Government of West Bengal
Office of District Magistrate
Hooghly
(I.T. 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 Hooghly is expected to Go-live with effect from 09 / 10 / 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 any one of the following
   1. **Web/internet** ([https://edistrict.wb.gov.in](https://edistrict.wb.gov.in))
   2. Citizen kiosk constructed at the District HQ and the outlying Sub-division HQs or
   3. Any of the Common Service Centres (Tathya Mitra Kendras)
   In future, application through e-Seva Kendras at Municipalities may be considered.

   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](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 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.

   b. **Through citizen kiosk constructed at the District HQ and the outline Sub-Divisional 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](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 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:

i. 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  
      |                      |                |                | o IT Return Certificate  
      |                      |                |                | o Photograph | |
| 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 | CSC/ Kiosk Operator / Citizen | CSC/ Kiosk/ Portal | o All above  
<pre><code>  |                      |                |                | o Application Form | Automated |
</code></pre>
<table>
<thead>
<tr>
<th>Step</th>
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<th>Channel/Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Acknowledgement Identification number would be stored by the applicant and would be used to track the status of application.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Login into System. Verification of the application within the system. Forwarding to Enquiry Officer (EO) for Physical Verification if Application is ok.</td>
<td>SDO/BDO</td>
<td>SDO/BDO</td>
<td>o All above</td>
<td>Automated</td>
</tr>
<tr>
<td>4.</td>
<td>Uploading of Verification Report against the Application after the physical verification. Returning the application along with report to SDO/BDO</td>
<td>EO</td>
<td>BO</td>
<td>o All above 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 o Income Certificate</td>
<td>Automated</td>
</tr>
<tr>
<td>6.</td>
<td>Printing of Certificate at CSC/Kiosk/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.

**ii. Domicile Certificate**

<table>
<thead>
<tr>
<th>Step</th>
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<th>Channel/Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step</td>
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<td>Responsibility</td>
<td>Channel/Office</td>
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<td>Mode</td>
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</tr>
</tbody>
</table>
| 2.   | Login into system. Filling up electronic form online. Downloading the filled up form and signing. Attach supporting documents as scanned files and submitting the application. | CSC/ Kiosk Operator / Citizen | CSC/ Kiosk Centre / Portal | o Photocopy of Gurkha certificate issued from D.G.H.C  
o Defence ID Card/Pan Card/Govt. ID 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. Forwarding to Enquiry Officer (EO) for Physical Verification if Application is ok OR Sending back for Re-submission OR Rejecting the application. | SDO/BDO | SDO/BDO | o All above | Automated |
| 4.   | Uploading of Verification Report against the Application after the physical verification. Returning the application along with report to SDO/BDO or | EO | EO | o All above  
o Verification Report | Automated |
<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
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<th>Channel/Office</th>
<th>Documents involved</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Forwarding the Application to SDO</td>
<td>BDO</td>
<td>BDO ADM</td>
<td>o 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(G)</td>
<td>o 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>o All above</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 (Tathya 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.

District Magistrate
Hooghly

Memo No.116(36)/17
Copy forwarded for information and necessary instruction to:

1) Joint Secretary to the Govt. of West Bengal, Deptt. of Information Technology & Electronics, 4 Camac Street, 7th Floor, Kolkata – 700016.

2-5) Subs Divisional Officer, Sadar / Chandannagar / Serampore / Arambagh

6) Mayor, Chandernagore Municipal Corporation


19-36) Block Development Officer, Arambagh / Balagarh / Mogra / Pandua / Goghat-I / Goghat-II / Chanditala-I / Chanditala-II / Polaba / Serampore-Uttarpur – Khanakul-I / Khanakul-II / Tarakeswar / Singur / Dhaniyakhali / Haripal / Jangipara / Pursurah

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