

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 disposal of treated industrial effluent and domestic
sewage**

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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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.

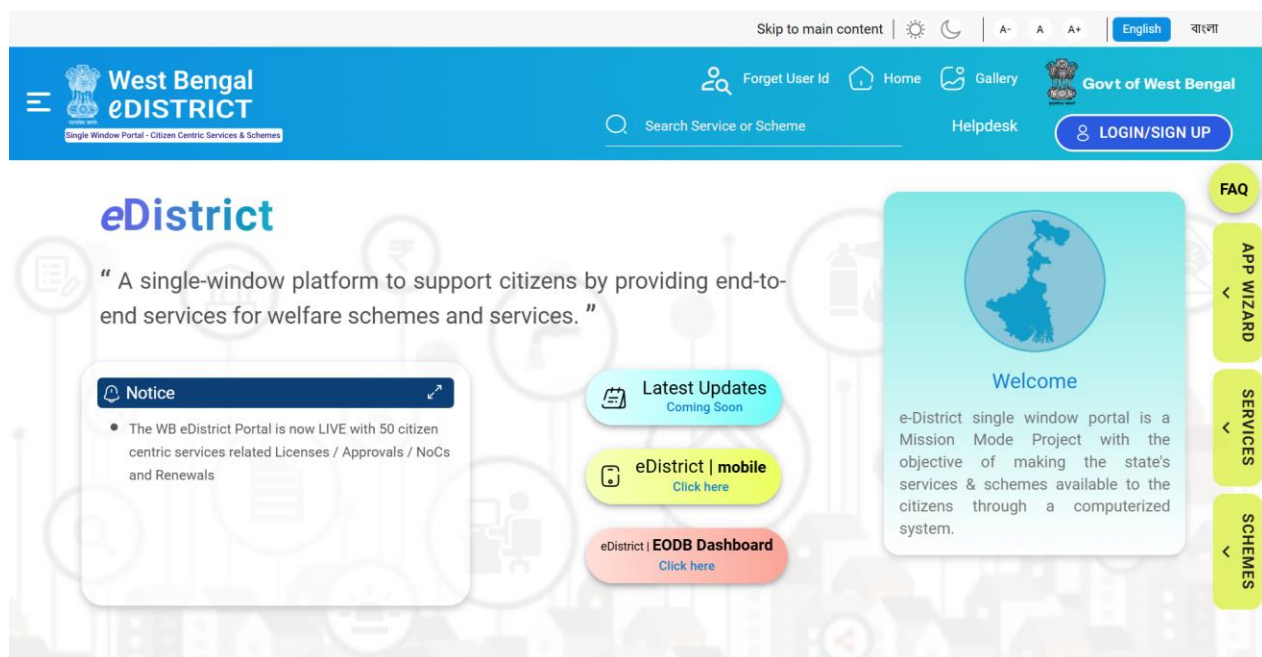
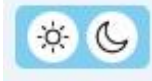
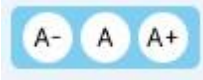
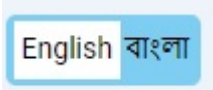


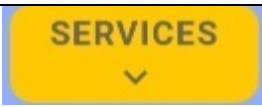
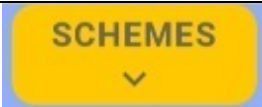
FIGURE 1

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.:

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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 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.

Icon / Link	Usage
	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 disposal of treated industrial effluent and domestic sewage services under the Services-> Irrigation & Water Ways-> Permission for disposal of treated industrial effluent and domestic sewage. In case any user wants to know about a

User Manual for Applicants for Permission for disposal of treated industrial effluent and domestic sewage

particular service, he or she can do so by clicking on the **Services** link. The **Service Discovery** screen appears as follows.

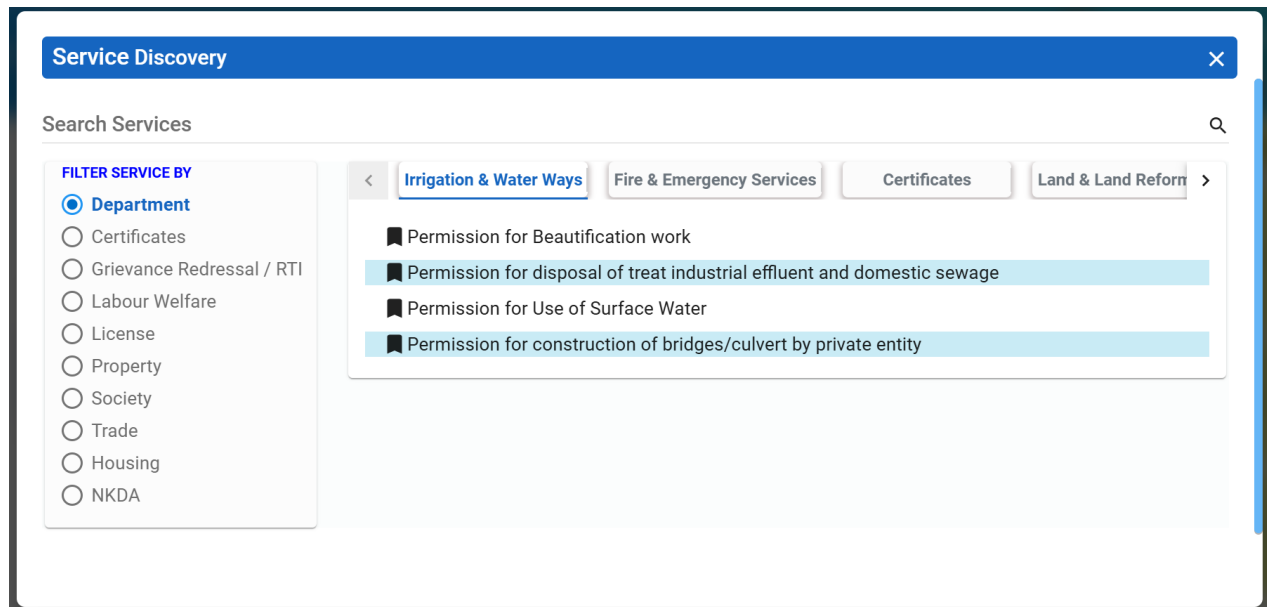


FIGURE 2

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 disposal of treated industrial effluent and domestic sewage.

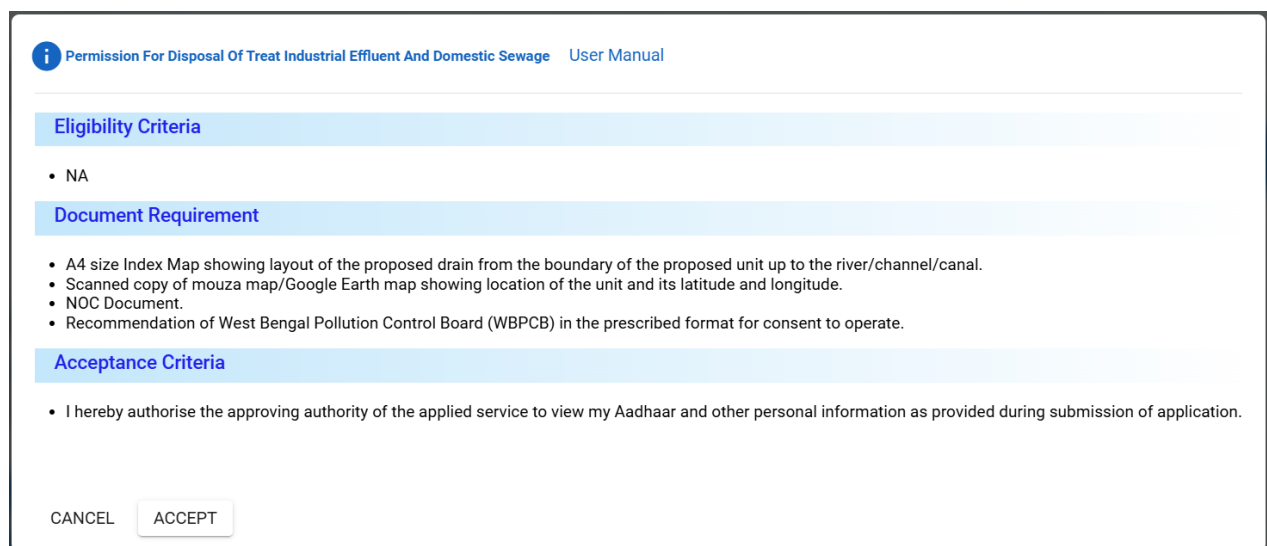


FIGURE 3

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 -->

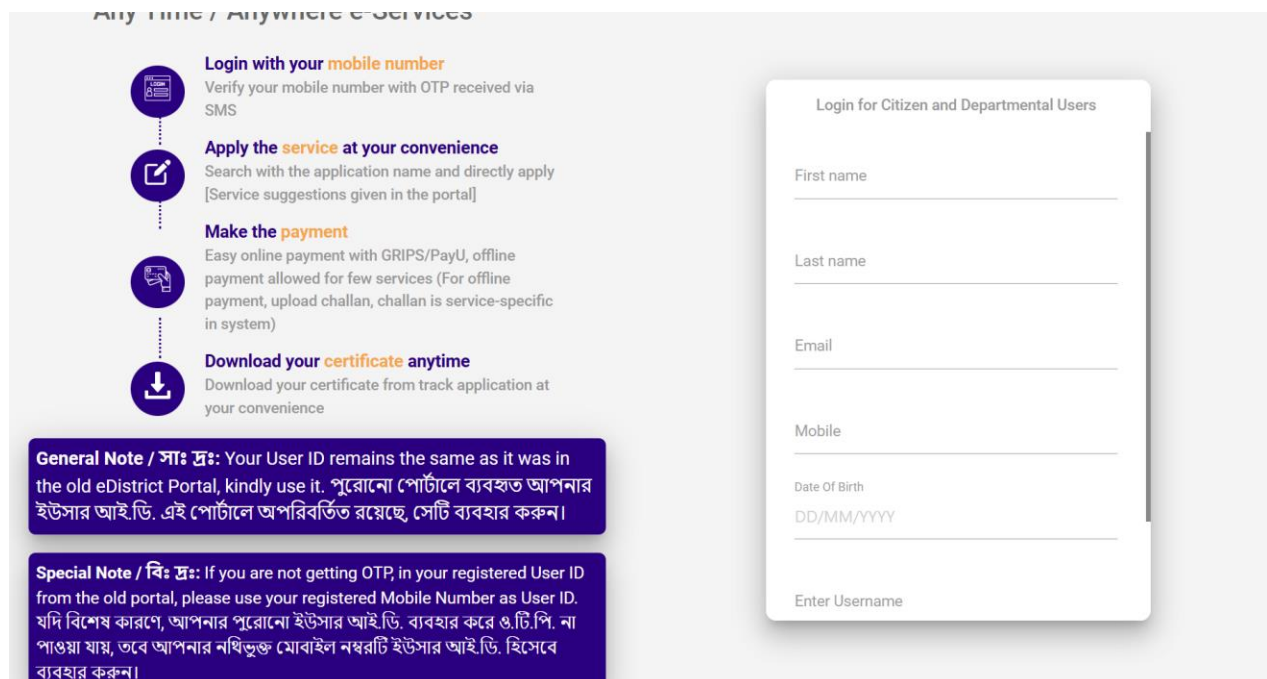


FIGURE 4

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

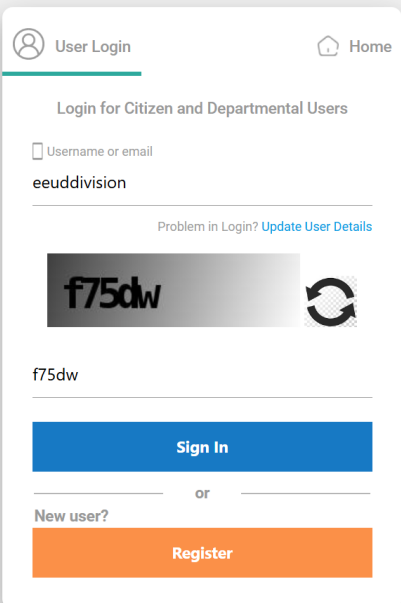
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

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 includes a 'Username or email' field with the value 'eeuddivision'. Below the field is a 'Problem in Login? Update User Details' link. A large grey box displays the text 'f75dw' next to a circular refresh icon. Below this, the text 'f75dw' is repeated. There are two buttons: a blue 'Sign In' button and an orange 'Register' button. A 'New user?' link is also present.

FIGURE 5

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

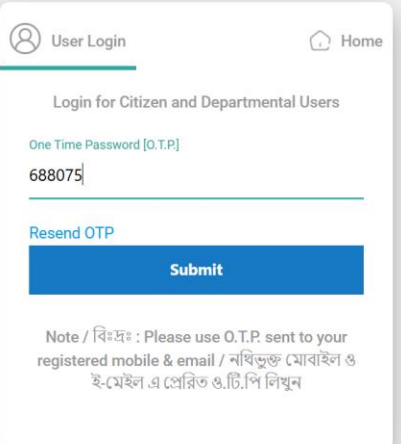
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

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 includes a 'One Time Password [O.T.P.]' field with the value '688075'. Below the field is a 'Resend OTP' link and a blue 'Submit' button. A note at the bottom states: '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

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

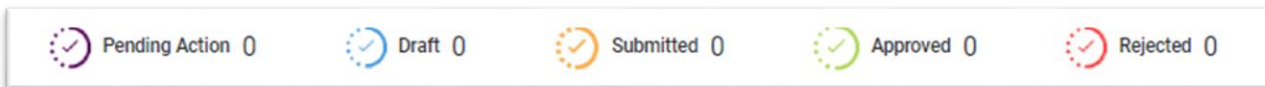


FIGURE 7

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 disposal of treated industrial effluent and domestic sewage

User needs to find the service as shown below.

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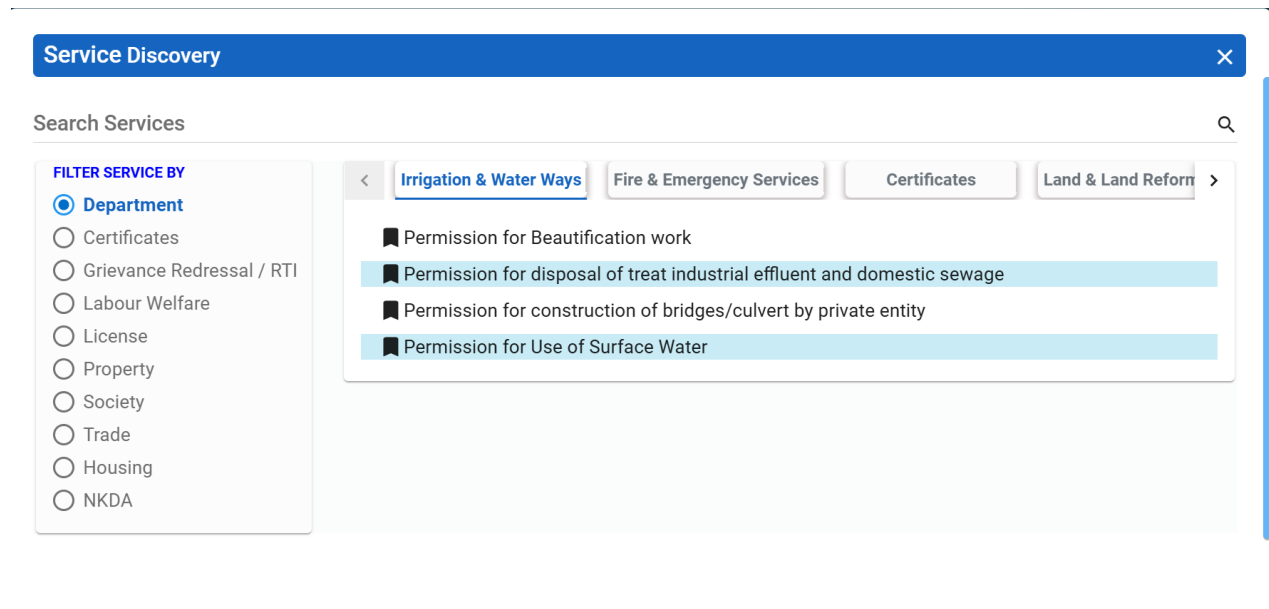


FIGURE 8

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

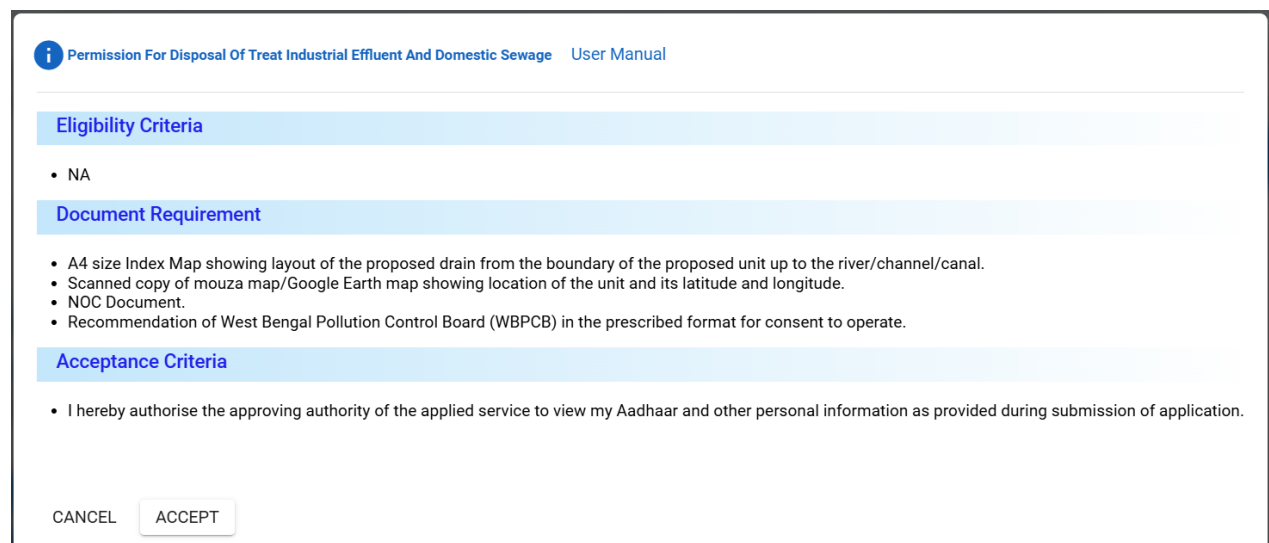


FIGURE 9

User Manual for Applicants for Permission for disposal of treated industrial effluent and domestic sewage

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

Home >>>
Permission for disposal of treat industrial effluent and domestic sewage
Permission for disposal of treat industrial effluent and domestic sewage Application

1/2 2/2

Name and Contact Details of the Applicant Location Details of Proposed Industrial Unit

Name and Contact details of the Applicant

Salutation * First Name *

Middle Name Last Name *

Date Of Application * Mobile No. *

23/06/2026

Landline Number Email *

Name of Firm *

Address of the Applicant/ Address of the Firm

Address Line 1 * Address Line 2

User Manual
Select Profile

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.

1/2 2/2

Name and Contact Details of the Applicant Location Details of Proposed Industrial Unit

Name and Contact details of the Applicant

Salutation * First Name *

Mr. Avik

Middle Name Last Name *

Saha

Date Of Application * Mobile No. *

23/06/2026 9876543210

Landline Number Email *

saha@gmail.com

Name of Firm *

Demo Firm

Address of the Applicant/ Address of the Firm

Address Line 1 * Address Line 2

FIGURE 11

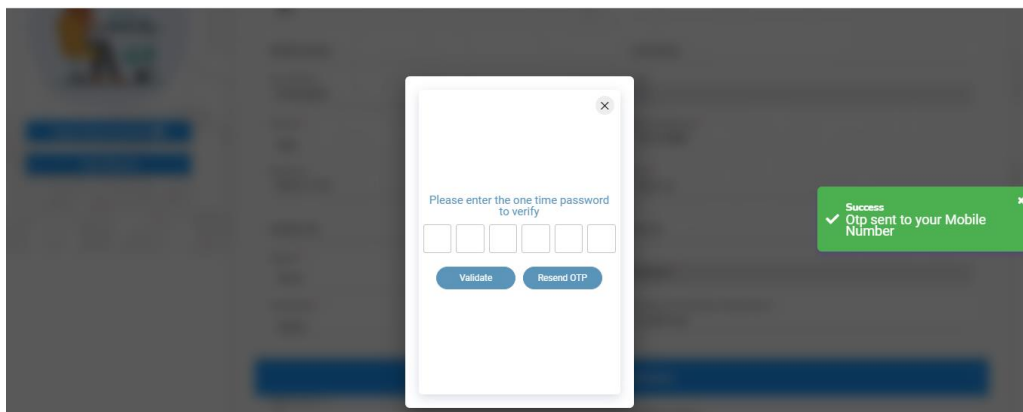


FIGURE 12

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

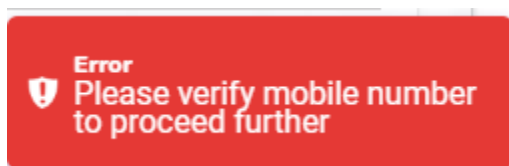


FIGURE 13

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.

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Address of the Applicant/ Address of the Firm

Address Line 1 *

123

Pin Code *

700074

State *

West Bengal

Sub Divison *

Bongaon

Block/Municipality/Municipal Corporation *

Municipality

Village or Ward *

11

Police Station *

Demo Station

Address Line 2

Country *

India

District *

North 24 Parganas

Rural or Urban *

Urban

Block/Municipality/Municipal Corporation Name *

Bangaon (Municipality)

Post Office *

Motijheel SO

Location Mouza *

NA

Save As Draft

Save & Next

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

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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.

Location Details of Proposed Industrial Unit	
Mouza/Village/Locality *	Gram Panchayat / Municipal ward *
Mouza	Demo
Panchayat Samity / Municipality *	Police Station *
Test	Test1
District *	RS Plot No. *
North 24 PGS	9876
Dag No. *	Khatian No. *
123	1246
Block *	Ward *
87	4
*Note: Write NA if non applicable	*Note: Write NA if non applicable
Post Office *	Latitude *
Newtown	12.123456 N
*Note: Write NA if non applicable	
Longitude *	
12.123456 E	

FIGURE 15

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Other Details ^

Name of the river/channel/canal * Demo River Hint: Name of the river / channel / canal in which the discharge is proposed to be disposed. Ultimate total quantum of discharge to be disposed considering future expansion of the unit(in cumec), including any one or all of the following. * Both x ▾ Whether NoC/ clearance from WBPCB certifying the quantum of discharge has been obtained. * Yes x ▾	Approximate length(in metre) 67 Hint: Approximate length of drain (in meter) from boundary of the proposed unit to the river / channel / canal. Total quantum of discharge to be disposed considering future expansion of the unit (in cumec) 12 Existence of intake structures/outlet of field channels/offtake of branch... * No x ▾
Number of such structures	Distance thereof from the proposed outfall point in the Upstream (In Meter)
Distance thereof from the proposed outfall point in the Downstream (In Meter)	

1. I / We undertake to bear the cost of outfall structure and appurtenant bank protection and/or embankment improvement works to be designed and constructed by the Irrigation & Waterways Department and sign Agreement with the concerned field level Officers of the Department on payment of such cost.
 2. I / We also undertake the responsibility of construction of drain / conduit from the premises of the unit up to the outfall structure, as per suggestion / guidance of the Irrigation & Waterways Department, so as to make it befitting with the outfall structure.

☒ I Accept

Back
Save
Preview
Download Drainage SOP
Submit

FIGURE 16

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

FIGURE 17

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.

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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.

The 'Documents' modal displays a table with three columns: Document Type, Document Name, and File Attachment. It lists four required documents, each with an 'Attach File(s)' link and file specifications.

Document Type	Document Name	File Attachment
Index plan preferably drawn on mouza map, showing the proposed beautification, approaches on the plots belonging to IL&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 18

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

The 'Documents' modal displays a table with three columns: Document Type, Document Name, and File Attachment. It lists four required documents, each with an 'Attach File(s)' link and file specifications. The 'File Attachment' column shows the file names and sizes for each document.

Document Type	Document Name	File Attachment
Recommendation of West Bengal Pollution Control Board (WBPCB) *	Recommendation of West Bengal Pollution Control Board (WBPCB)	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Aadhaar_car... 500KB
A4 size Index Map showing lay out of the proposed drain from the boundary of the proposed unit up to the river/channel/canal. *	A4 size Index Map showing lay out of the proposed drain from the boundary of the proposed unit up to the river/channel/canal.	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB birth certifica... 500KB
Scanned copy of mouza map/Google Earth map showing location of the unit and its latitude and longitude. *	Scanned copy of mouza map/Google Earth map showing location of the unit and its latitude and longitude.	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Building_Plan... 500KB
NOC Document. *	NOC Document.	Attach File(s) Files Supported : jpg, jpeg, png, pdf Maximum Size : 500KB Deed.jpg 500KB

Close Save

Items 10

FIGURE 19

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

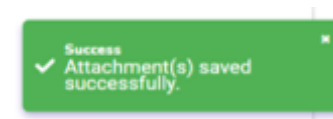


FIGURE 20

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.

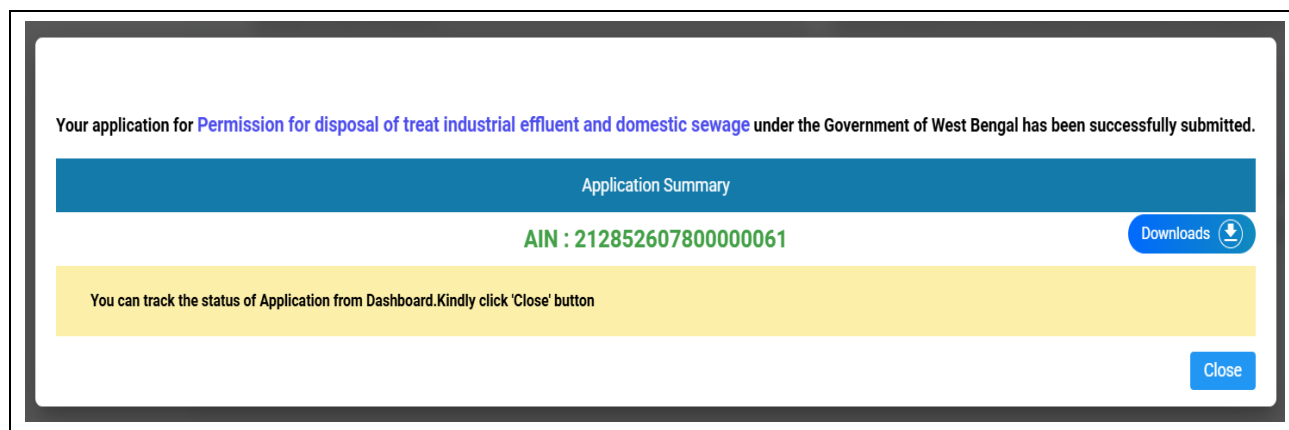
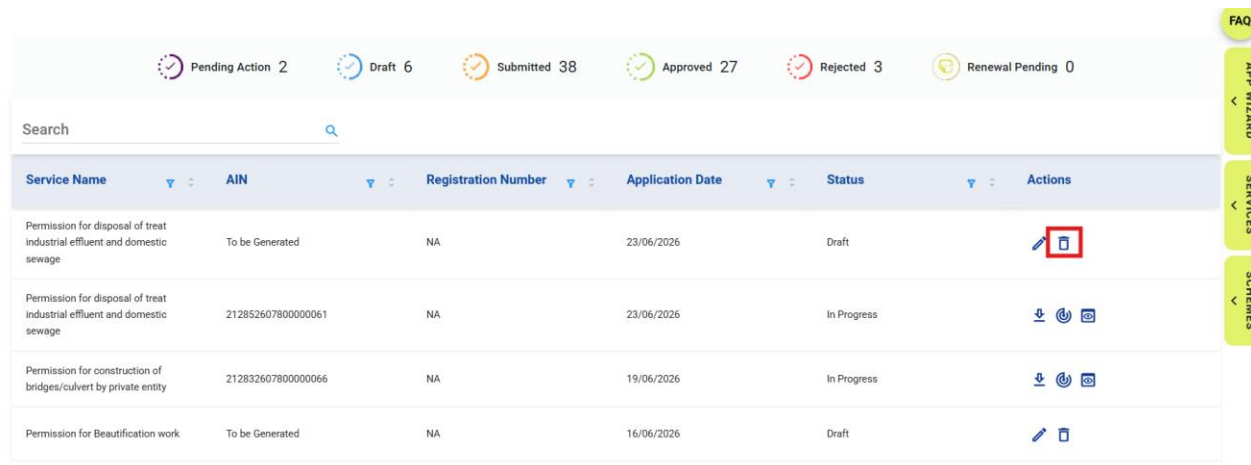


FIGURE 21

4.3 Deleting Draft Application that is no longer needed

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



The screenshot shows a dashboard with a top navigation bar containing status counts: Pending Action (2), Draft (6), Submitted (38), Approved (27), Rejected (3), and Renewal Pending (0). Below this is a search bar and a table with columns: Service Name, AIN, Registration Number, Application Date, Status, and Actions. The table lists four applications. The first application, 'Permission for disposal of treat industrial effluent and domestic sewage', is in 'Draft' status. Its 'Actions' column contains a trashcan icon, which is highlighted with a red box. The other three applications are in 'In Progress' status and have download, refresh, and share icons in their 'Actions' column.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for disposal of treat industrial effluent and domestic sewage	To be Generated	NA	23/06/2026	Draft	[Trashcan Icon]
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000061	NA	23/06/2026	In Progress	[Download, Refresh, Share Icons]
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	[Download, Refresh, Share Icons]
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	[Edit, Trashcan Icons]

FIGURE 22

The following screen appears.

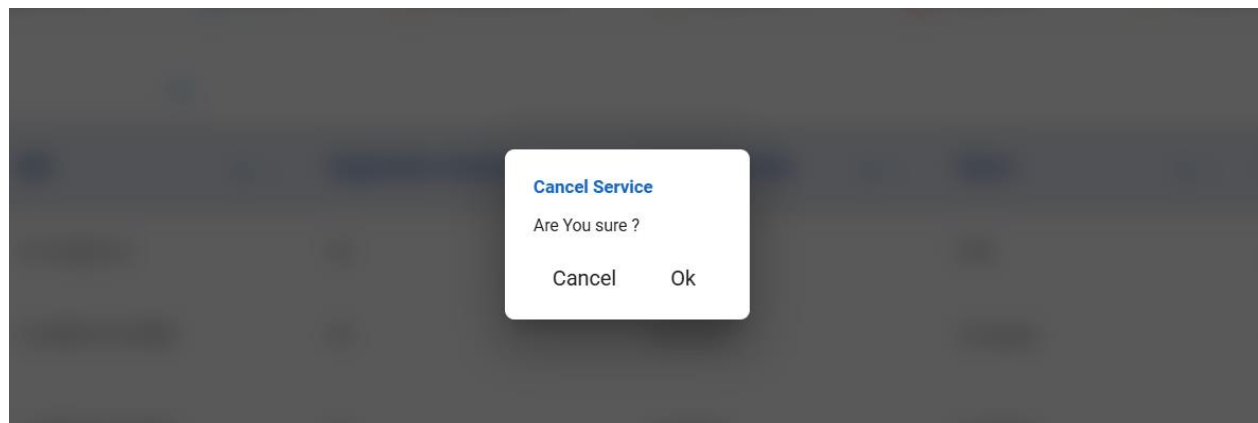


FIGURE 23

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

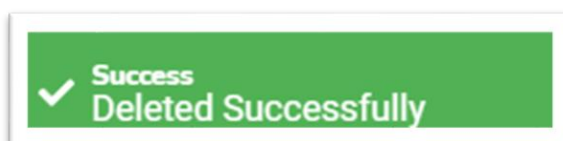
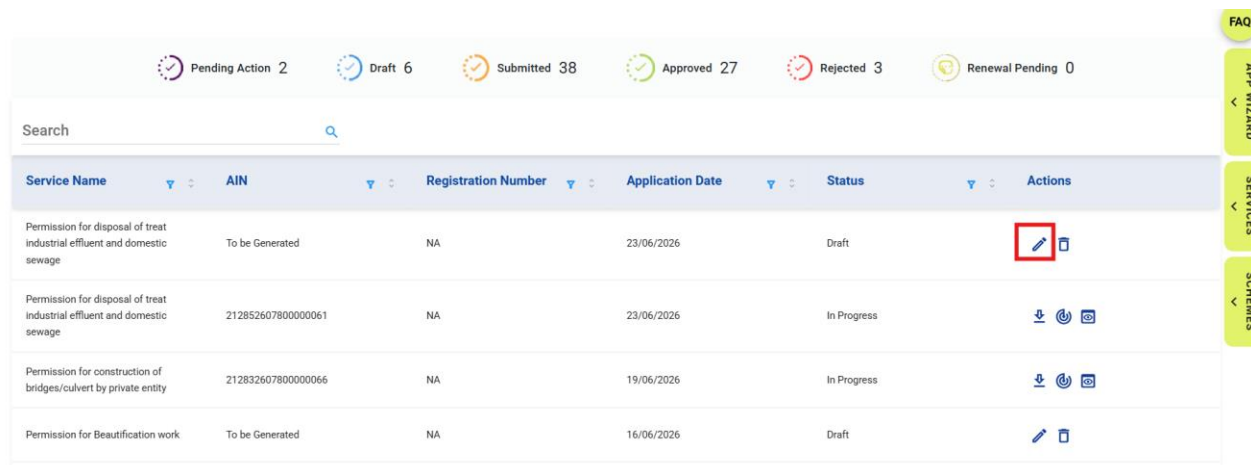


FIGURE 24

User Manual for Applicants for Permission for disposal of treated industrial effluent and domestic sewage

4.4 Editing a Draft Application

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

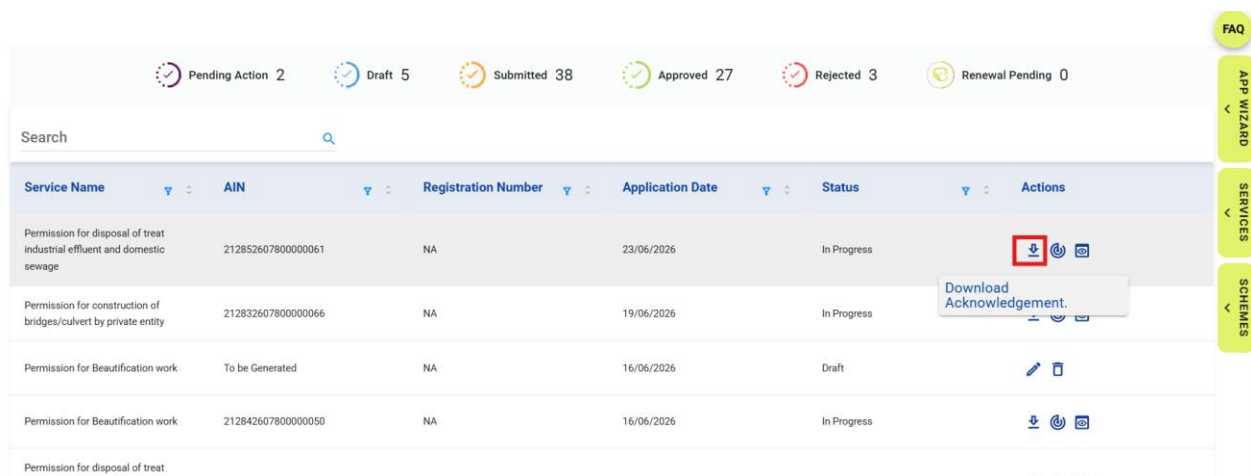


Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for disposal of treat industrial effluent and domestic sewage	To be Generated	NA	23/06/2026	Draft	[Edit Icon]
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000061	NA	23/06/2026	In Progress	[Download, Refresh, Print]
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	[Download, Refresh, Print]
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	[Edit Icon]

FIGURE 25

4.5 Download Application Acknowledgement

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



Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000061	NA	23/06/2026	In Progress	[Download Acknowledgement Icon]
Permission for construction of bridges/culvert by private entity	212832607800000066	NA	19/06/2026	In Progress	[Download, Refresh, Print]
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, Refresh, Print]
Permission for disposal of treat					

FIGURE 26

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.

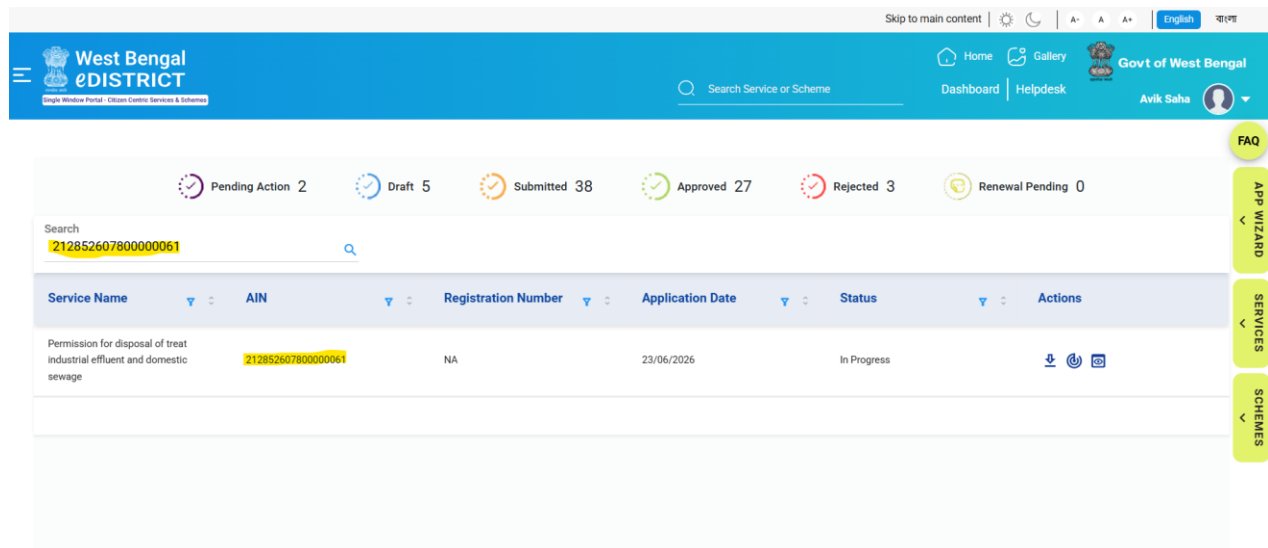


FIGURE 27

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.

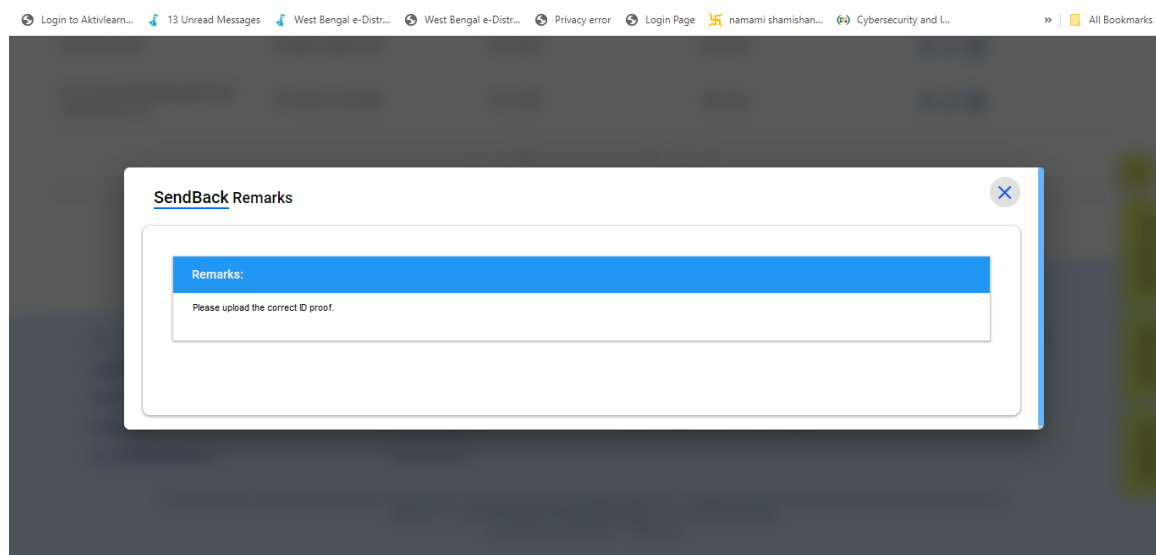


FIGURE 28

4.7 Tracking Application Status

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

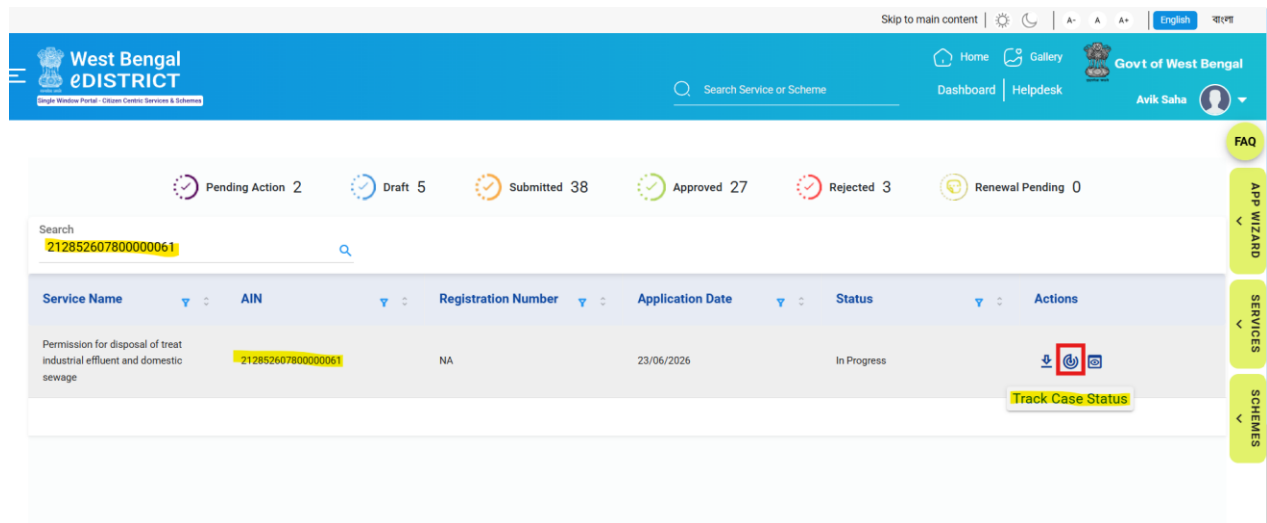


FIGURE 29

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.

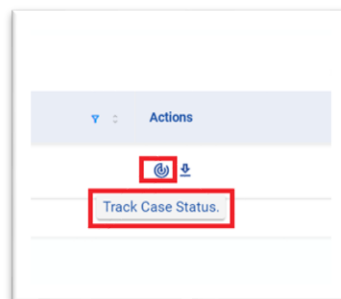


FIGURE 30

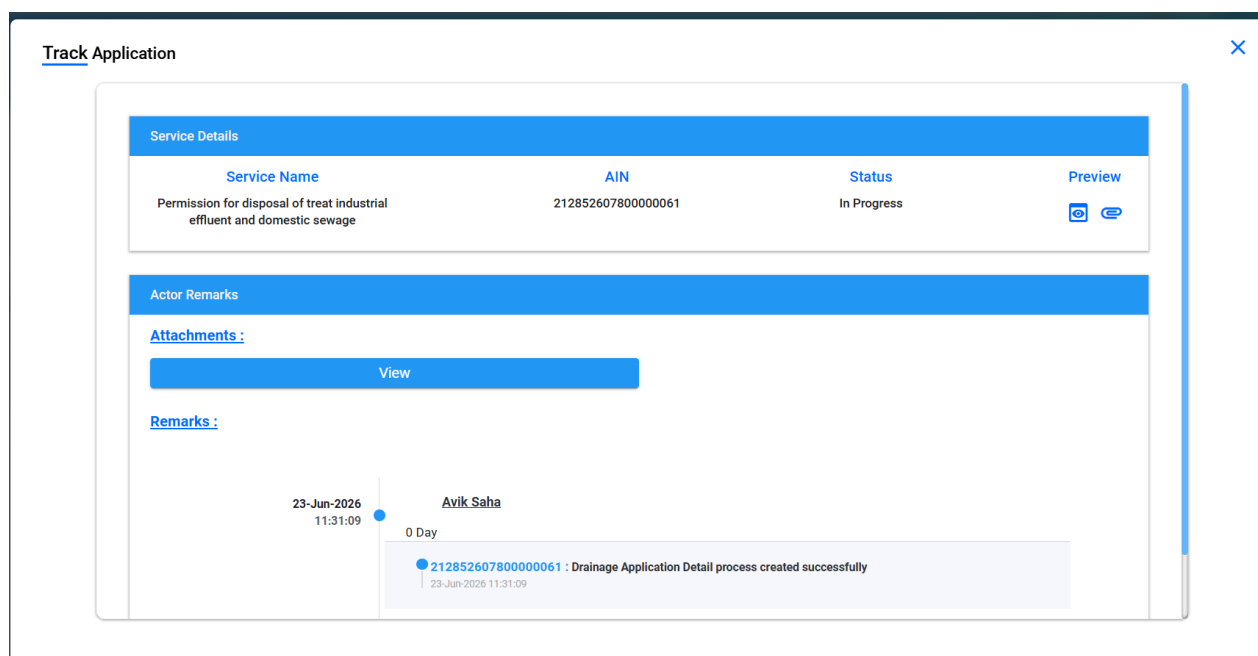


FIGURE 31

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.

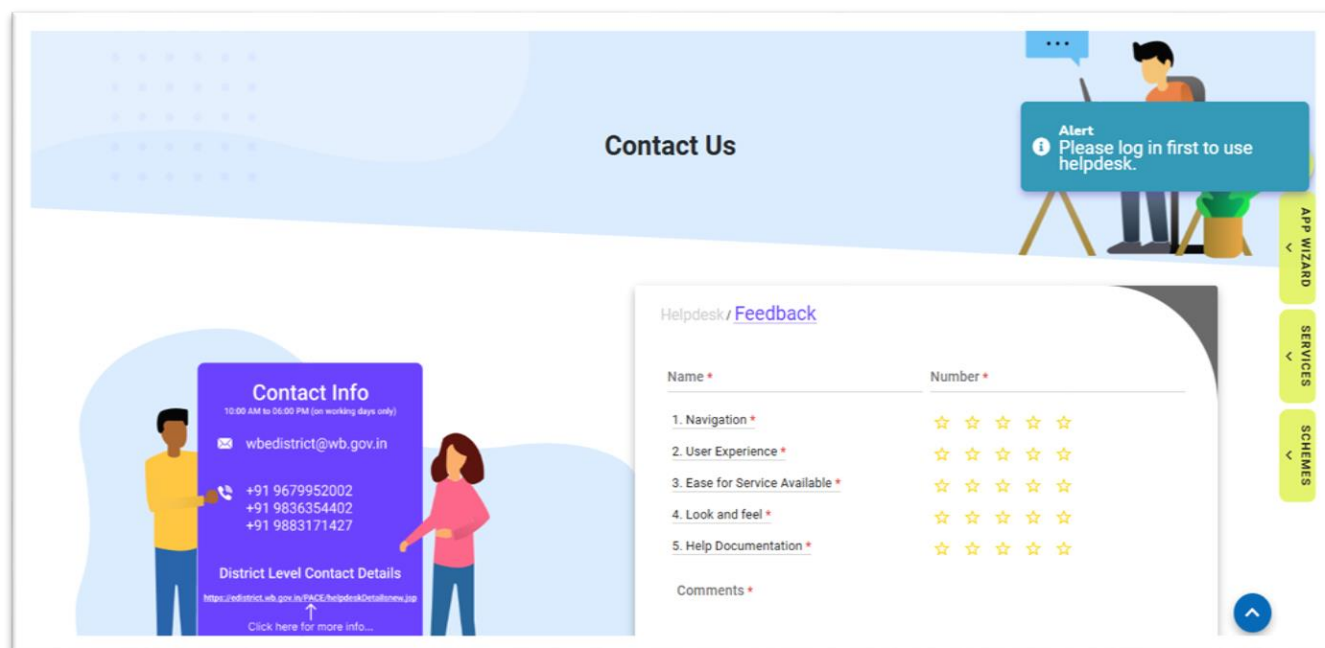


Figure 32

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 disposal of treated industrial effluent and domestic sewage

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/PAGE/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 33

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/PAGE/HelpdeskDetailsNew.jsp>
Click here for more info...
[Click here to mail us](#)

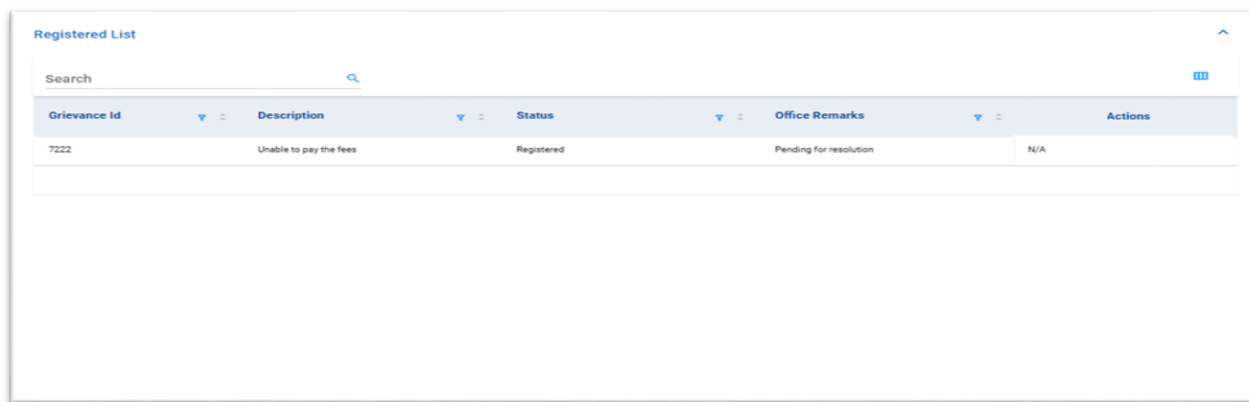
Helpdesk / Feedback

User Details
Name * ##### Number * SSSSSSSSS

Problem Details
Department * Service Name *
Module Name * Enter AIN, Registration No...
Submission of Application * Enter AIN, Registration No...
Description *
Please resolve the issue ... Unable to Apply for Amendment service
334 characters
Attach File(s)
Files Supported : pdf, png, jpg, jpeg, xlsx, xls
Maximum Size : 1MB
SUBMIT REFRESH VIEW REGISTERED LIST

Figure 34

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 column has a dropdown arrow. The table contains one row of data with the following values: "7222", "Unable to pay the fees", "Registered", "Pending for resolution", and "N/A".

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

Figure 35

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.

Feedback Grievance

Name* S D Number* 7777777777

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 36

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.

User Manual for Applicants for Permission for disposal of treated industrial effluent and domestic sewage

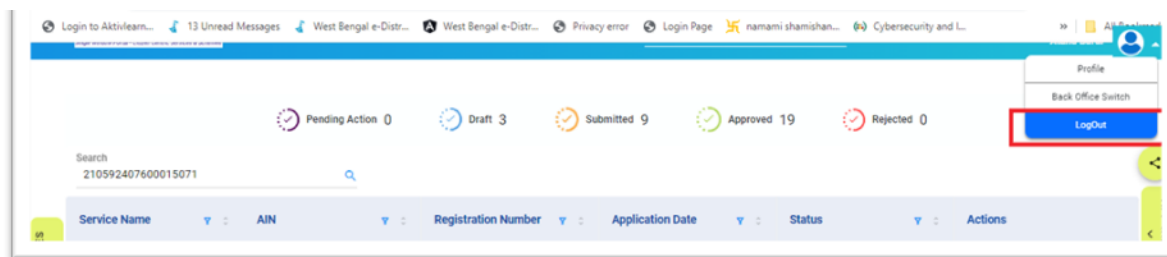


FIGURE 37