

User Manual for Application for Permission for Use of Surface Water

User Manual – WB e-District

User Manual for Applicants for Permission for Use of Surface Water

Version 1.1

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Disclaimer:

User Manual for Application for Permission for Use of Surface Water

The specimen images used in this document are for illustration purposes 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 e-District portal to the following:

- Citizens of the State intend to avail themselves of 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 purposes.

CAUTION

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Prepared by: NANDITA DEY

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Date: _____

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List of Abbreviations

SIL#	Test	Meaning
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1.	AIN	Application Identification Number
2.	RMN	Registered Mobile Number
3.	OTP	One Time Password

1.0 Introduction

e-District 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.

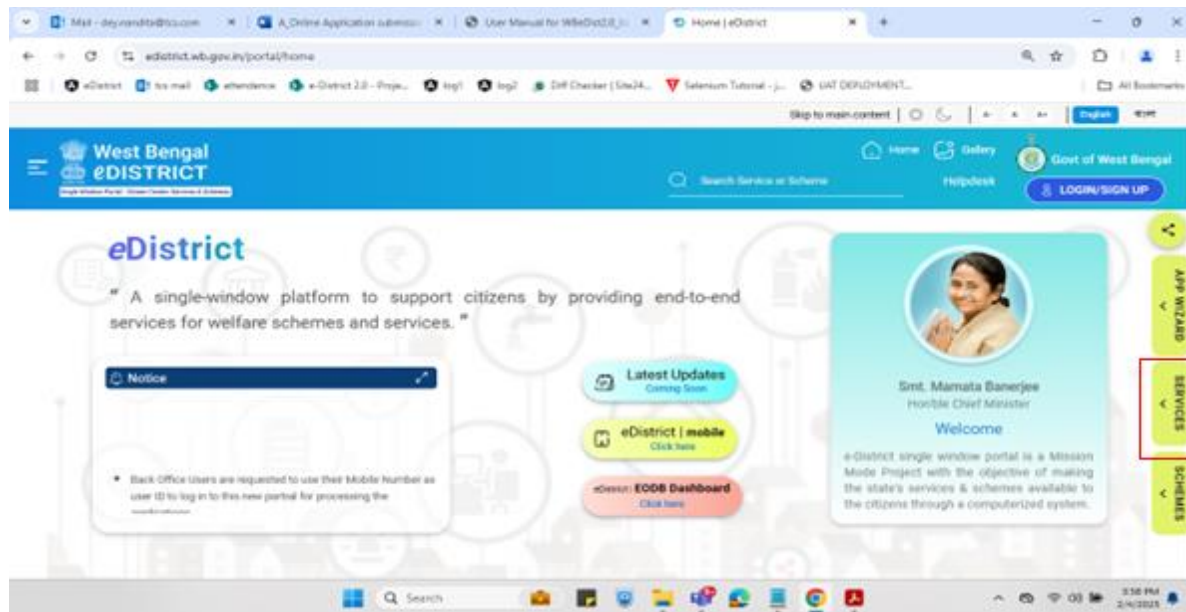
1.1 Accessing e-District

E-District 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/>

The following screen opens.

User Manual for Application for Permission for Use of Surface Water

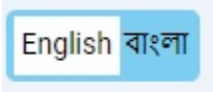



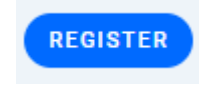
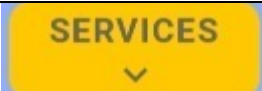



1.2 User Navigation flow

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.

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Icon / Link	Usage
	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> <ul style="list-style-type: none"> • Login • Services • Schemes • Contact Us <p>Users can jump to the Login screen, browse for the available services, schemes and jump to Contact Us.</p>
	Users can Register themselves with the revamped e-District 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:** e-District Mobile application details

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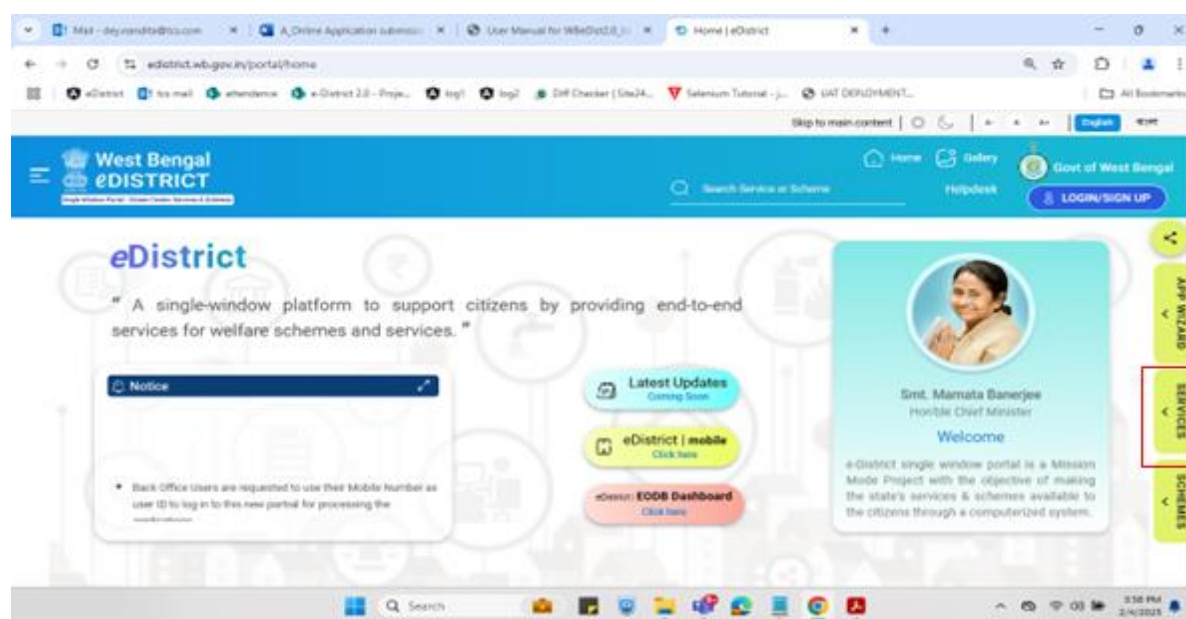
- Welcome: Provides the basic introduction of what the portal is about.
- Notice: It is an archive of the latest Govt. Notices / Circulars.

2.0 About the Service

2.1 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.

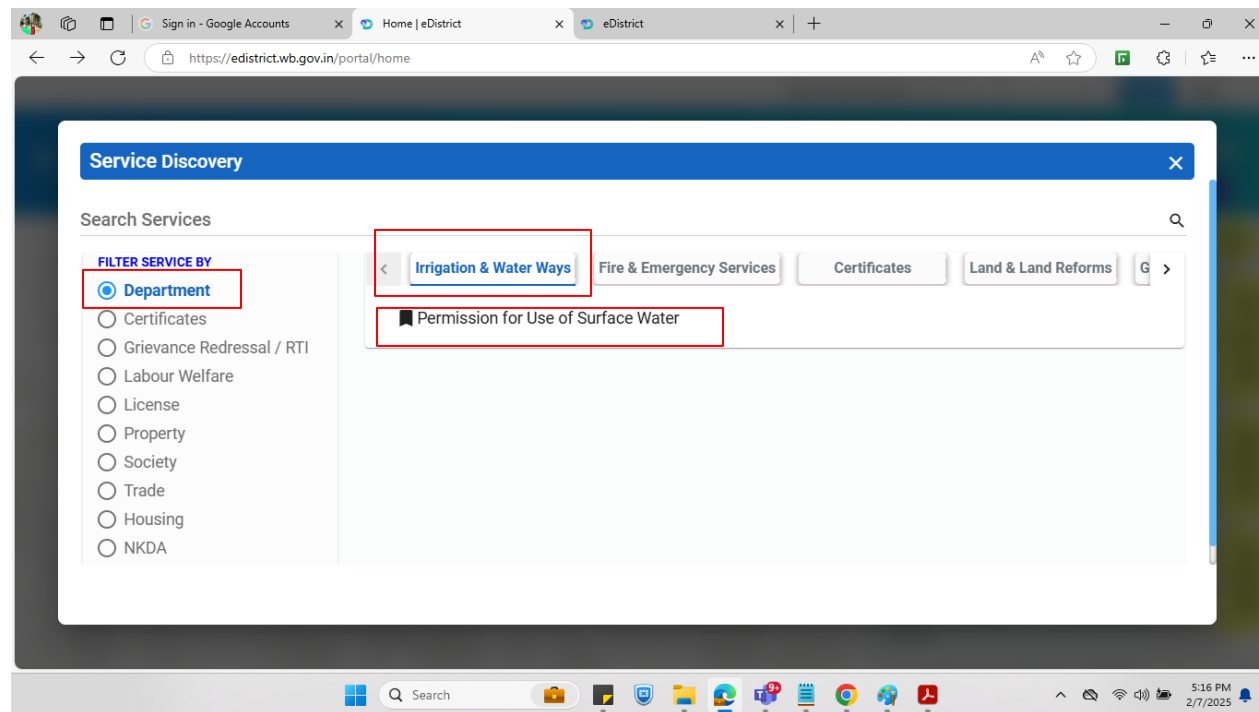
The User needs to click on **Service Discovery** (Screenshot below).



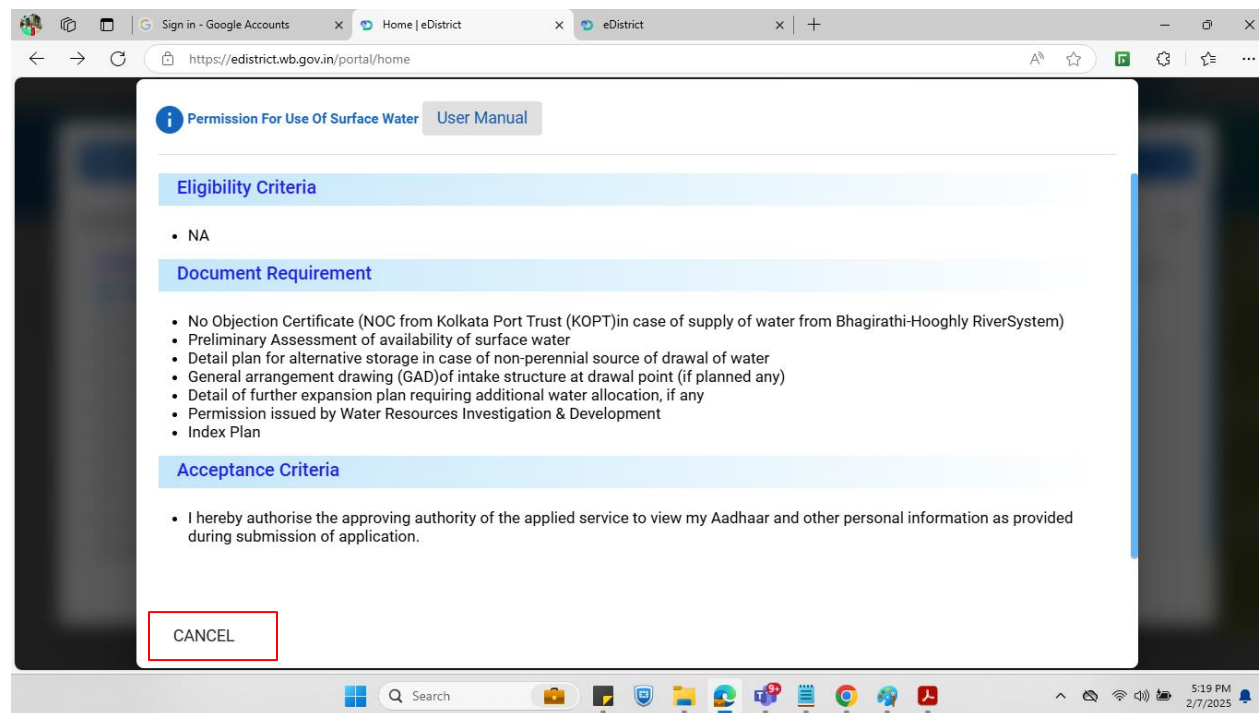
To know more about the service, a user should click on the name of the service. The user is provided with navigation icons (> and <) to navigate across various Departments. The following screen appears when the user clicks the service **Permission for use of Surface Water**.

Then the User needs to click on the specific service name (Screenshot below).

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

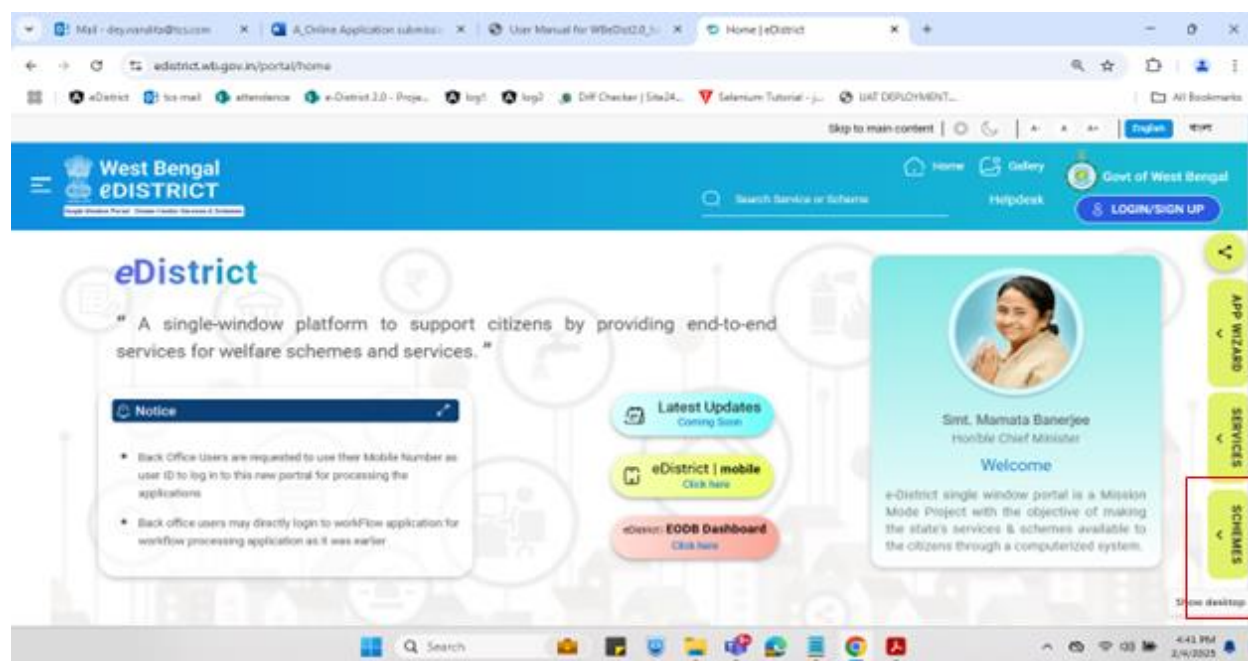


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In case the user intends to avail a service, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click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

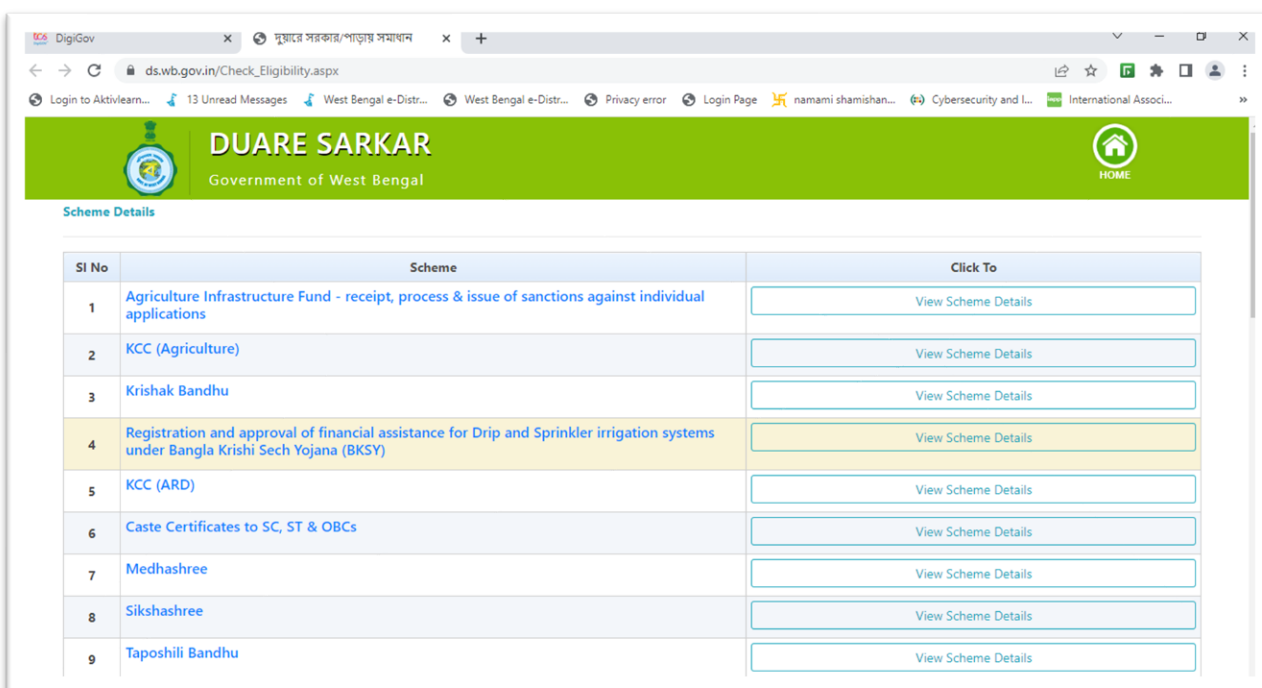
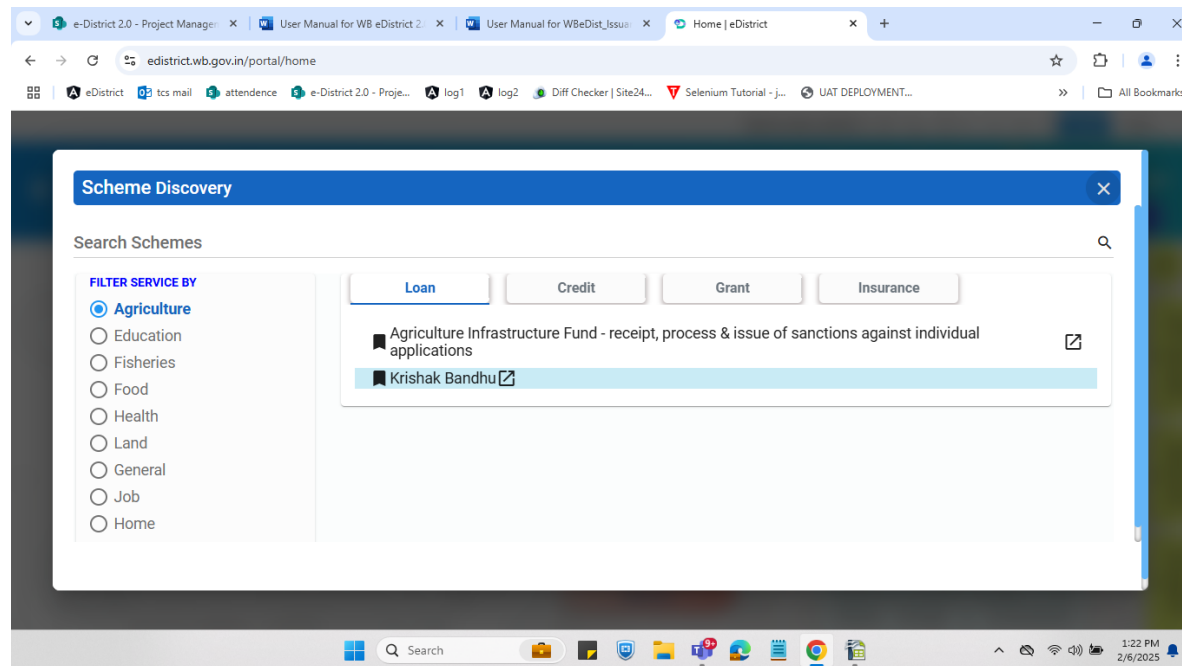
3.0 Scheme Discovery

In addition to citizen-centric services, WB e-District positions itself as a Single Window access point for the various beneficiary schemes. To see the available schemes, the user needs to click on the Schemes link to open the Scheme Discovery window as shown below.



To know more about the scheme, the user can either use the **Search** option to search for the necessary scheme by typing the name or use the available **Filters**. In case the user wants to know more about say the **Krishak Bandhu** Scheme, a popular scheme, falling under the **Loan**, the user can click on the Scheme Name and learn more about the same. The following screen appears.

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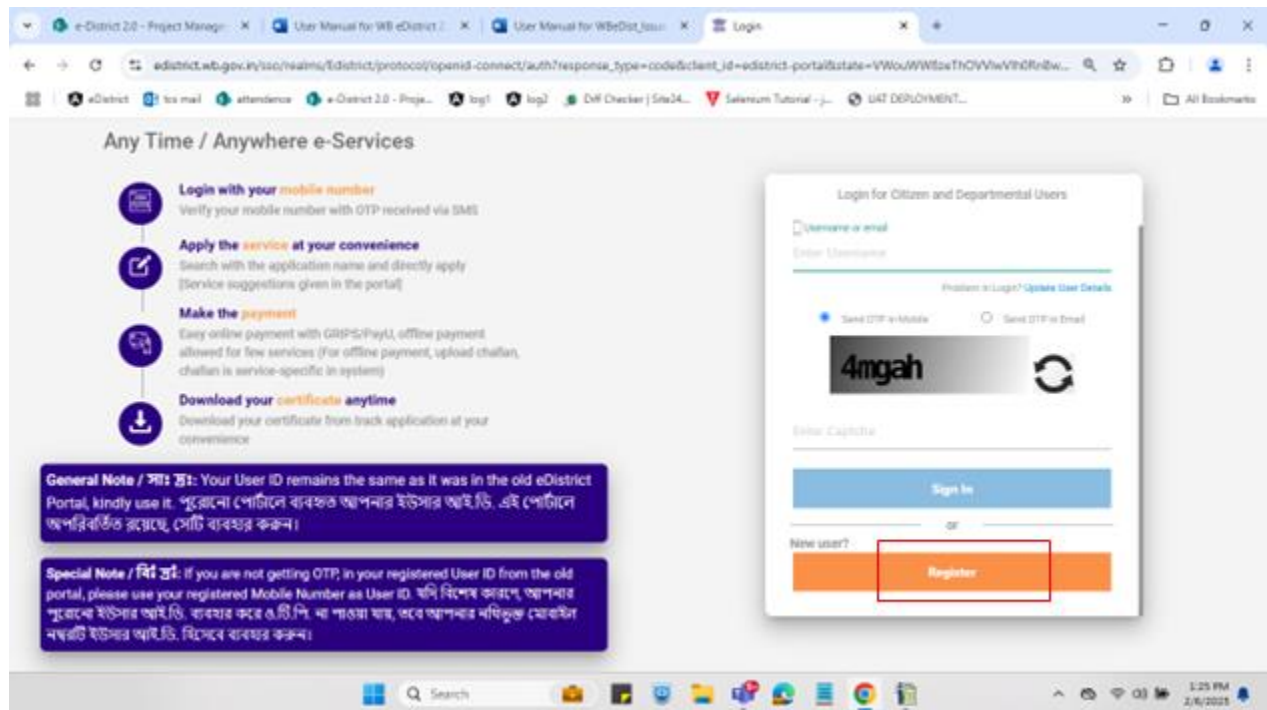
In case the user intends to avail a scheme, the user must register itself with the portal first using the REGISTER option and then login to the portal using the LOGIN option and complete the process by providing his or her unique username and click on **Sign In**.

3.0 Online Application submission along with online submission of documents

3.1 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 e-District 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 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 in 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 usernames 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 **Next** button to move to the final screen where the OTP shared must

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be validated to complete the User Registration process. The following screen displays this. (Screenshot Below)

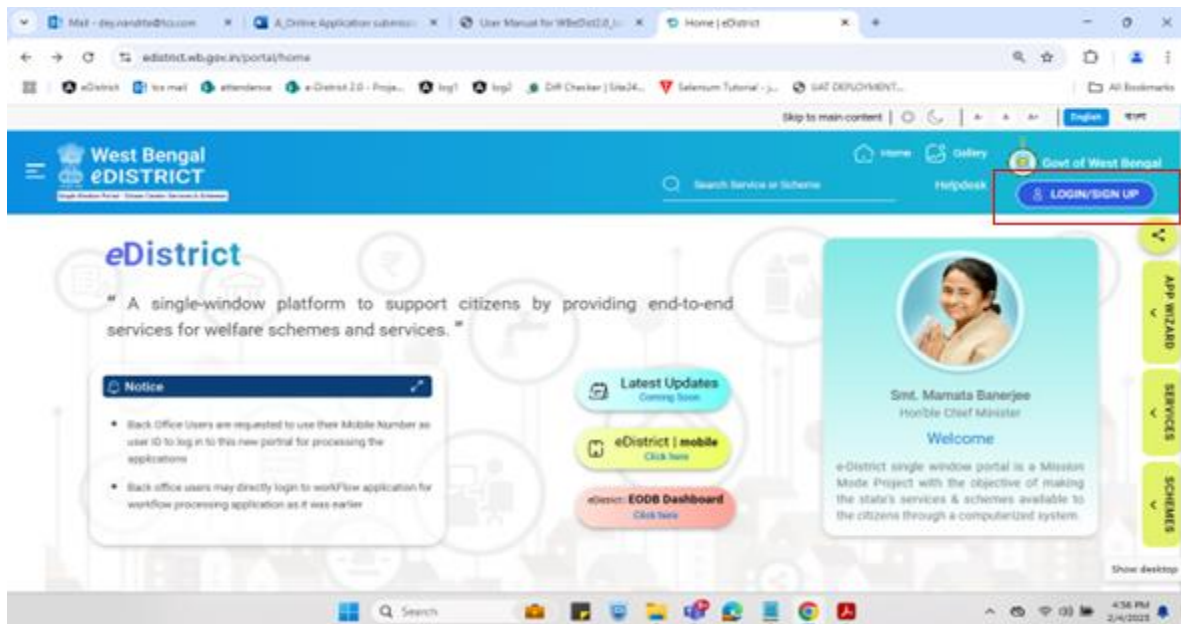
The screenshot shows the 'Any Time / Anywhere e-Services' page. On the right, a registration form is displayed with the following fields: Last name (abc), Email (abc@gmail.com), Mobile (9999999999), Date Of Birth (07/02/2011), and Enter Username (abc). Below the form, there are two buttons: 'Back to Login' and 'Register'. The 'Register' button is highlighted with a red box. On the left side of the page, there are four service icons: 'Login with your mobile number', 'Apply the service at your convenience', 'Make the payment', and 'Download your certificate anytime'. Below these icons, there are two notes: 'General Note / গুরুত্বপূর্ণ: Your User ID remains the same as it was in the old eDistrict Portal, kindly use it.' and 'Special Note / বিশেষ নোট: If you are not getting OTP in your registered User ID from the old portal, please use your registered Mobile Number as User ID.'

After this user needs to put the OTP and click on the Submit button. (Screenshot Below)

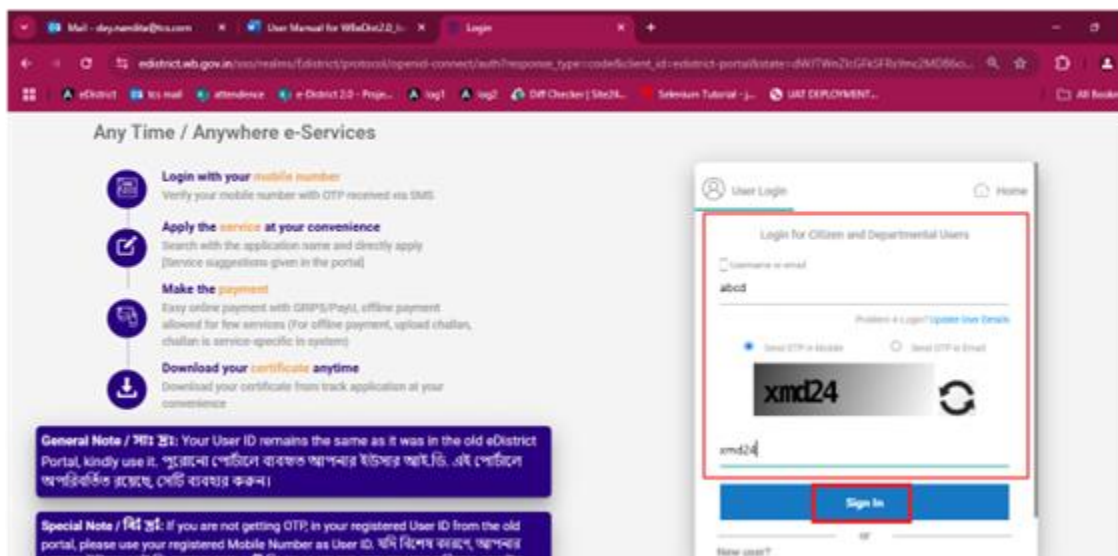
The screenshot shows the 'User Login' page. The page title is 'User Login'. Below the title, it says 'Login for Citizen and Departmental Users'. There is a field for 'One Time Password (OTP)' with the value '543346'. Below this field, there is a 'Resend OTP' button and a 'Submit' button. The 'Submit' button is highlighted with a red box. Below the buttons, there is a note: 'Note / নোট: Please use O.T.P sent to your registered mobile & email / নথিভুক্ত মোবাইল ও ই-মেইল এ ওটিপি প্রদেয়'.

Once the User Registration is Successful, Applicants will need to login (Screenshot below).

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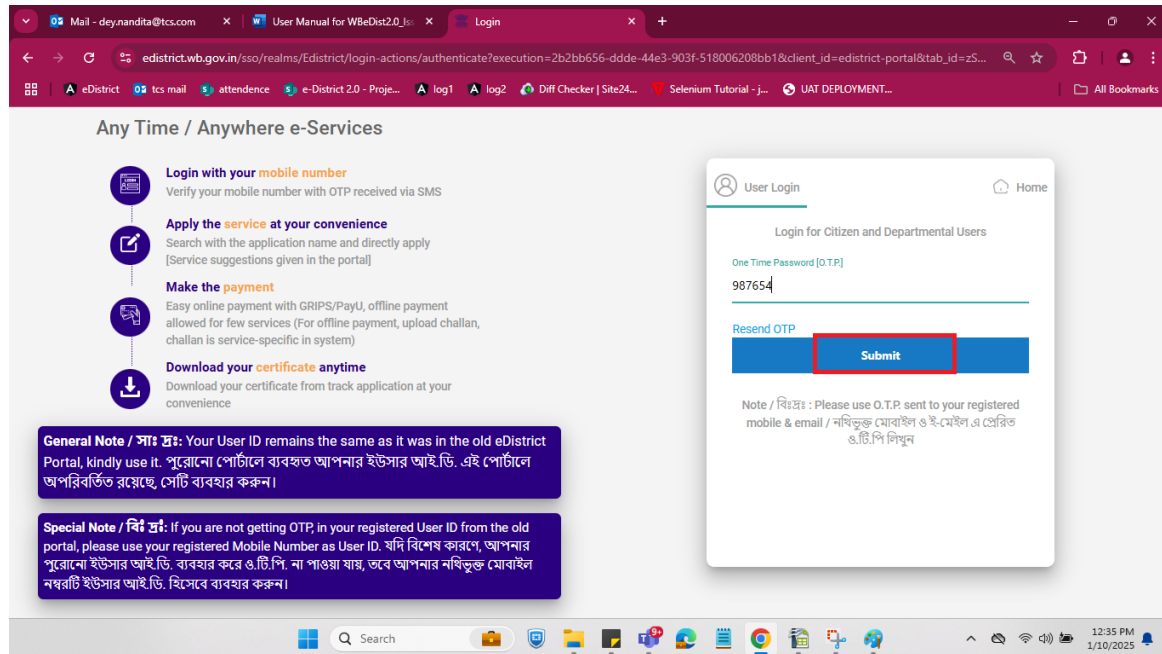


User will put the username and captcha and then will click on sign in (Screenshot below):

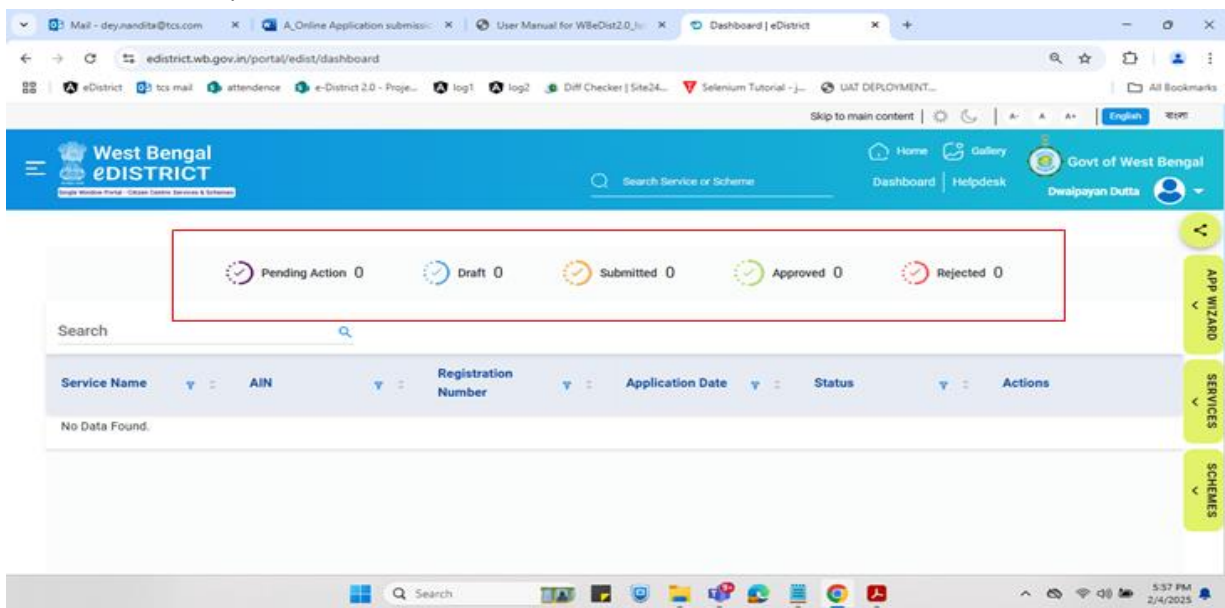


The user will receive one OTP which is required to enter to complete the logging process.
(Screenshot below)

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User will land on Dashboard page. For new user all application status count will show as 0 (Screenshot below):

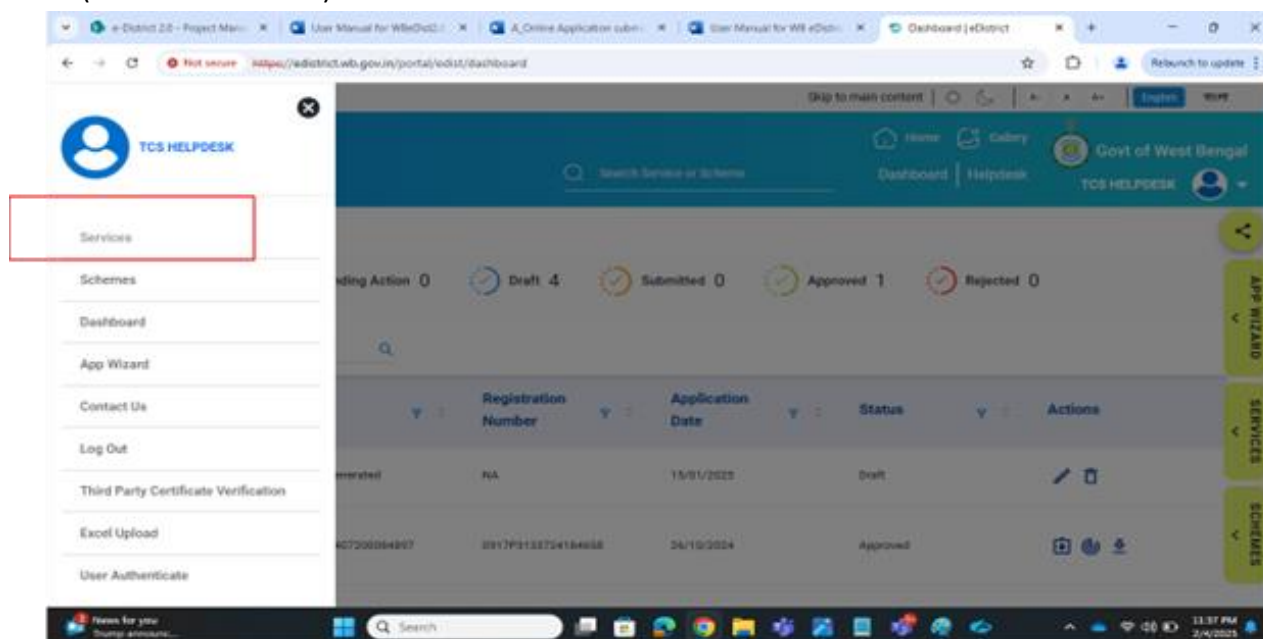


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Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject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

3.2 Filling up the Application

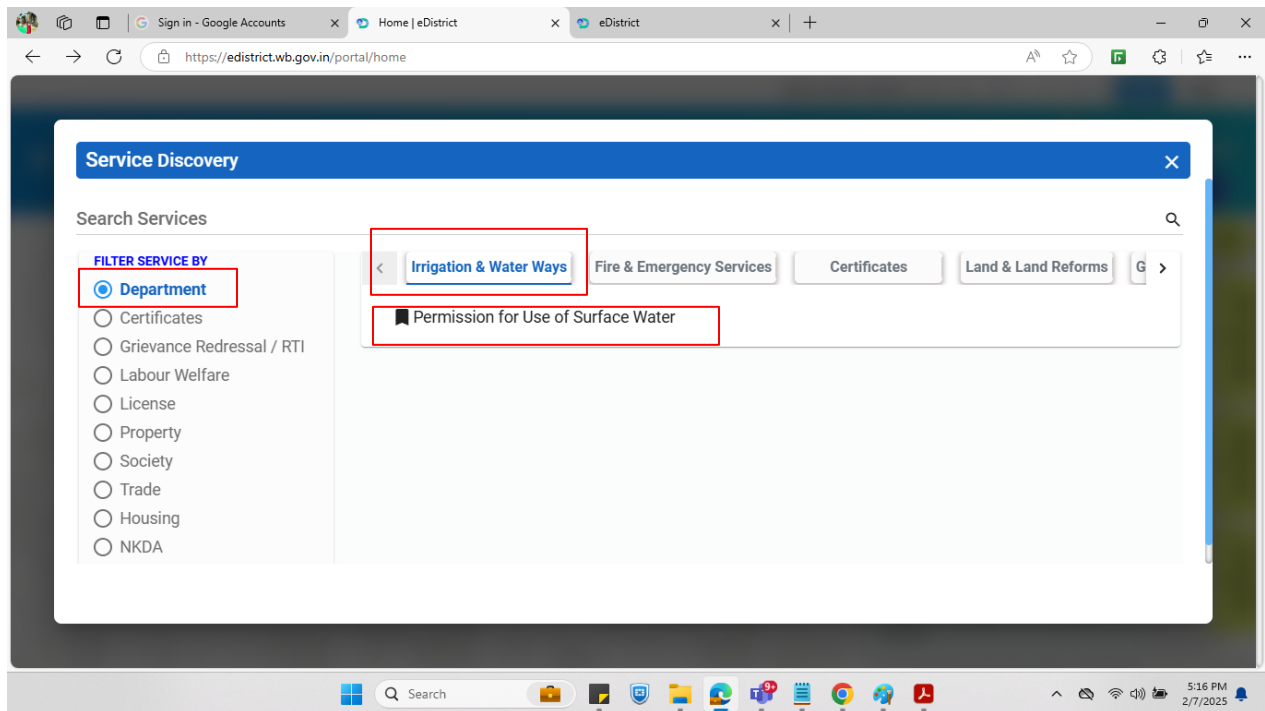
User needs to click on services and then click on the designated service to open the application form (Screenshot below):



One can search the required service by Department, for example, and then click on the service (Screenshot below), service name here being 'Auto Renewal of Trade License in Municipal Areas' where user needs to click.

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One can search the required service by Department, for example, and then click on the service (Screenshot below), service name here being 'Auto Renewal of Trade License in Municipal Areas' where user needs to click.



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

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Permission For Use Of Surface Water | User Manual | Water rate chart

Eligibility Criteria

- NA

Document Requirement

- No Objection Certificate (NOC from Kolkata Port Trust (KOPT) in case of supply of water from Bhagirathi-Hooghly River System)
- Preliminary Assessment of availability of surface water
- Detail plan for alternative storage in case of non-perennial source of drawal of water
- General arrangement drawing (GAD) of intake structure at drawal point (if planned any)
- Detail of further expansion plan requiring additional water allocation, if any
- Permission issued by Water Resources Investigation & Development
- Index Plan

Acceptance Criteria

- I hereby authorise the approving authority of the applied service to view my Aadhaar and other personal information as provided during submission of application.

CANCEL ACCEPT

The following screen appears when the user clicks on the Service Name. The user needs to fill in the application form by selecting the correct option. Mandatory fields (if Applicable) are denoted by red colored asterisk (*) mark next to them. Applicant needs to fill up the Basic data of the Deed in this section as shown below and Click on Search. (Screenshot below)

West Bengal eDISTRICT

Home >> Permission for use of surface water Application

Organization's Basic | Address Of The Orgar | Manufacturing Unit | Details of Source | Details of Proposed Intake | Other Det.

Organization's Basic Details

Organization Name * | Date Of Application * 07/02/2025

Mobile No. * | Email *

Fax No. | Phone No.

Website

Save As Draft | Save & Next

The User need to verify their mobile number by clicking on Validate button (screenshot below)

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The first screenshot shows a modal window for OTP verification. It contains a text prompt "Please enter the one time password to verify", a six-digit input field, and two buttons: "Validate" and "Resend OTP". A green callout box points to the "Validate" button with the text "Click on validate button". A success message at the bottom right states "Success ✓ OTP sent to your Mobile Number".

The second screenshot shows the "Permission for use of surface water Application" form. The form is divided into sections: "Organization's Basic", "Address Of The Orgar", "Manufacturing Unit Li", "Details of Source", "Details of Proposed Intake", and "Other Det". The "Organization's Basic" section is expanded, showing fields for "Organization Name *", "Date Of Application *", "Mobile No. *", "Email *", "Fax No.", "Phone No.", and "Website". The "Organization Name" field contains "abc" and the "Date Of Application" field contains "07/02/2025". The "Mobile No." field contains "7003245451". A green success message at the bottom right states "Success ✓ Mobile Number verified successfully".

The user needs to fill in the application form. The mandatory fields are denoted by an asterisk (*) mark next to it.

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West Bengal eDISTRICT

Home >> Permission for use of surface water Application

Organization's Basic Details

Organization Name * abc

Date of Application * 07/02/2025

Mobile No. * 7003245451

Email * jhg@ghjk.com

Fax No.

Phone No.

Website

Save As Draft Save & Next

The users need to fill the data and click on Save & next button (Screenshot below)

Address Of The Organization

Address Line 1 * Krishnaganj

Address Line 2 * Krishnaganj

Pin Code * 741506

Country * India

State * West Bengal

District * Nadia

Sub Division * Kalyani

Rural or Urban * Rural

Block/Municipality/Municipal Corporation * Block

Block/Municipality/Municipal Corporation Name * KALYANI

Village or Ward * Raninagar

Post Office * Swarnakhali BO

Police Station * Abc

Back Save As Draft Save & Next

The users need to fill the data and click on Save & next button (Screenshot below)

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Organization's Basic Address Of The Orgar Manufacturing Unit Location Details of Source Details of Proposed Intake Other Det.

Same Address As *

Same as Address of Organization

Address Line 1 * Krishnaganj

Pin Code * 741506

State * West Bengal

Sub Division * Kalyani

Block/Municipality/Municipal Corporation * Block

Village or Ward * Raninagar

Address Line 2 Krishnaganj

Country * India

District * Nadia

Rural or Urban * Rural

Block/Municipality/Municipal Corporation Name * KALYANI

Post Office * Swarnakhali BO

Success Saved Successfully

Success Success

The users need to fill the data and click on Save & next button (Screenshot below)

Details of Source Water

Gross quantum of Water required *

12

Unit * MGD

If the requirement is for the present, then what is the future requirement considering further expansion *

12

Unit * MGD

Expected Time (Months):

From * January

To * February

Months * 2

For How many Years * 12

Whether Source of Water has been identified? * YES

Source of Water * River

Name of River/Dam Reservoir/Barrage pond/Canal * abc

Back Save As Draft Save & Next

The users need to fill the data and click on Save & draft button to save the application (Screenshot below)

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The screenshot shows the 'Details of Proposed Intake Location' form. The form is divided into two columns. The left column contains fields for Address Line 1 (filled with 'Abc lane'), Pin Code (filled with '700001'), State (filled with 'West Bengal'), Sub Division (filled with 'NA'), Block/Municipality/Municipal Corporation (filled with 'Municipal Corporation'), Village or Ward (filled with '1'), Police Station (filled with 'Abv'), Latitude (filled with '12.123456 N'), and Longitude (filled with '12.123456 E'). The right column contains fields for Address Line 2, Country (filled with 'India'), District (filled with 'Kolkata'), Rural or Urban (filled with 'Urban'), Block/Municipality/Municipal Corporation Name (filled with 'Kolkata (Municipal Corp)'), Post Office (filled with 'Writers Building SO'), and Whether Mandatory NOC from KoPT taken? (filled with 'YES'). At the bottom of the form, there are three buttons: 'Back', 'Save As Draft', and 'Save & Next'. The 'Save As Draft' button is highlighted with a red box.

The user can click on the back button in case they want to go back to the previous pages (screenshot below) The user can use the Save button to save the Data. Once the data is saved in, the preview button is enabled as shown (screenshot below).

The screenshot shows the application form with the 'Status of Application' section. The 'Status of Application' is set to 'Under Process'. The 'Final requirement of water' is set to '2022' and the 'Unit' is set to 'MLD'. The 'Period in a calendar year' section shows 'From' as 'January' and 'To' as 'February', with 'Months' set to '2'. The 'Whether general arrangement drawing for intake structure done?' is set to 'YES'. At the bottom of the form, there are four buttons: 'Back', 'Save As Draft', 'Preview', and 'Submit'. The 'Back' button is highlighted with a red box.

Next, the user is required to preview the application by clicking on the **Preview** button (screenshot below)

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Whether Separate Application for drawal of sub-surface water made to authority at district level/ state level of WRI&DD? *

YES

Note-If Yes then submit the document in upload section

Status of Application *

Under Process

Final requirement of water *

2022

Unit *

MLD

Period in a calendar year:

From * January To * February

Months * 2

Whether general arrangement drawing for intake structure done? *

YES

Note-If Yes then submit the document in upload

Back Save As Draft Preview Submit

By Clicking on Preview, User will be able to see the preview version of the filled-up application form (Screenshot below- showing the Preview Version of the application)

West Bengal eDISTRICT 2.0

Govt of West Bengal

Organization Details

Organization Name	Date of Application	Mobile Number	E-Mail
abc	7-FEBRUARY-2025	7003245451	jrg@ghk.com
Fax Number	Phone Number	Website	
NA	NA	NA	

Address of the Organization

Country	State	District	Sub Division
India	West Bengal	Nadia	Kalyani
Rural or Urban	Block/Municipality	Block/Municipality Name	Village/Ward
R	B	KALYANI	Ramnagar

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3.2 Adding Supporting Documents

For Attaching Supporting Document user needs to click on supporting document button, then by Adding the supporting document user will click on Save to save the documents. (screenshot below)

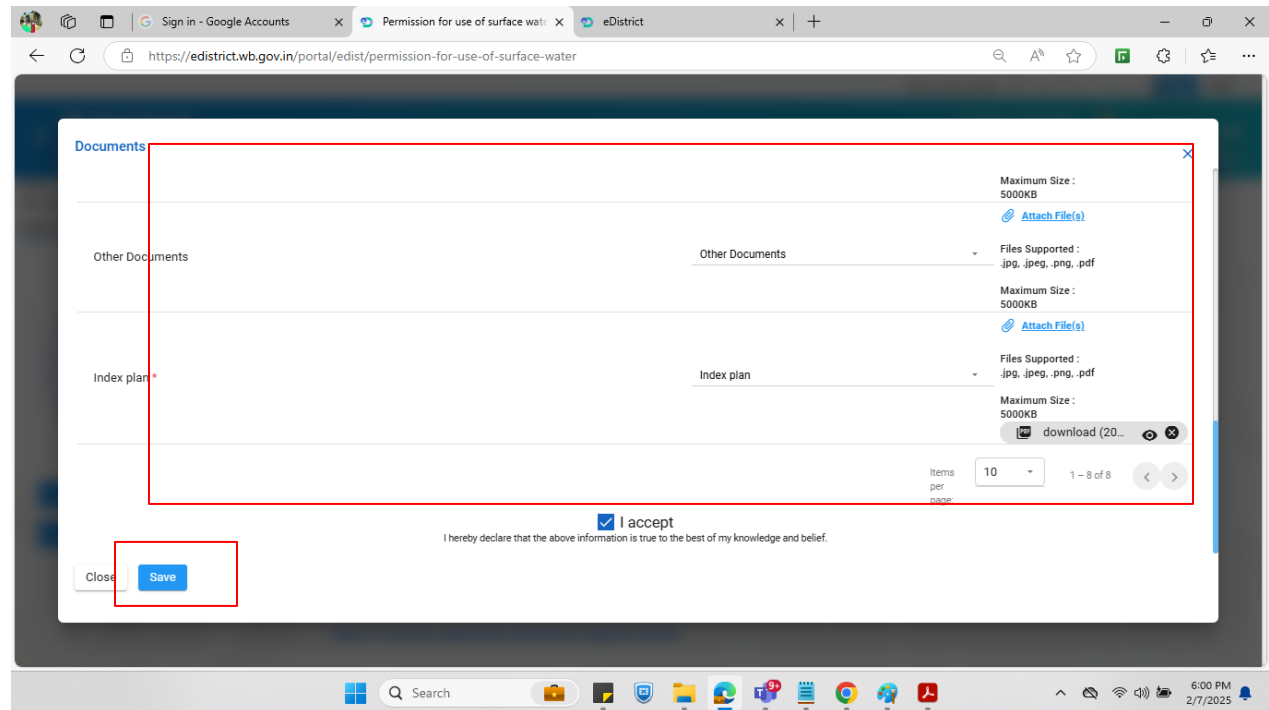
The screenshot shows the eDistrict portal interface for the 'Permission for use of surface water Application'. The left sidebar contains a menu with 'Supporting Document' highlighted. The main form area includes sections for 'Other Details' and 'Supporting Documents'. The 'Other Details' section contains fields for 'Nature of source of water' (non-perennial), 'Proposed unit envisages Zero Discharge?' (YES), 'Provision of rain water harvesting or temporary storage?' (YES), 'Storage' (12), 'Unit' (Million Gallon), and 'Whether Separate Application for drawal of sub-surface water made to authority at district level/ state level of WRIDDD?' (YES). The 'Supporting Documents' section is highlighted with a red box.

User is required to upload documents and then user is required to click on Save in order to save the documents uploading online. (Screenshot below)

The screenshot shows the 'Documents' upload interface. A green box highlights the 'Upload necessary documents' header. A red box highlights the 'File Attachment' button. The interface shows a table with document types and their corresponding file upload instructions. The table has columns for 'Document Type' and 'Document Name'. The first row is 'No Objection Certificate (NOC from Kolkata Port Trust (KOPT) in case of supply of water from Bhagirathi-Hooghly River System)' with a document name of 'NOC'. The second row is 'Preliminary Assessment of availability of surface water' with a document name of 'Preliminary Assessment of availability of surface water'. Both rows have a 'File Attachment' button and a 'Maximum Size' of 20000KB. The 'File Attachment' button is highlighted with a red box.

Attached Document view (Screenshot below)

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User will click on the Submit button to finally submit the application online along with the documents uploaded. Clicking on the Submit button, the application gets successfully submitted. (Screenshots below)

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Whether Separate Application for drawal of sub-surface water made to authority at district level state level of WRI&DD? *

YES

Note-If Yes then submit the document in upload section

Status of Application *

Under Process

Final requirement of water *

2022

Unit *

MLD

Period in a calendar year:

From * January To * February

Months * 2

Whether general arrangement drawing for intake structure done? *

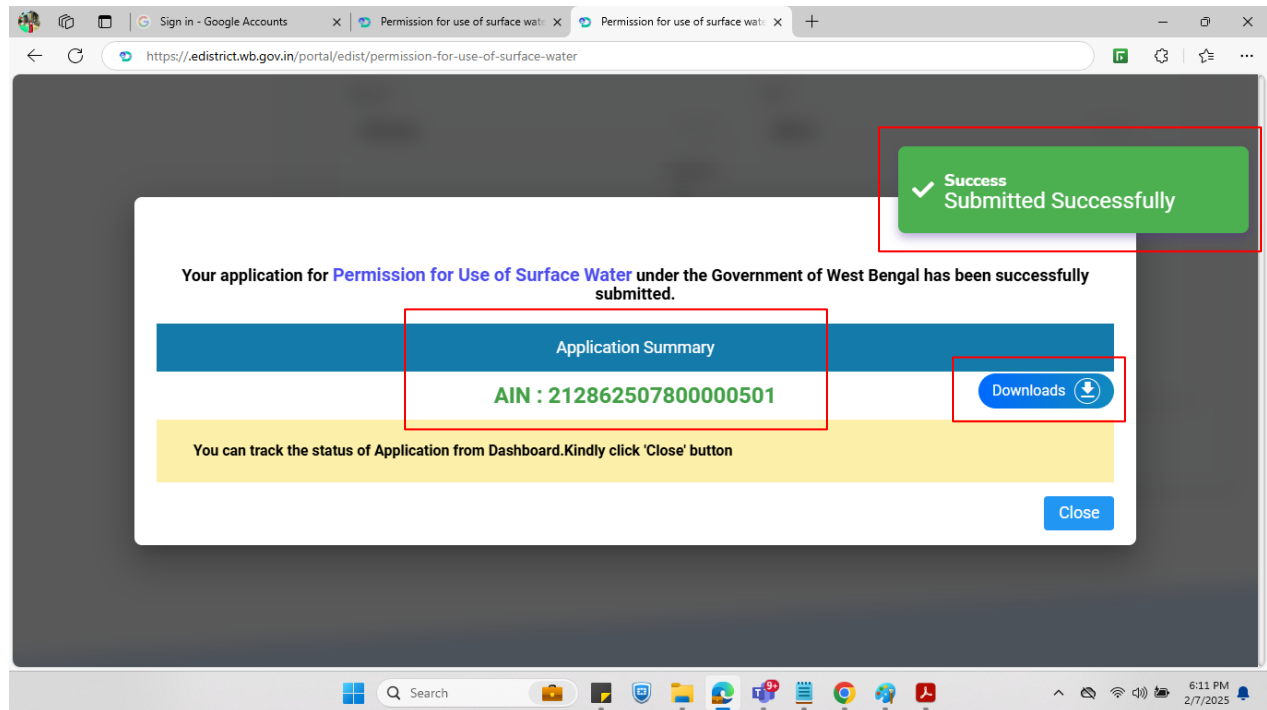
YES

Note-If Yes then submit the document in upload

Back Save As Draft Preview **Submit**

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On Clicking on the Submit button, the application gets successfully submitted and an AIN (Application Identification Number) will get generated (Screenshot below) which the applicant will be able to use for future references. (The AIN number below, in this case is 212862507800000501).

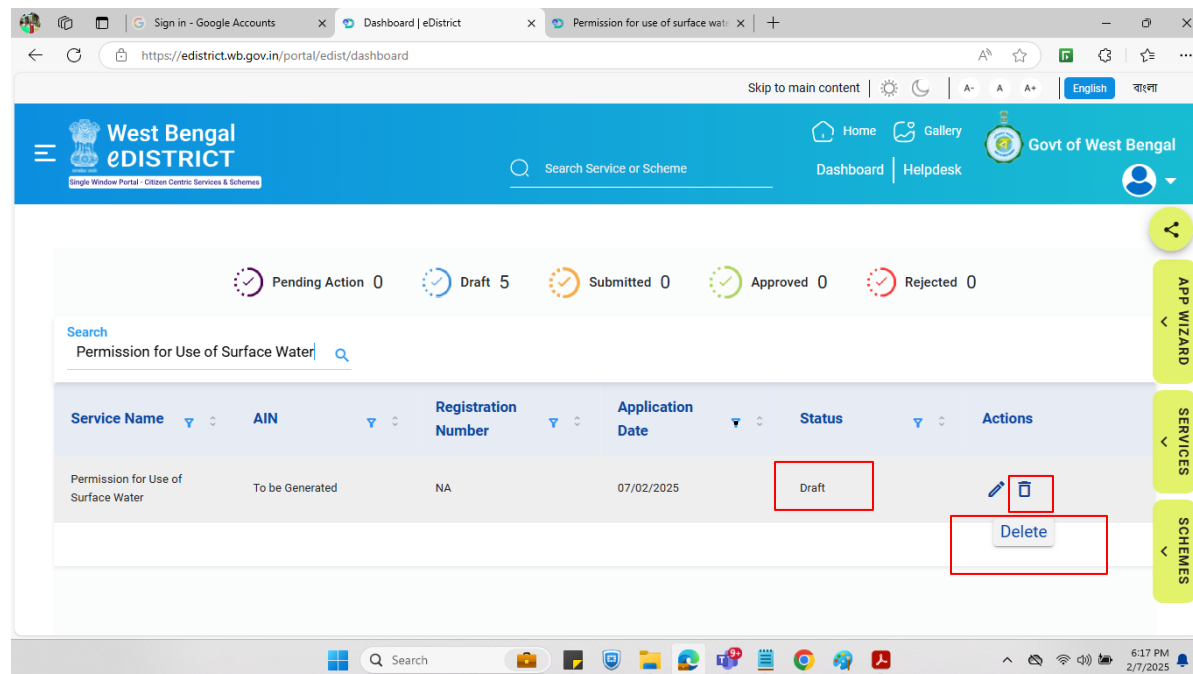


Thus, an applicant is able to apply online along with uploaded documents in the online system.

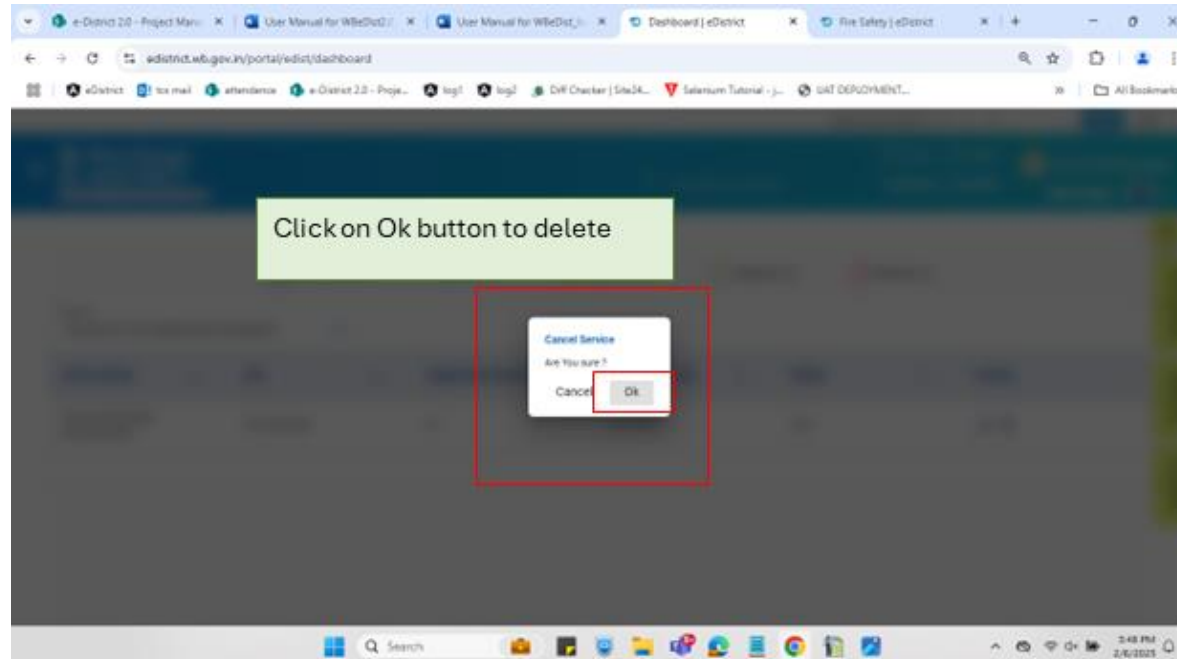
3.4 Deleting Draft Application that is no longer needed

The user needs to click on the Trashcan Icon as shown (Screenshots below). The following screen appears, the user must click on **the Ok** button to confirm the deletion. A confirmatory message appears confirming the deletion.

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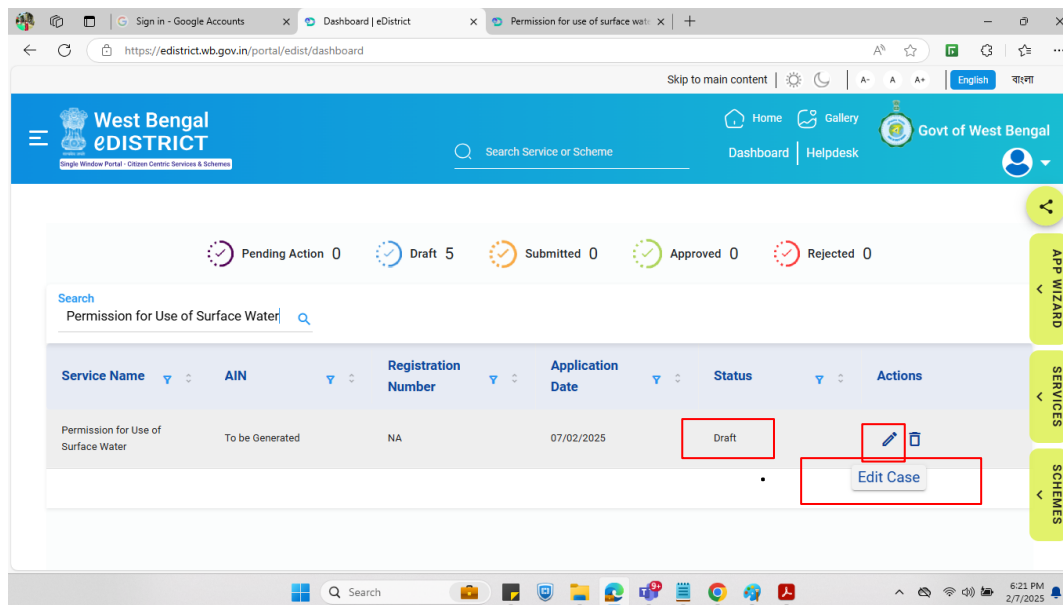
The following screen appears (screenshot below)



3.5 Editing a Draft Application

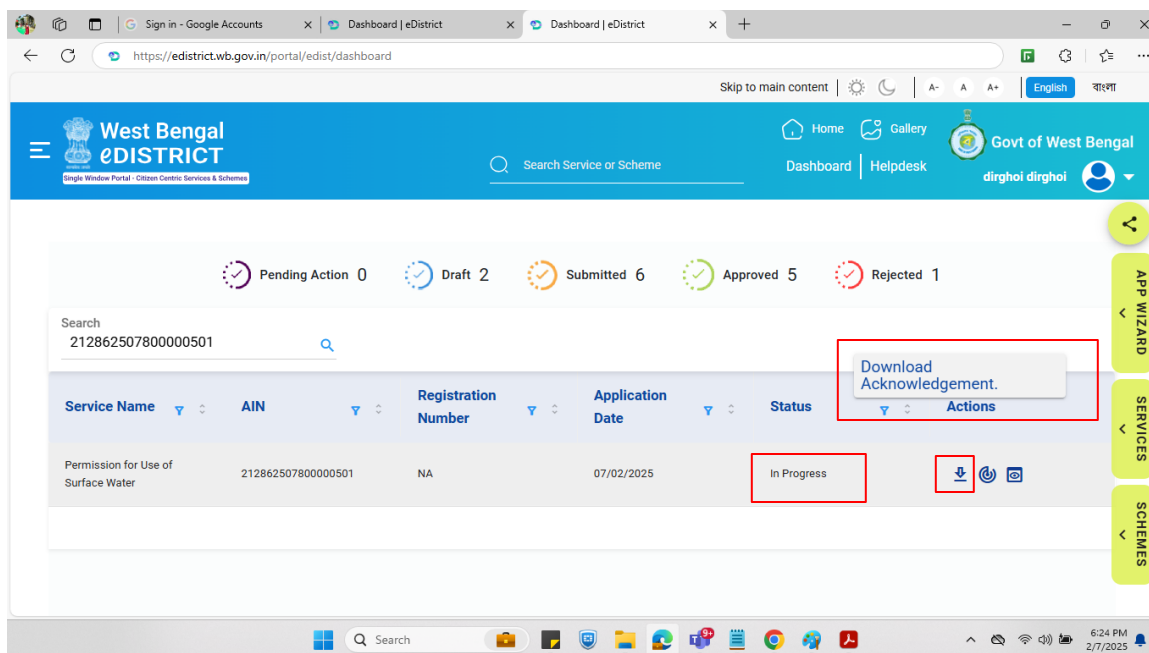
The user must click on the Edit icon as shown below to edit the draft (Screenshot below)

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3.6 Download Application Acknowledgement

The user needs to click on the **Download** icon as shown (Screenshot below)

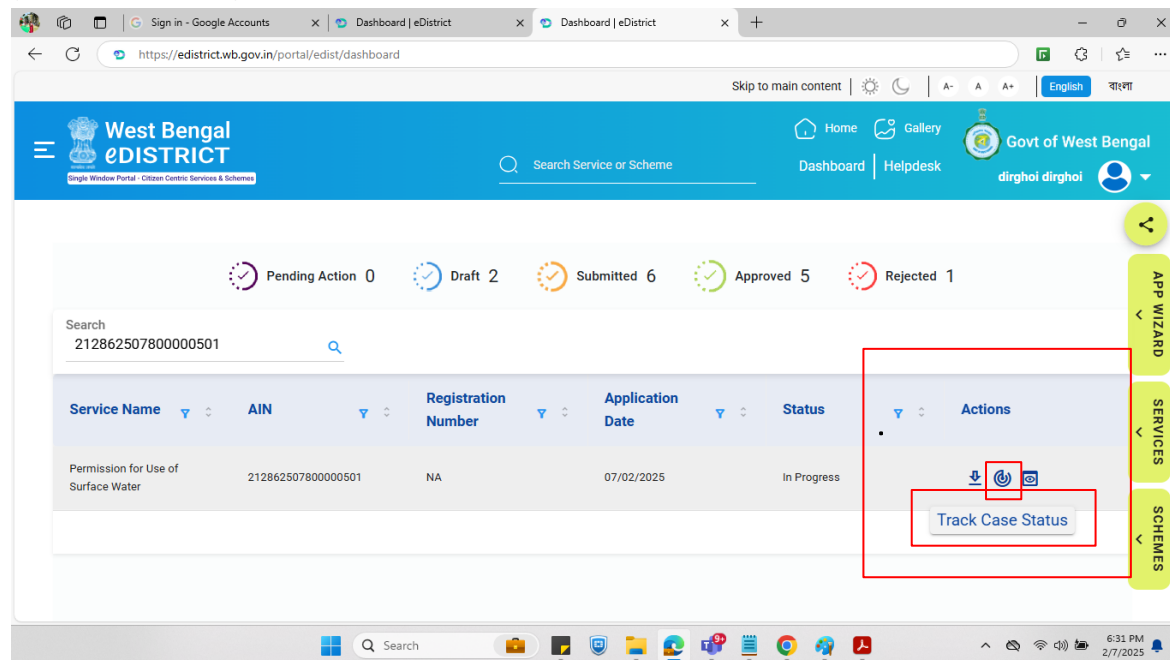


4.0 Track status of application

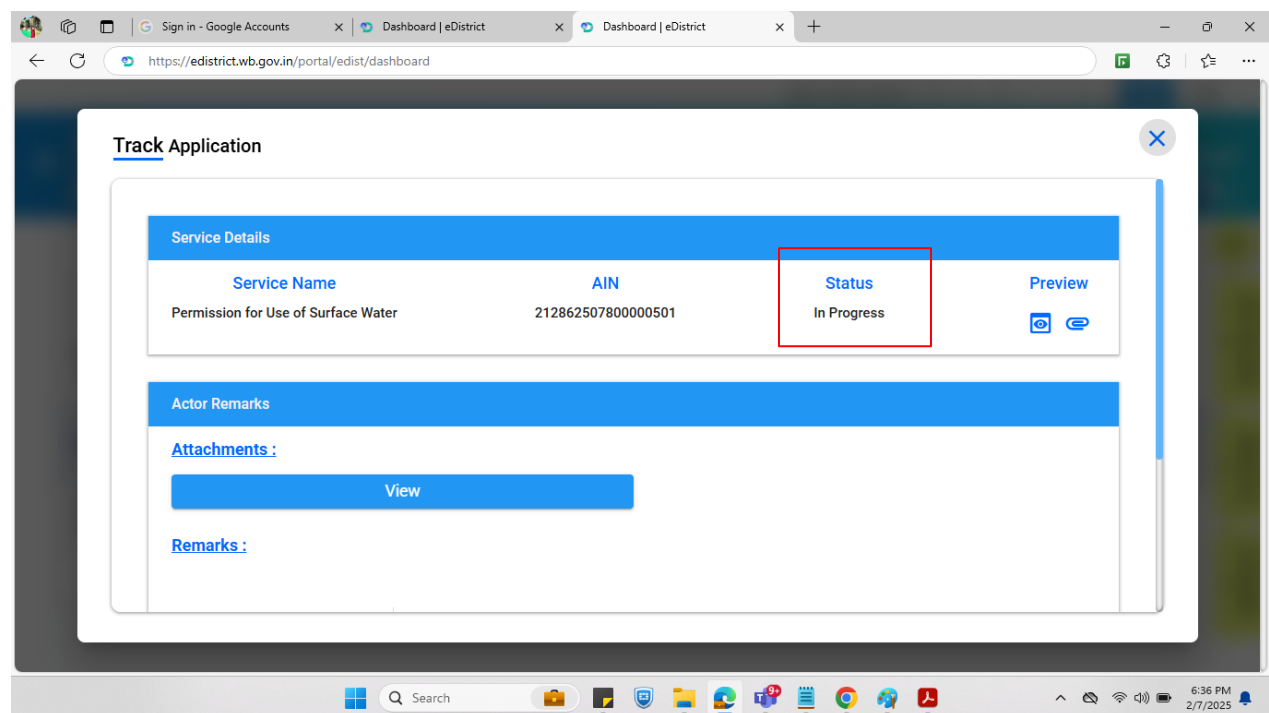
After logging in to e-district (URL: <https://edistrict.wb.gov.in/portal/home>) user needs to go to Dashboard. To track the status the user needs to click on the **'Track Case Status'** Icon as shown below. The user needs to click on 'Track Case Status' icon to track updated status of application.

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(Screenshot below)



The updated status of application appears on screen, which is 'in progress' in this case (Screenshot below)



Thus, an applicant can track online the status of application through the online system.

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5.0 Online Payment of Fees

A) To Make online Payment for an application, the user must follow the following steps:

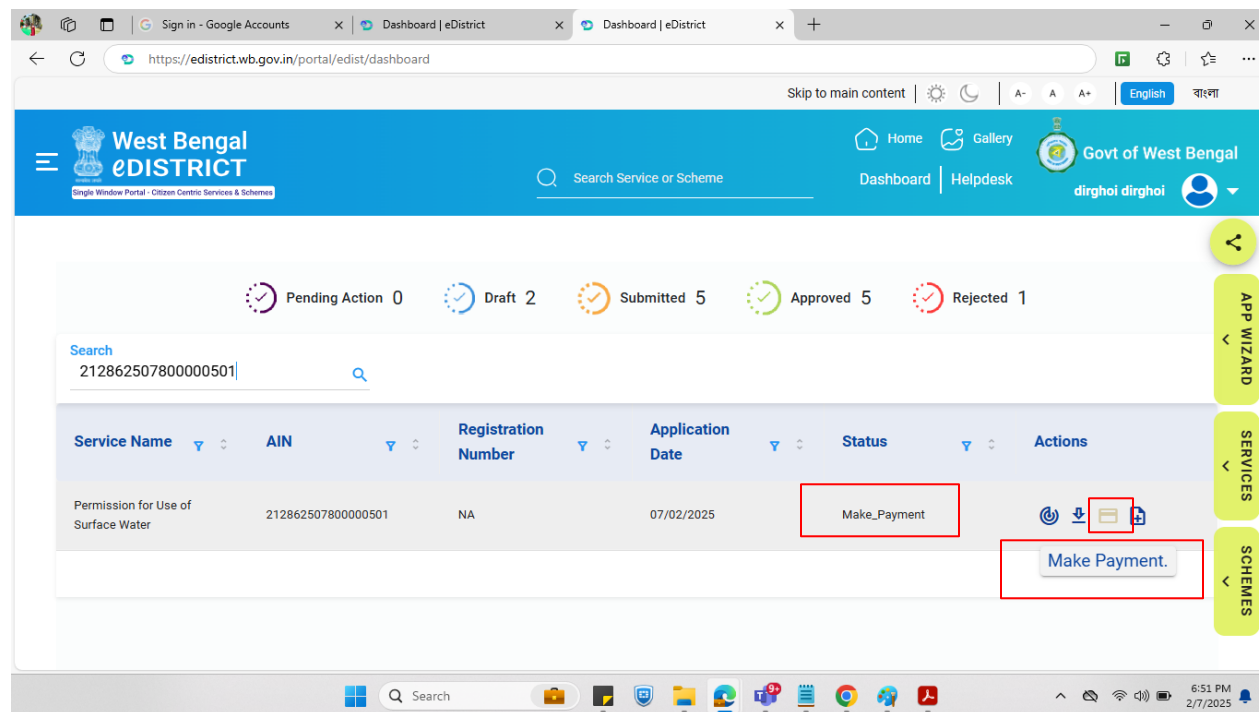
B) Login to WB e-District portal <https://edistrict.wb.gov.in/portal/home>

C) Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.

D) Check the Remarks for Payment.

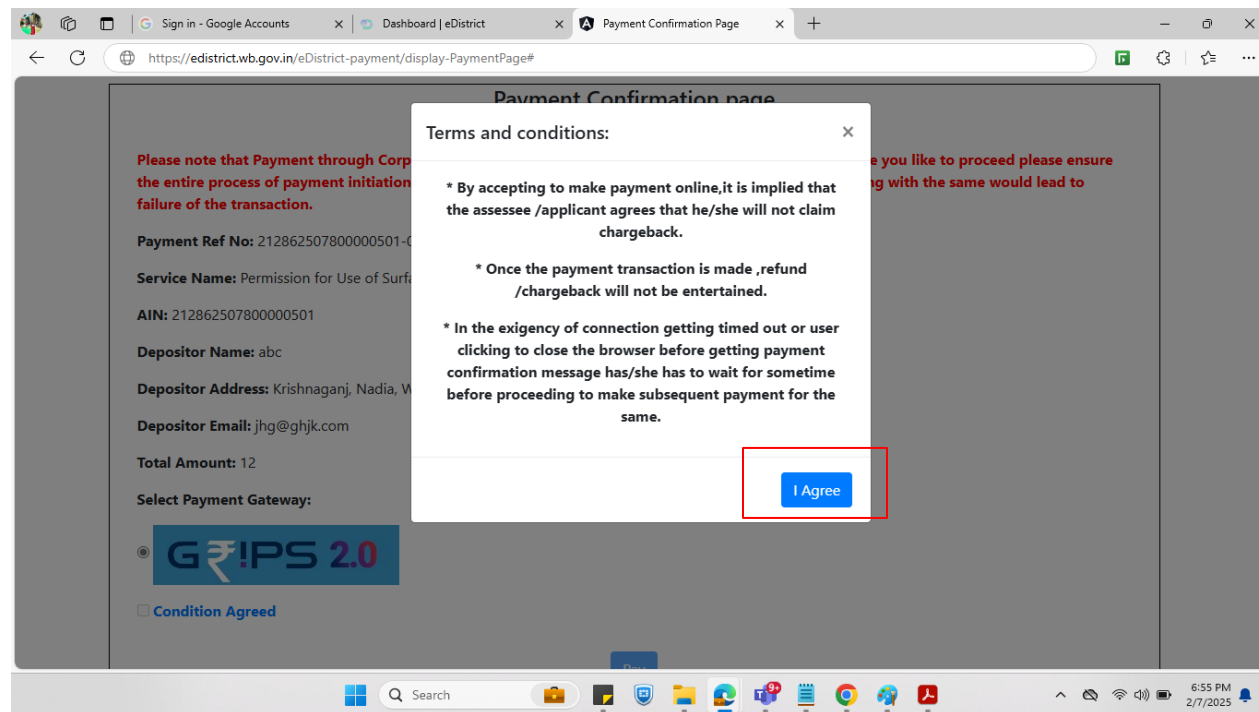
The user can search the application for payment from Dashboard (Screenshot below).

The user must click on 'Make Payment' icon to start the payment process. By clicking on the Make Payment icon user will redirect to payment page and make the necessary payment using the suitable option. (Screenshot below)



User needs to click on the I Agree button and then proceed to the next stages (Screenshots below)

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Users will now select their preferred payment method and will click on the **Pay now** button, beside Payment amount displayed (Screenshots below)

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The screenshot shows a web browser window with the URL <https://wbifms.gov.in/GRIPS/v2/#/g2-payment/external?uuid=20250207185738-26168002-1766580-6e3db0af&data1=d45d28d3c901ff3b6ea34bbf9b3b2b88012...>. The page displays two tables:

Department Details			
Organization Type	Organization Name	Service Name	User Type
Government	WB e-district	Miscellaneous Service-Other Payment Receipt	Citizen
Ref. No.	Identification No.	Period From	Period To
212862507800000501	212862507800000501-01	07/02/2025	07/02/2025
Remarks	On Behalf Of	In Favour Of	
	abc	abc	

Service and Tax Details			
Subservice Name	HoA Description	Head of Account	Amount
Renewal of Fire Crackers Selling License	Fire License Fees	0070-60-109-001-13	12

Below the tables, a green box displays **TOTAL ₹12**, followed by the text *Rupees Twelve only*. A green checkmark icon and the text **Verified and checked** are shown. A blue **NEXT** button is highlighted with a red box. A purple banner at the bottom states: **You must complete this step in 4 minutes 35 seconds.**

Then user will click on the **next** button (screenshot below)

The screenshot shows the same web browser window, now at the **Payment** section. The page has a header with **G RIPS 2.0**, a search bar, and links for **CIRCULARS**, **CONTACT US**, **INFORMATION**, and **GET HELP**. The **Payment** section is active, showing a progress bar with three steps: **Review and Confirmation** (completed), **Payment Mode and Bank Selection** (current), and **Transaction Details**. A purple banner states: **You must complete this step in 3 minutes 36 seconds.**

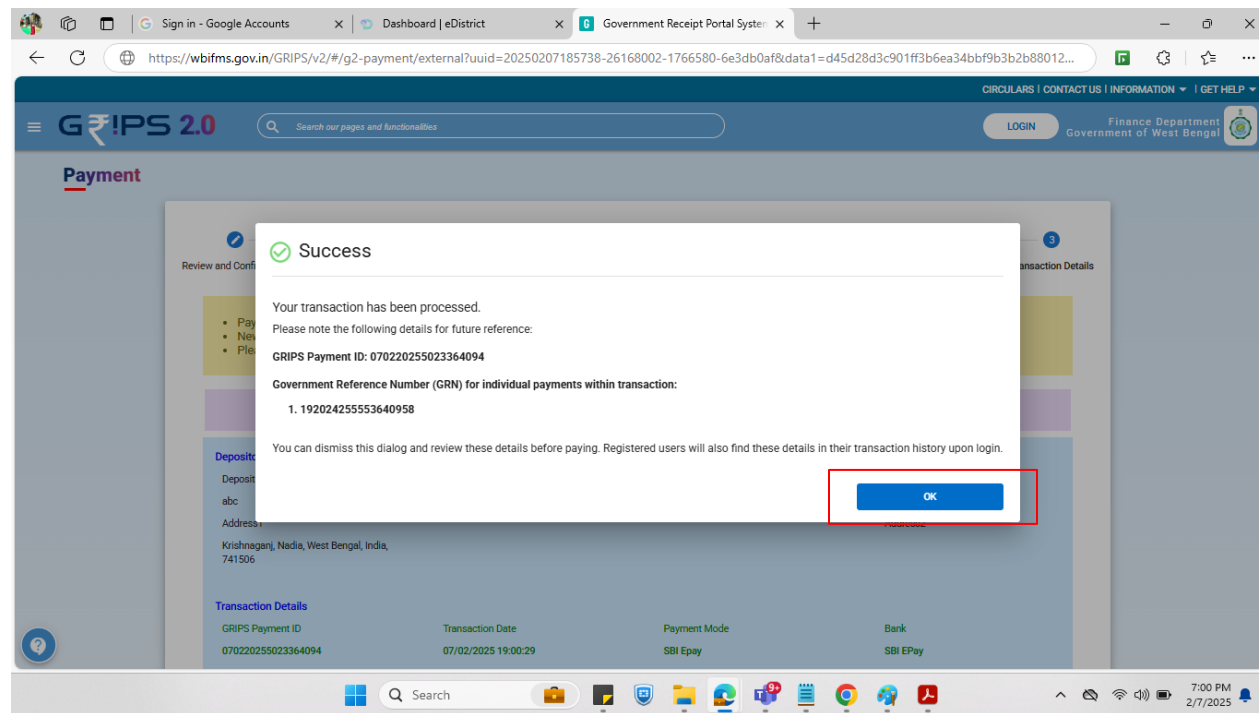
The **Payment Mode and Bank Selection** section contains two dropdown menus:

- Payment Mode ***: SBI Epay
- Pay through ***: Payment Gateway/Bank

Below the dropdowns are two buttons: **BACK** and **NEXT**. The **NEXT** button is highlighted with a red box. A purple banner at the bottom states: **You must complete this step in 3 minutes 36 seconds.**

Then user will click on the **next** button (screenshot below)

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user will click on the **pay now** button (screenshot below)

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The screenshot shows a web browser window with the URL <https://wbifms.gov.in/GRIPS/v2/#/g2-payment/external?uid=20250207185738-26168002-1766580-6e3db0af&data1=d45d28d3c901ff3b6ea34bbf9b3b2b88012...>. The page displays the following details:

GRN Details			
GRN 19202425553640958	Organization Type Government	Organization Name WB e-district	Service Name Miscellaneous Service-Other Payment Receipt
User Type Citizen	Ref. No. 212862507800000501	Identification No. 212862507800000501-01	Period From 07/02/2025
Period To 07/02/2025	Remarks SBI Epay	On Behalf Of abc	In Favour Of abc
8			

Service and Tax Details			
Subservice Name Renewal of Fire Crackers Selling License	HoA Description Fire License Fees	Head of Account 0070-60-109-001-13	Amount 12

TOTAL ₹12

Rupees Twelve only

You must complete this step in 4 minutes 4 seconds.

Once payment is made it will redirect to the e-district dashboard page showing **Payment Acknowledgement**. Applicant can download payment receipt Screenshots below)

The screenshot shows the GRIPS 2.0 Payment Success dialog box. The message reads:

Success

Your transaction has been processed.
Please note the following details for future reference:

GRIPS Payment ID: 131220245023356304

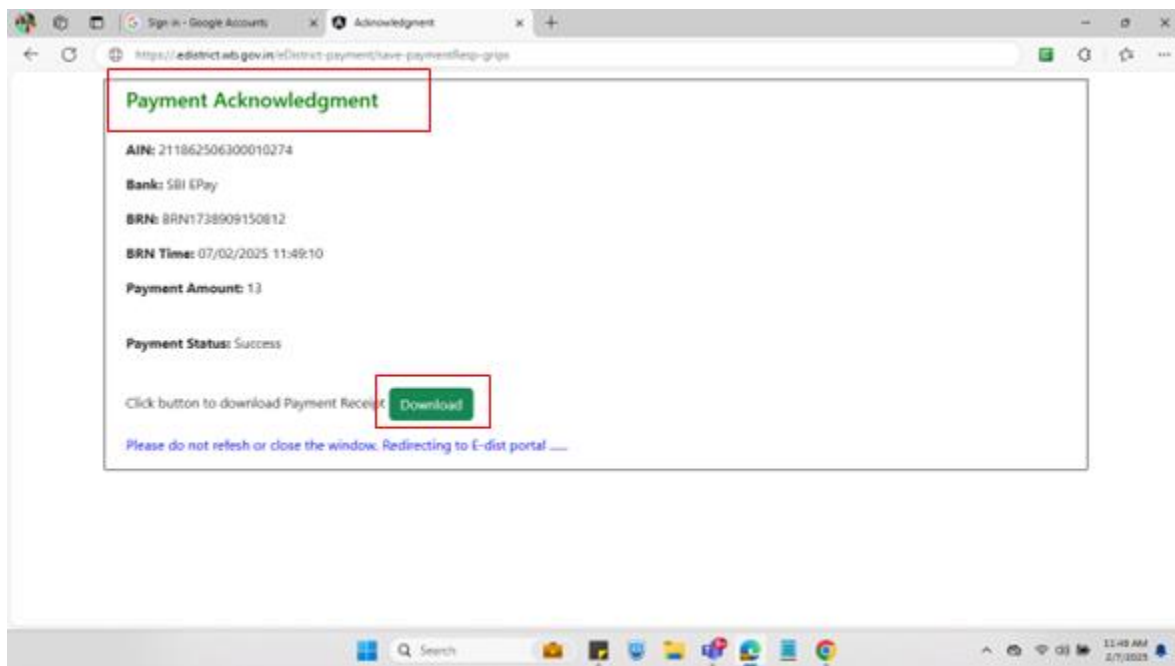
Government Reference Number (GRN) for individual payments within transaction:

1. 1920242555363058

You can dismiss this dialog and review these details before paying. Registered users will also find these details in their transaction history upon login.

The actor needs to select the proper option and click on Pay Now. Once the payment is completed, the following page appears.

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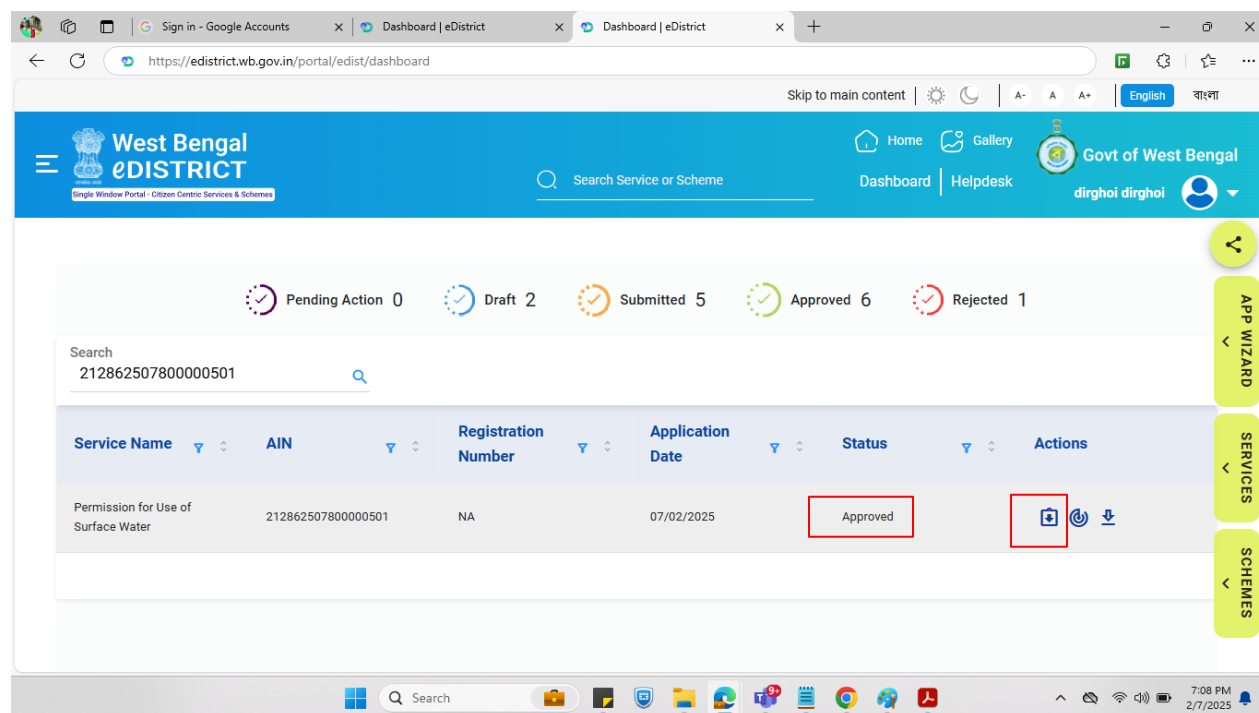
Once the payment is completed successfully, the status of the application changes to In Progress and the application is automatically routed back to the actor who had initiated the payment.

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6.0 Online Download of Final Approval Certificate

There is no online certificate that is generated through the system, Actor will upload hand-written final Certificate once the application is approved.

User can download the certificate from the download icon (Screenshot Below)



Thus, an applicant is able to download Final Signed Certificate from the online system.

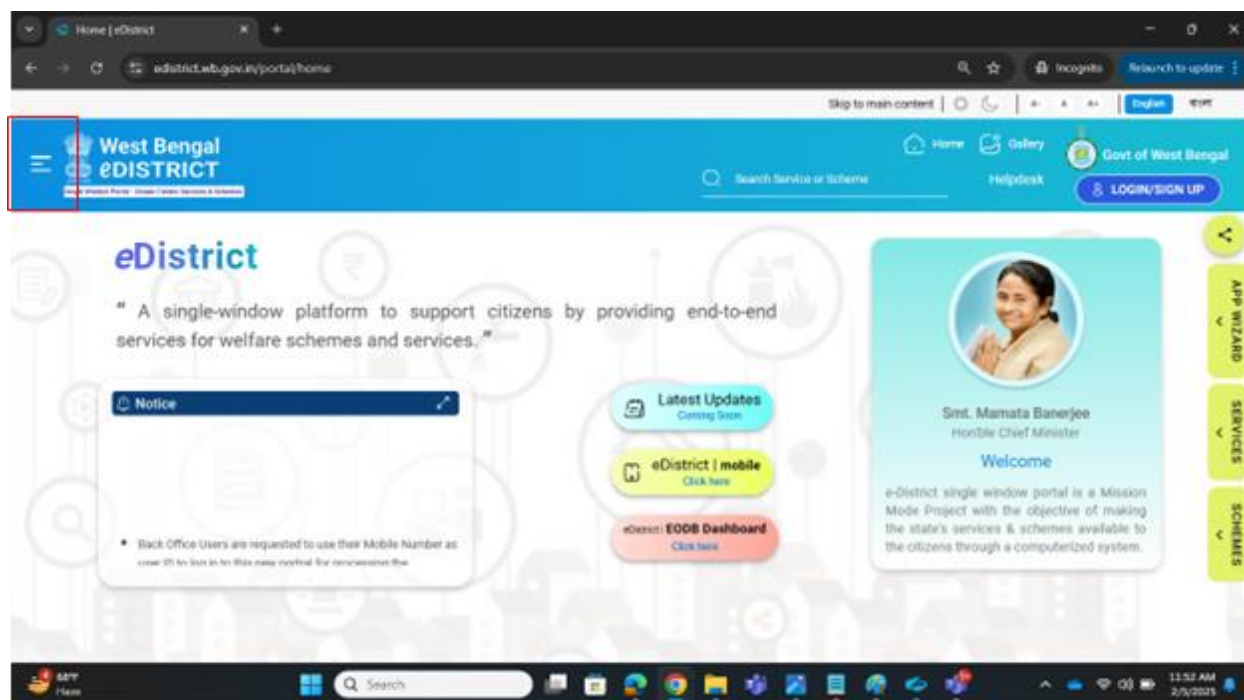
7.0 Third-party Verification Details

On home page (URL: <https://edistrict.wb.gov.in/portal/home>), in the dashboard left hand side upper corner, there is a 3-dot menu. Upon clicking on it the option of Third-party verification appears, and the user needs to click on this Third-party verification for details. User then needs to enter the AIN (Application Identification Number) and fill in the captcha. After this, on hitting search button the

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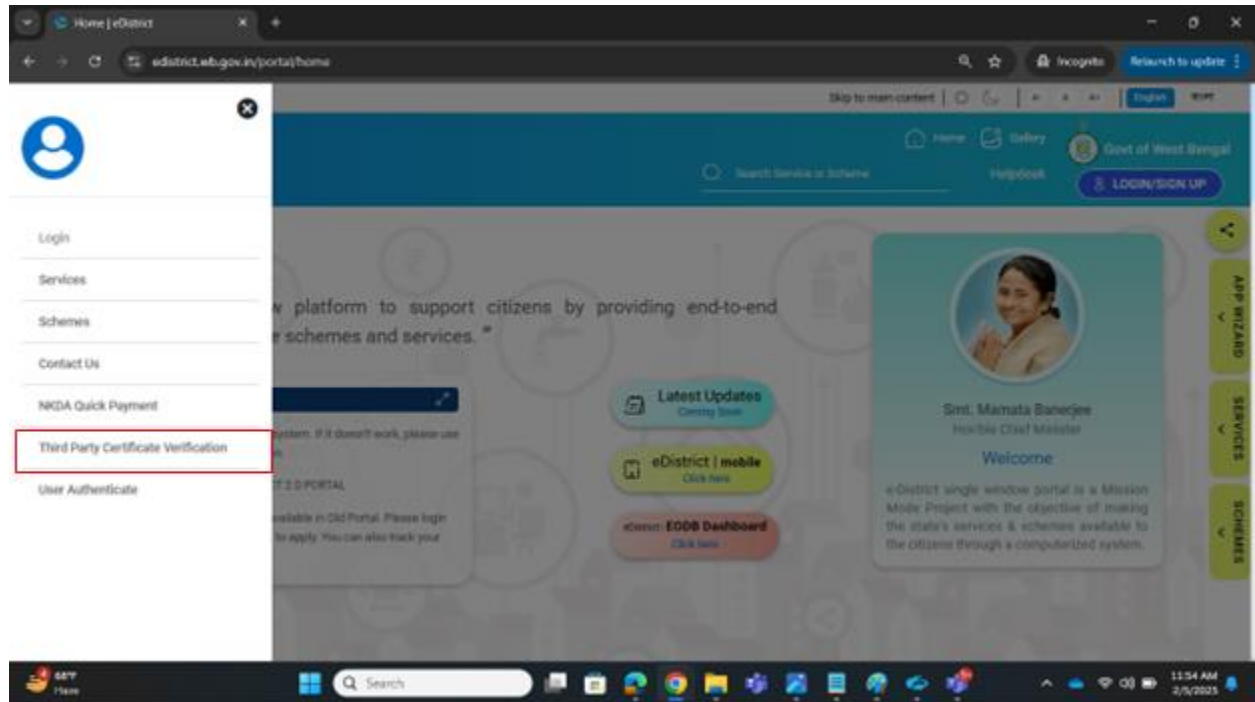
user will be able to see details of Certificate issued by which he can verify the authenticity of the Certificate issued (Screenshots below):

1) Go to home page, URL: <https://edistrict.wb.gov.in/portal/home> (Screenshot below).

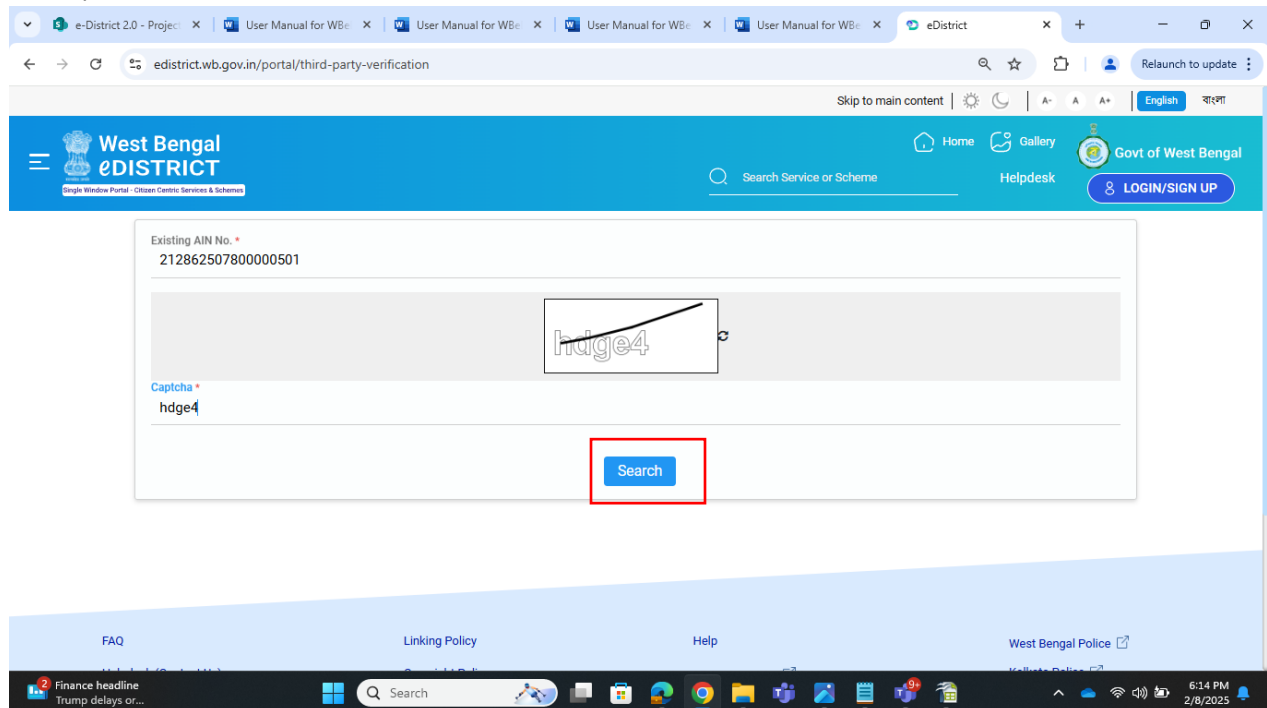


User needs to click on this Third-Party Verification Button (Screenshot below).

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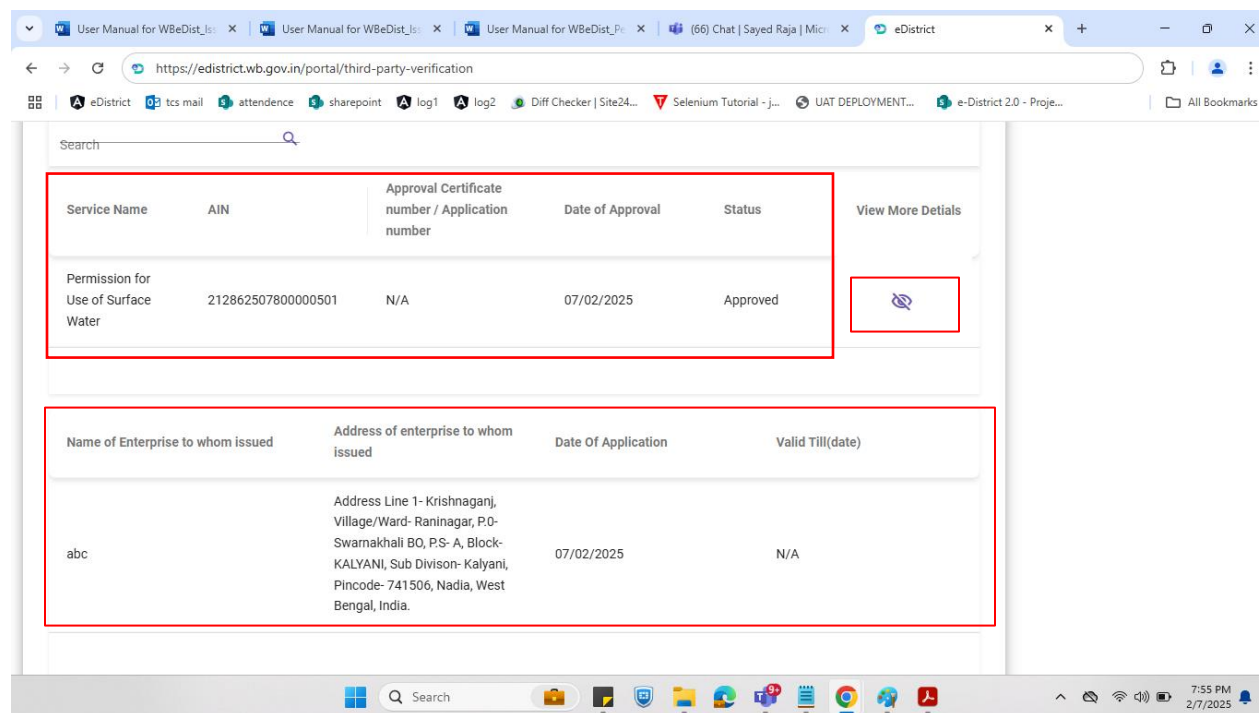


A new web page opens (URL: <https://edistrict.wb.gov.in/portal/third-party-verification>) (Screenshot below)



Clicking on this User needs to give the AIN (e.g. 212862507800000501, as one example) and proper Captcha code to fetch the details. To view more details the user needs to click on the eye button. (Screenshot below)

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Thus, any third-party can be able to see details of Certificate issued by which he can verify the authenticity of the Certificate issued.

8.0 Annexure

8.1 Connecting Helpdesk

WB e-District 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.

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The screenshot displays the 'Helpdesk / Feedback' form on the WB e-District portal. The form is divided into two main sections: 'User Details' and 'Problem Details'. The 'User Details' section includes fields for 'Name' (Dwaipayan Dutta) and 'Number' (9073446866). The 'Problem Details' section includes fields for 'Department', 'Service Name', 'Module Name', and 'Description'. A 'Click here to mail us' link is visible below the contact information. The portal also features a sidebar with 'APP WIZARD', 'SERVICES', and 'SCHEMES' buttons.

Contact Info
10:00 AM to 06:00 PM (on working days only)
wbdistrict@wb.gov.in
+91 9679952002
+91 9836354402
+91 9883171427
District Level Contact Details
<https://wbdistrict.wb.gov.in/PAGE/helpdesk/contactus.aspx>
Click here for more info...

[Click here to mail us](#)

Helpdesk / Feedback

User Details

Name * Dwaipayan Dutta Number * 9073446866

Problem Details

Department * Service Name
Module Name * Enter AIN, Registration No...
Description *
400 characters

APP WIZARD
SERVICES
SCHEMES

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.

8.2 Submitting Feedback

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.

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Helpdesk/Feedback

Name * TCS Number * 7584034908

1. Navigation * ★ ★ ★ ★ ★

2. User Experience * ★ ★ ★ ★ ★

3. Ease for Service Available * ★ ★ ★ ★ ★

4. Look and feel * ★ ★ ★ ★ ★

5. Help Documentation * ★ ★ ★ ★ ★

Your Satisfaction level is 100%

Comments * e-district application is very easy to use

457 characters

Submit **Reset**

Contact Info
10:00 AM to 06:00 PM (on working days only)
wbedistrict@wb.gov.in
+91 9679952002
+91 9836354402
+91 9883171427
District Level Contact Details
<https://edistrict.wb.gov.in/PAGE/helpdeskDetailsnew.jsp>
Click here for more info...

[Click here to mail us](#)



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

8.3 Logging Out

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

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The screenshot displays the West Bengal eDistrict portal dashboard. The header includes the West Bengal eDistrict logo, a search bar, and navigation links for Home, Gallery, Dashboard, and Helpdesk. The user's profile is visible in the top right corner, with a red box highlighting the 'LogOut' button. Below the header, a summary bar shows application status: Pending Action (0), Draft (2), Submitted (1), Approved (0), and Rejected (0). A search bar is present above a table of applications.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Online Sanction of Water Connection by KMDA	210622507400000060	NA	14/01/2025	In Progress	 
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	To be Generated	NA	13/01/2025	Draft	