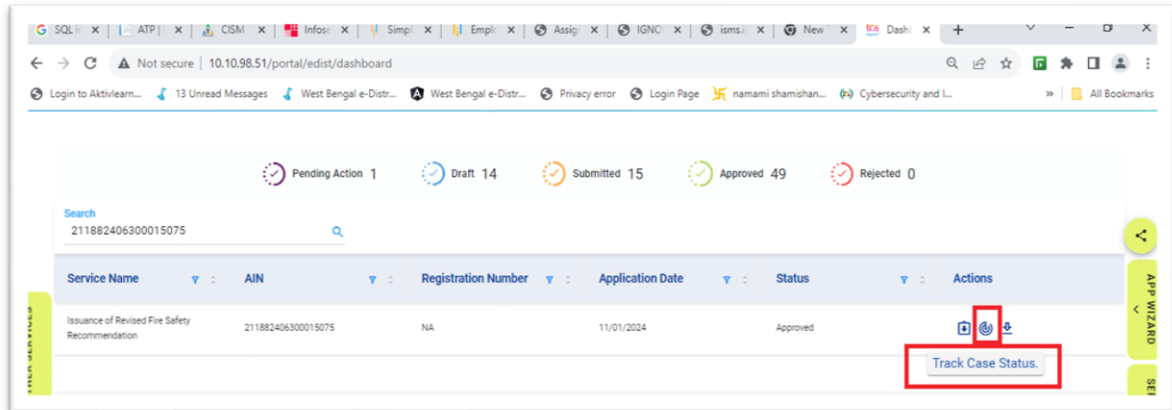


FIGURE 39

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

User Manual for Application for Renewal of Fire Safety Certificate

- Search the application using the search features with the help of the Unique AIN as mentioned in the previous sections.
- Click on the **Download Certificate** icon under the Actions heading as shown below

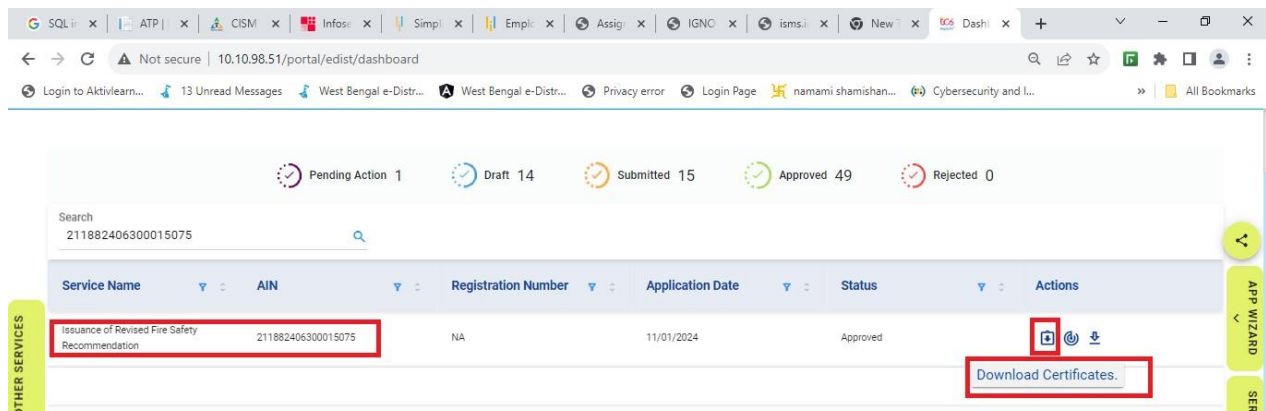


FIGURE 40 The

following screen appears.

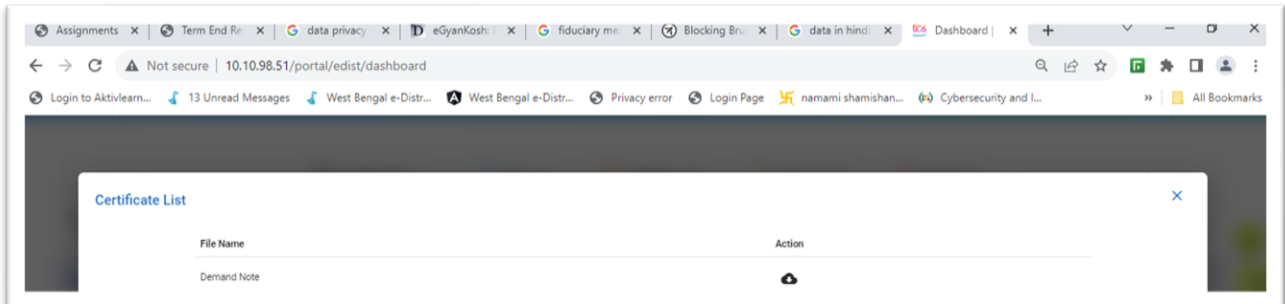


FIGURE 41

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

User Manual for Application for Renewal of Fire Safety Certificate

6.0 Connecting Helpdesk

WB eDistrict portal aims to serve a huge number of individuals under different roles. In case, the user gets stuck at a specific point, he or she can click on the Helpdesk link or select the Contact Us menu provided. The following screen appears.

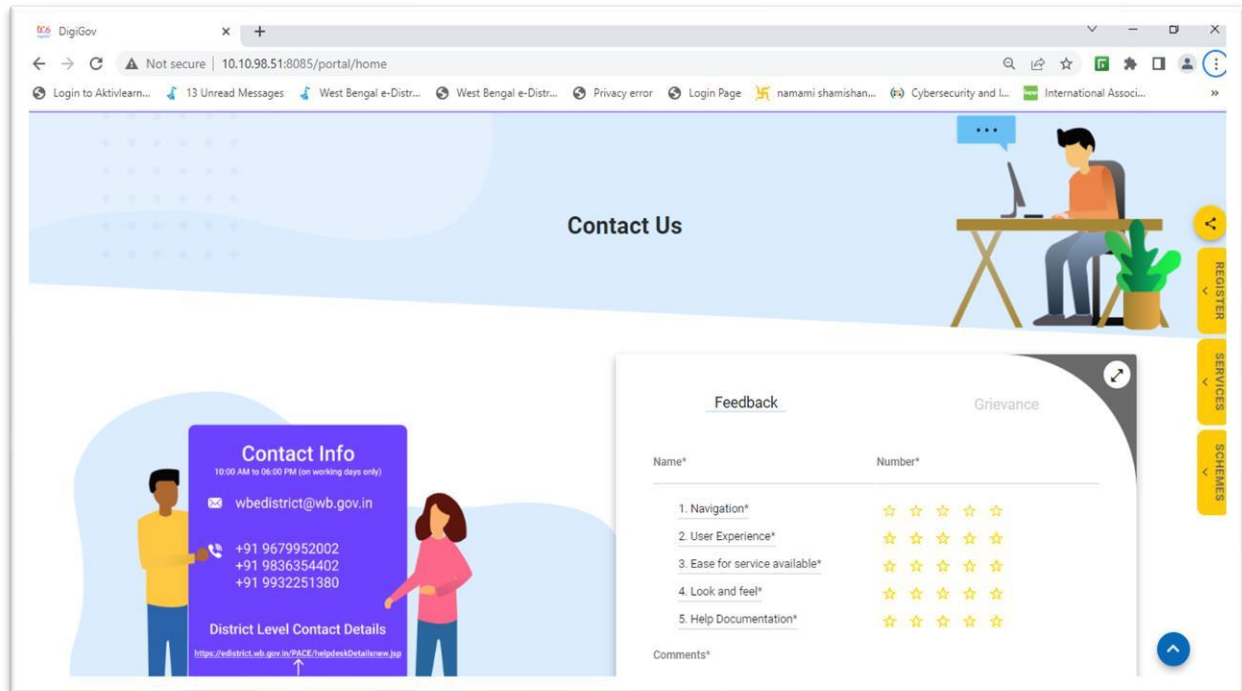


FIGURE 42

The Contact Us section also provides the user to submit generic feedback on the portal as well as provides an option to Submit the Grievance if any.

User Manual for Application for Renewal of Fire Safety Certificate

7.0 Submitting Feedback

In order to submit the feedback, the user needs to enter the name and mobile number and select the rating against the feedback survey parameters and finally enter the comments as shown below.

The screenshot shows a web form titled "Feedback" with a "Grievance" link in the top right corner. The form contains the following fields and elements:

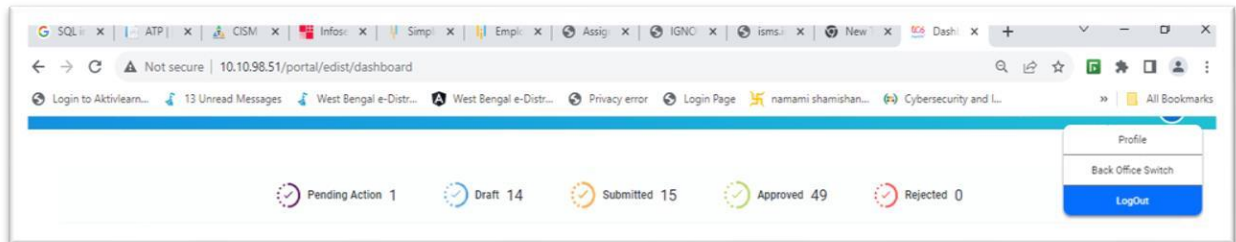
- Name***: A text input field containing "S D".
- Number***: A text input field containing "7777777777".
- Survey Parameters**: Five rows of ratings, each with five yellow stars:
 - 1. Navigation* (4 stars selected)
 - 2. User Experience* (4 stars selected)
 - 3. Ease for service available* (4 stars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

FIGURE 43

The user has to click on the **SUBMIT** button to successfully register the feedback with the portal. In case the user needs to change the selection, he or she can click on the **RESET** button provided.

User Manual for Application for Renewal of Fire Safety Certificate

8.0 Logging Out




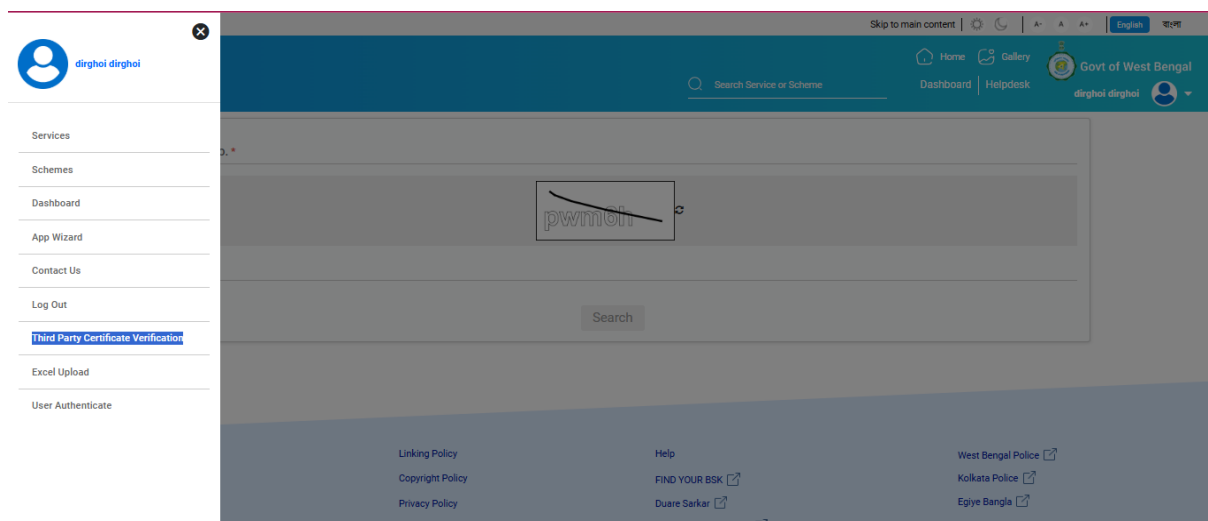
 To Logout the user needs to click the

FIGURE 44

User Manual for Application for Renewal of Fire Safety Certificate

8.0 Third-party Verification Details

In the dashboard left hand side upper corner, there is a 3 dot, upon clicking on the choose the option as Third party verification details. Application must enter the approved ain and fill the captcha. On hitting



search button applicant will find their details as below:

User Manual for Application for Renewal of Fire Safety Certificate

Existing AIN No. *

211832406300006385



Captcha *

5md54

[Search](#)Search 

Service Name	AIN	Last Action Date	Applicant Name	Status
Renewal of Fire License	211832406300006385	23/12/2024	Bipin Mishra	Approved (Signed)