

West Bengal eDistrict 2.0 Single Window Portal

WEBEL Technology Limited

And

Department of P&AR, Government of West Bengal

Department/ Authority: Irrigation & Water Ways

Service: Permission for construction of bridges & culverts by private entities

Document: - Version 1.0



Government Industry Solution Unit (ISU)

Disclaimer:

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 eDistrict portal to the following:

- Citizens of the State intending to avail 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.

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Table of Contents

List of Abbreviations.....	4
1.0 Introduction	5
1.1 Accessing eDistrict	6
1.2 User Navigation flow	6
1.3 Important Sections	8
2.0 Service Discovery	8
3.0 User Registration	10
3.1 When Registration is Required	11
3.2 Registration Process	11
3.3 Enter Personal Details.....	11
3.4 Username Creation	11
3.5 OTP Verification	11
3.6 Registration Completion	12
3.7 Login Process	12
4.0 Applying for Permission for construction of bridges & culverts by private entities	14
4.1 Filling up the Application	16
4.2 Adding Supporting Documents.....	21
4.3 Deleting Draft Application that is no longer needed.....	23
4.4 Editing a Draft Application	25
4.5 Download Application Acknowledgement	25
4.6 Searching an Application	26
4.7 Tracking Application Status	27
4.8 Edit an Application	27
4.9 Checking the Application Outcome	28
5.0 Connecting Helpdesk.....	29
6.0 Submitting Feedback	32
7.0 Logging Out	34

List of Abbreviations

SIL#	Test	Meaning
1.	AIN	Application Identification Number
2.	OTP	One Time Password
3.	RMN	Registered Mobile Number
4.	SE	Superintending Engineer
5.	EE	Executive Engineer
6.	SLNO	State Level Nodal Officer
7.	DS	Deputy Secretary
8.		
9.		
10.		
11.		
12.		
13.		
14.		

1.0 Introduction

e-District portal has been envisaged by the Government of West Bengal to provide advanced automated workflow solutions 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 eDistrict

eDistrict portal is a web-based application. The application has support for all 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/home>

The following screen opens up.

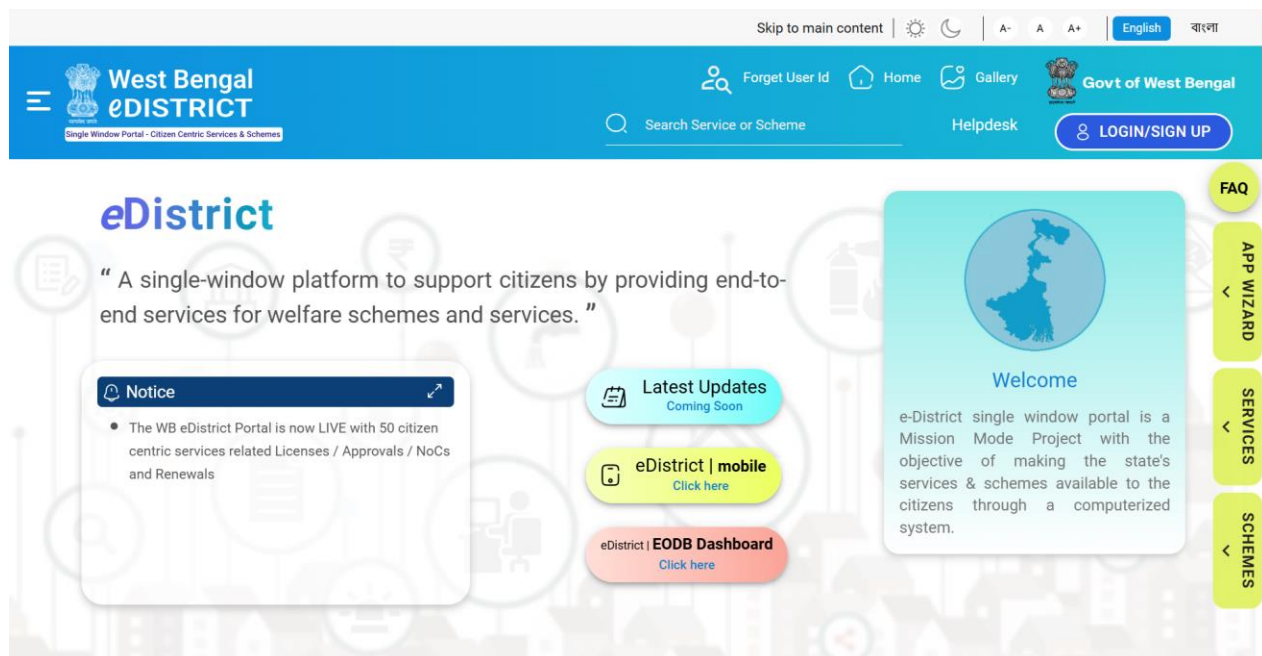
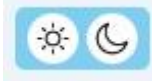
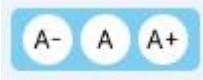
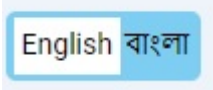
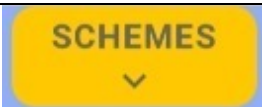


FIGURE 1

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 departmental images.
	The Home Icon helps the user navigate to the home page.
	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
	The Hamburger icon on the extreme left provides further alternative navigation options mentioned below: • Login • Services • Schemes • Contact Us

Icon / Link	Usage
	Users can jump to the Login screen , browse the available services, schemes , and jump to the Contact Us .
	Users can Register themselves with the revamped eDistrict 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: eDistrict Mobile application details
- Welcome: Provides the basic introduction of what the portal is about.
- Notice: It is an archive of the latest Govt. Notices / Circulars.
- EoDB Dashboard: This link leads the user to view the statistical insights to the various EODB services which are hosted using the EoDB platform.

2.0 Service Discovery

Once Citizen login to the eDistrict portal then select the Permission for construction of bridges & culverts by private entities services under the Services-> Irrigation & Water Ways-> Permission for construction of bridges & culverts by private entities. In case any user wants to know about a particular service, he or she can do so by clicking on the **Services** link. The **Service Discovery** screen appears as follows.

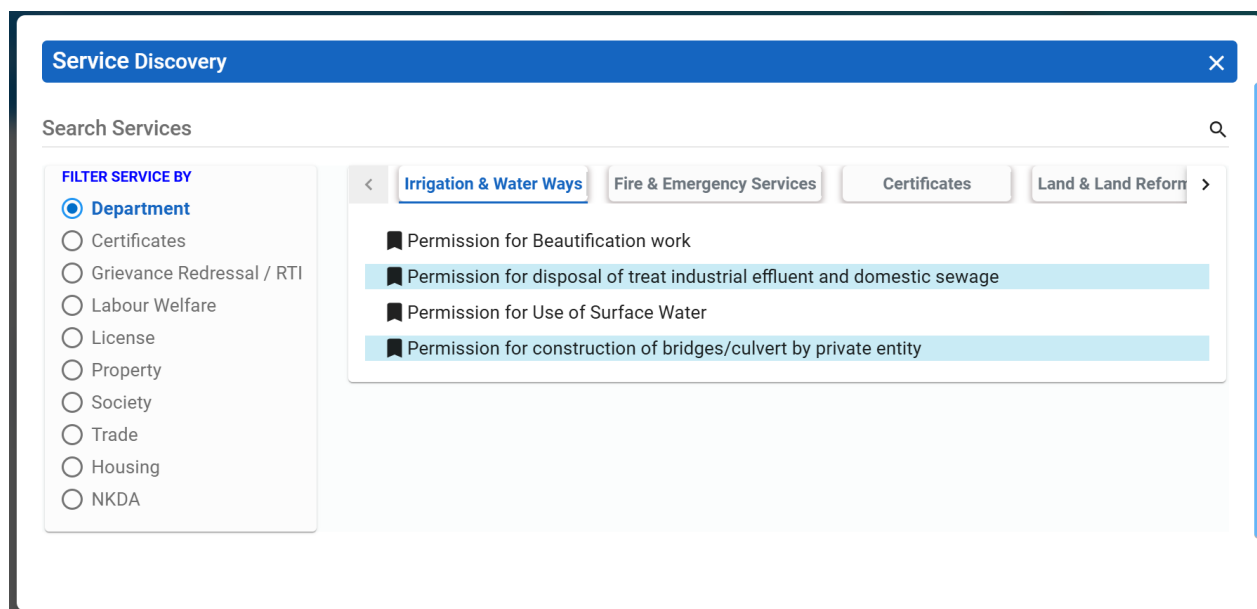


FIGURE 2

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 construction of bridges & culverts by private entities**.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

Permission For Construction Of Bridges/culvert By Private Entity

User Manual

Eligibility Criteria

- NA

Document Requirement

- Index plan preferably drawing of mouza map, showing the proposed new bridge /culvert, approaches on the plots belonging to I&WD/Government, plot of the premises for which the new bridge / culvert is proposed and alignment of the access/approach road, from the new bridge / culvert site up to the entrance of the premises
- Letter of Local Authority according NoC (vide Sl. 10)
- General arrangement drawing of the new bridge / culvert prepared by licenced structural Engineer showing > Plan > Elevation > Typical cross section of the structure, superimposed of the river/channel/canal section > Typical cross section of the proposed protection work in upstream as well as downstream for a length of 15m from center line of bridge axis by brick block pitching /stone boulder pitching/cement concrete block pitching over a layer of filter
- Undertaking Note 1: Standard Operating Procedure (SOP) for processing the application has been detailed at Annex-II Note 2: Guiding principles to be followed in the Irrigation & Waterways Department to accord permission for construction of bridge culvert over rivers/drainage channels / irrigation canal may be perused at Annex-III Note 3: Standard format of undertaking to be submitted by the Applicant is at Annex-IV

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

FIGURE 3

To go back to the previous screen, the user needs to click on the **CANCEL** button.

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 User Registration

User registration is **mandatory** for availing any schemes or services offered through the eDistrict Portal. However, visitors can browse the portal and explore its features without registering.

3.1 When Registration is Required

- Users must register if they wish to:
 - Apply for services
 - Access schemes
 - Use any transactional features of the portal

3.2 Registration Process

To register on the revamped eDistrict Portal:

1. Click on the “**REGISTER**” link available on the portal.
2. The system displays the registration screen.

3.3 Enter Personal Details

The initial screen captures the following **mandatory details**:

- Name
- Email ID
- Mobile Number
- Date of Birth

All fields must be filled correctly before proceeding.

Click the **Register** button to move to the next step.

3.4 Username Creation

On the next screen:

- The user must choose a **Username**.
- The system validates the username against existing records.
 - If the username is already taken, an error message is displayed.
- The user must provide a unique username and complete the remaining fields.

Click **Register** again to proceed.

3.5 OTP Verification

- An **OTP (One-Time Password)** is sent to the registered mobile number.
- The user must:
 - Enter the OTP correctly

- Complete the verification process

3.6 Registration Completion

- Once OTP verification is successful, the **User Registration is completed.**

3.7 Login Process

- The user can now log in using:
 - User ID (Username)
 - OTP

After successful login, the user is redirected to the **Dashboard page.**

Refer the below screenshot -->

The screenshot displays the 'Any Time / Anywhere e-Services' section of the e-District portal. It features four service steps: 1. Login with your mobile number (Verify via SMS), 2. Apply the service at your convenience (Search by application name), 3. Make the payment (Online via GRIPS/PayU or offline with challan), and 4. Download your certificate anytime. Below these are two notes: a 'General Note' about User ID consistency and a 'Special Note' about using a mobile number as a User ID if OTP is not received. To the right is a 'Login for Citizen and Departmental Users' form with fields for First name, Last name, Email, Mobile, Date Of Birth (DD/MM/YYYY), and a field labeled 'Enter Username'.

Any Time / Anywhere e-Services

- Login with your mobile number**
Verify your mobile number with OTP received via SMS
- Apply the service at your convenience**
Search with the application name and directly apply [Service suggestions given in the portal]
- Make the payment**
Easy online payment with GRIPS/PayU, offline payment allowed for few services (For offline payment, upload challan, challan is service-specific in system)
- Download your certificate anytime**
Download your certificate from track application at your convenience

General Note / সাধনঃ Your User ID remains the same as it was in the old eDistrict Portal, kindly use it. পুরোনো পোর্টালে ব্যবহৃত আপনার ইউসার আইডি. এই পোর্টালে অপরিবর্তিত রয়েছে, সেটি ব্যবহার করুন।

Special Note / বিশেষঃ If you are not getting OTP, in your registered User ID from the old portal, please use your registered Mobile Number as User ID. যদি বিশেষ কারণে, আপনার পুরোনো ইউসার আইডি. ব্যবহার করে ও.টি.পি. না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি. হিসেবে ব্যবহার করুন।

Login for Citizen and Departmental Users

First name

Last name

Email

Mobile

Date Of Birth
DD/MM/YYYY

Enter Username

FIGURE 4

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

Login with your mobile number
Verify your mobile number with OTP received via SMS

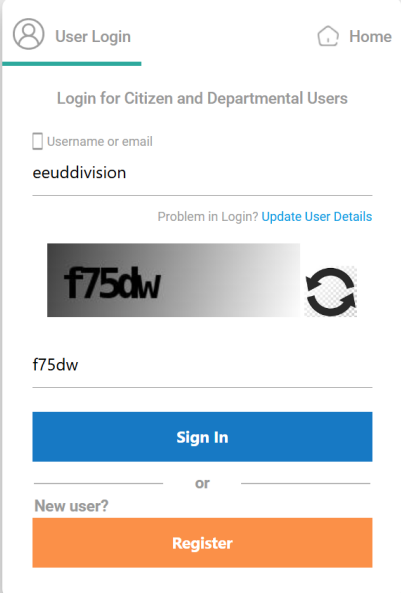
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

Make the payment
Easy online payment with GRIPS/PayU, offline payment allowed for few services (For offline payment, upload challan, challan is service-specific in system)

Download your certificate anytime
Download your certificate from track application at your convenience

General Note / সাঃ দ্রঃ: Your User ID remains the same as it was in the old eDistrict Portal, kindly use it. পুরোনো পোর্টালে ব্যবহৃত আপনার ইউসার আইডি. এই পোর্টালে অপরিবর্তিত রয়েছে, সেটি ব্যবহার করুন।

Special Note / বিঃ দ্রঃ: If you are not getting OTP, in your registered User ID from the old portal, please use your registered Mobile Number as User ID. যদি বিশেষ কারণে, আপনার পুরোনো ইউসার আইডি. ব্যবহার করে ও.টি.পি. না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি. হিসেবে ব্যবহার করুন।



The login form is titled 'User Login' and 'Login for Citizen and Departmental Users'. It has a field for 'Username or email' with the value 'eeuddivision'. Below this is a 'Problem in Login? Update User Details' link. There is a large grey box with the text 'f75dw' and a refresh icon. Below that is another 'f75dw' field. At the bottom are 'Sign In' and 'Register' buttons, with a 'New user?' link and an 'or' separator.

FIGURE 5

Login with your mobile number
Verify your mobile number with OTP received via SMS

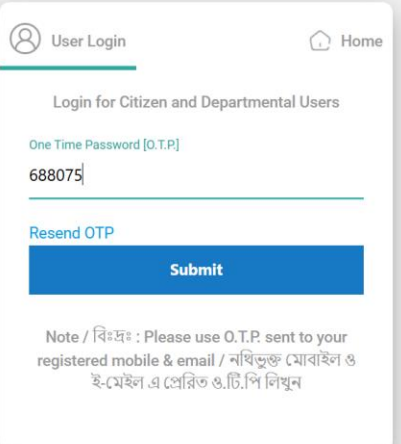
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

Make the payment
Easy online payment with GRIPS/PayU, offline payment allowed for few services (For offline payment, upload challan, challan is service-specific in system)

Download your certificate anytime
Download your certificate from track application at your convenience

General Note / সাঃ দ্রঃ: Your User ID remains the same as it was in the old eDistrict Portal, kindly use it. পুরোনো পোর্টালে ব্যবহৃত আপনার ইউসার আইডি. এই পোর্টালে অপরিবর্তিত রয়েছে, সেটি ব্যবহার করুন।

Special Note / বিঃ দ্রঃ: If you are not getting OTP, in your registered User ID from the old portal, please use your registered Mobile Number as User ID. যদি বিশেষ কারণে, আপনার পুরোনো ইউসার আইডি. ব্যবহার করে ও.টি.পি. না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি. হিসেবে ব্যবহার করুন।



The login form is titled 'User Login' and 'Login for Citizen and Departmental Users'. It has a field for 'One Time Password [O.T.P.]' with the value '688075'. Below this is a 'Resend OTP' link and a 'Submit' button. At the bottom is a note: 'Note / বিঃ দ্রঃ : Please use O.T.P. sent to your registered mobile & email / নথিভুক্ত মোবাইল ও ই-মেইল এ প্রেরিত ও.টি.পি লিখুন'.

Figure 6

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

The Dashboard shows the application count against various statuses. For a new user, this count is Zero for all the status categories.

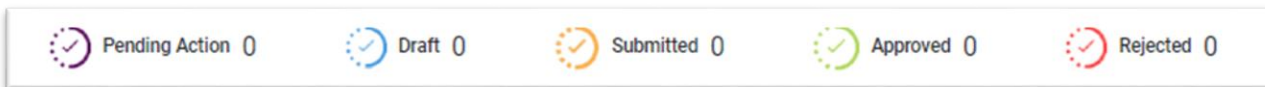


FIGURE 7

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

4.0 Applying for Permission for construction of bridges & culverts by private entities

User needs to find the service as shown below.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

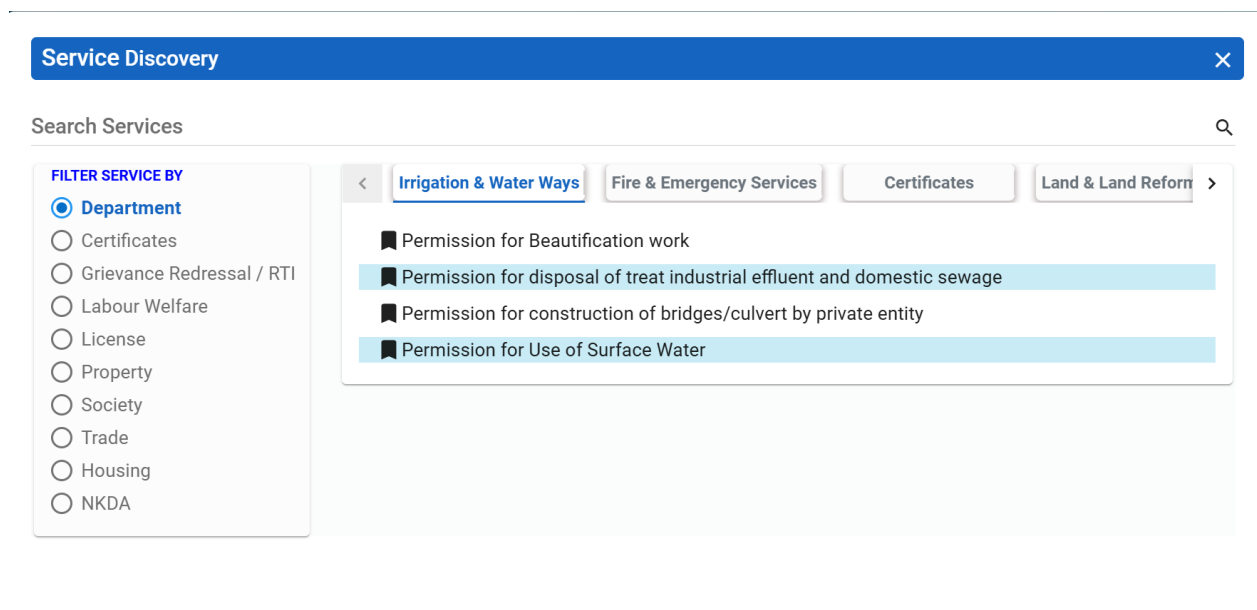


FIGURE 8

The following screen appears when the user clicks on the Service Name.

Permission For Construction Of Bridges/culvert By Private Entity User Manual

Eligibility Criteria

- NA

Document Requirement

- Index plan preferably drawing of mouza map, showing the proposed new bridge / culvert, approaches on the plots belonging to I&WD/Government, plot of the premises for which the new bridge / culvert is proposed and alignment of the access/approach road, from the new bridge / culvert site up to the entrance of the premises
- Letter of Local Authority according NoC (vide Sl. 10)
- General arrangement drawing of the new bridge / culvert prepared by licenced structural Engineer showing > Plan > Elevation > Typical cross section of the structure, superimposed of the river/channel/canal section > Typical cross section of the proposed protection work in upstream as well as downstream for a length of 15m from center line of bridge axis by brick block pitching /stone boulder pitching/cement concrete block pitching over a layer of filter
- Undertaking Note 1: Standard Operating Procedure (SOP) for processing the application has been detailed at Annex-II Note 2: Guiding principles to be followed in the Irrigation & Waterways Department to accord permission for construction of bridge culvert over rivers/drainage channels / irrigation canal may be perused at Annex-III Note 3: Standard format of undertaking to be submitted by the Applicant is at Annex-IV

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

FIGURE 9

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

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

The screenshot shows the 'West Bengal eDISTRICT' portal. The left sidebar contains a menu with 'Home >>', 'Permission for construction of bridges/culvert by private entity', and 'Application'. Below the menu is an illustration of a person at a desk and two buttons: 'User Manual' and 'Select Profile'. The main content area is titled 'Permission for construction of bridges/culvert by private entity Application' and is divided into three steps: 1/3 'Applicant's Basic Information', 2/3 'Location of the proposed new bridge/culvert work', and 3/3 'Other Details'. The 'Applicant's Basic Information' step is active and contains a form with the following fields: 'Salutation *', 'First Name *', 'Middle Name', 'Last Name *', 'Gender *', 'Date Of Application *' (pre-filled with '19/06/2026'), 'Status (Individual/Authorised Signatory for): *', 'Name of the Firm/Company/Society: *', 'Landline No', 'Mobile No. *', and 'Email *'. A note at the bottom of the form states: '*Note: if applicable, Otherwise mention N/A'. The form is titled 'Applicant's Details' and has an 'Applicant's Address' section at the bottom.

FIGURE 10

The user needs to fill in the application form. Mandatory fields are denoted by a red colored asterisk (*) mark next to them.

4.1 Filling up the Application

The user needs to fillup the application form in a sequential manner. The following opening screen is displayed as the user starts the application process. As per the business requirements, the mobile number provided by the applicant must be verified. To verify the same, the applicant must enter the mobile number and click on **the Verify** button.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

1/3 Applicant's Basic Information

2/3 Location of the proposed new bridge/culvert work

3/3 Other Details

Applicant's Details

Salutation *
Mr.

First Name *
Avik

Middle Name

Last Name *
Saha

Gender *
Male

Date Of Application *
19/06/2026

Status (Individual/Authorised Signatory for): *
Individual

Name of the Firm/Company/Society: *
Demo Company

*Note: if applicable, Otherwise mention 'NA'

Landline No.

Mobile No. *

Email *
vik@gmail.com

FIGURE 11

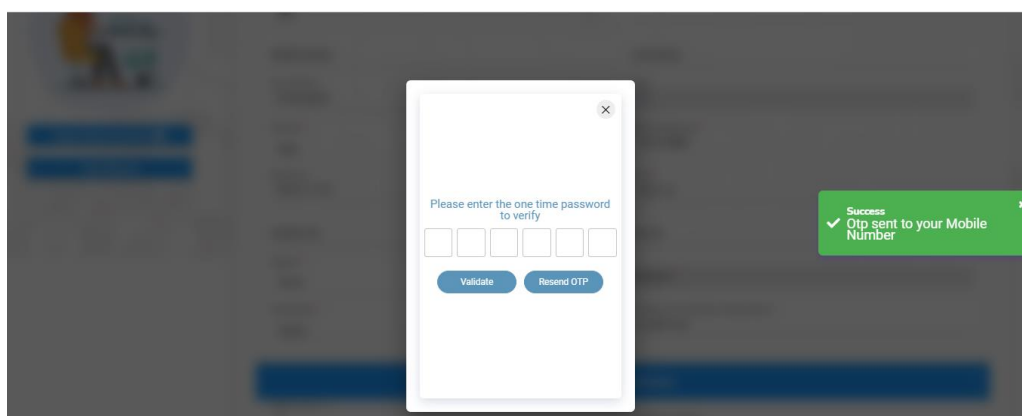


FIGURE 12

In case the applicant tries to proceed with the application without verifying the mobile number, a warning message as shown below is displayed.

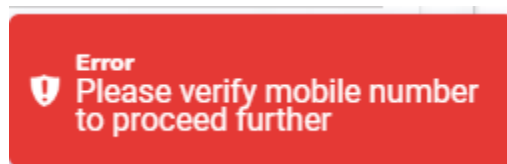


FIGURE 13

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

As soon as the Mobile No. field is verified by providing the correct OTP, a blue tick mark  appears. The applicant needs to fill up the complete **Address of the Applicant** in the same screen. The following screenshot may be referred to.

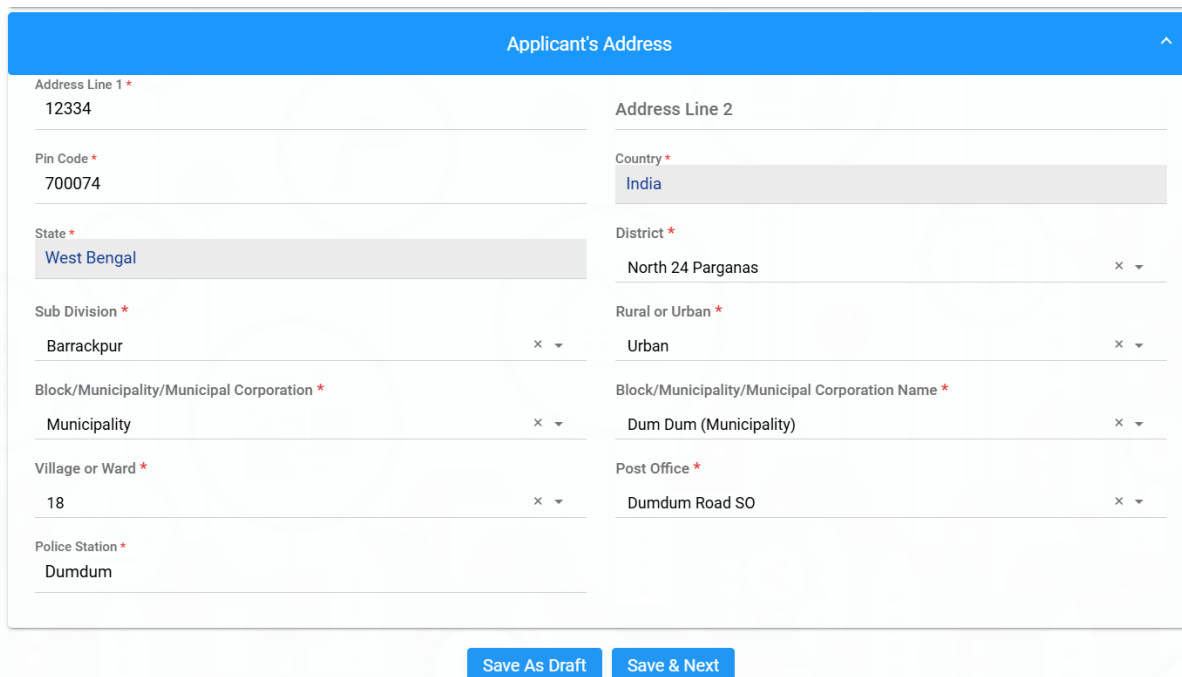


FIGURE 14

The applicant can **Save** the application as a draft application by clicking the **Save as Draft** button. To proceed further, the applicant must click on the **Save & Next** button. The following screen appears next. To go back to the previous screen, the applicant needs to click the **Back** button. On clicking Save & Next, the following screen appears.

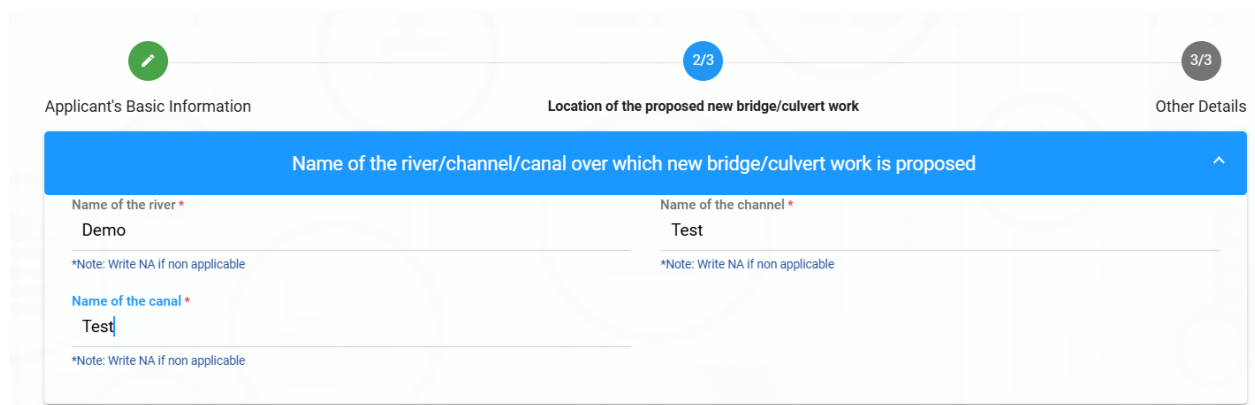


FIGURE 15

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

Location of the proposed new bridge/culvert work

Mouza/Village/Locality *

mouza

Panchayat Samity / Municipality *

Demo

District *

Test

Dag No. *

123

Block *

11

*Note: Write NA if non applicable

Post Office *

Demo

*Note: Write NA if non applicable

Longitude *

12.123456 E

Gram Panchayat / Municipal ward *

panchayat

Police Station *

Test

RS Plot No. *

123

Khatian No. *

123

Ward *

18

*Note: Write NA if non applicable

Latitude *

12.123456 N

Back

Save As Draft

Save & Next

FIGURE 16

The applicant can Save the application as a draft application by clicking the **Save as Draft** button. To go back to the previous screen the user can click on the **Back** button. To proceed further, the applicant must click on the **Save & Next** button. The following screen appears next.

Applicant's Basic Information

Location of the proposed new bridge/culvert work

Other Details

Premises Details

Distance of premises (in metres) *

123

Proposed/existing width of the alternate access road (in metres) *

123

DAG No *

11

Whether alternate access is existing or has to be constructed or developed *

To be developed/ Constructed

RS Plot No *

1233

Khatian No. *

14

*Note: In case the alternate access is to be constructed/developed, name of the implementing/executing authority for such development and name of the local authority for according permission. Such local authority may be Panchayat Samity in rural areas and Municipality/Municipal Corporation/Development Authority in urban and semi-urban areas.

FIGURE 17

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

Details of implementing/executing authority and local authority

Name of the implementing/executing authority *

Demo

Name of the local authority *

Demo

Reference number and Date of letter of NoC of the local authority

Ref No. *

1224

Date *

04/06/2026

*Note: Reference number and date of letter of NoC of the local authority regarding construction of the new bridge / culvert. Such authority should be Panchayat Samity in rural areas and Municipality/Municipal Corporation/Development Authority for urban areas.

FIGURE 18

Bridge/Culvert Details

Justification of the proposal of the proposed new bridge/culvert work (within 3 sentences). *

123

Type of proposed new bridge/culvert *

Single lane road bridge/Culvert

Length of the proposed new bridge/culvert (in metres) *

122

Carriageway width of the proposed new bridge/culvert (in metres) *

123

Note 1: Footbridge/Culvert is mainly for pedestrian traffic with occasional 4-wheeler, carriageway width 2.0m.
Note 2: Single lane road bridge/Culvert for higher category of traffic of carriageway width of 4.25m, upto 20m total spans.
Note 3: Double lane road bridge/Culvert of minimum carriageway width of 5.5m, beyond 20m total span or for heavier traffic density even at lower span.

Distance of the nearest bridge/culvert in upstream and downstream from the proposed new bridge/culvert location

Upstream distance (in metres) *

123

Downstream distance (in metres) *

123

Note 1: Standard Operating Procedure (SOP) for processing the application has been detailed at Annex-II
Note 2: Guiding principles to be followed in the Irrigation & Waterways Department to accord permission for construction of bridge /culvert over rivers / drainage channels / irrigation canal may be perused at Annex-III
Note 3: Standard format of undertaking to be submitted by the Applicant is at Annex-IV

☒ I Accept

Back

Save As Draft

Preview

Download Annexure

Submit

Note:- Supporting Document button will be enabled after preview.

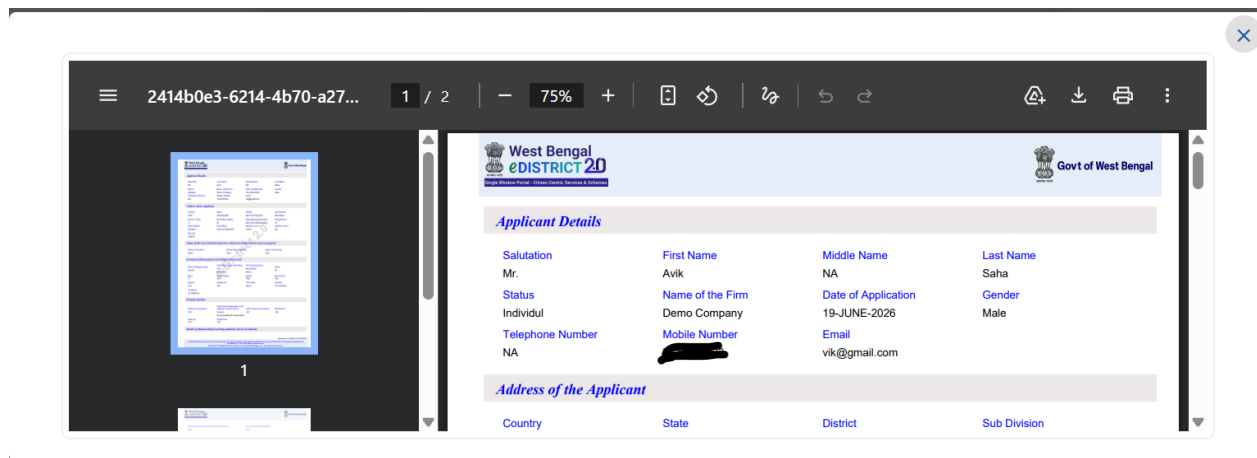
FIGURE 19

Version No.: 1.1

16-Jun-2026

Page: 20

To proceed further, the applicant must click on the **Preview** button, to view the application in the **Preview** mode. The following screen appears.



West Bengal eDISTRICT 2.0			
Govt of West Bengal			
Applicant Details			
Salutation	First Name	Middle Name	Last Name
Mr.	Avik	NA	Saha
Status	Name of the Firm	Date of Application	Gender
Individual	Demo Company	19-JUNE-2026	Male
Telephone Number	Mobile Number	Email	
NA	[REDACTED]	vik@gmail.com	
Address of the Applicant			
Country	State	District	Sub Division

FIGURE 20

The user needs to submit all details for the last tab and click on **the Submit** button. In case the user clicks on **Submit**, the system checks for the availability of supporting documents and warns accordingly. The user must upload the supporting documents to ensure that the application form is submitted successfully.

4.2 Adding Supporting Documents.

Users need to click on the supporting document button. To attach the documents user needs to click on the **Supporting Documents** to attach the supporting documents.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

Document Type	Document Name	File Attachment
Index plan preferably drawn on mouza map, showing the proposed beautification, approaches on the plots belonging to I&WD/Government, plot of the premises for which the beautification is proposed and alignment of the access/approach road, from the beautification site up to the entrance of the premises *	Index plan preferably drawn on mouza map	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB
Letter of Local Authority according NoC *	Letter of Local Authority according NoC	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB
Layout drawing of the proposed beautification prepared by Licensed Architect showing Plan / Elevation *	Layout drawing of the proposed beautification prepared by Licensed Architect showing Plan / Elevation *	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB
Undertaking-Standard format of undertaking to be submitted by the Applicant is at Annex-IV *	Undertaking	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB

Close Save

FIGURE 21

To attach a document, the user needs to click on the **Attach File(s)** link.

Document Type	Document Name	File Attachment
Other Documents	Other Documents	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Aadhaar_car...
Index plan preferably drawing of mouza map, showing the proposed new bridge / culvert, approaches on the plots belonging to I&WD/Government, plot of the premises for which the new bridge / culvert is proposed and alignment of the access/approach road from the new bridge / culvert site up to the entrance of the premises *	Index plan preferably drawing of mouza map	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB birth certifica...
Letter of Local Authority according NoC *	Letter of Local Authority according NoC	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Building_Plan...
General arrangement drawing of the new bridge / culvert prepared by licenced structural Engineer showing: Plan,Elevation,Typical cross section of the structure, superimposed on the river / channel / canal section, Typical cross section of the proposed protection work Typical cross section of proposed protection work in upstream as well as downstream for a length of 15m from centre line of bridge axis by brick-block pitching / stone boulder pitching / cement concrete block pitching over a layer of filter. *	General arrangement drawing of the new bridge / culvert prepared by licenced structural Engineer *	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Deed.jpg

Close Save

FIGURE 22

Once all the necessary documents are uploaded, the User has to click on **Save** button to save the attachments.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

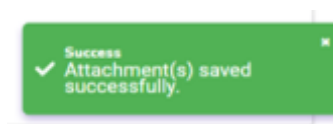


FIGURE 23

Now the user can click on **Submit** to complete the application submission. The Unique AIN is generated for the application submitted. This is shown in the image below.

The User can close the window and go to the **Dashboard**, to see the application. Also, the Application acknowledgement can be downloaded / printed for records by clicking on the download button.

Your application for [Permission for construction of bridges/culvert by private entity](#) under the Government of West Bengal has been successfully submitted.

Application Summary

AIN : 212832607800000066 [Downloads](#)

You can track the status of Application from Dashboard. Kindly click 'Close' button

Close

FIGURE 24

4.3 Deleting Draft Application that is no longer needed

The user needs to click on the Trashcan Icon as shown below.

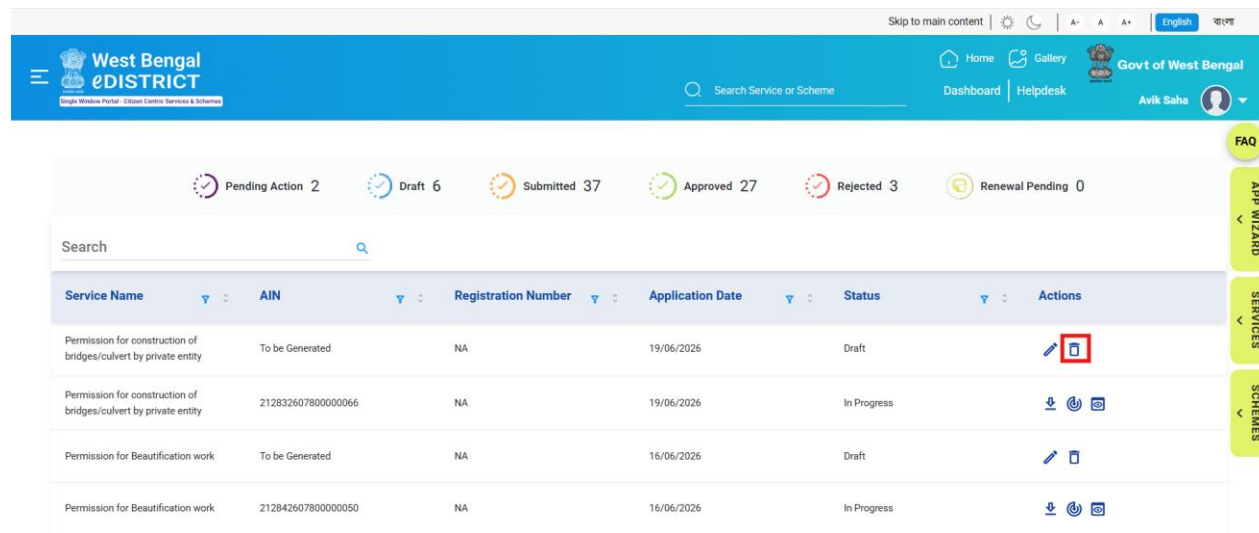


FIGURE 25

The following screen appears.

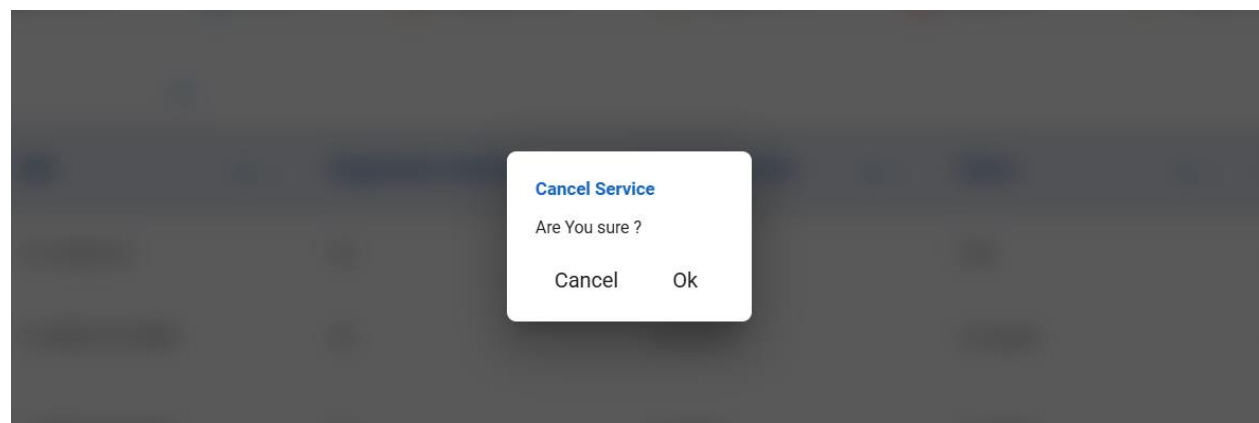


FIGURE 26

The user has to click on **the Ok** button to confirm the deletion. A confirmatory message appears to confirm the deletion.

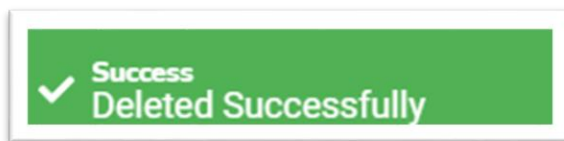


FIGURE 27

4.4 Editing a Draft Application

The user has to click on the Edit icon as shown below to edit the draft.

The screenshot shows the West Bengal eDISTRICT portal interface. At the top, there is a navigation bar with the logo, search bar, and user profile. Below the navigation bar, there is a summary section with status counts: Pending Action (2), Draft (6), Submitted (37), Approved (27), Rejected (3), and Renewal Pending (0). A search bar is present below the summary. The main content area displays a table of applications. The first row is highlighted, and a red box is drawn around the 'Edit' icon (a pencil) in the 'Actions' column for the first application, which is in 'Draft' status.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for construction of bridges/culvert by private entity	To be Generated	NA	19/06/2026	Draft	 
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	  
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	 
Permission for Beautification work	212842607800000050	NA	16/06/2026	In Progress	  

FIGURE 28

4.5 Download Application Acknowledgement

The user needs to click on the **Download** icon as shown below.

The screenshot shows the West Bengal eDISTRICT dashboard. At the top, there's a navigation bar with the logo, search bar, and user profile. Below the navigation bar, there's a summary section with status counts: Pending Action (2), Draft (5), Submitted (37), Approved (27), Rejected (3), and Renewal Pending (0). The main section is a table of applications. The first application is 'Permission for construction of bridges/culvert by private entity' with AIN 212832607800000066, Registration Number NA, Application Date 19/06/2026, and Status In Progress. The 'Actions' column for this application shows a download icon (a square with a downward arrow) which is highlighted with a red box.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	[Download Icon]
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	[Edit Icon]
Permission for Beautification work	212842607800000050	NA	16/06/2026	In Progress	[Download Icon]
Permission for disposal of treat industrial effluent and domestic	212852607800000042	NA	11/06/2026	In Progress	[Download Icon]

FIGURE 29

4.6 Searching an Application

To search for an application, the user should enter the **Unique AIN** of the application in the **Search Box**. The following screen shot may be referred to.

The screenshot shows the same West Bengal eDISTRICT dashboard as Figure 29, but with the search box at the top filled with the AIN '212832607800000066'. The table below shows the search results, with the first application highlighted in yellow. The 'AIN' column for this application also contains the same AIN, which is highlighted in yellow.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	[Download Icon]

FIGURE 30

In case the application has been Sent Back by any actor the same process may be followed.

Since the application has been sent back the user can view the reasons / comments for the same by clicking on SendBack Remarks as shown above. The following screen appears.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

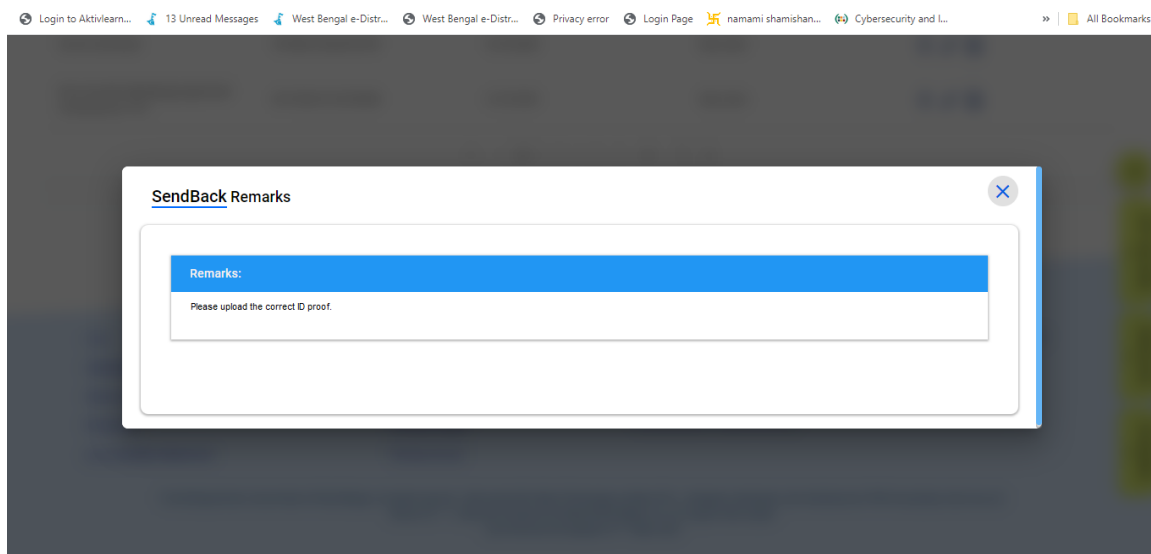


FIGURE 31

4.7 Tracking Application Status

To track the status the user needs to click on the **Track Case Status** Icon as shown below.

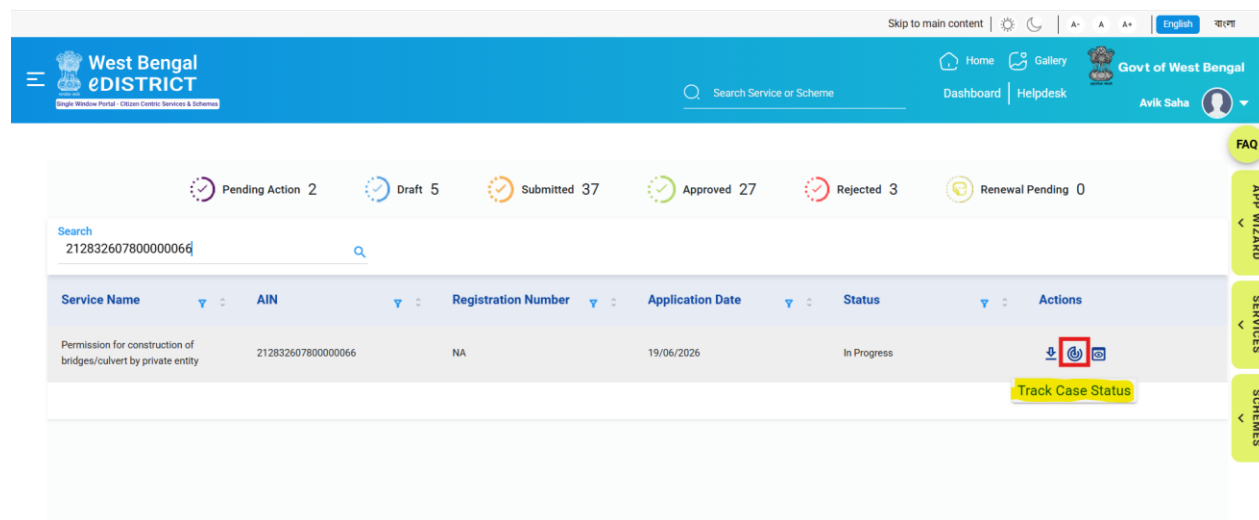


FIGURE 32

4.8 Edit an Application

In order to edit an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- View the remarks shared by the concerned departmental authority.
- Click on the **Edit Case** icon and make the necessary changes.
-

4.9 Checking the Application Outcome

In order to check the outcome of an application, the user has to follow the following steps:

- Login to WB eDistrict portal
- Search the application using the search features with the help of the Unique AIN as mentioned in the previous section.
- Application may have the outcome as Approved or Rejected as per the merit of the case. The following screen shot shows an application which has been rejected.

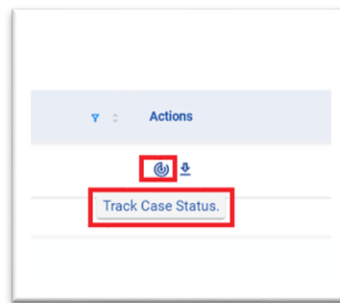


FIGURE 33

User Manual for Applicants for Permission for construction of bridges & culverts by private entities

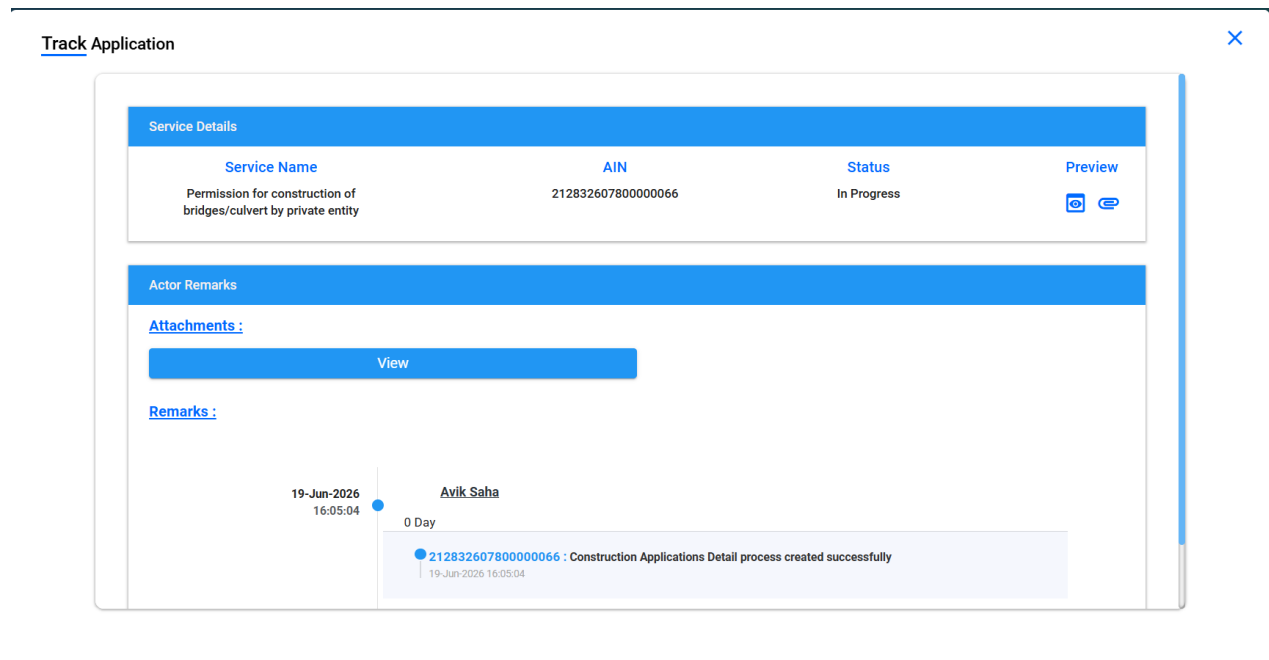


FIGURE 34

5.0 Connecting Helpdesk

The WB eDistrict 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.

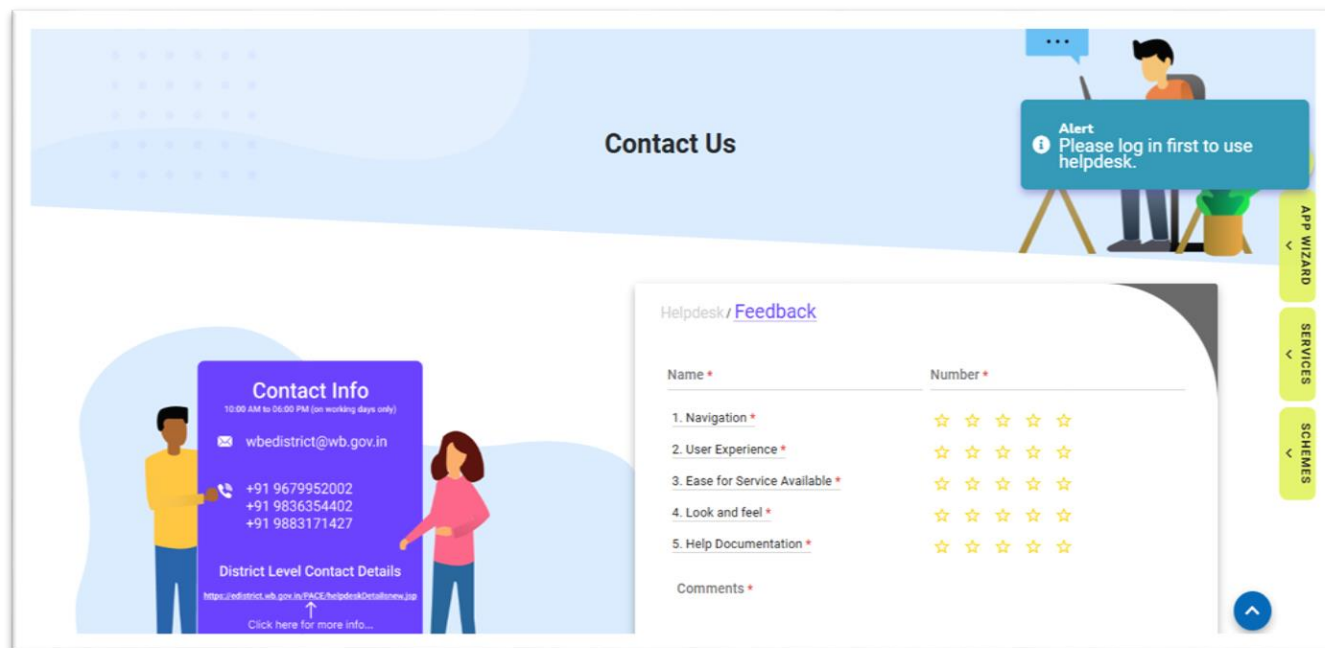
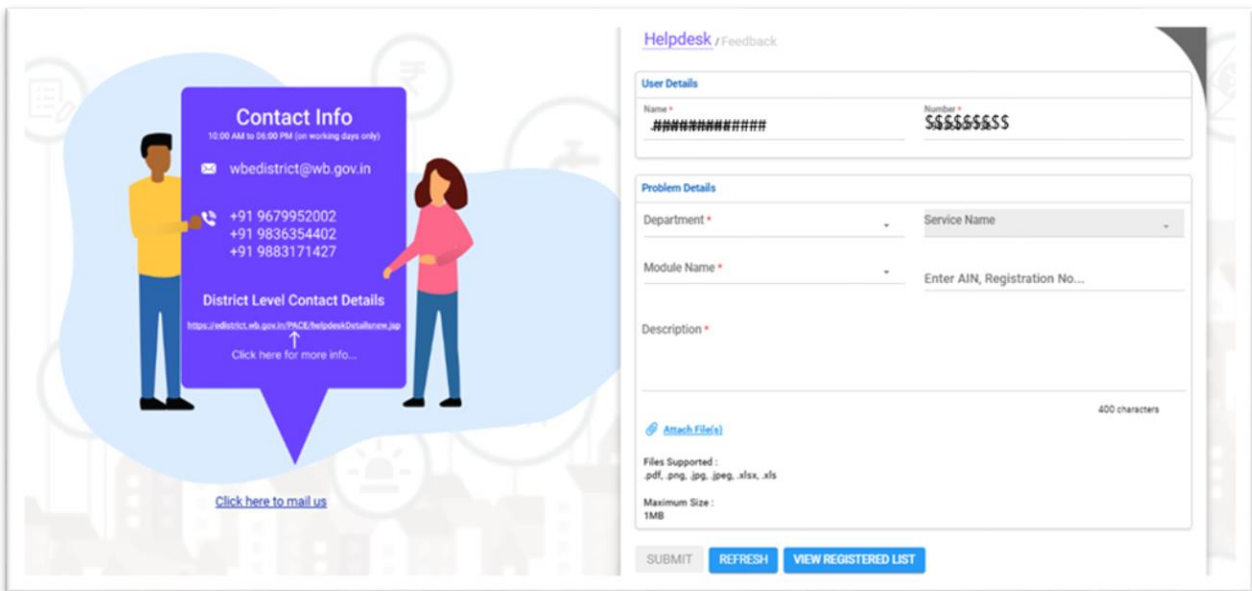


Figure 35

The Contact Us section also provides the user to submit generic feedback on the portal as well. The Helpdesk Link is greyed out. If the user tries to click on the same, the system checks the login status and in case the user is not logged in, an alert **“Please log in first to use helpdesk.”** is displayed.

Once the user has logged in to the portal, he should click on the Helpdesk link to access the Helpdesk feature. The following screen appears.

User Manual for Applicants for Permission for construction of bridges & culverts by private entities



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://wbdistrict.wb.gov.in/PAICE/HelpdeskDetailsNew.jsp>
Click here for more info...
[Click here to mail us](#)

Helpdesk / Feedback

User Details

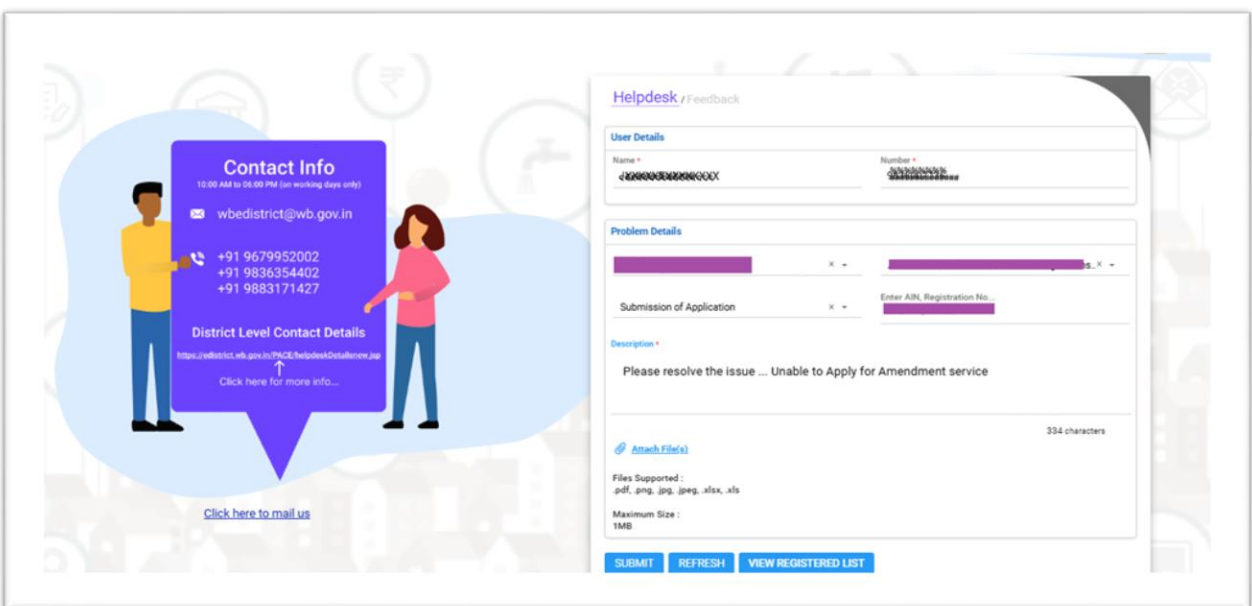
Name * ##### Number * SSSSSSSSS

Problem Details

Department * Service Name *
Module Name * Enter AIN, Registration No...
Description *
400 characters
Attach File(s)
Files Supported : pdf, png, jpg, jpeg, xlsx, xls
Maximum Size : 1MB
SUBMIT REFRESH VIEW REGISTERED LIST

Figure 36

Under the User Details information group, Name and Number of the active user are displayed. The user needs to fill in the Problem details information group. The user has to provide the Department, Service name, Module name and the corresponding Unique Identifier i.e. AIN or Registration Number. In the Description box, the user has to provide the problem statement and then upload the document in support of the issue.



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://wbdistrict.wb.gov.in/PAICE/HelpdeskDetailsNew.jsp>
Click here for more info...
[Click here to mail us](#)

Helpdesk / Feedback

User Details

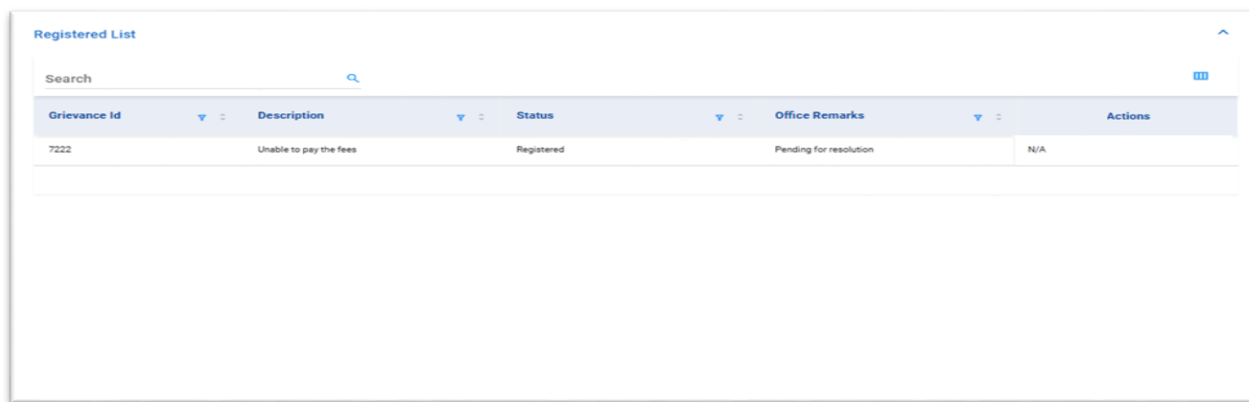
Name * ##### Number * SSSSSSSSS

Problem Details

Department * Service Name *
Module Name * Enter AIN, Registration No...
Description *
334 characters
Attach File(s)
Files Supported : pdf, png, jpg, jpeg, xlsx, xls
Maximum Size : 1MB
SUBMIT REFRESH VIEW REGISTERED LIST

Figure 37

The Submit button gets enabled and the user must click on the same to submit the concern. A Unique request number is generated. In order to track progress of the concern, the user needs to click in the **View Registered List** button. The following screen appears.



The screenshot shows a web interface titled "Registered List". It features a search bar at the top with a magnifying glass icon. Below the search bar is a table with the following columns: "Grievance Id", "Description", "Status", "Office Remarks", and "Actions". Each of the first four columns has a dropdown arrow. The table contains one row of data with the following values: "7222" for Grievance Id, "Unable to pay the fees" for Description, "Registered" for Status, "Pending for resolution" for Office Remarks, and "N/A" for Actions.

Grievance Id	Description	Status	Office Remarks	Actions
7222	Unable to pay the fees	Registered	Pending for resolution	N/A

Figure 38

Once the action is taken, the user gets a button/link which can be clicked upon to view the updated resolution / feedback /action taken by the Help Desk team.

6.0 Submitting Feedback

In order 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.

The screenshot shows a web form titled "Feedback" with a "Grievance" link in the top right corner. The form includes fields for "Name*" (containing "S D") and "Number*" (containing "777777777"). Below these are five rating categories, each with five stars: "1. Navigation*", "2. User Experience*", "3. Ease for service available*", "4. Look and feel*", and "5. Help Documentation*". The first three categories have 4 stars selected, while the last two have 5 stars selected. A progress bar shows "Your Satisfaction level is 88%". A "Comments*" field contains the text "Satisfactory". At the bottom right, it says "488 characters". Two blue buttons, "SUBMIT" and "RESET", are at the bottom left.

Category	Star 1	Star 2	Star 3	Star 4	Star 5
1. Navigation*	★	★	★	★	☆
2. User Experience*	★	★	★	★	☆
3. Ease for service available*	★	★	★	★	☆
4. Look and feel*	★	★	★	★	★
5. Help Documentation*	★	★	★	★	★

Your Satisfaction level is 88%

Comments*: Satisfactory

488 characters

SUBMIT **RESET**

FIGURE 39

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.

7.0 Logging Out

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

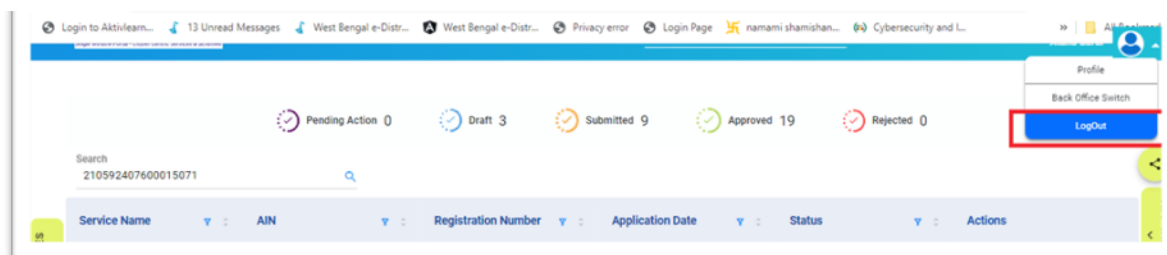


FIGURE 40