

Government of West Bengal

Office of District Magistrate
NORTH 24 PARGANAS
(General Section)



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 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 aim is to deliver improved efficiency in a faster and cost effective manner. To meet this objective e-district project has been launched for state wide rollout with seamless integration of back end processes has been ensured. This project is of paramount importance as it only entails the process re-engineering to make it citizen friendly but also scaled up the front delivery channels to a large extent to virtually bring the services to the door step of common people.

The e-district state wide rollout project in all the districts is expected to Go-live with effect from ~~12/09/2017~~ For effective implementation of the project, it is necessary to put in place the new workflow and other related issues. This project is of paramount importance to the State as it would help in moving towards electronic workflow system for the district administration and help in providing efficient services through Common Service Centres (CSCs) and Citizen Kiosk Centres along with web/ internet, which would be the primary front end channels as envisaged in the project

All government rules/ acts/ circulars already in force pertaining to this service shall be followed in the same way except the mode of service delivery would be electronic/ online as detailed below:

A. Ordinary Residential Certificate :

Application from citizen shall be acceptable in electronic form through

- 1) Web/ internet
- 2) Citizen kiosk constructed 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 channels.

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a. Through web/ internet

1. The applicant shall open the WB e-district portal for availing the service through internet
2. The e-district application shall prompt 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 requisite 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 with the username and password and search for the menu for applying for Ordinary Residential Certificate in the portal.
5. The activity responsibility mapping with documents involved at each step is detailed in the table annexed below. This activity responsibility mapping would be consistent irrespective of the medium followed for application.

b. Through citizen kiosk constructed at the District HQ and the outlying Sub-division HQs

1. The applicant shall approach the Kiosk at office of the district magistrate or sub-divisional officer to submit the request for the given service. The concerned Kiosk Operator shall provide the citizen with the list of supporting documents as per the Government Acts and Rules.
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. In case all the documents provided are complete, the Kiosk Operator shall fill up all the details in the pro-forma application form through the e-district application. The Kiosk Operator shall render all sorts of assistance for filling up of the e-Application form.
4. The Kiosk Operator shall also scan and upload the supporting documents in the e-district application.
5. After filling the application form and uploading all the supporting documents the Kiosk Operator shall submit the application in the WB e-district portal. Upon submission of the application the e-district application shall generate an Application Identification Number (AIN) which shall be a unique number and 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 responsibility mapping with documents involved at each step is detailed in the table annexed below. This activity responsibility mapping would be consistent irrespective of the medium followed for application.

c. Through Common Service Centers (CSCs)/ Tathya-mitra Kendra:

1. The applicant shall submit his request through the Common Service Center (CSC)
2. The CSC operator shall go to the desired service section of the e-district application on web and select the category of the application request
3. The CSC operator shall provide the list of the supporting documents as per the Government Act and Rules.
4. In case the documents provided by the citizen are not complete, the CSC operator shall ask for additional documents as per the requirement mentioned in the table below
5. In case all the documents provided are complete, the CSC operator shall fill up all the details in the pro-forma e-Application Form through the e-district application.
6. The CSC operator shall also scan and upload the supporting documents in the e-district application.
7. After filling the e-Application Form and uploading all the supporting documents the CSC shall submit the e-Application in the WB e-district portal. Upon submission of the application the e-district application shall generate an Application Identification Number (AIN) which shall be a

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unique number and 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'.

8. The activity responsibility mapping with documents involved at each step is detailed in the table annexed below. This activity responsibility mapping would be consistent irrespective of the medium followed for application.

Step	Activity	Responsibility	Channel/ Office	Documents involved	Mode	
1.	Citizen approaches with document	CSC/Kiosk/Portal with	Citizen	NA	<ul style="list-style-type: none"> ○ Recent passport size Photograph ○ Defense ID Card / Pan Card / Govt. ID Card / Passport / Driving License / Electors Photo Identity Card (EPIC) / Ration Card ○ Admit Card for Secondary Examination / Photocopy of Birth Certificate ○ Certificate by Gram Panchayat Pradhan / Certificate from MLA / Certificate from MP / Chairman of Municipality 	Manual
2.	Logs into e-District to fill up electronic form online. Downloading the filled up form and signing. Attaching supporting documents as scanned files and submitting the application.	Citizen	CSC/ Kiosk/ WB e-District Portal	<ul style="list-style-type: none"> ○ All above ○ Application Form 	Automated	
3.	Logs into e-District for Verifying the correctness and completeness of the application within the system. Forwarding to Enquiry Officer (EO) for Physical Verification if enquiry is required	BDO	BDO	<ul style="list-style-type: none"> ○ All above 	Automated	
4.	Logs into e-District Uploading of Verification Report against the Application after the physical verification. Returning the application along with report / Comments to BDO	EO	BDO	<ul style="list-style-type: none"> ○ All above ○ Verification Report 	Automated	
5.	Logs into e-District to Verify of the application along with attached supporting documents and the verification reports / Comments of EO.	BDO	BDO	<ul style="list-style-type: none"> ○ All above 	Automated	

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Step	Activity	Responsibility	Channel/ Office	Documents Involved	Mode
	Approving the Application if it is ok OR Sending back for Re-submission with remarks OR Rejecting the application with reason.				
6.	Logs into e-District for Printing of Certificate if approved.	Citizen	CSC/ Kiosk / e-District Portal	<ul style="list-style-type: none"> ○ Ordinary Residential Certificate 	Automated
7.	Collecting Certificate from CSC/Kiosk			<ul style="list-style-type: none"> ○ Ordinary Residential Certificate 	Manual
8.	Getting the status and reason for Rejection. Resubmission of Modified Application / Documents at CSC/Kiosk /Portal			<ul style="list-style-type: none"> ○ Status Report 	Automated

The applicant gets an update in the form of a SMS/ email regarding the status of his application, i.e. if his/ her application is processed/ rejected/ needs to re-submitted with modified application/ documents at the kiosk. The following would be used as part of service delivery in the e-district project:

1. CSC/Web/ Kiosk would be used as modes for submission of application as well as delivery of the output of the services.
2. Status tracking of applications will be provided in online mode/ SMS in mobile phones after integration with MSDG. The citizen can pull the information regarding the status of the application from the database.
3. SMS/email based information would be sent to the citizen whenever there is a change in status of the application.
4. Online Database and automated workflow has been enabled to reduce Processing time.
5. Availability of Online MIS reports to the concerned authorities (BDO/ SDO/ DM).
6. Auto generated acknowledgement receipt.
7. Provision for alert for Higher Office to monitor Online.
8. Online submission and delivery without physical presence of Officer.
9. Online (24x7) submission of application with online updating and accessing Database.
10. Online verification of Document and Integration of the services with existing core application (if any)
11. Digital signature will be used at approval level by concerned authority in the process of delivery of services to the citizens.
12. An optional field for Aadhaar number entry in application for all services has been provided for any future integration with Aadhaar.

B. Status Tracking :

The information seeking component has been attached great importance for quick dissemination of information as the lack of information has always been the major impediment in availing of services on time and with minimum effort. 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 generated at the time of the submission of application.
3. By keying in AIN, the WB e-district portal shall display the status of the application.

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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.

C. Service Level and Escalation matrix:

Step	Activity	Responsibility	Service Level	L1		L2	
				Designation	Service Level	Designation	Service Level
1	•Verification of Supporting Documents. •Assignment of Enquiry Officer	BDO	T+1 days	DM	T+3 days		
2	•Enquiry	EO	T+4 days	BDO	T+5 days		
3	•Approval with Digital Signature	BDO	T+5 days	DM	T+6 days		

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
NORTH 24 PARGANAS**




Ordinary Residential Certificate

Memo No: G-16011(16)/1/2015-GEN/143882/1(44)

Dated: 12.09.2017

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, 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 District Informatics Officer, NIC, North 24 Parganas with a request to upload the order at District website for wide publicity.
18. The District Register, North 24 Parganas.
- 19-40. The Block Development Officer (All), North 24 Parganas.
41. Shri Sunit Bhattacharjee, DGM, e-Governance, WBEIDCL, Moni Bhandar, 3rd Floor, Webel Bhavan Complex, Block-EP&GP, Sector-V, Salt Lake, Kolkata – 700091.
42. District Project Manager, North 24 Parganas.
43. District Technical Manager, TCS, North 24 Parganas.
44. Office Copy.


**District Magistrate
NORTH 24 PARGANAS**