

OFFICE OF  
THE DISTRICT MAGISTRATE & COLLECTOR  
MURSHIDABAD



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**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 Murshidabad is expected to Go-live with effect from 02/04/2018. 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- MitraKendras)

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 '**Distance Certificate for Students**' requires only on-line mode of 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.	Citizen approaches CSC/Kiosk/Portal with documents.	Citizen	NA	<ul style="list-style-type: none"> <li>o Domicile Certificate</li> <li>o Admission Documents from College / University</li> <li>o Railway and/or Bus ticket (optional)</li> </ul>	Manual
2.	Logs into e-District application for filling up electronic form online. Downloading the filled up form and signing.  Attaching supporting documents as scanned files and submitting the application.	Citizen	CSC / Kiosk / e-District Portal	<ul style="list-style-type: none"> <li>o All above</li> <li>o Application Form</li> </ul>	Automated
3.	Logs into e-District application.  Verifies the correctness and completeness of the application within the system.  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	<ul style="list-style-type: none"> <li>o All above</li> </ul>	Automated

Step	Activity	Responsibility	Channel/Office	Documents involved	Mode
4.	Logs into e-District application for printing of Certificate if approved.	Citizen	CSC / Kiosk / e-District portal	o Certificate	Automated
5.	Collecting Certificate from CSC/Kiosk.	Citizen	CSC/ Kiosk / e-District Portal	o Certificate	Manual
6.	Getting the status and reason for Rejection. Resubmission of Modified Application / Documents at CSC/Kiosk /Portal.	Citizen	CSC / Kiosk / e-District Portal	o Status Query/Report	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- MitraKendras)
- 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,**  
**Murshidabad**  
**Government of West Bengal**

**Memo No:** 153/1(47)/DEGS

**Date:** 29.03.2018

Copy forwarded for information and taking necessary action to:

1. Deputy Secretary to the Govt. of West Bengal, P&AR and e-Governance Department.
2. The Commissioner, Malda Division.
3. The Superintendent of Police, Murshidabad.
4. Secretary ZillParishad, Murshidabad.
5. The Addl. District Magistrate(Gen.), Murshidabad.
6. The Addl. District Magistrate(Dev.), Murshidabad.

