Government of West Bengal
Office of District Magistrate, Purulia
(General Section)

Order

Government of West Bengal has decided to introduce a citizen-centric, inclusive, efficient and transparent work environment through re-engineering of existing processes by leveraging the use of Information & Communication Technology (ICT). e-District project has been envisaged by GoWB as enabler for automation of workflow and internal processes of District Administration for providing services to the citizens. The e-District project rollout in Purulia District is expected to Go-live with effect from 09th October, 2015. The present manual process for delivering services will also continue till the new electronic process matures and all Government rules/Acts/circulars already in force pertaining to this service shall be followed. For e-District project, the re-engineered process flow as detailed below will be followed:

A. Application Channels for Income Certificate and Domicile Certificate:
   Application from citizen shall be acceptable in electronic form through
   1) Web/internet (https://edistrict.wb.gov.in)
   2) Citizen kiosk constructed at the District HQ and the outlying Sub-division HQs
   3) Any of the Common Service Centres (Tathya- Mitra Kendras)

The Government officials shall accept application coming from all the above mentioned channels.


   1. The applicant shall open the WB e-District portal for availing the service through internet
   2. The e-district application shall prompt for user name and password for registered users. In case, the user is not registered, the application shall ask the user to register.
   3. New users shall register with name and requisite details. The e-District application shall generate unique user ID and password and email it to the applicant.
   4. The applicant may login to the WB e-District portal (https://edistrict.wb.gov.in) with the username and password and search for the drop-down menu for applying for Income Certificate/Domicile Certificate in the portal.
   5. The activity and responsibility of various actor at each step in the e-District is detailed in the table annexed below. This activity and responsibility mapping would be consistent irrespective of the medium followed for application.

b. Through citizen kiosk constructed at the District HQ and the outline Sub-Division HQs

   1. The applicant shall approach the Kiosk at office of the district magistrate or Outline Sub-Divisional Officer to submit the request for the given service. The concerned Kiosk Operator shall provide the citizen with the list of supporting documents as per the Government Acts and Rules.
   2. In case the documents provided by the citizen are not complete the Kiosk Operator shall ask for additional documents as per the requirement mentioned in the table below
   3. In case all the documents provided are complete, the Kiosk Operator shall fill up all the details in the pro-forma application form through the e-District application. The Kiosk Operator shall render all sorts of assistance for filling up of the e-Application form.
   4. The Kiosk Operator shall also scan and upload the supporting documents in the e-District application.
   5. After filling the application form and uploading all the supporting documents the Kiosk Operator shall submit the application in the e-District portal (https://edistrict.wb.gov.in). Upon submission of the application the e-district application shall generate an Application Identification Number
(AIN) which shall be a unique number and can be used to track the particular application. The Application Identification Number shall be provided to the citizen along with a system generated 'Acknowledgement Receipt'.

6. The activity and responsibility of various actors at each step in the e-District is detailed in the table annexed below. This activity and responsibility mapping would be consistent irrespective of the medium followed for application.

c. Through Common Service Centers (CSCs)/ Tathya-Mitra Kendra:

1. The applicant shall submit his request through the Common Service Center (CSC)
2. The CSC operator shall go to the desired service section of the e-District application on web and select the category of the application request
3. The CSC operator shall provide the list of the supporting documents as per the Government Act and Rules.
4. In case the documents provided by the citizen are not complete, the CSC operator shall ask for additional documents as per the requirement mentioned in the table below
5. In case all the documents provided are complete, the CSC operator shall fill up all the details in the pro-forma e-Application Form through the e-District application.
6. The CSC operator shall also scan and upload the supporting documents in the e-District application (https://edistrict.wb.gov.in).
7. After filling the e-Application Form and uploading all the supporting documents the CSC shall submit the e-Application in the e-District portal. Upon submission of the application the e-District application shall generate an Application Identification Number (AIN) which shall be a unique number and can be used to track the particular application. The Application Identification Number (AIN) shall be provided to the citizen along with a system generated 'Acknowledgement Receipt'.
8. The activity and responsibility of various actors at each step in the e-District is detailed in the table annexed below. This activity and responsibility mapping would be consistent irrespective of the medium followed for application.

Approval process:

The issuance of Income Certificate and Domicile Certificates require both on-line and off-line activity as the physical inspection by the Enquiry Officer (E.O) is mandatory. The service wise detailed work flow along with the Actor wise responsibility is narrated below:

1. **Income Certificate**

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Channel/Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
</table>
| 1.   | Citizen approaches CSC/Kiosk/Portal with document | Citizen | NA | o Address Proof  
  o Salary Certificate,  
  o Income Proof from Gram Pradhan / Municipality Councillor | Manual |
| 2.   | Login into system. Filling up electronic form online. Attach supporting documents as scanned files and submitting the application. The acknowledgment receipt in the form of Acknowledgement Identification number would | CSC/ Kiosk Operator / Citizen | CSC/ Kiosk/ Portal | o All above  
  o Application Form | Automated |
<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Channel/Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>be stored by the applicant and would be used to track the status of application.</td>
<td>SDO/BDO</td>
<td>SDO/BDO</td>
<td>o All above</td>
<td>Automated</td>
</tr>
<tr>
<td>3.</td>
<td>Login into System. Verification of the application within the system.</td>
<td>SDO/BDO</td>
<td>SDO/BDO</td>
<td>o All above</td>
<td>Automated</td>
</tr>
<tr>
<td></td>
<td>Forwarding to Enquiry Officer (EO) for Physical Verification if Application is ok.</td>
<td></td>
<td></td>
<td>o Verification Report</td>
<td>Automated</td>
</tr>
<tr>
<td>4.</td>
<td>Uploading of Verification Report against the Application after the physical verification.</td>
<td>EO</td>
<td>EO</td>
<td>o All above</td>
<td>Automated</td>
</tr>
<tr>
<td></td>
<td>Returning the application along with report to SDO/BDO</td>
<td></td>
<td></td>
<td>o Verification Report</td>
<td>Automated</td>
</tr>
<tr>
<td>5.</td>
<td>Approval of the Application by SDO/BDO to issue the Certificate OR Rejection of the Application OR Sending back for Re-submission</td>
<td>SDO/BDO</td>
<td>SDO/BDO</td>
<td>o All above</td>
<td>Automated</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o Income Certificate</td>
<td>Automated</td>
</tr>
<tr>
<td>6.</td>
<td>Printing of Certificate at CSC/Kiosks/Internet, if approved.</td>
<td>CSC/ Kiosk Operator / Citizen</td>
<td></td>
<td>o Income Certificate</td>
<td>Automated</td>
</tr>
</tbody>
</table>

The applicant gets an update by SMS and/or email regarding the status of his application.

### Domicile Certificate

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Channel/Office</th>
<th>Documents Involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o Photocopy of Gorkha certificate issued from D.G.H.C</td>
<td>Manual</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>o Defence ID Card/Pan Card/Govt. ID</td>
<td>Manual</td>
</tr>
<tr>
<td>Step</td>
<td>Activity</td>
<td>Responsibility/Organisation</td>
<td>Channel/Office</td>
<td>Documents involved</td>
<td>Mode</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------------------------------</td>
<td>-----------------------------</td>
<td>----------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| 2.   | Login into system. Filling up electronic form online.                   | CSC/ Kiosk Operator/ Citizen| CSC/ Kiosk Centre / Portal | Card/Passport/Driving  
License/Electors Photo  
Identity Card (EPIC)/Ration Card  
- Admit Card for Secondary  
Examination/Photocopy of Birth Certificate  
- Certificate by Gram Panchayat Pradhan/Certificate from MLA/Certificate from MP  
- One Attested Passport  
Coloured Photograph  
- Attested photocopy of call letter issued from Army/BSF/CRPF/CISF/SSB/ITBP/EFR | Automated |
| 3.   | Login into System. Verification of the application within the system.   | SDO/BDO                     | SDO/BDO        | All above                                                                         | Automated |
| 4.   | Login into System. Verification of the application after the physical verification. Returning the application along with report to SDO/BDO OR Sending back for Re-submission OR Rejecting the application | EO                           | EO             | All above  
Verification Report | Automated |
<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Channel / Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Receiving actual hard copy submitted by Citizen</td>
<td>SDO/BDO</td>
<td>SDO/BDO</td>
<td>○ All hard copies submitted.</td>
<td>Manual</td>
</tr>
<tr>
<td>6</td>
<td>Forwarding the Application to SDO</td>
<td>BDO</td>
<td>BDO</td>
<td>○ All above</td>
<td>Automated</td>
</tr>
<tr>
<td>7</td>
<td>Approval of the Application to issue the Certificate OR Forwarding to ADM(G)</td>
<td>SDO</td>
<td>ADM</td>
<td>○ All above</td>
<td>Automated</td>
</tr>
<tr>
<td>8</td>
<td>Approval of the Application if it is ok OR Rejecting the application</td>
<td>ADM(G)</td>
<td></td>
<td>○ All above</td>
<td>Automated</td>
</tr>
<tr>
<td>9</td>
<td>Printing of Certificate at CSC/Kiosk centre, if approved.</td>
<td>CSC/ Kiosk Operator / Citizen</td>
<td>CSC/ Kiosk / Portal</td>
<td>○ Domicile Certificate</td>
<td>Automated</td>
</tr>
<tr>
<td>11</td>
<td>Getting the status and reason for Rejection. Resubmission of Modified Application / Documents at CSC/Kiosk /Portal</td>
<td>CSC/ Kiosk Operator / Citizen</td>
<td>CSC/ Kiosk /Portal</td>
<td>○ Status Report</td>
<td>Automated</td>
</tr>
</tbody>
</table>

The applicant gets an update by SMS and/or email regarding the status of his application.

**B. Status Tracking:** The e-district application shall enable citizen to obtain information regarding the status of his/her application from the CSCs, citizen kiosks, web and mobile. The following is the process of information seeking by the citizen of the service:

1. The applicant shall seek for the specific information regarding his/her submitted application.
2. The e-District portal shall ask for the AIN generated at the time of the submission of application.
3. By keying in AIN, the e-District portal shall display the status of the application.
4. Status tracking of applications will also be provided in online mode/SMS in mobile phones. SMS/email based information would be sent to the citizen whenever there is a change in status of the application.

With the AIN (Application Identification Number), Citizen may avail the Status Tracking facility through

1) Web/internet (https://edistrict.wb.gov.in)—Citizen needs to login and click “Track Application” link to provide the 16 Digit AIN in the “Application Identification Number” field.
2) Citizen kiosk constructed at the District HQ and the outline Sub-division HQs
3) Any of the Common Service Centres (Tathyaa- Mitra Kendras)
4) SMS (wb<space>edist<space>16 Digit AIN No.) to 51969 or 166
C. MIS Reports:
All the MIS reports generated using e-District application shall be treated as official records which may also be used for appropriate decision making, as and when required.

Memo No. 2409(4P)/G

Dated: 06/10/15

District Magistrate,

Purulia

District Magistrate,
Purulia

Copy forwarded for information to:-

1) The Principal Secretary, Government of West Bengal, Department of Information Technology & Electronic, 4th Camac Street (2nd floor), Kolkata – 700016.
2) The Joint Secretary, Government of West Bengal, Department of Information Technology & Electronic, 4th Camac Street (2nd floor), Kolkata – 700016.
3) The District Magistrate, Purulia.
4) The Superintendent of Police, Purulia.
5) The Additional District Magistrate (Gen.), Purulia.
6) The Additional District Magistrate (Dev.), Purulia.
7) The Additional District Magistrate (ZP), Purulia.
8) The Additional District Magistrate (LR), Purulia.
9) The Sub-Divisional Officer, Raghunathpur, Purulia.
10) The Sub-Divisional Officer, Purulia Sadar (East), Purulia.
11) The Sub-Divisional Officer, Purulia Sadar (West), Purulia.
12) The Officer-In-Charge, ..................................................., Purulia Collectorate.

13) The District Informatics Officer, NIC, Purulia, with request to upload the order at district website for wide publicity.

14-33) The Block Development Officer, Purulia I/ Purulia II/ Hura/ Puncha/ Manbazar I/ Manbazar II/ Bundwan/ Jhalda I/ Jhalda II/ Arsha/ Balarampur/ Baghmundi/ Barabazar/ Joypur/ Kashipur/ Para/ Raghunathpur I/ Raghunathpur II/ Neturia/ Santuri Development Block, for taking necessary action and compliance.

34) The District Registrar, Purulia.
36) Network-In-Charge WBSWAN, Purulia.
37) Sri Sunit Bhattacharjee, Manager (e-Governance) & Nodal Officer -State Implementing Authority for e-District MMP, Moni Bhandar,3rd floor, Webel Bhavan Complex, Block-EP&GP, Sector-V, Salt Lake, Kolkata-700091.
38) Sri Tarun Kar, Project Manager (e-District Project), CMC Limited, 28, Camac Street, Kolkata 700016.
39) District Project Manager, IT Department (e-District), Purulia.
40) District Technical Manager, CMC Ltd. (e-District), Purulia.