

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 beautification work

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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User Manual for Applicants for Permission for beautification work at Irrigation

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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.

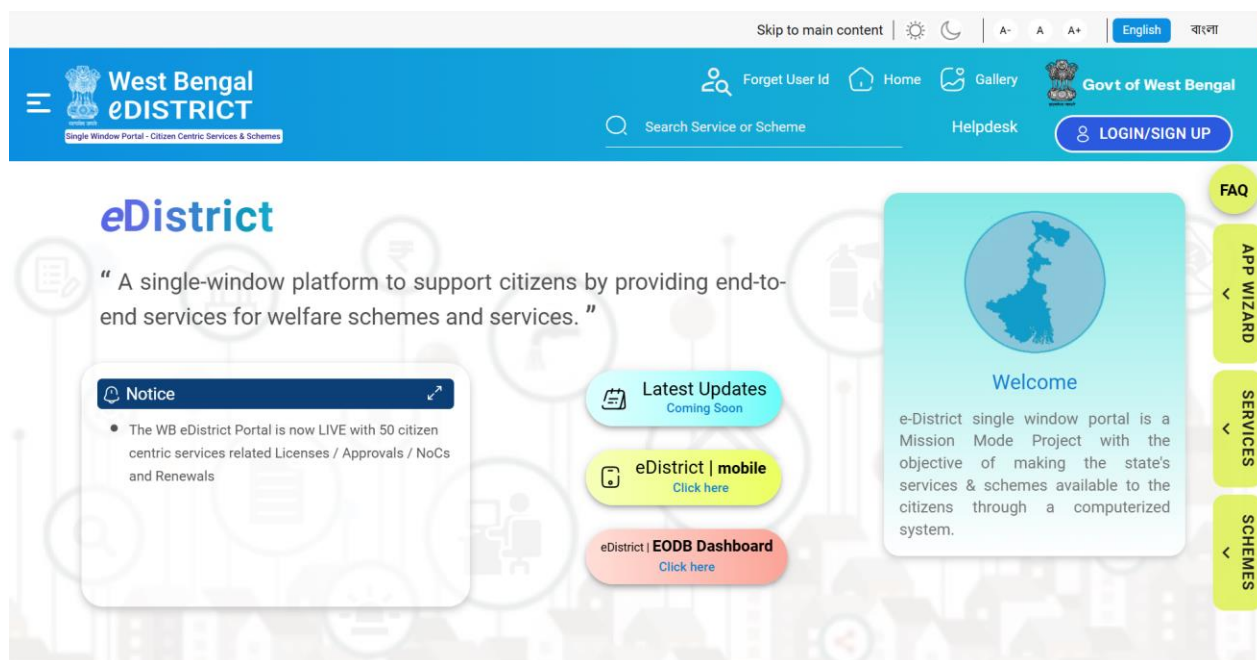
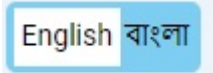


FIGURE 1

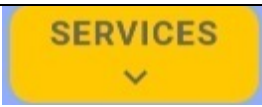
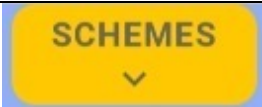
1.2 User Navigation flow

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.

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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 Beautification services under the Services-> Irrigation & Water Ways-> Permission for beautification work. In case any user wants to know about a

User Manual for Applicants for Permission for beautification work at Irrigation

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

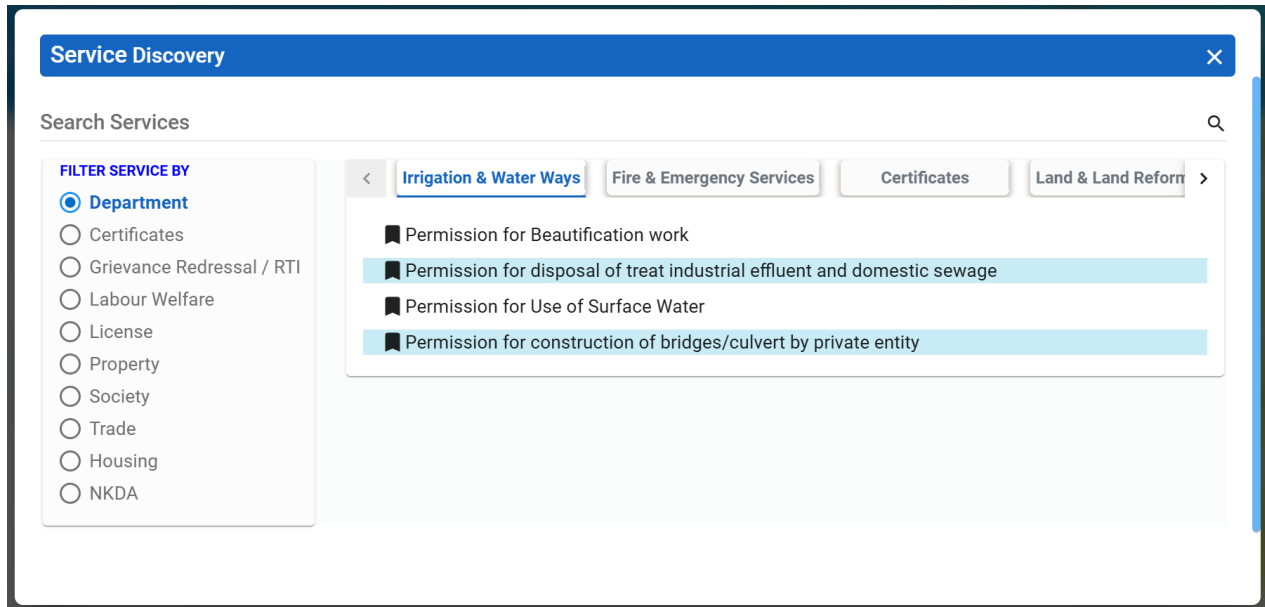


FIGURE 2

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 beautification work**.

User Manual for Applicants for Permission for beautification work at Irrigation

 [Permission For Beautification Work](#) [User Manual](#)**Eligibility Criteria**

- NA

Document Requirement

- 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.
- Letter of Local Authority according to NOC.
- Layout drawing of the proposed beautification prepared by the licensed architect showing plan /Elevation
- 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

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

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- 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. On the right, a 'Login for Citizen and Departmental Users' form is shown 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 / সাধন: 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 / বিশেষ: 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 beautification work at Irrigation

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

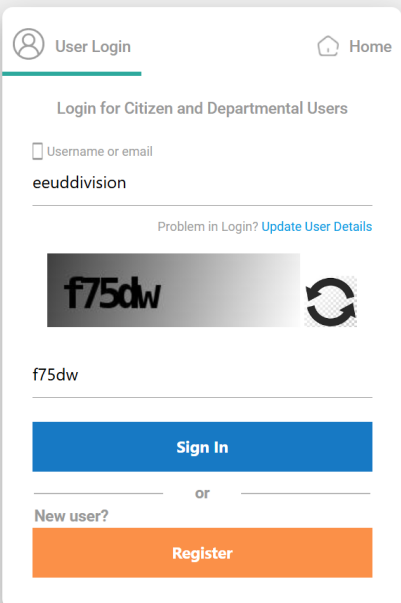
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

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 'Username or email' field with the value 'eeuddivision'. Below the field is a 'Problem in Login? Update User Details' link. There is a large grey box with the text 'f75dw' and a refresh icon. Below this is another 'f75dw' text field. At the bottom are 'Sign In' and 'Register' buttons, with a 'New user?' link between them.

FIGURE 5

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

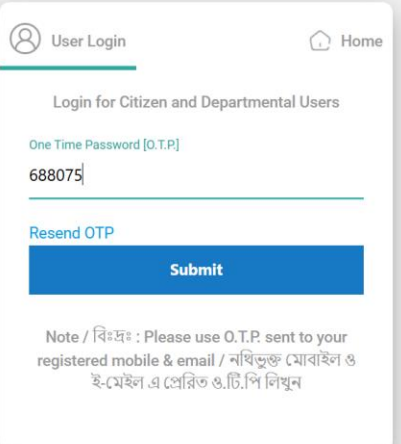
Apply the service at your convenience
Search with the application name and directly apply [Service suggestions given in the portal]

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 'One Time Password [O.T.P.]' field with the value '688075'. Below the field 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

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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.

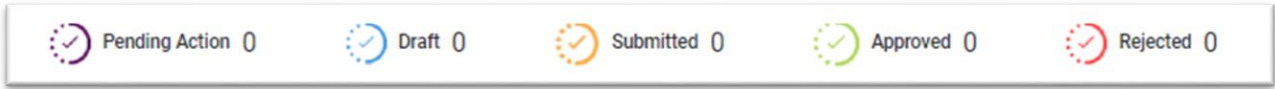


FIGURE 7

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 beautification work

User needs to find the service as shown below.

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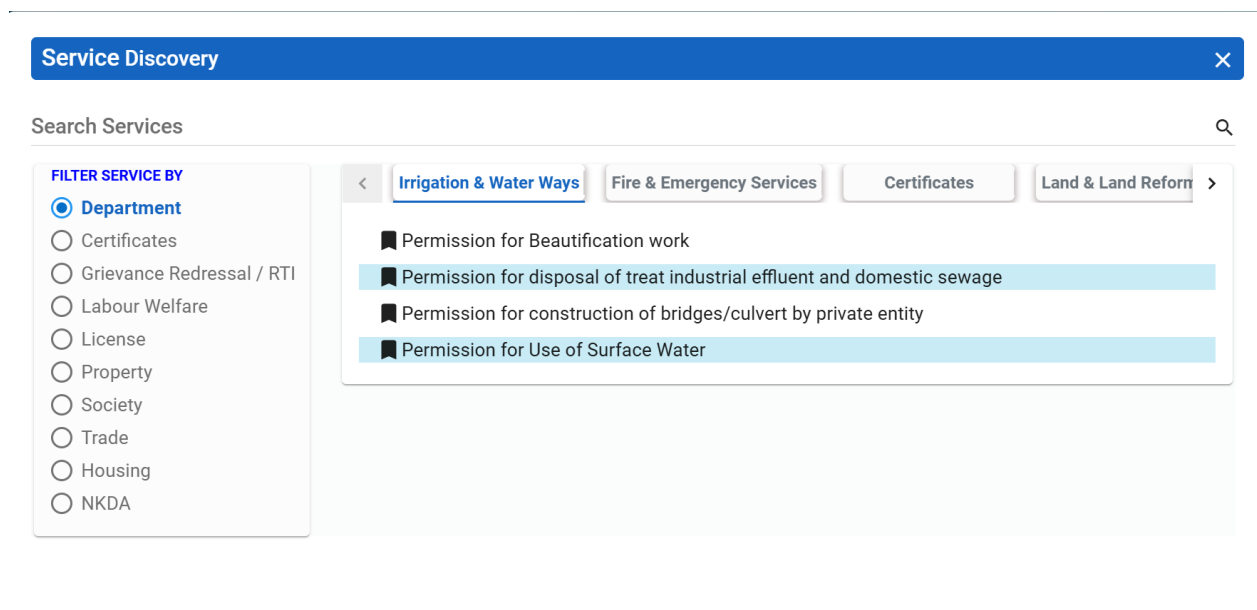


FIGURE 8

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

i [Permission For Beautification Work](#) [User Manual](#)

Eligibility Criteria

- NA

Document Requirement

- 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.
- Letter of Local Authority according to NOC.
- Layout drawing of the proposed beautification prepared by the licensed architect showing plan /Elevation
- 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 beautification work at Irrigation

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

Home >> Permission for Beautification work

Permission for Beautification work Application

1/3 Applicant's Basic Information 2/3 Location of the proposed new beautification work 3/3 Other Details

Applicant's Details

Salutation * First Name *

Middle Name Last Name *

Gender * Date Of Application * 16/06/2026

Status (Individual/Authorised Signatory for): * Name of the Firm/Company/Society: *

*Note: if applicable, Otherwise mention 'NA'

Landline No Mobile No. *

Email *

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 beautification work at Irrigation

1/3 Applicant's Basic Information 2/3 Location of the proposed new beautification work 3/3 Other Details

Applicant's Details

Salutation *
Mr. x

First Name *
Demo

Middle Name
Demo

Last Name *
Test

Gender *
Male

Date Of Application *
16/06/2026

Status (Individual/Authorised Signatory for): *
Demo

Name of the Firm/Company/Society: *
Demo Company
*Note: if applicable, Otherwise mention 'NA'

Landline No.

Mobile No. *

Email *
demo@gmail.com

Verify

FIGURE 11

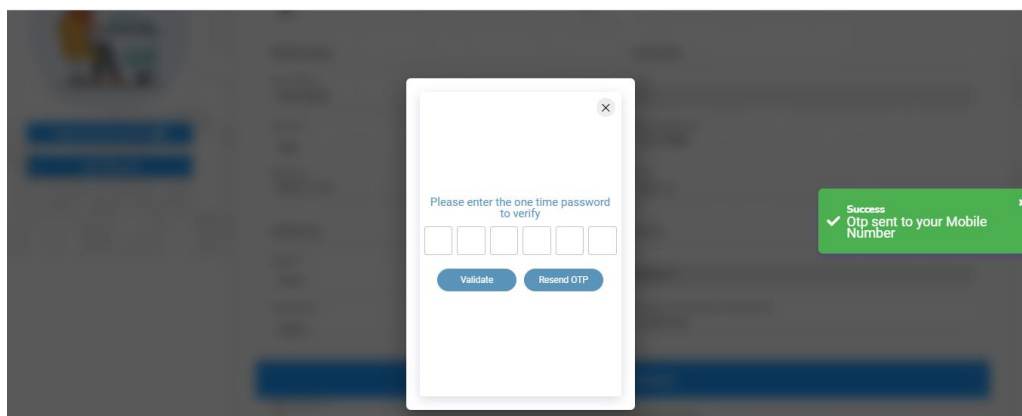


FIGURE 12

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

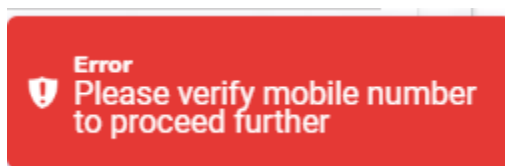


FIGURE 13

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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.

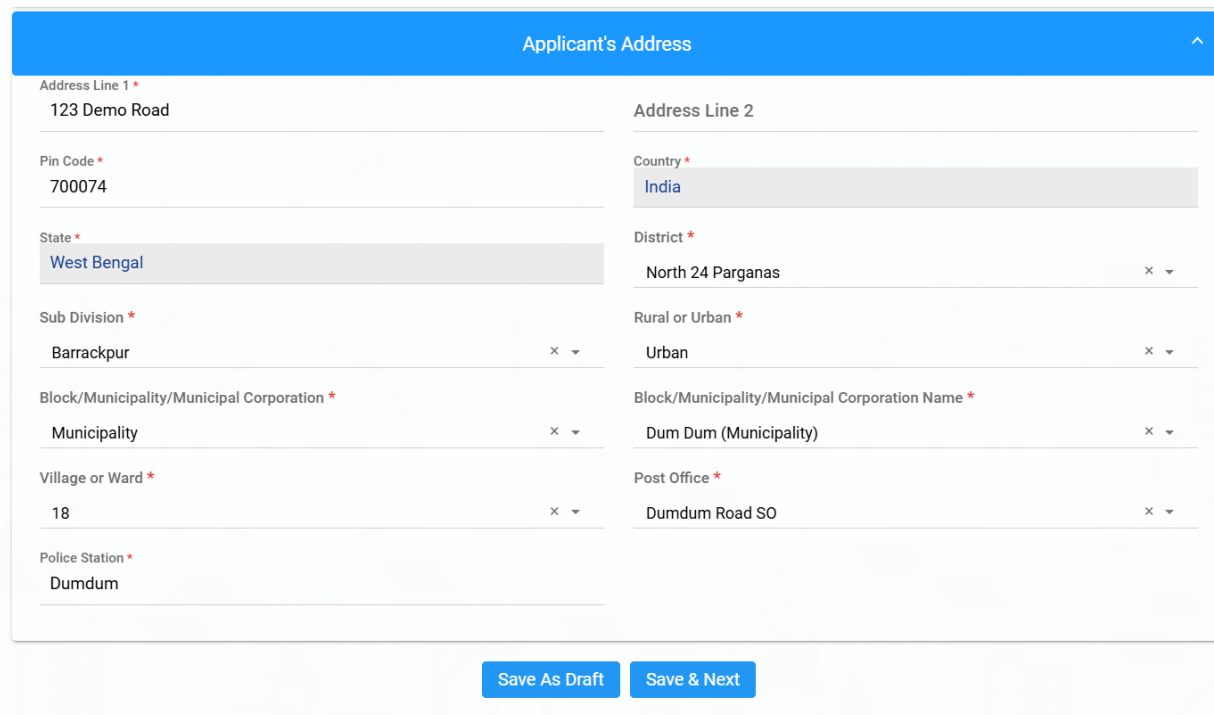


FIGURE 14

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.

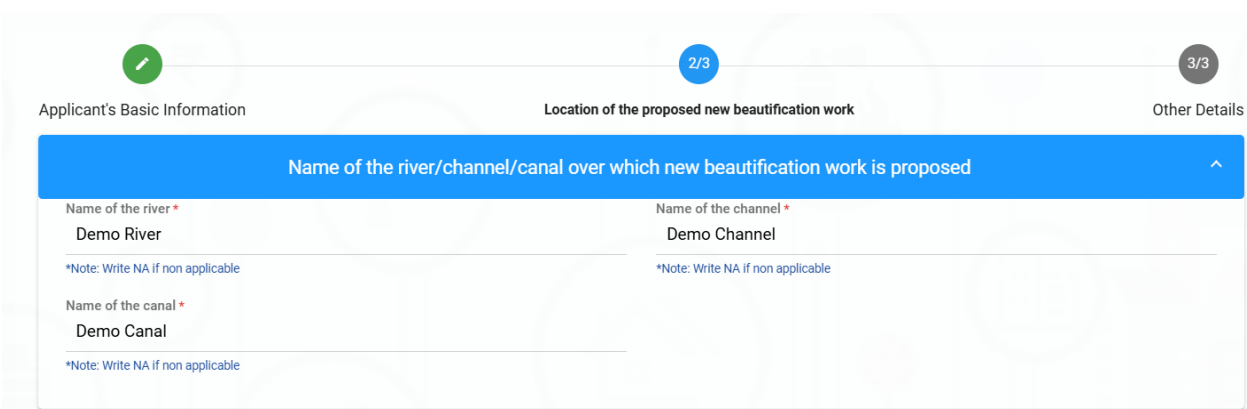


FIGURE 15

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Location of the proposed new beautification work

Mouza/Village/Locality *

Demo

Panchayat Samity / Municipality *

Demo Municipality

District *

test

Dag No. *

1234

Block *

1234

*Note: Write NA if non applicable

Post Office *

Demo

*Note: Write NA if non applicable

Longitude *

12.123456 E

Gram Panchayat / Municipal ward *

Demo

Police Station *

test

RS Plot No. *

1234

Khatian No. *

1234

Ward *

12

*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.

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Applicant's Basic Information

Location of the proposed new beautification work

3/3
Other Details

Premises Details

Name of the Industrial campus/ Residential campus *

Demo

Distance of premises (in meters) *

12

whether approach from the premises to the beautification site is existing or has to be constructed/ developed *

To be developed/ Constructed

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

12

RS Plot No *

32

DAG No *

43

Khatian No. *

1234

*NOTE: "In case the aforesaid approach road is to be constructed/developed, name of the implementing/executing authority for such development and name of the local authority for according permission for the same. Such local authority may be panchayat Samity in rural areas and Municipality/Municipal Corporation/ development authority in urban and semi-urban areas."

Details of implementing/executing authority and local authority

Name of the implementing/executing authority *

Avik Saha

Name of the local authority *

Avik Saha

FIGURE 17

User Manual for Applicants for Permission for beautification work at Irrigation

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

Ref No. *

123

Date *

01/06/2026

*Note: Reference number and date of NoC of the local authority regarding taking up beautification with approach, if any. Such authority should be Panchayat Samity in rural areas and Municipality/Municipal Corporation/Development Authority for urban areas.

Beautification Details

Justification of the proposal of the proposed new beautification work (within 3 sentences). *

12

Type of proposed new beautification work *

Only Plantation

Length of the proposed beautification (in meters) *

33

Any other item *

Width of the proposed beautification (in meters) *

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 is detailed 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 18

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

95005ed7-6f65-432e-bbb... 1 / 2 75%

West Bengal eDISTRICT 2.0

Govt of West Bengal

Applicant Details

Salutation

First Name

Middle Name

Last Name

Mr.

Demo

NA

Test

Status

Name of the Firm

Date of Application

Gender

Demo

Domo Company

16-JUNE-2026

Male

Telephone Number

Mobile Number

Email

NA

demo@gmail.com

Address of the Applicant

Country

State

District

Sub Division

FIGURE 19

User Manual for Applicants for Permission for beautification work at Irrigation

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.

The screenshot shows a modal window titled "Documents" with a close button (X) in the top right corner. It contains a table with three columns: "Document Type", "Document Name", and "File Attachment". There are four rows of documents listed, each with an "Attach File(s)" link and details on supported file formats and maximum size.

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

At the bottom left of the modal, there are "Close" and "Save" buttons.

FIGURE 20

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

User Manual for Applicants for Permission for beautification work at Irrigation

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, .png, .pdf Maximum Size : 500KB Aadhaar_car...
Letter of Local Authority according NoC *	Letter of Local Authority according NoC	Attach File(s) Files Supported : .jpg, .png, .pdf Maximum Size : 500KB birth certifica...
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, .png, .pdf Maximum Size : 500KB Building_Plan...
Undertaking-Standard format of undertaking to be submitted by the Applicant is at Annex-IV *	Undertaking	Attach File(s) Files Supported : .jpg, .png, .pdf Maximum Size : 500KB Deed.jpg

Close Save

Items 10

FIGURE 21

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

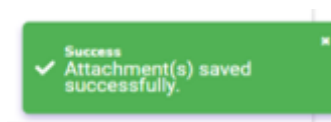


FIGURE 22

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.

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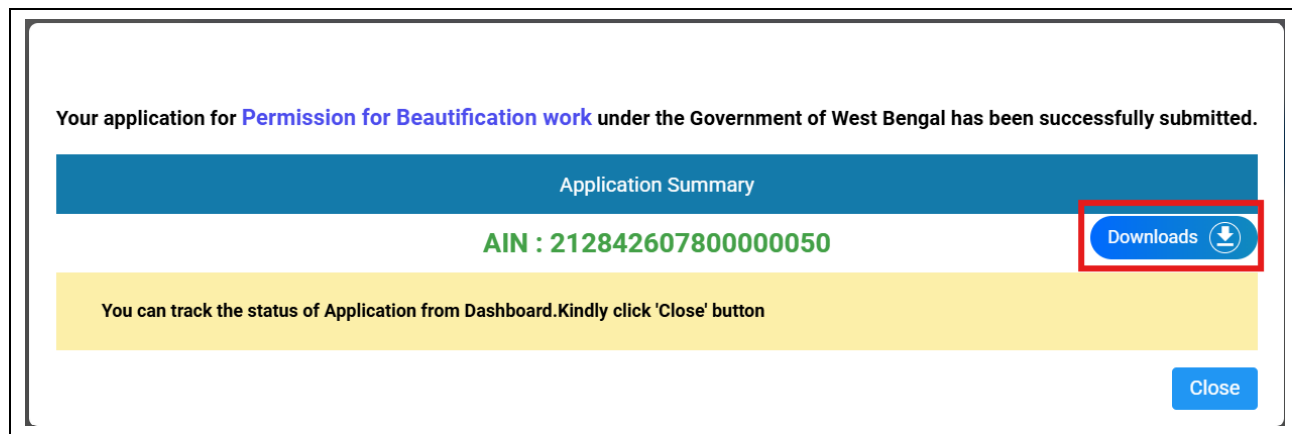
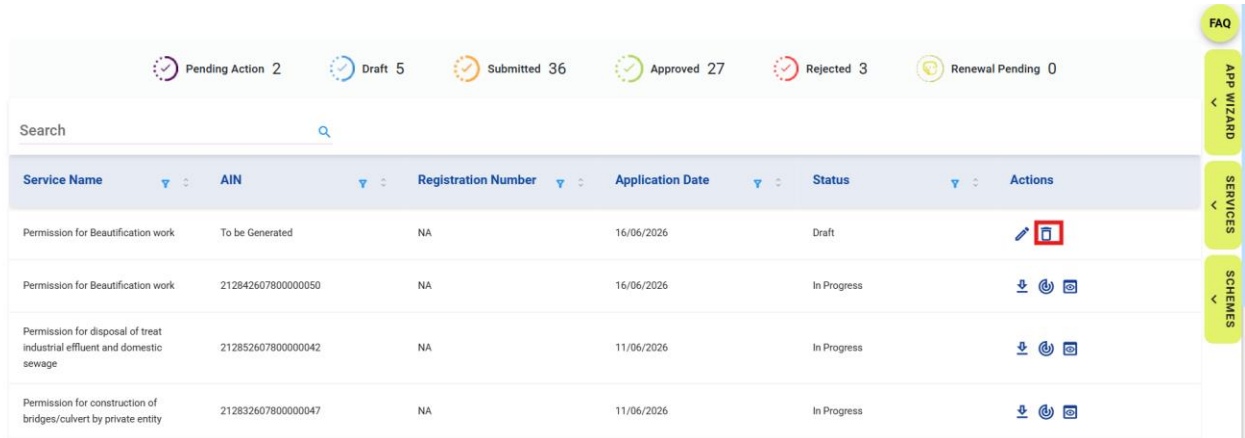


FIGURE 23

User Manual for Applicants for Permission for beautification work at Irrigation

4.3 Deleting Draft Application that is no longer needed

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



Pending Action 2 Draft 5 Submitted 36 Approved 27 Rejected 3 Renewal Pending 0						
Search						
Service Name	AIN	Registration Number	Application Date	Status	Actions	
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	 	
Permission for Beautification work	212842607800000050	NA	16/06/2026	In Progress	  	
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000042	NA	11/06/2026	In Progress	  	
Permission for construction of bridges/culvert by private entity	212832607800000047	NA	11/06/2026	In Progress	  	

FIGURE 24

The following screen appears.

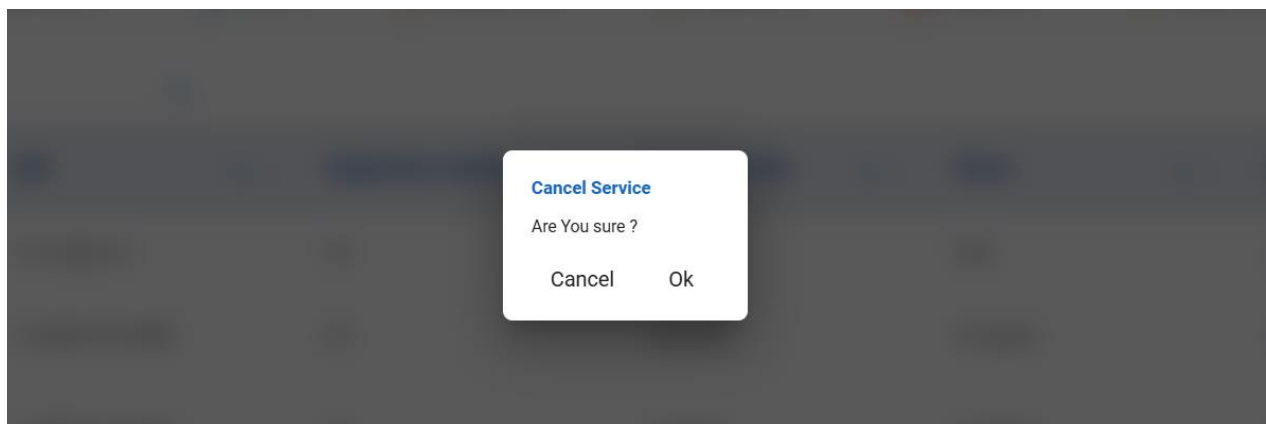


FIGURE 25

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

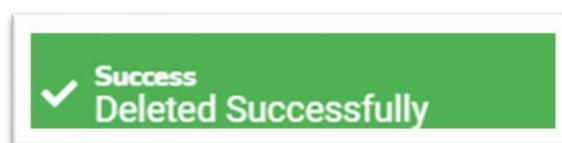
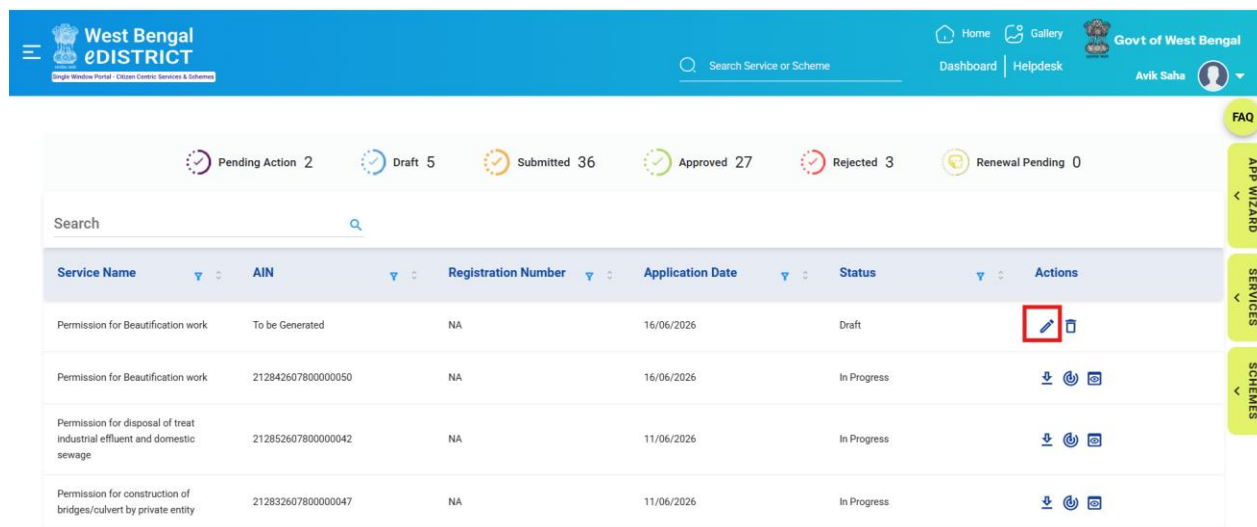


FIGURE 26

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4.4 Editing a Draft Application

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



West Bengal eDISTRICT

Search Service or Scheme

Home Gallery Govt of West Bengal Dashboard Helpdesk Avik Saha

Pending Action 2 Draft 5 Submitted 36 Approved 27 Rejected 3 Renewal Pending 0

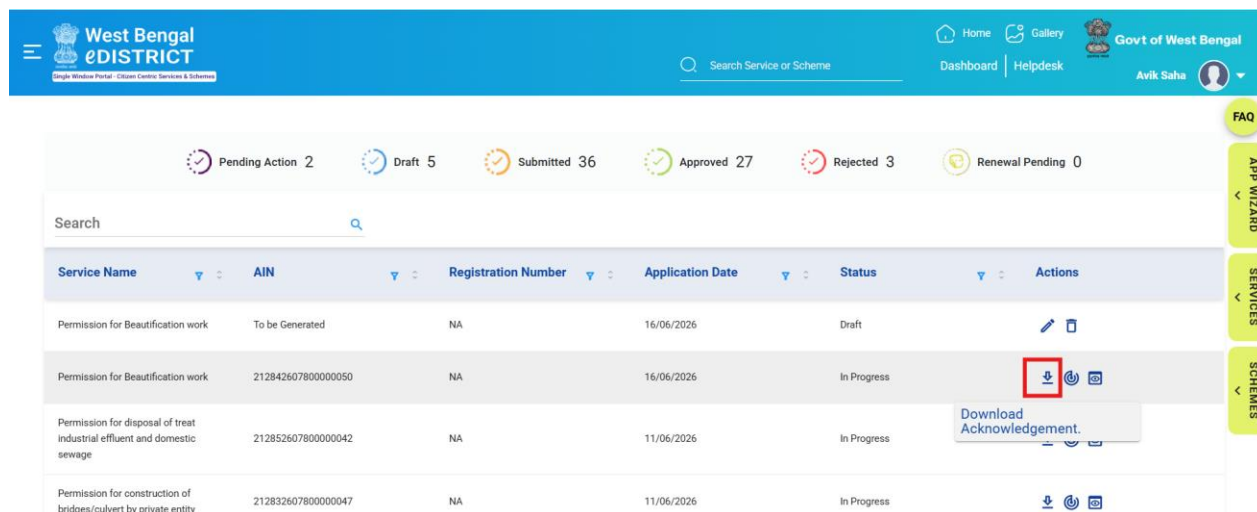
Search

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	
Permission for Beautification work	212842607800000050	NA	16/06/2026	In Progress	  
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000042	NA	11/06/2026	In Progress	  
Permission for construction of bridges/culvert by private entity	212832607800000047	NA	11/06/2026	In Progress	  

FIGURE 27

4.5 Download Application Acknowledgement

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



West Bengal eDISTRICT

Search Service or Scheme

Home Gallery Govt of West Bengal Dashboard Helpdesk Avik Saha

Pending Action 2 Draft 5 Submitted 36 Approved 27 Rejected 3 Renewal Pending 0

Search

Service Name	AIN	Registration Number	Application Date	Status	Actions
Permission for Beautification work	To be Generated	NA	16/06/2026	Draft	 
Permission for Beautification work	212842607800000050	NA	16/06/2026	In Progress	  
Permission for disposal of treat industrial effluent and domestic sewage	212852607800000042	NA	11/06/2026	In Progress	  
Permission for construction of bridges/culvert by private entity	212832607800000047	NA	11/06/2026	In Progress	  

FIGURE 28

User Manual for Applicants for Permission for beautification work at Irrigation

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.

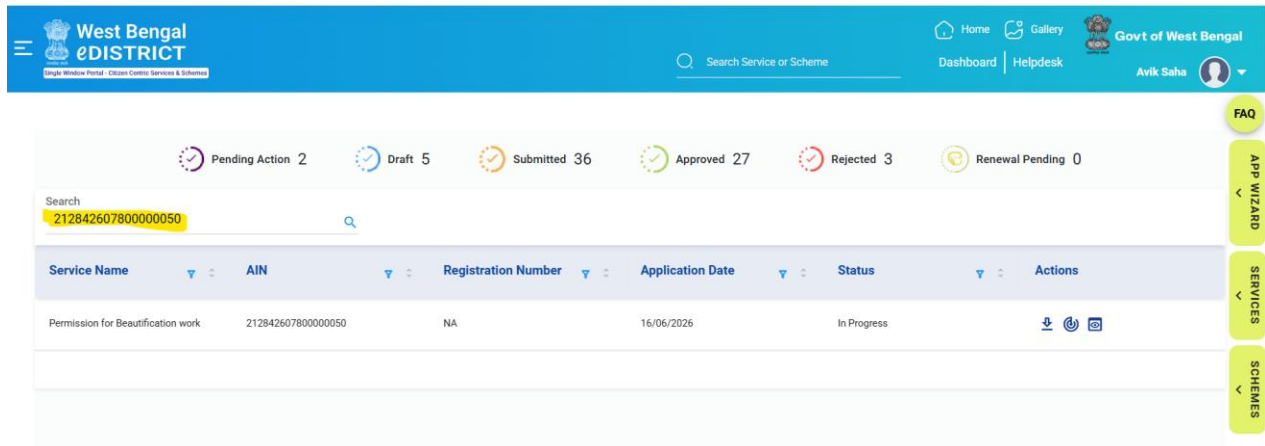


FIGURE 29

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.

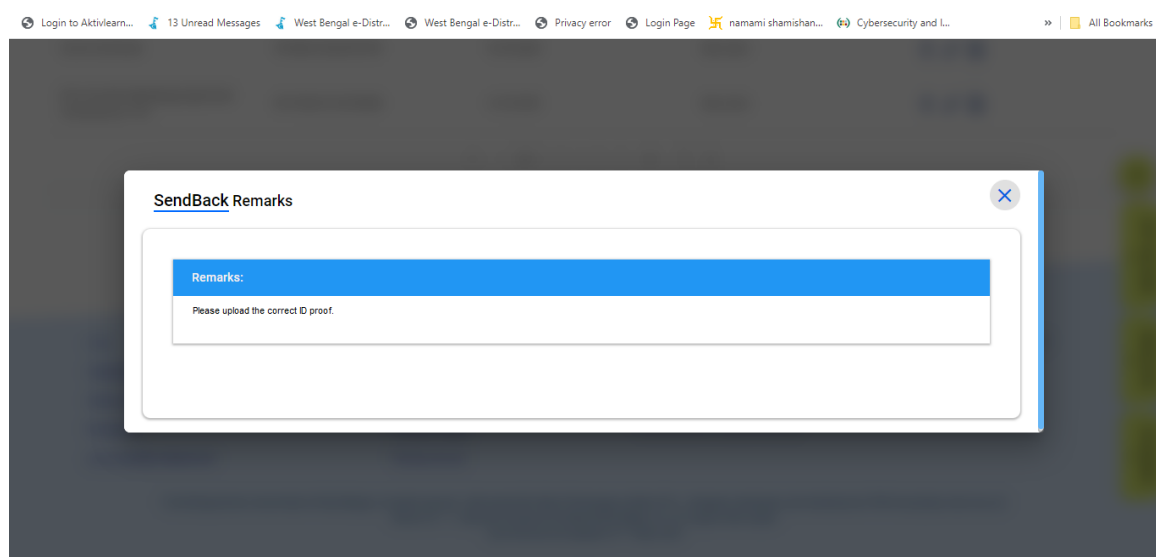


FIGURE 30

4.7 Tracking Application Status

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

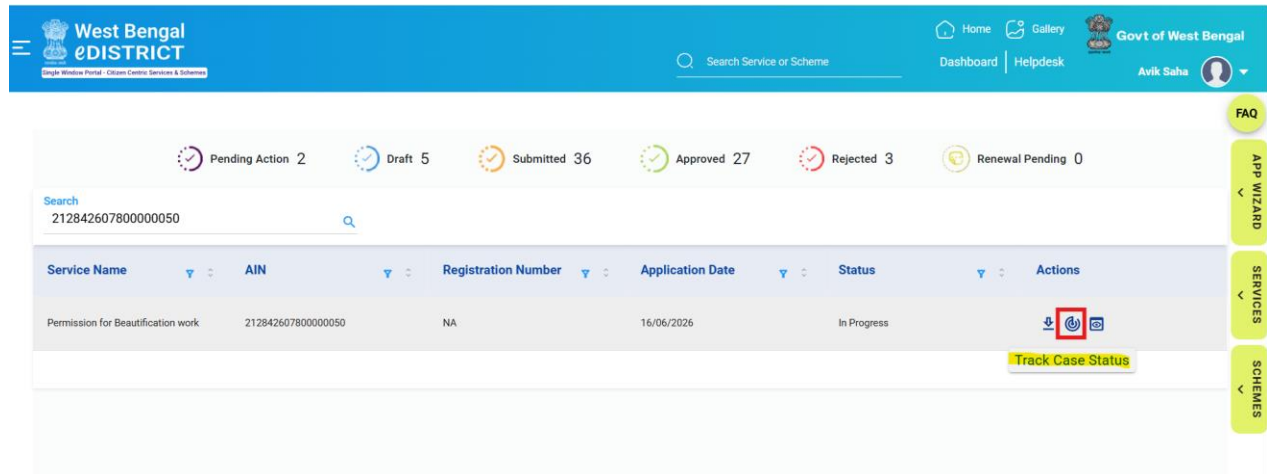


FIGURE 31

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.

User Manual for Applicants for Permission for beautification work at Irrigation

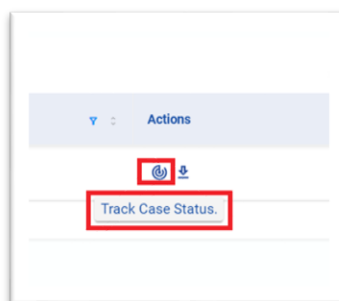


FIGURE 32

Track Application

Service Details

Service Name	AIN	Status	Preview
Permission for Beautification work	212842607800000050	In Progress	

Actor Remarks

[Attachments :](#)

View

[Remarks :](#)

16-Jun-2026
15:04:49

Avik Saha

0 Day

212842607800000050 : Beautification Applications Detail process created successfully
16-Jun-2026 15:04:49

FIGURE 33

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.

User Manual for Applicants for Permission for beautification work at Irrigation

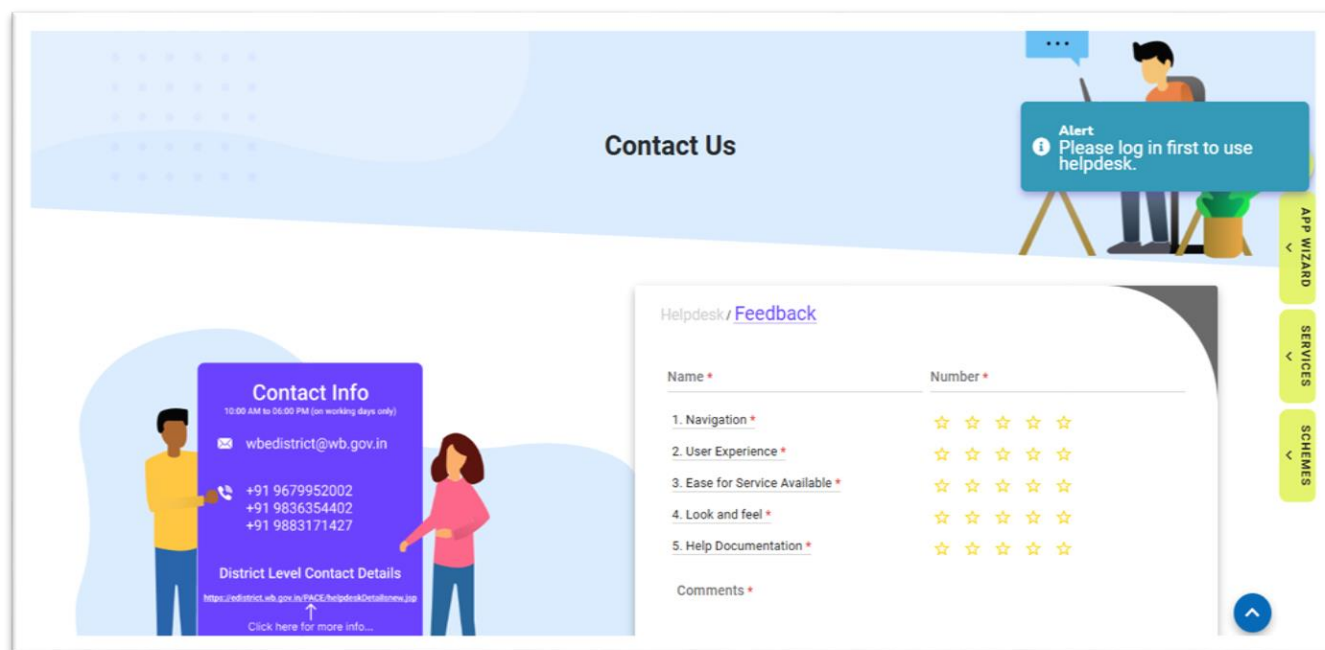


Figure 34

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 beautification work at Irrigation

Helpdesk / Feedback

User Details

Name * Number *

Problem Details

Department * Service Name

Module Name * Enter AIN, Registration No...

Description *

400 characters

Files Supported: pdf, png, jpg, jpeg, xlsx, xls

Maximum Size: 1MB

[SUBMIT](#) [REFRESH](#) [VIEW REGISTERED LIST](#)

Figure 35

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.

Helpdesk / Feedback

User Details

Name * Number *

Problem Details

Department * Service Name

Module Name * Enter AIN, Registration No...

Description *

334 characters

Files Supported: pdf, png, jpg, jpeg, xlsx, xls

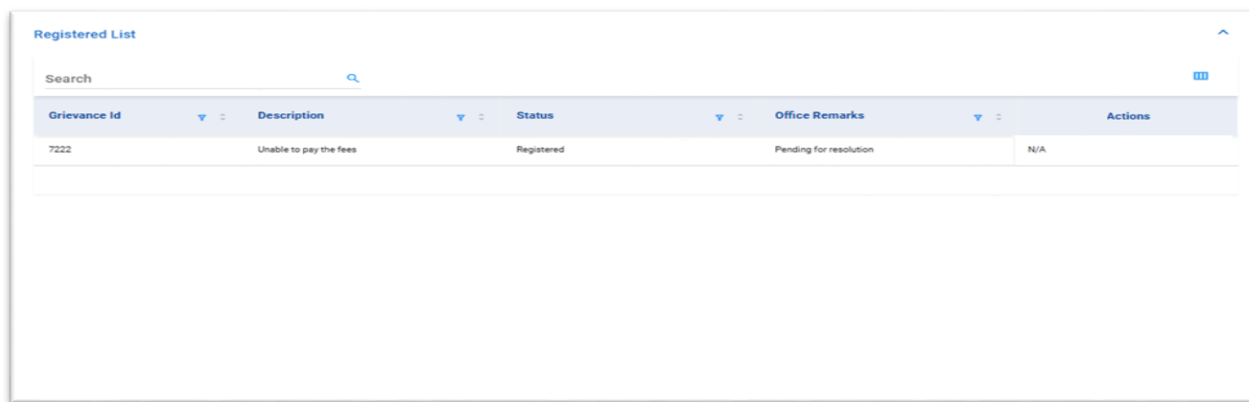
Maximum Size: 1MB

[SUBMIT](#) [REFRESH](#) [VIEW REGISTERED LIST](#)

Figure 36

User Manual for Applicants for Permission for beautification work at Irrigation

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.



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

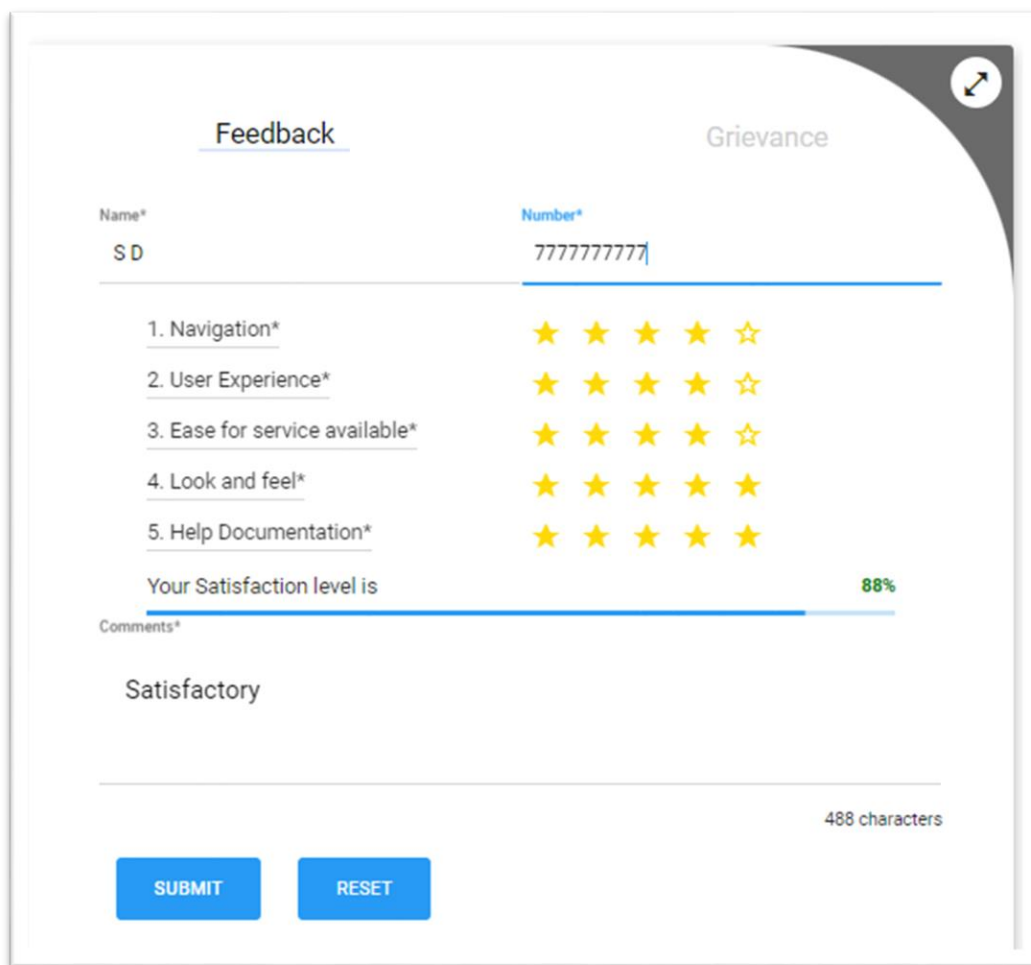
Figure 37

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.

User Manual for Applicants for Permission for beautification work at Irrigation



The screenshot shows a feedback form titled "Feedback" with a "Grievance" tab. The form includes fields for "Name*" (S D) and "Number*" (7777777777). 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*". A progress bar shows "Your Satisfaction level is 88%". A "Comments*" field contains the text "Satisfactory". At the bottom right, it says "488 characters". There are "SUBMIT" and "RESET" buttons 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*	★	★	★	★	★

FIGURE 38

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 beautification work at Irrigation

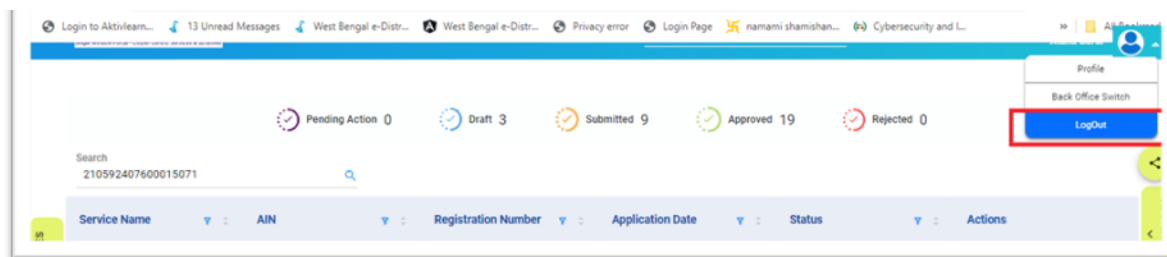


FIGURE 39