

Government of West Bengal

Office of District Magistrate
Murshidabad District
(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 01/08/2017. 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. Gorkha 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.

Gorkha Certificate

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 Gorkha 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

Gorkha Certificate

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 document	CSC/Kiosk/Portal with Citizen	NA	<ul style="list-style-type: none"> ○ Residential Certificate issued by SDO / Ration Card. ○ Electoral Voter Identity Card (EPIC) / Driving License / Bank Pass Book ○ Age Proof – Birth Certificate / Admit Card ○ Community Status – Certificate from respective Pradhan / MLA / MP ○ Mark sheet – Primary / Secondary / Higher Secondary. ○ Employment Exchange Card (Optional) ○ Father's / Guardians Occupation Proof. ○ Father's / Guardians Income Proof. ○ Proof of residence ○ For Residential Land – Land deed / Khatian / Tax Receipt from Gram Panchayat / Municipality ○ For Rented House – House Rent Receipt / Electricity Bill ○ For Tea Garden Residents – Original Certificate from Garden Manager and Gram Panchayat Pradhan ○ Recent passport size photograph attested by a Group 'A' Officer. ○ Signature 	Manual

Gorkha Certificate

Step	Activity	Responsibility	Channel/ Office	Documents involved	Mode
				o Current Advertisement of the recruitment in Army/BSF/CRPF/ITBP/POLICE etc	
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/ Portal	o All above o Application Form	Automated
3.	Logs into e-District. Verifies the correctness and completeness of the application within the system. Decides and enters the Hearing date if required. OR Approves the Application if it is ok OR Sends back to applicant for Re-submission of revised documents with remarks OR Rejecting the application with reason.	SDO	SDO	o All above	Automated
4.	Sends Notification of hearing to Citizen	WB e-District	-		Automated
5.	Conducts Hearing (offline)	SDO	SDO		Manual
6.	Attends hearing (offline)	Citizen	SDO		Manual
7.	Logs into e-District to update hearing details. Approves the Application with Digital Signature if the hearing is satisfactory OR Rejecting the application with reason.	SDO	SDO		Manual
8.	Logs into e-District for Printing of Certificate if approved.	Citizen	CSC/ Kiosk / e-District Portal	o Gorkha Certificate	Automated
9.	Collecting Certificate from CSC/Kiosk			o Gorkha Certificate	Manual
10.	Getting the status and reason for Rejection. Resubmission of Modified Application / Documents at CSC/Kiosk /Portal			o 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-submit 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.

