

Government of West Bengal
Office of the District Magistrate & Collector,
NORTH 24 PARGANAS
(IT/e-Governance Cell)

Order

Government of West Bengal has decided to introduce a citizen centric, inclusive, efficient and transparent work environment through re-engineering of existing processes by leveraging the use of information & Communication Technology (ICT). e- District project has been envisaged by GoWB as enabler for automation of workflow and internal processes of District Administration for providing services to the citizens. The e-District project rollout in *North 24 Parganas* is expected to Go-live with effect from 13/04/2018. The present manual process for delivering services will also continue till the new electronic process matures and all Government rules/ Acts/ circulars already in force pertaining to this service shall be followed. For e-District project, the re-engineered process flow as detailed below will be followed:

A. Channels for On-line Application submission:

Application from citizen shall be acceptable through

- 1) Web/internet (<https://edistrict.wb.gov.in>)
- 2) Citizen kiosk at the District HQ and the outlying Sub-division HQs
- 3) Any of the Common Service Centres (Tathya- Mitra Kendras)

The Government officials shall accept application coming from all the above mentioned channels.

a. Through web/internet (<https://edistrict.wb.gov.in>):

1. The applicant shall open the WB e-District portal for availing the service through internet.
2. The e-district application shall ask for user name and password for registered users. In case, the user is not registered, the application shall ask the user to register.
3. New users shall register with name and required details. The e-District application shall generate unique user ID and password and email it to the applicant.
4. The applicant may login to the WB e-District portal (<https://edistrict.wb.gov.in>) with the username and password and search for the applicable link/menu for applying for the services in the portal.
5. The activity and responsibility of Govt. officials at each step in e-District application is detailed in the table below.

b. Through citizen kiosk at the District HQ and the outline Sub-Division HQs:

1. The applicant shall approach the Kiosk at office of the District Magistrate or Outline Sub-Divisional Officer to submit the request for the given services. The Kiosk Operator shall guide the citizen with the procedures and the documents to be submitted.
2. In case the documents provided by the citizen are not complete the Kiosk Operator shall ask for additional documents as per the requirement mentioned in the table below.
3. The Kiosk Operator shall fill up all the details in the electronic application form.
4. The Kiosk Operator shall also scan and upload the supporting documents in the e-District application.
5. Then Kiosk Operator shall submit the application. Then the e-district application shall generate a unique Application Identification Number (AIN) which can be used to track the particular application. The Application Identification Number shall be provided to the citizen along with a system generated 'Acknowledgement Receipt'.
6. The activity and responsibility of Govt. officials at each step in e-District application is detailed in the table below.

c. Through Common Service Centres (CSCs) / Tathya-Mitra Kendra:

1. The applicant shall submit his request through the Common Service Centre (CSC).
2. The CSC operator shall go to the desired service section of the e-district application on web.
3. The CSC operator shall provide the guidelines and the list of the supporting documents as per the Government Act and Rules.
4. The CSC operator shall fill up all the details in the electronic Application Form.
5. The CSC operator shall also scan and upload the supporting documents in the e-District application.
6. Then CSC operator shall submit the e-Application. Then e-district application shall generate a unique Application Identification Number (AIN) which can be used to track the particular application. The Application Identification Number (AIN) shall be provided to the citizen along with a system generated 'Acknowledgement Receipt'.
7. The activity and responsibility of Govt. officials at each step in the e-District is detailed in the table below.

B. Approval process:

The service 'Verification Roll' requires both on-line and off-line activities. The service wise detailed work flow along with the Govt. official wise responsibility is narrated below:

| Step | Activity | Responsibility | Channel/Office | Documents involved | Mode |
|------|--|---|--|---|-----------|
| 1. | Applicant approaches at either CSC or Kiosk or through Portal with documents. | Applicant | NA | <ul style="list-style-type: none"> ○ Scanned copy of the Attestation Form (*) ○ Address Proof ○ Proof of Identity ○ Proof of All the relevant educational Qualification (Documents marked with * are mandatory) | Manual |
| 2. | Login into e-District application. Filling up electronic form online. Attaching supporting documents as scanned files. Submitting the application. Generation of the acknowledgment receipt along with Application Identification number (AIN). AIN would be used to track the status of application. | CSC/ Kiosk Operator or / Citizen / VR Section operator, DM office | CSC/ Kiosk/ Portal / VR Section, DM office | <ul style="list-style-type: none"> ○ All mandatory documents | Automated |
| 3. | Login into e-District application. Preliminary verification of the application form and the supporting documents. If Application & supporting documents are ok, forwarding the application to SP, DIB Office. | Verifying Officer | VR Section, DM Office | <ul style="list-style-type: none"> ○ All mandatory documents submitted at the time of submission | Automated |

| Step | Activity | Responsibility | Channel/Office | Documents involved | Mode |
|------|---|-------------------|-------------------|--|---------------------|
| | Otherwise sending back the application for Re-submission of revised document(s). | | | | |
| 4. | <p>Login into e-District application.</p> <p>Verification of the application form and the supporting documents.</p> <p>Conducting of offline enquiry through respective OC of PS.</p> <p>Uploading of enquiry Report against the Application after the offline enquiry.</p> <p>Forwarding the application to Verifying Officer, IB HQ.</p> | SP | DIB Office | <ul style="list-style-type: none"> ○ All mandatory documents submitted at the time of submission ○ Enquiry Report of SP, DIB office | Automated & Offline |
| 5. | <p>Login into e-District application.</p> <p>Verification of application form, supporting documents and enquiry report of SP, DIB office.</p> <p>Uploading of verification Report and forwarding of the application to ADM (G).</p> | Verifying Officer | IB HQ | <ul style="list-style-type: none"> ○ All mandatory documents submitted at the time of submission ○ Enquiry Report of SP, DIB office ○ Verification report of Verifying Officer, IB HQ | Automated & Offline |
| 6. | <p>Login into e-District application.</p> <p>Verification of application form, supporting documents and verification report of Verifying Officer, IB HQ.</p> <p>Forwarding the application to Verifying Officer, VR Section, DM Office for issuance of verification certificate.</p> <p>Otherwise forwarding the application to DM for consent (if required).</p> | ADM (G) | Office of ADM (G) | <ul style="list-style-type: none"> ○ All mandatory documents submitted at the time of submission ○ Enquiry Report of SP, DIB office ○ Verification report of Verifying Officer, IB HQ | Automated |
| 7. | <p>Login into e-District application.</p> <p>Verification of application form, supporting documents, enquiry Report of SP, DIB office and verification report of Verifying Officer, IB HQ.</p> <p>Forwarding the application to</p> | DM | Office of DM | <ul style="list-style-type: none"> ○ All mandatory documents submitted at the time of submission ○ Enquiry Report of SP, DIB office ○ Verification report of Verifying Officer, IB HQ | Automated |

| Step | Activity | Responsibility | Channel/Office | Documents involved | Mode |
|------|--|--|--|---|---------------------|
| | Verifying Officer, VR Section, DM Office for issuance of verification certificate. | | | | |
| 8. | <p>Login into e-District application.</p> <p>Issuance of verification certificate using digital signature.</p> <p>Sending of verification certificate to concerned employer's office (Offline).</p> <p>If part verification is required from other district, forwarding the application to ADM (G).</p> | Verifying Officer | VR Section, DM Office | <ul style="list-style-type: none"> o All mandatory documents submitted at the time of submission o Enquiry Report of SP, DIB office o Verification report of Verifying Officer, IB HQ o Digitally signed Verification Certificate | Automated & offline |
| 9. | <p>Login into e-District application.</p> <p>Forwarding of the application with all relevant documents to concerned DM of other district for part verification (Offline).</p> <p>Uploading of the verification report from other district and forwarding the application to Verifying Officer, VR Section, DM Office for further processing.</p> | ADM (G) | Office of ADM (G) | <ul style="list-style-type: none"> o All mandatory documents submitted at the time of submission o Enquiry Report of SP, DIB office o Verification report of Verifying Officer, IB HQ o Digitally signed Verification Certificate | Automated & offline |
| 10. | <p>Login into e-District application.</p> <p>Getting the status of the Application.</p> <p>Resubmission of Application for submission of revised document(s).</p> | CSC/ Kiosk Operator / Citizen / VR Section operator, DM office | CSC/ Kiosk/ Portal / VR Section, DM office | NA | Automated |

The applicant gets an update by SMS and/ or email regarding the status of his/her application in every step of application processing.

C. Status Tracking: The e-district application shall enable citizen to obtain information regarding the status of his/ her application from the CSCs, citizen kiosks, web and mobile. The following is the process of information seeking by the citizen of the service:

1. The applicant shall seek for the specific information regarding his/her submitted application.
2. The WB e-district portal shall ask for the AIN.
3. WB e-district portal shall display the status of the application.

4. Status tracking of applications will also be provided in online mode/SMS in mobile phones. SMS/email based information would be sent to the citizen whenever there is a change in status of the application.

With the AIN (Application Identification Number), Citizen may avail the Status Tracking facility through

- 1) Web/internet (<https://edistrict.wb.gov.in>)-Citizen needs to login and click 'Track Application' to provide the 16 Digit AIN in the 'Application Identification Number' field.
- 2) Citizen kiosk at the District HQ and the outline Sub-division HQs
- 3) Any of the Common Service Centres (Tathya- Mitra Kendras)
- 4) Citizen may send a SMS (wb<space>edist<space>16 Digit AIN No.) to 51969 or 166

D. MIS Reports:

All the MIS reports generated using e-District application shall be treated as official records which may also be used for appropriate decision making, as and when required.



**District Magistrate & Collector
NORTH 24 PARGANAS**

Memo No: G-16011(16)/1/2015-GEN/151077/1(45)

Dated: 13/4/2018

Copy forwarded for information and taking necessary action to:

1. The Additional Chief Secretary, Dept of Information Technology and Electronics (DIT&E), Govt of West Bengal
2. The State Chief Information Officer, Bhabani Bhaban, 2nd Floor, Alipore, Kolkata – 700 027
- 3-4. The Commissioner, Barrackpore/Bidhan Nagar.
5. The Superintendent of Police, Barasat/Basirhat, North 24 Parganas.
- 6-9. The Additional District Magistrate (General)/ (Development)/ (Treasury)/ (LR) , North 24 Parganas.
- 10-14. The Sub-Divisional Officer (All), Sub – Division, North 24 Parganas.
15. The State Information Officer, North 24 Parganas.
16. The Officer – In – Charge, IT Section, North 24 Parganas.
17. The Officer-in-Charge, VR Section, North 24 Parganas.
18. The District Informatics Officer, NIC, North 24 Parganas with a request to upload the order at District website for wide publicity.
19. The District Register, North 24 Parganas.
- 20-41. The Block Development Officer (All), North 24 Parganas.
42. Shri Sunit Bhattacharjee, DGM, e-Governance, WBEIDCL, Moni Bhandar, 3rd Floor, Webel Bhavan Complex, Block-EP&GP, Sector-V, Salt Lake, Kolkata – 700091.
43. District Project Manager, North 24 Parganas.
44. District Technical Manager, TCS, North 24 Parganas.
45. Office Copy


**District Magistrate & Collector
NORTH 24 PARGANAS**