

User Manual for Applicants for Applying for Auto Renewal of Trade License in Municipal Areas

User Manual – WB e-District 2.0

User Manual for Auto Renewal of Trade License in Municipal Areas

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User Manual for Applicants for Applying for Auto Renewal of Trade License in Municipal Areas

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 e-District 2.0 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.
-

CAUTION

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User Manual for Applicants for Applying for Auto Renewal of Trade License in Municipal Areas

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Date: _____

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List of Abbreviations:

SL	Test	Meaning
1	AIN	Application Identification Number
2	RMN	Registered Mobile Number
3	OTP	One Time Password
4	RoR	Register of Records

1.0 Introduction

e-District 2.0 portal has been envisaged by the Government of West Bengal to provide advanced automated workflow solution 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 e-District 2.0

E-District 2.0 portal is a web-based application. The application has support for all the popular web browsers like Chrome, Edge and Mozilla. It can be accessed by typing the URL identifier on any of the above-mentioned browsers.

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URL: <https://edistrict.wb.gov.in/portal/>

The following screen opens.

By Clicking on this link, it will redirect to Wb E-district Website which consists of different Services and schemes which can be applied by the citizen.

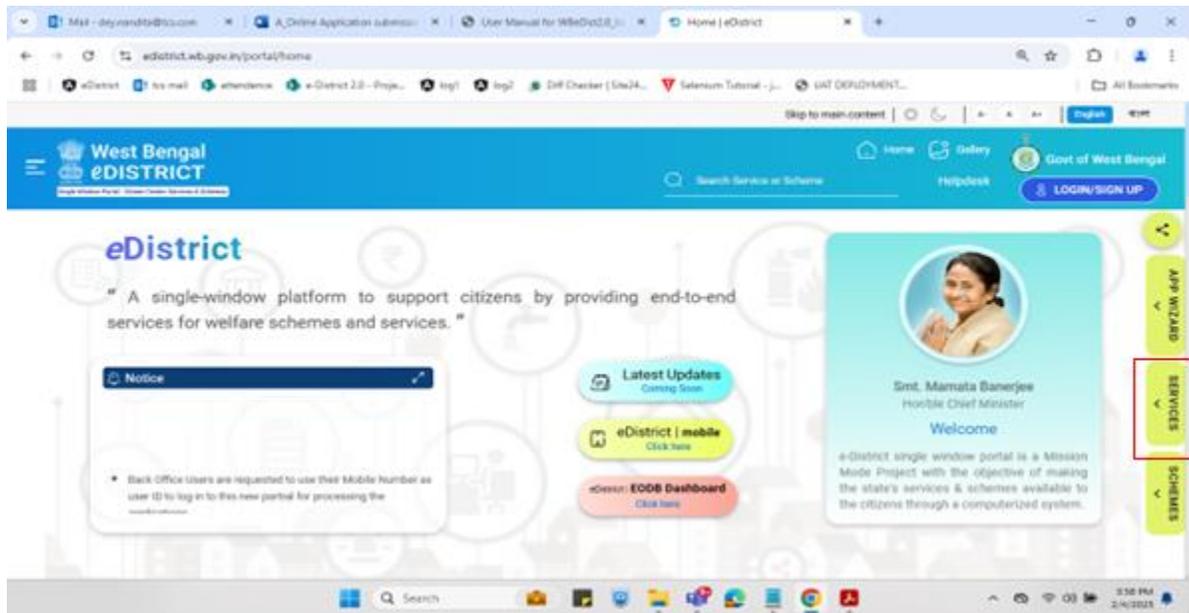


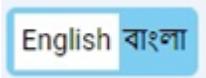
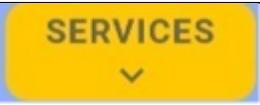
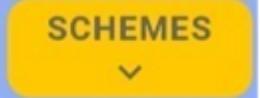
FIGURE 1

1.2 User Navigation flow

The home page can be divided into 2 distinct sections. The Header and Body. The Header section contains a few common features which are a part of the standard design and may be used by the users as per their convenience. The common features have distinct icons, and the usage is mentioned below.:

Icon / Link	Usage
	The Night mode icon palette provided icons to select the preference for viewing the portal in the dark mode or in the normal mode.
	Size icons are provided to aid the users select the font size in accordance with the individual reading preferences.
	The Search Option is provided to the user so that they can search for a desired service/scheme from within the portal

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	The Picture Gallery icon can be used to view the departmental images.
	The Home Icon helps the user to 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
	<p>The Hamburger icon on the extreme left provides further alternative navigation options mentioned below:</p> <ul style="list-style-type: none"> • Login • Services • Schemes • Contact Us <p>Users can jump to the Login screen, browse for the available services, schemes and jump to Contact Us.</p>
	Users can Register themselves with the revamped e-District Portal by clicking the link and filling up the necessary details.
	Users can Check the details related to the Various live services by clicking the link and filling up the necessary details.
	Users can access the details related to the Various live schemes available by clicking the link and filling out the necessary details.

1.3 Important Sections

Other Important Sections present in the home screen are:

- **Latest Updates:** The Latest Updates section shows latest updates or the important changes which have been newly implemented vide the portal. It serves as a medium of imparting the latest communication to the target audience
- **e-District Mobile:** e-District 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.

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2.0 About the Service

2.1 Service Discovery

In case any user wants to know about a particular service, he or she can do so by clicking the **Services** link. The **Service Discovery** screen appears as follows.

The User needs to click on **Service Discovery** (Screenshot below).

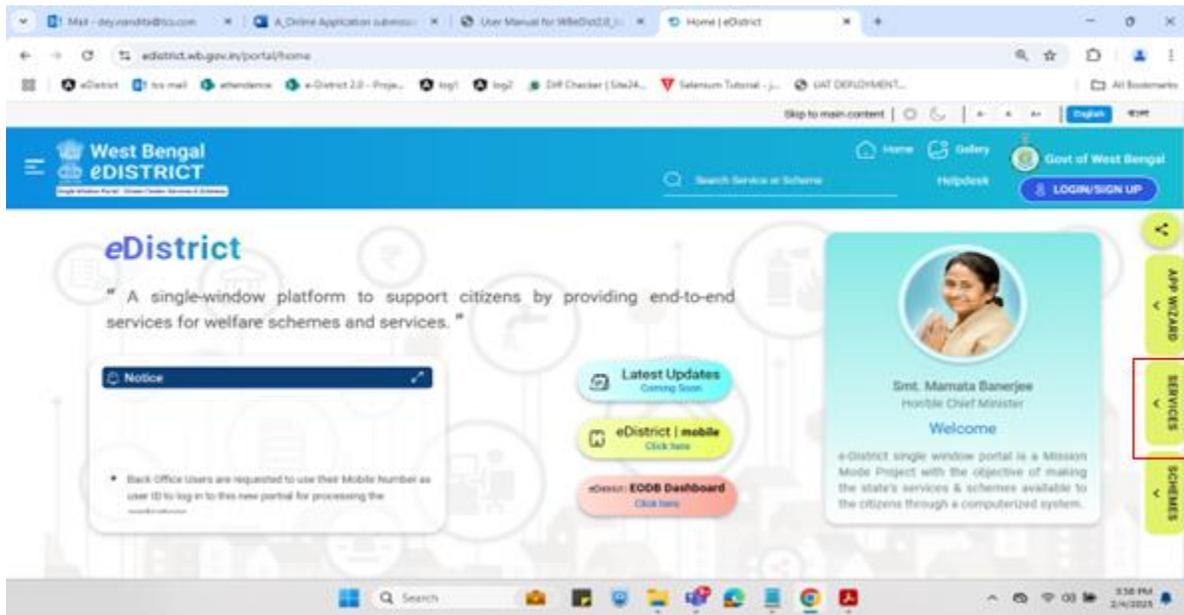
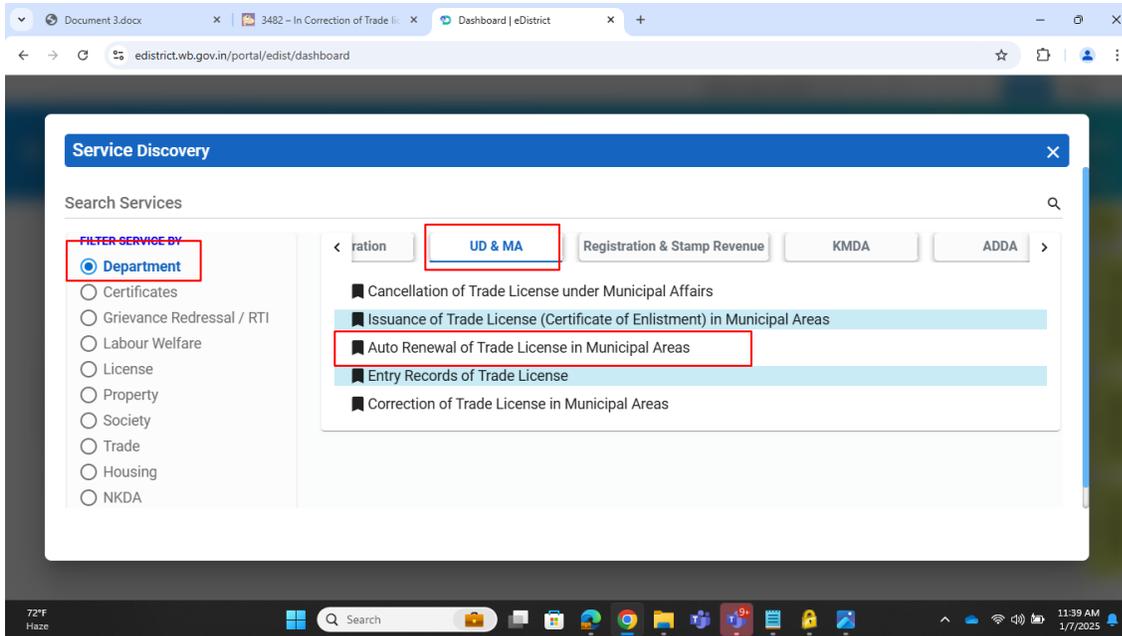


FIGURE 2

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 **Auto Renewal of Trade License of Municipal Areas**.

Then the User needs to click on the specific service name (Screenshot below).

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To go-back to the previous screen, the user needs to click on the **CANCEL** button (Screenshot below).

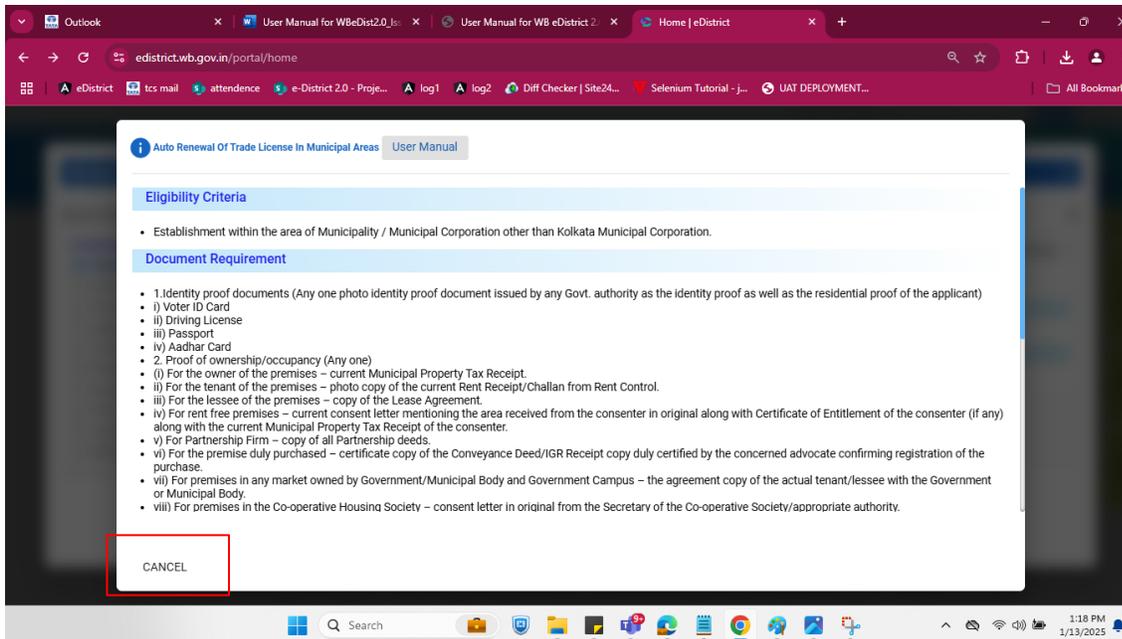


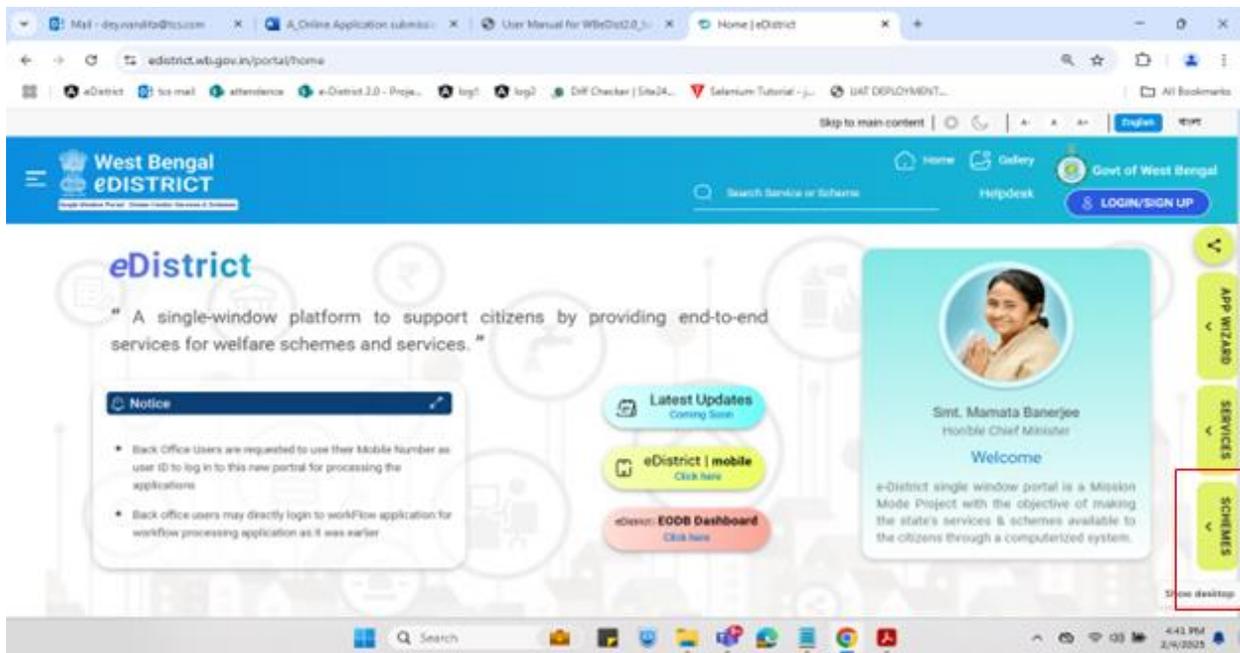
FIGURE 3

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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**.

2.2 Scheme Discovery

In addition to citizen-centric services, WB e-District 2.0 positions itself as a Single Window access point for the various beneficiary schemes. To see the available schemes, the user needs to click on the Schemes link to open the Scheme Discovery window as shown below.



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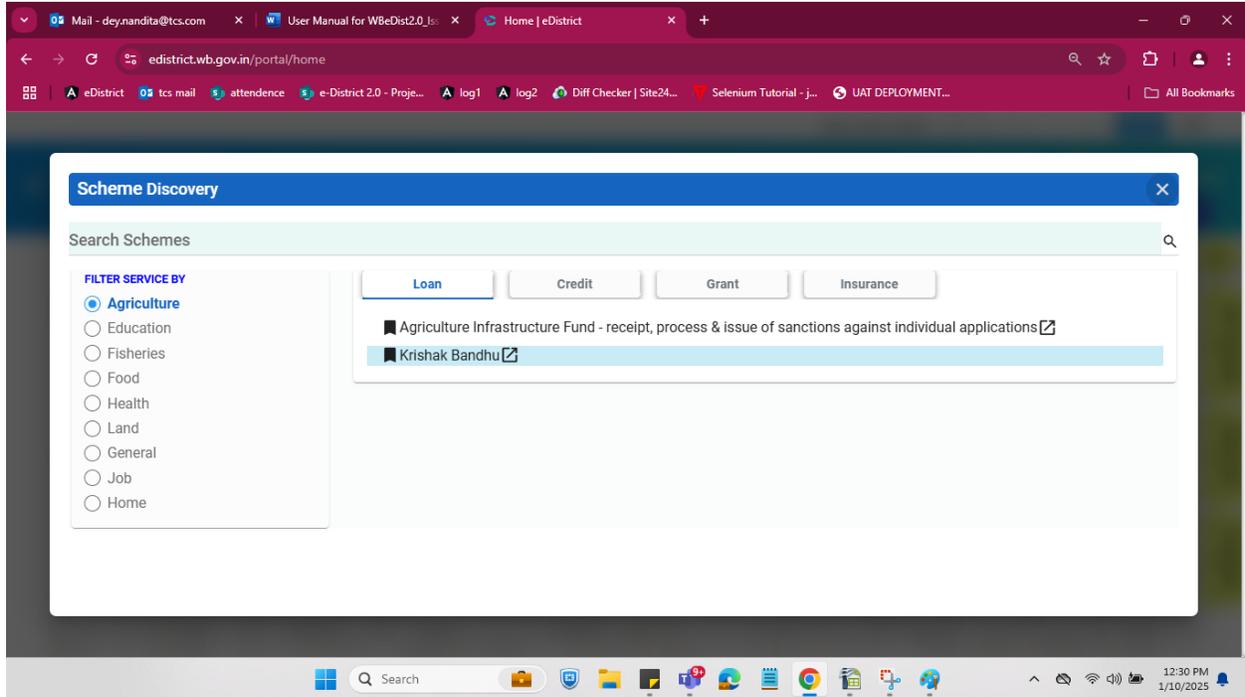


FIGURE 4

To know more about the scheme, the user can either use the **Search** option to search for the necessary scheme by typing the name or use the available **Filters**. In case the user wants to know more about say the **Krishak Bandhu** Scheme, a popular scheme, falling under the **Loan**, the user can click on the Scheme Name and learn more about the same. The following screen appears.

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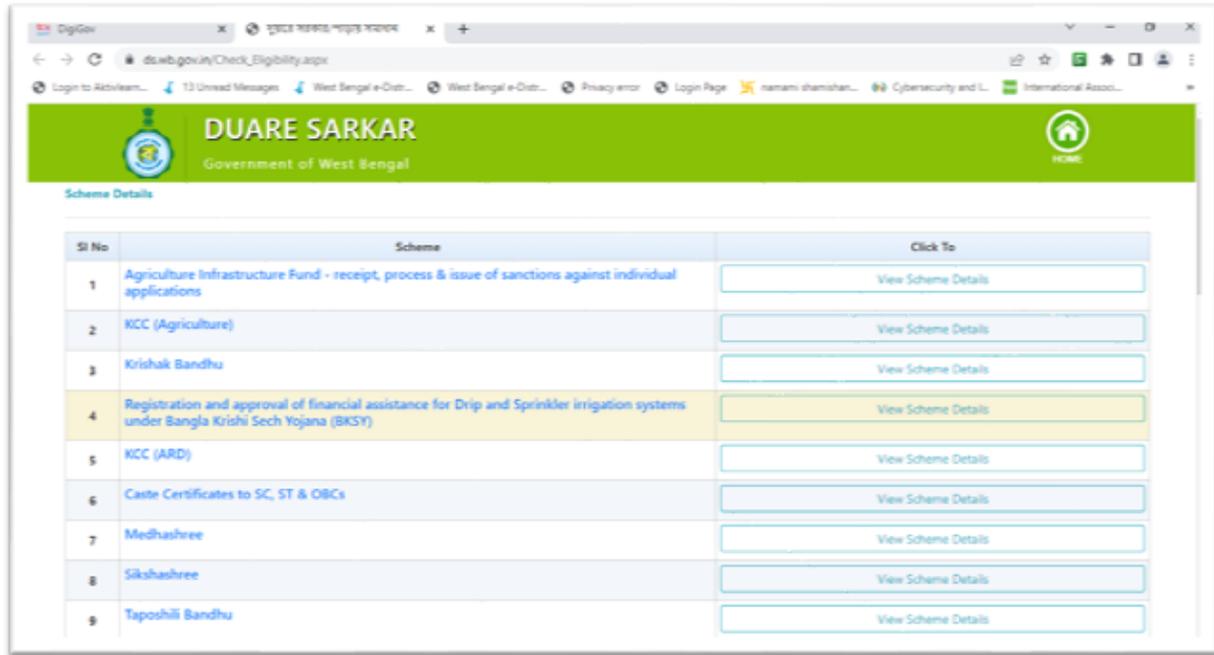


FIGURE 5

In case the user intends to avail a scheme, 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 Online Application submission along with online submission of documents

3.1 User Registration

User Registration is mandatory for availing any of the available schemes or services. In case the visitor to the portal is an occasional surfer, he or she can get a good idea of the portal without going through the registration process.

In case the visitor to the portal wants to avail the service, then he or she needs to be a registered user. Users can register themselves with the revamped e-District Portal by clicking the **REGISTER** link and filling in the necessary details.

The following screen appears as the user clicks on the **REGISTER** link. (Screenshot below).

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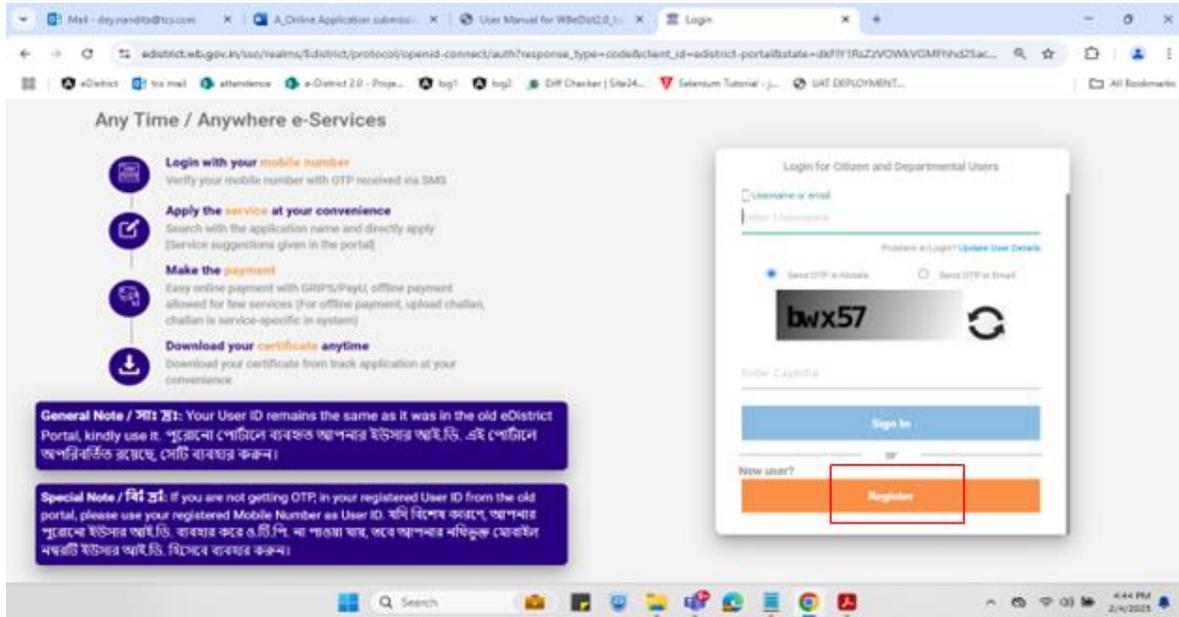


FIGURE 6

The default screen is designed to capture the Personal Details of the user. This includes Name, Email Id, Mobile Number and Date of Birth. All the details are Mandatory in Nature. Users are required to fill in the necessary details and click on the **Register** button. This leads to the next screen.

The user is required to select a **Username** of his or her choice. This entry is validated against the usernames which are already registered. In case the same is repeated, an appropriate user message is flashed to warn the user regarding the non-availability of the same. Once the user provides valid values for all the remaining fields, he or she needs to click on the **Next** button to move to the final screen where the OTP shared must be validated to complete the User Registration process. The following screen displays this. (Screenshot Below)

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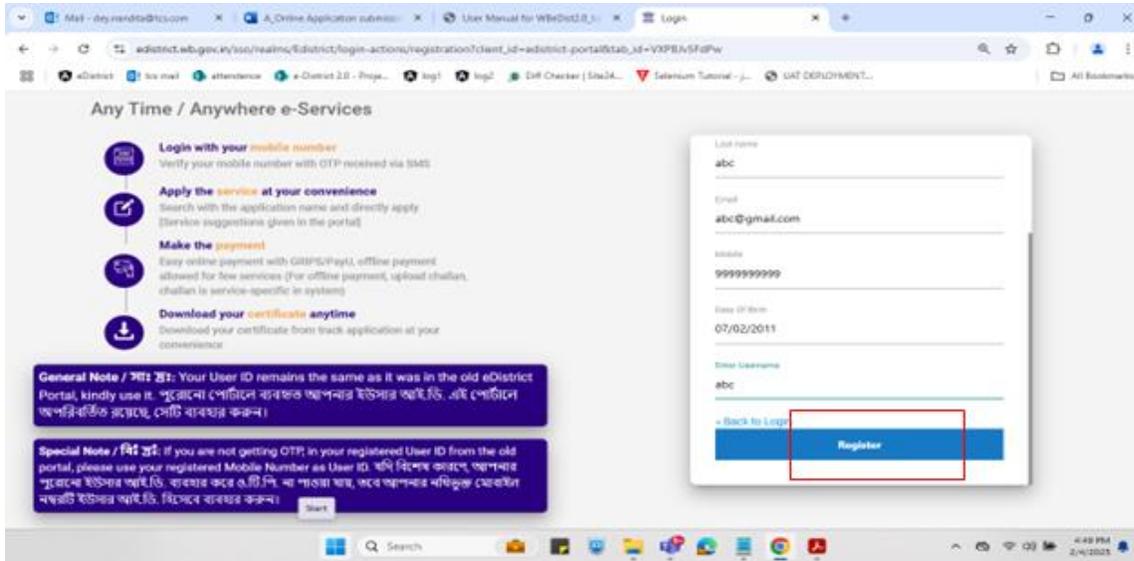


FIGURE 7

After this user needs to put the OTP and click on Submit button. (Screenshot Below)

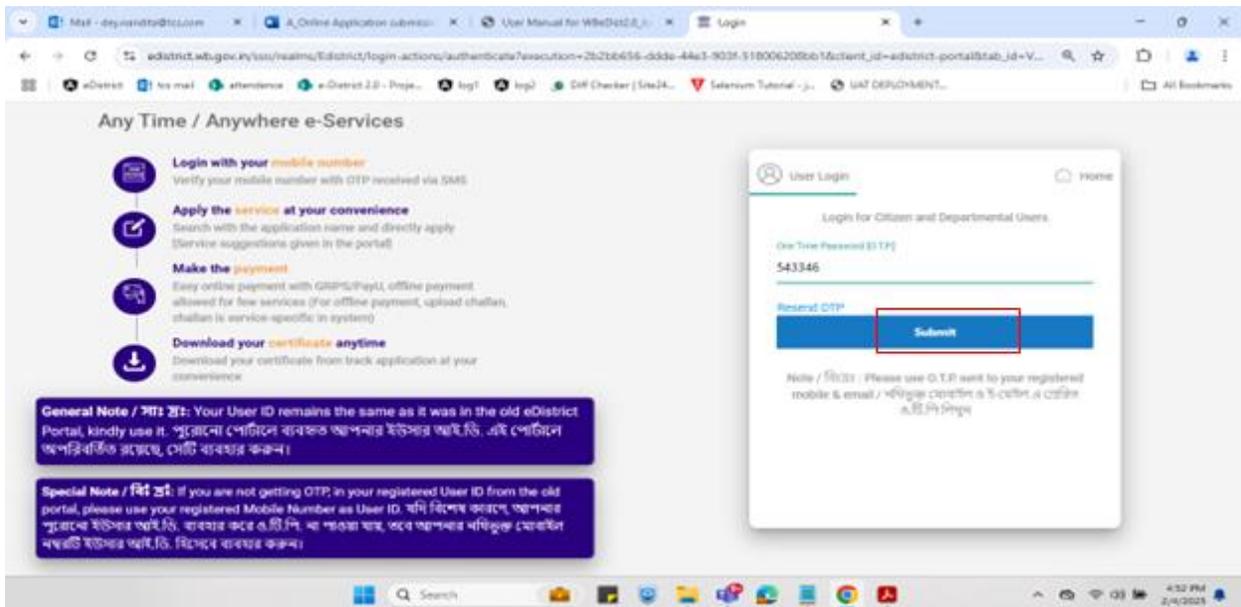


FIGURE 8

Once the User Registration is Successful, Applicants will need to login (Screenshot below).

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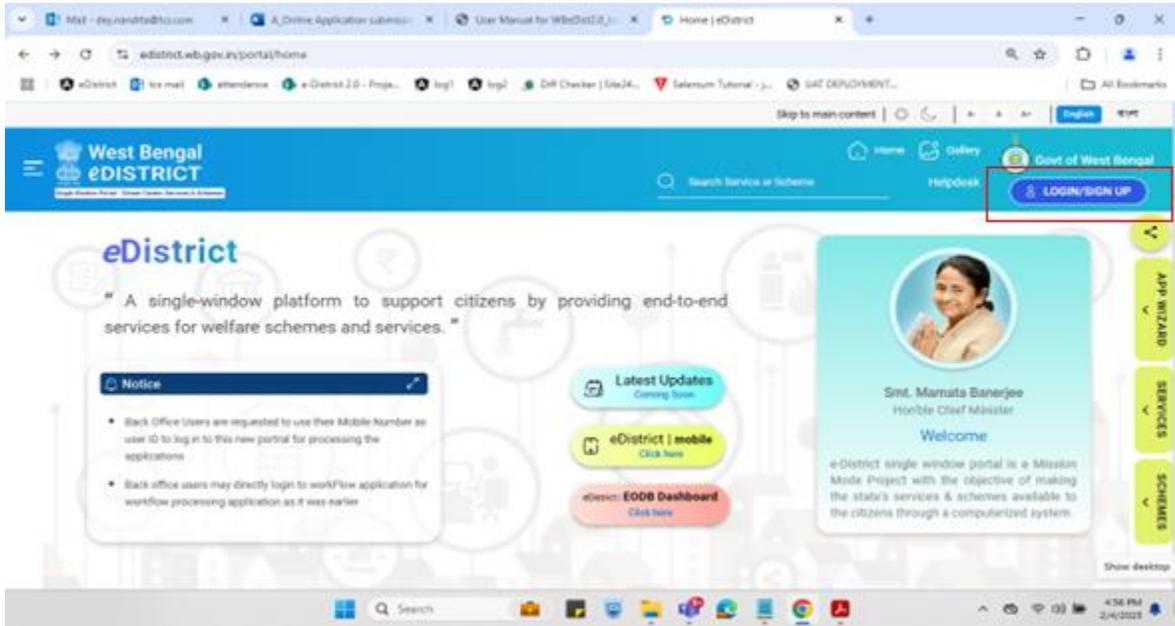


FIGURE 9

User will put the username and captcha and then will click on sign in (Screenshot below):

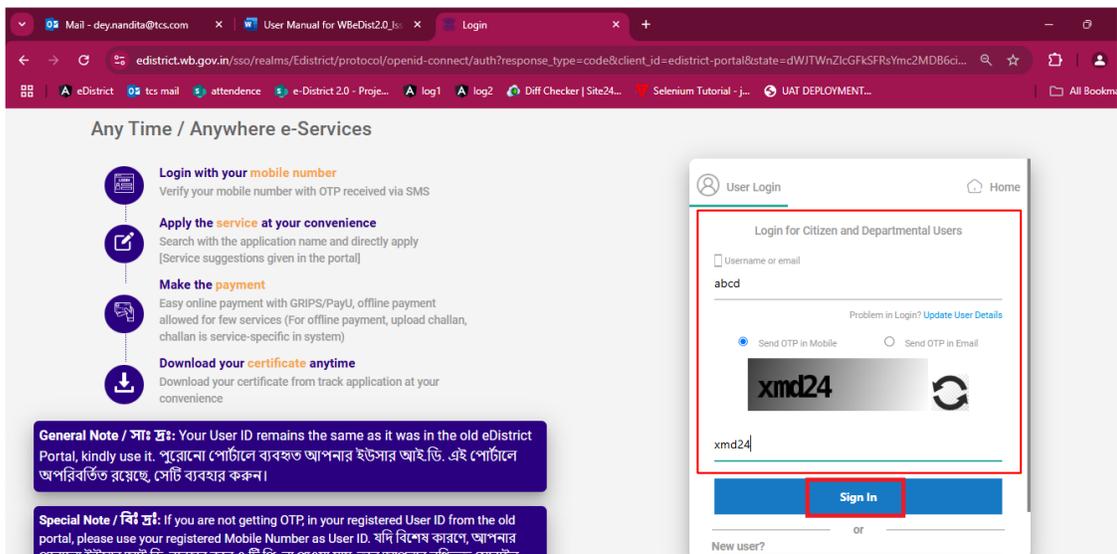


FIGURE 10

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The user will receive one OTP which is required to enter to complete the logging process.(Screenshot below):

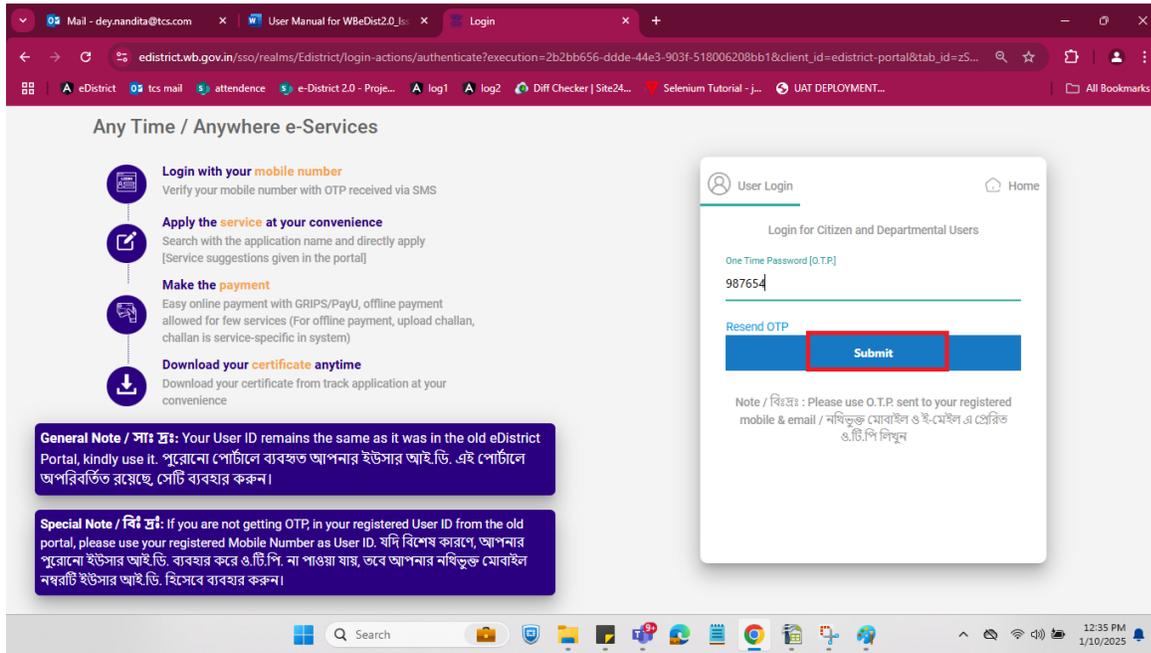
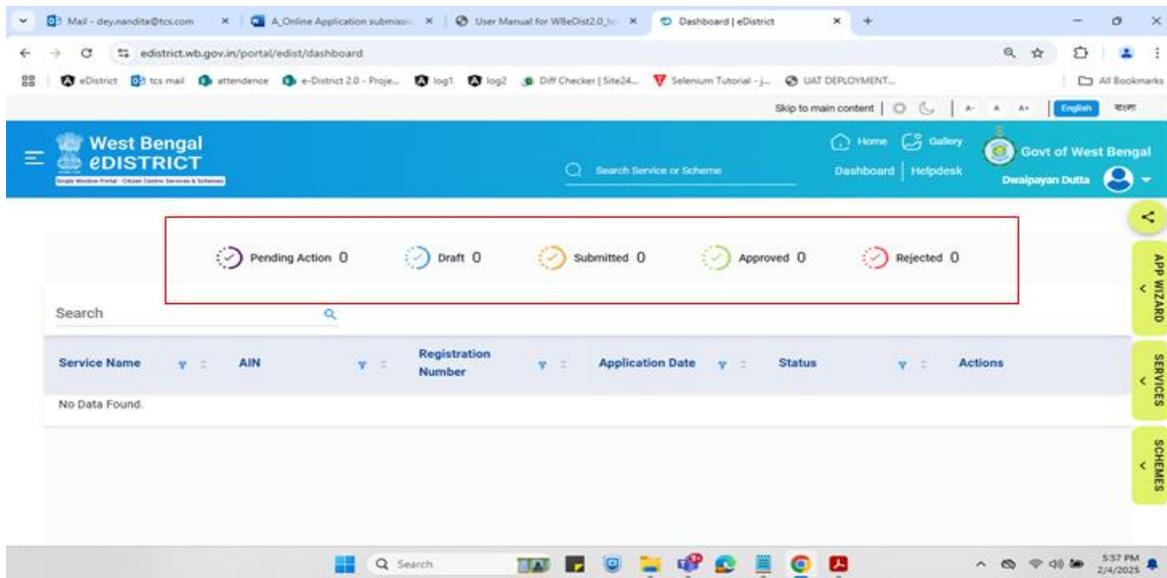


FIGURE 11

User will land on Dashboard page. For new user all application status count will show as 0 (Screenshot below):



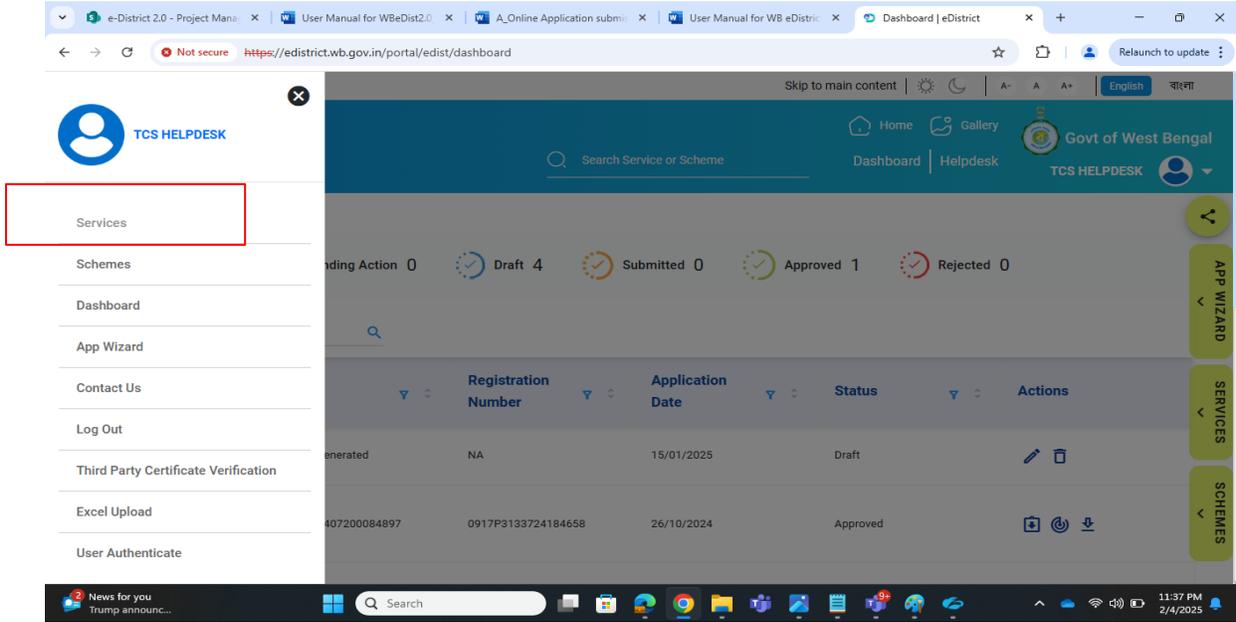
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Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject	Count of Applications that are rejected on various grounds
Submitted	Count of Applications that have been submitted successfully

3.2 Filling up the Application

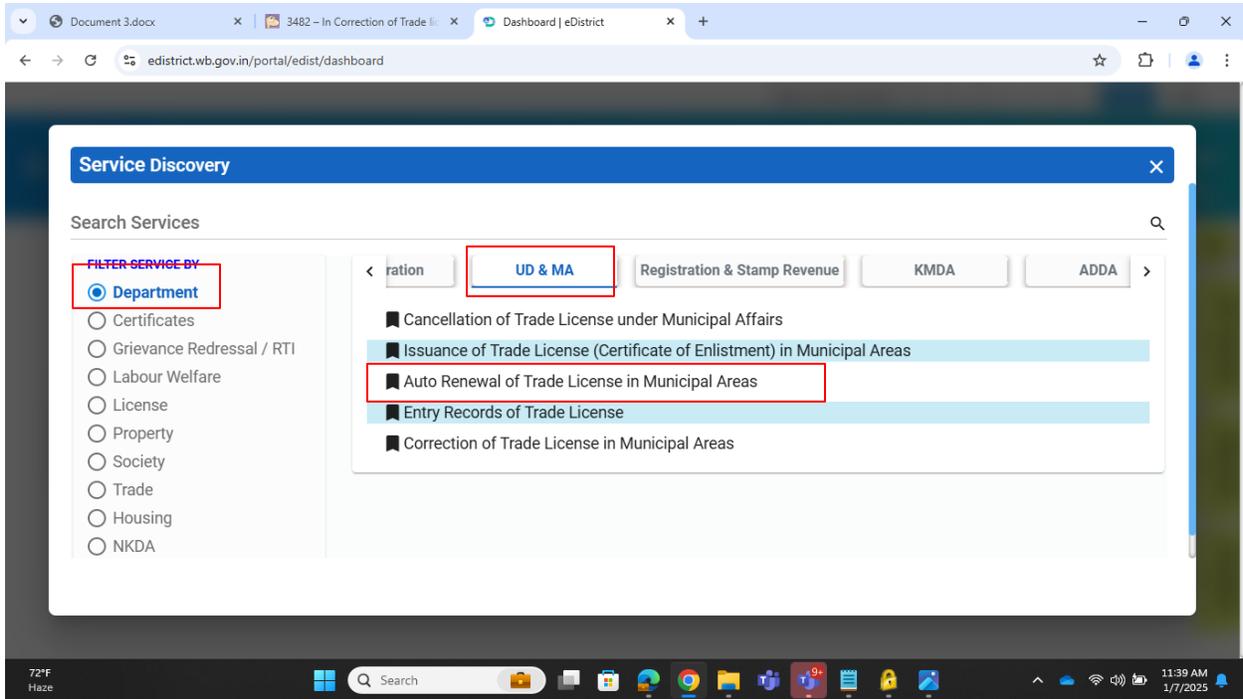
User needs to click on services and then click on the designated service to open the application form.

(Screenshot below):



One can search the required service by Department, for example, and then click on the service (Screenshot below), service name here being 'Auto Renewal of Trade License in Municipal Areas' where user needs to click

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Applicant needs to click on the accept button (Screenshot below).

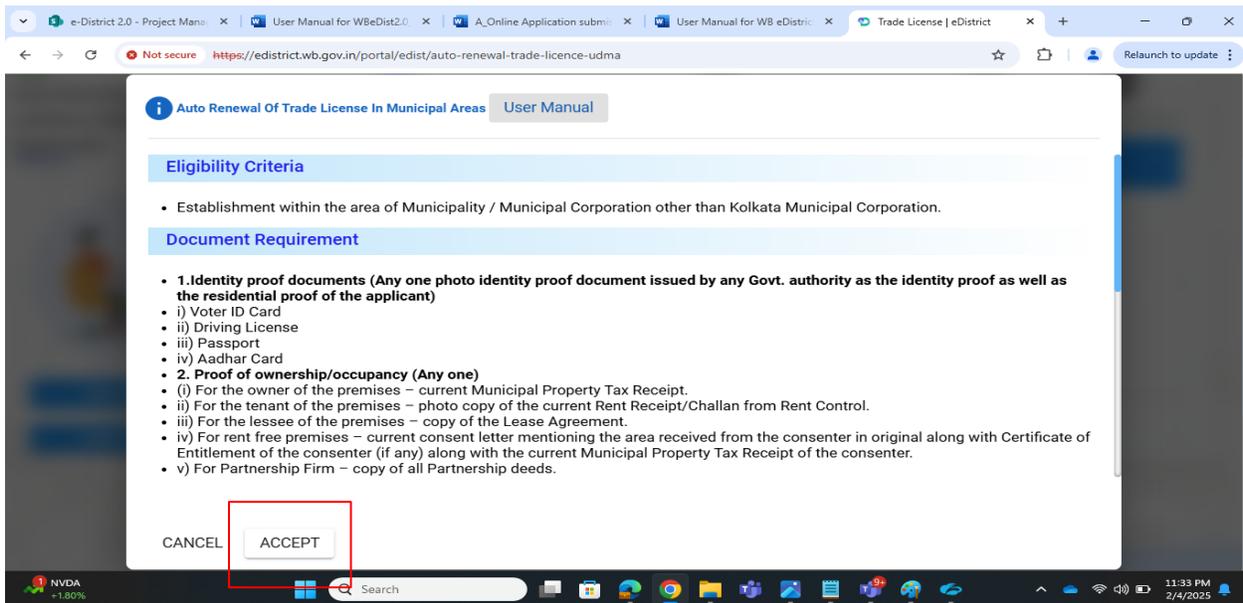


FIGURE 13

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

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The user needs to fill in the application form by selecting the correct option. Mandatory fields (if Applicable) are denoted by red colored asterisk (*) mark next to them. Applicant needs to fill up the Basic data of the Deed in this section as shown below and Click on Search. (Screenshot Below)

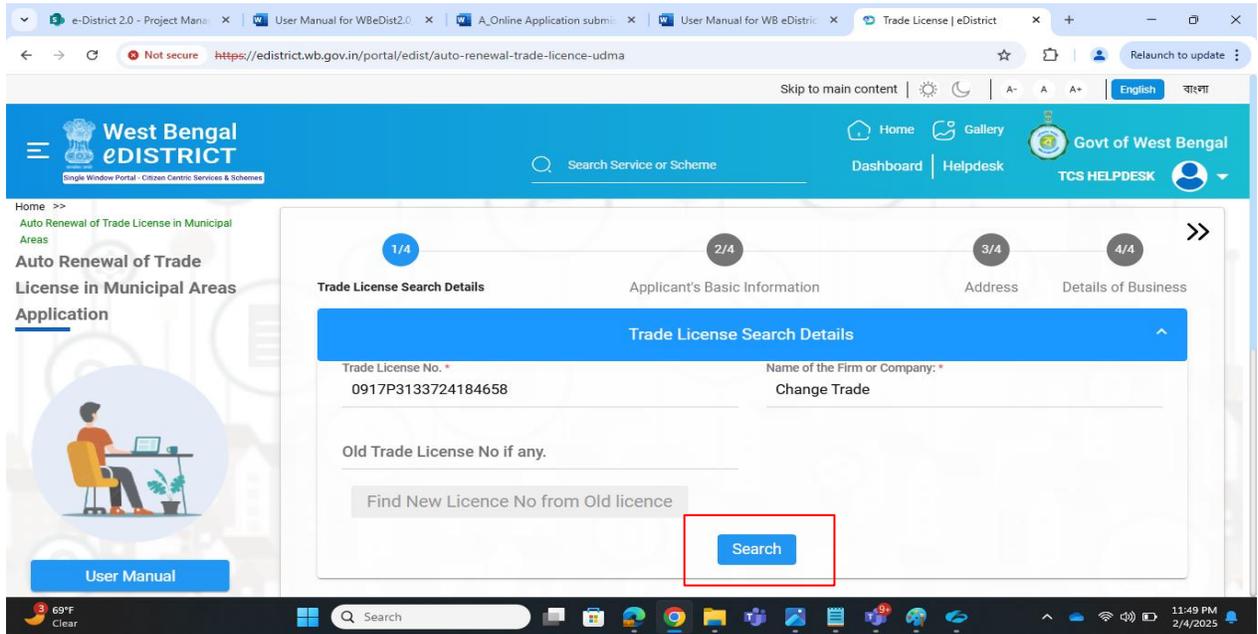


FIGURE 15

Once the Trade license data is getting fetched, then user need to click on Save and Next to proceed till Last Page.

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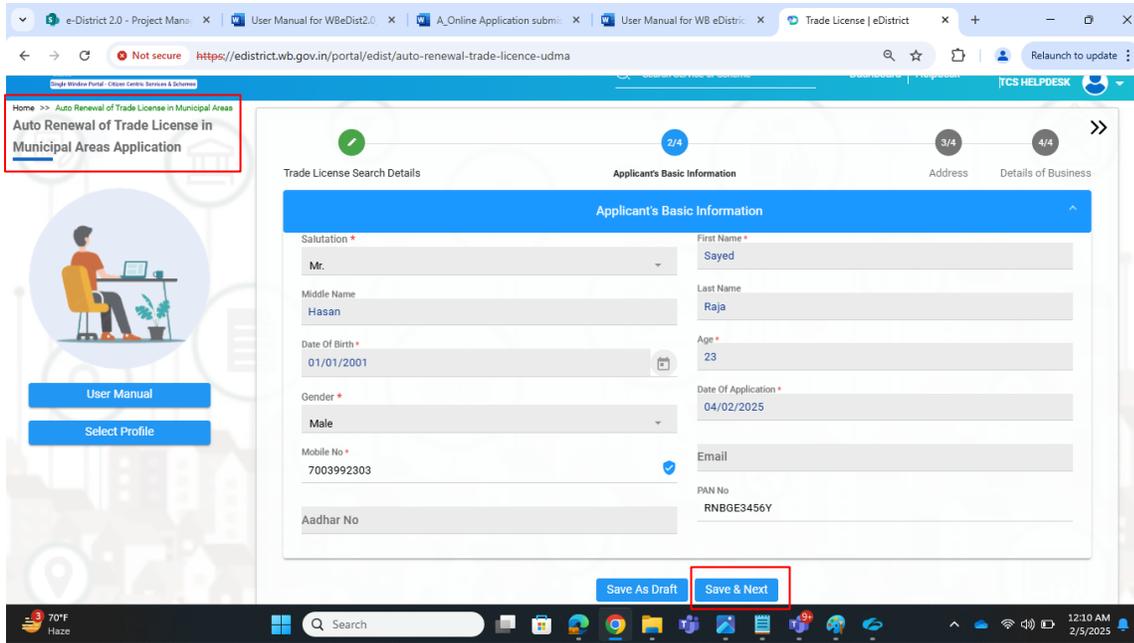
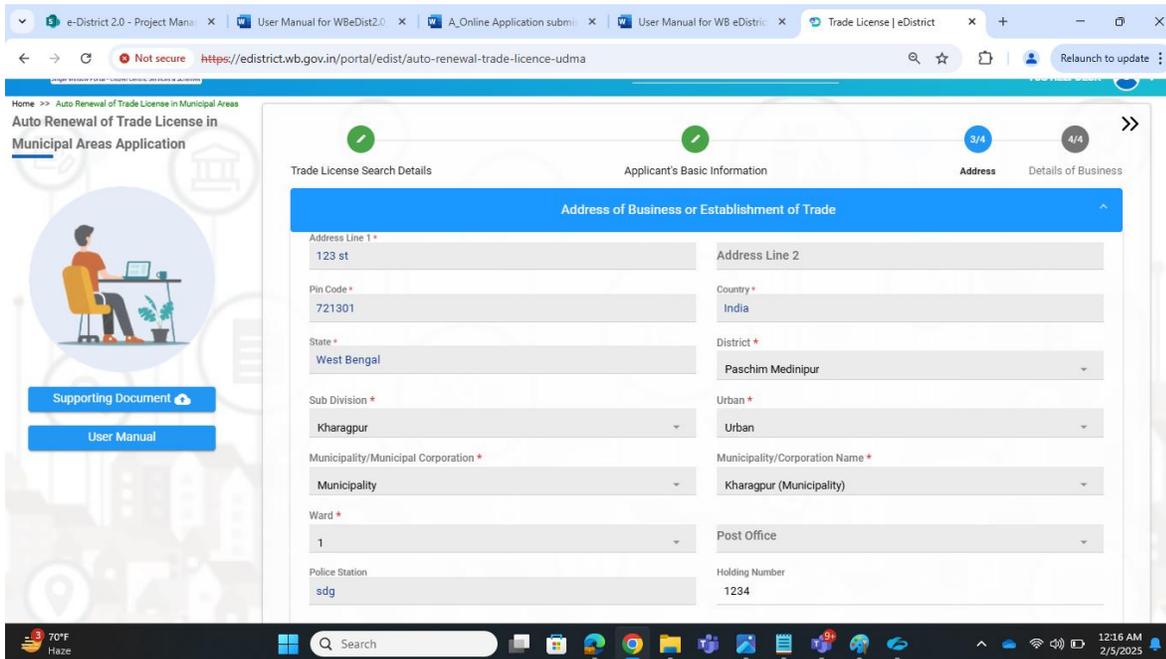


FIGURE 16

The user must complete the form by visiting multiple grouped sections and then click on **Save & Next** to move to the next page. Users may click on Save As Draft to save the data in form of a draft which can be edited later.



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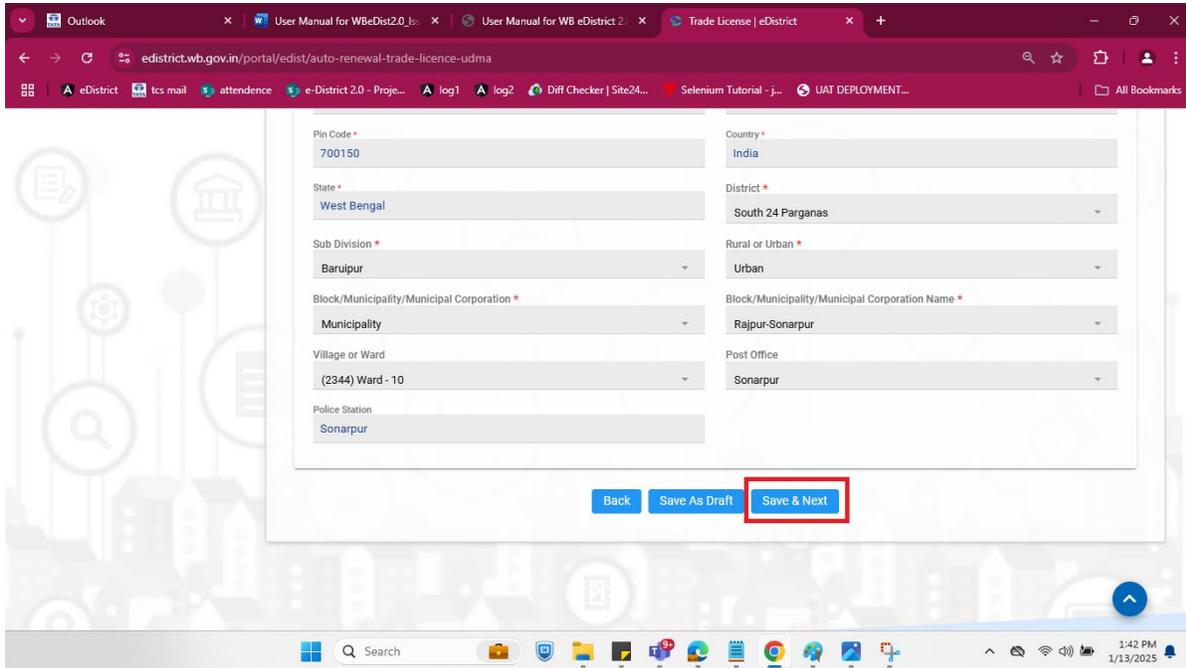


FIGURE 18

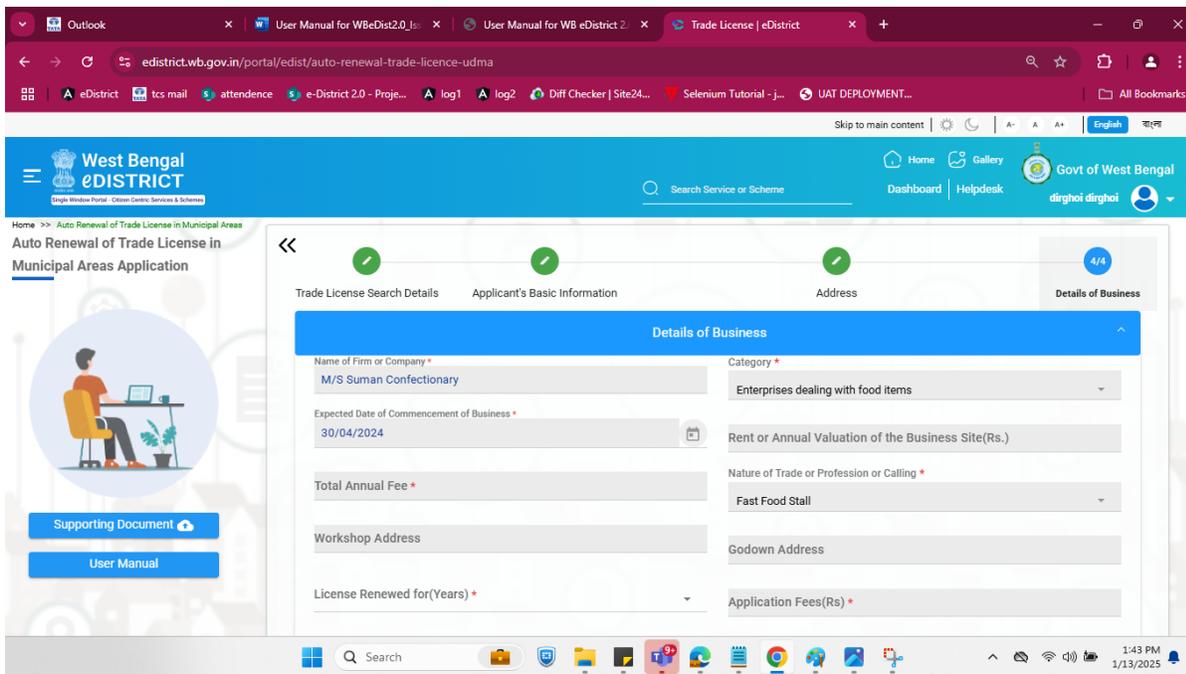
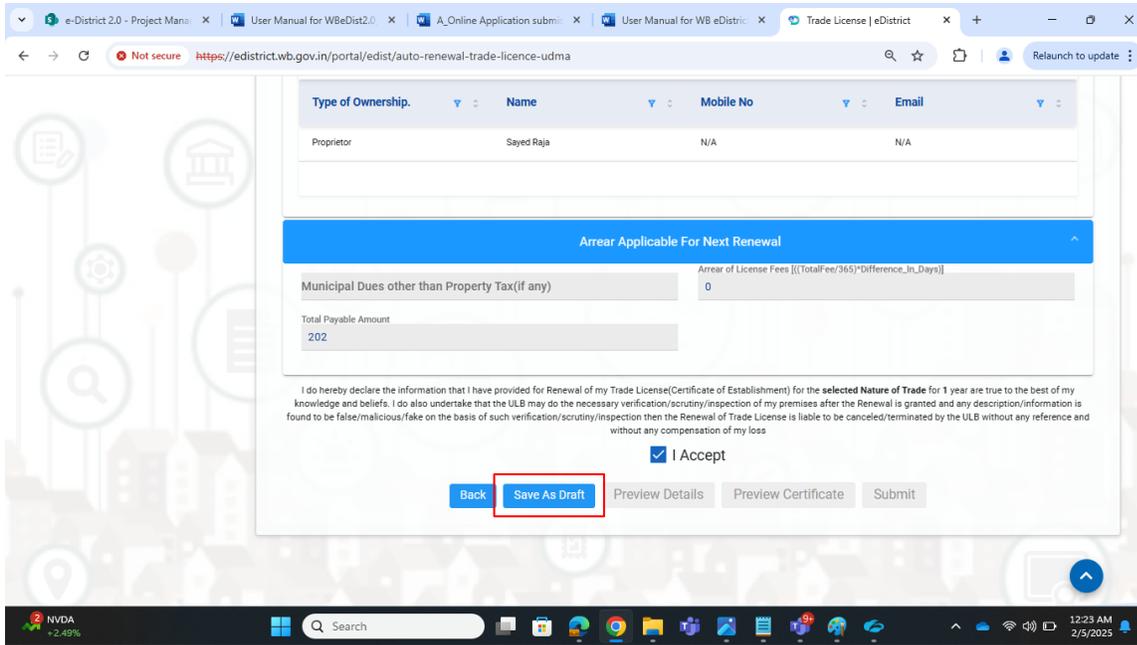


FIGURE 19

User needs to click on 'Save as Draft'. (Screenshot Below)

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Preview link will become activated (turns blue) and then the User will be able to see the preview by clicking on 'Preview'

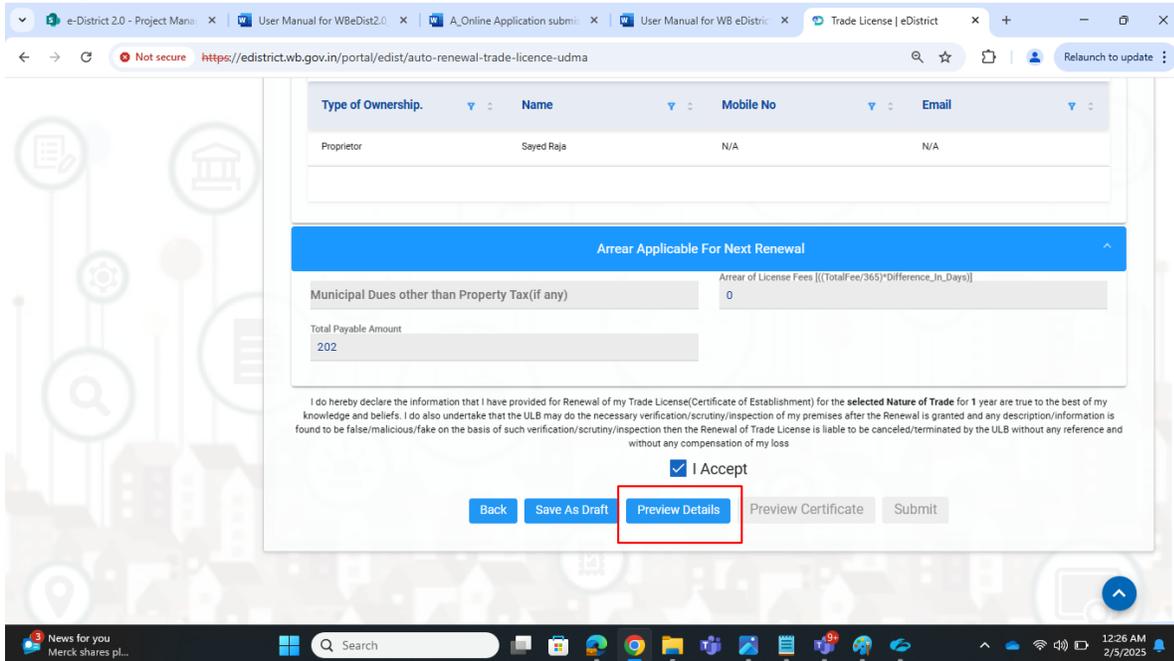
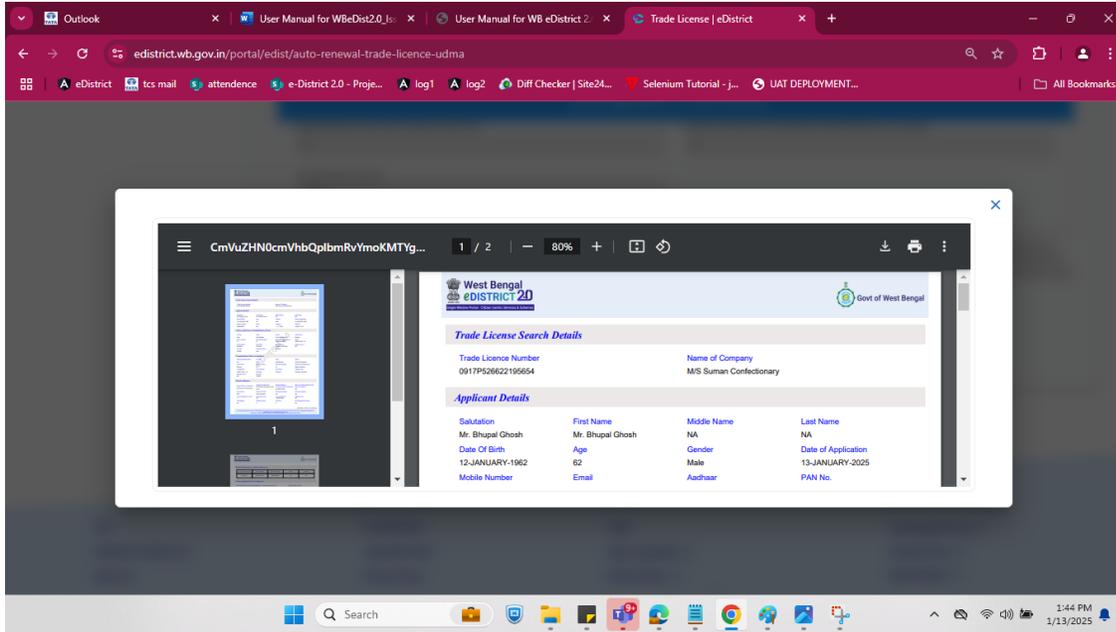


FIGURE 20

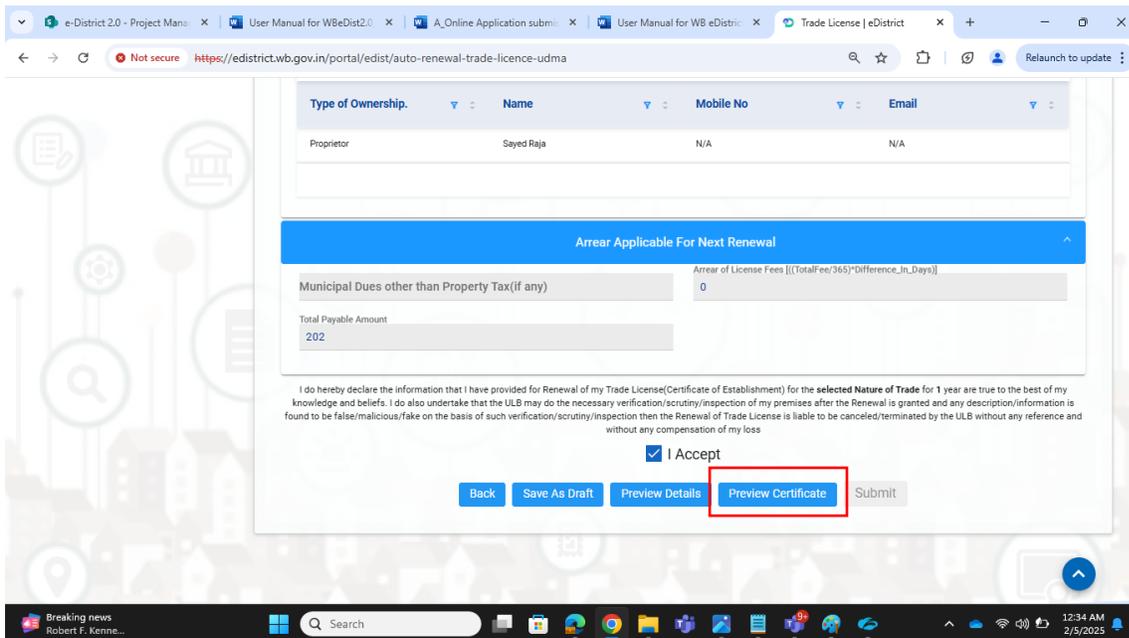
By Clicking on Preview, User will be able to see the preview version of the filled-up application form.

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(Screenshot below- showing the Preview Version of the Application)

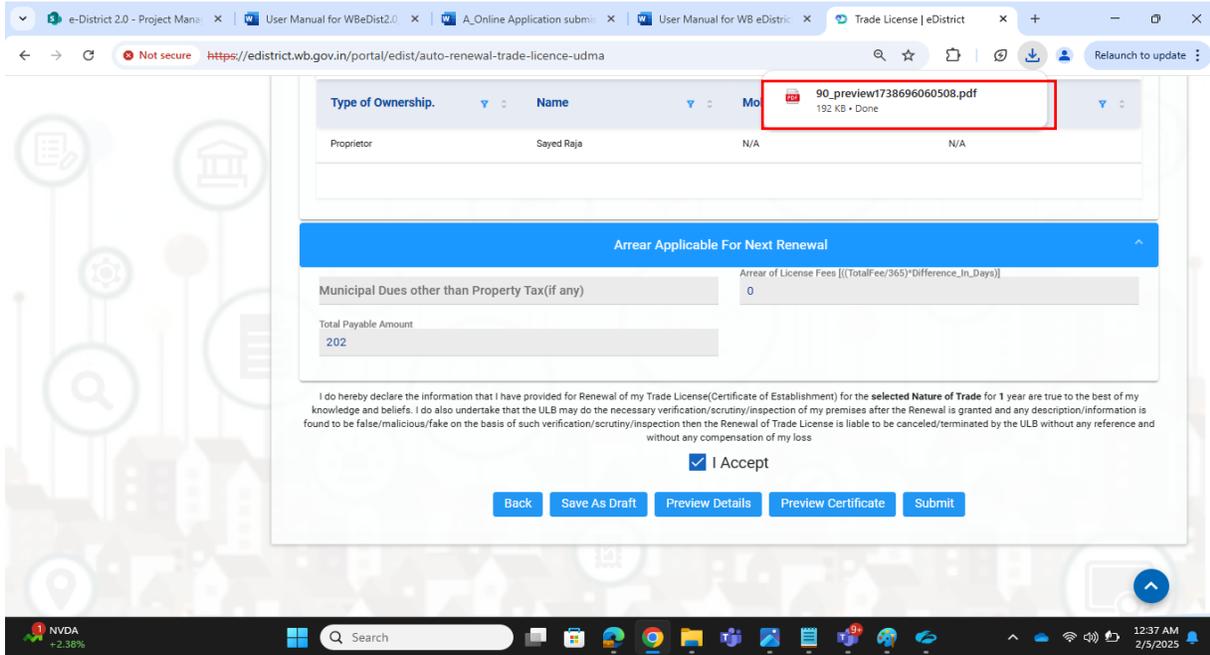


Preview Certificate link will become activated (turns blue) and then the User will be able to see the Certificate Preview by clicking on 'Preview Certificate'

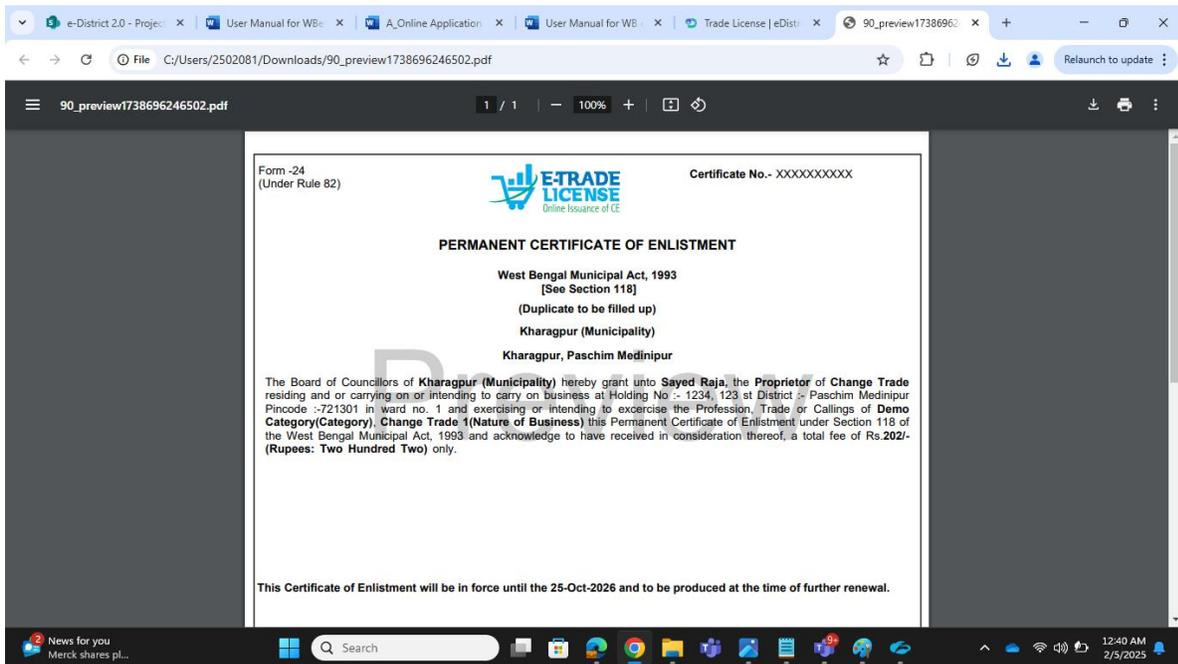


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By Clicking on Preview Certificate, a preview certificate will be downloaded in browser. (Screenshot below)



By clicking on the downloaded preview certificate, the interface below will open. (Screenshot below)



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3.3 Adding Supporting Documents.

For Attaching Supporting Document user needs to click on supporting document button, then by Adding the supporting document, User will click on Save to save the documents. (Screenshot below)

Home >> Auto Renewal of Trade License in Municipal Areas
Auto Renewal of Trade License in Municipal Areas Application

Trade License Search Details Applicant's Basic Information Address Details of Business

Details of Business

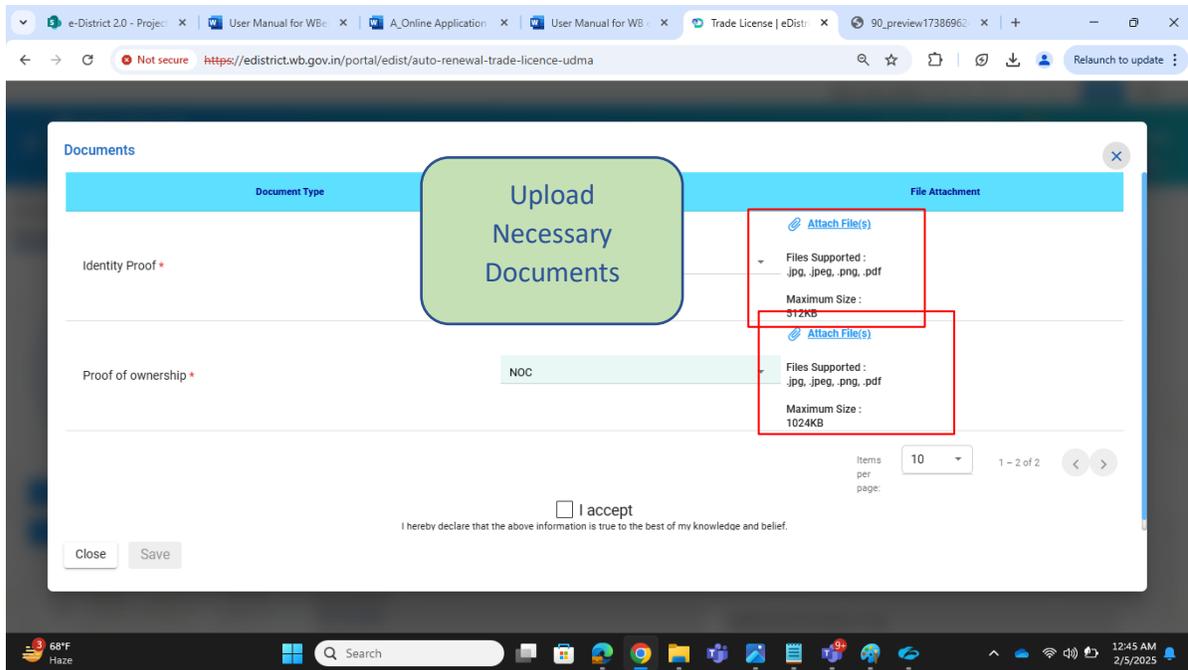
Name of Firm or Company *	M/S Suman Confectionary	Category *	Enterprises dealing with food items
Expected Date of Commencement of Business *	30/04/2024	Rent or Annual Valuation of the Business Site(Rs.)	
Total Annual Fee *	200	Nature of Trade or Profession or Calling *	Fast Food Stall
Workshop Address		Godown Address	
License Renewed for(Years) *	1	Application Fees(Rs) *	50
License Valid Till *	03/06/2026	Additional Information, if any	
		Rebate Amount [((Total Annual Fee x 5)/100)]	0

Supporting Document

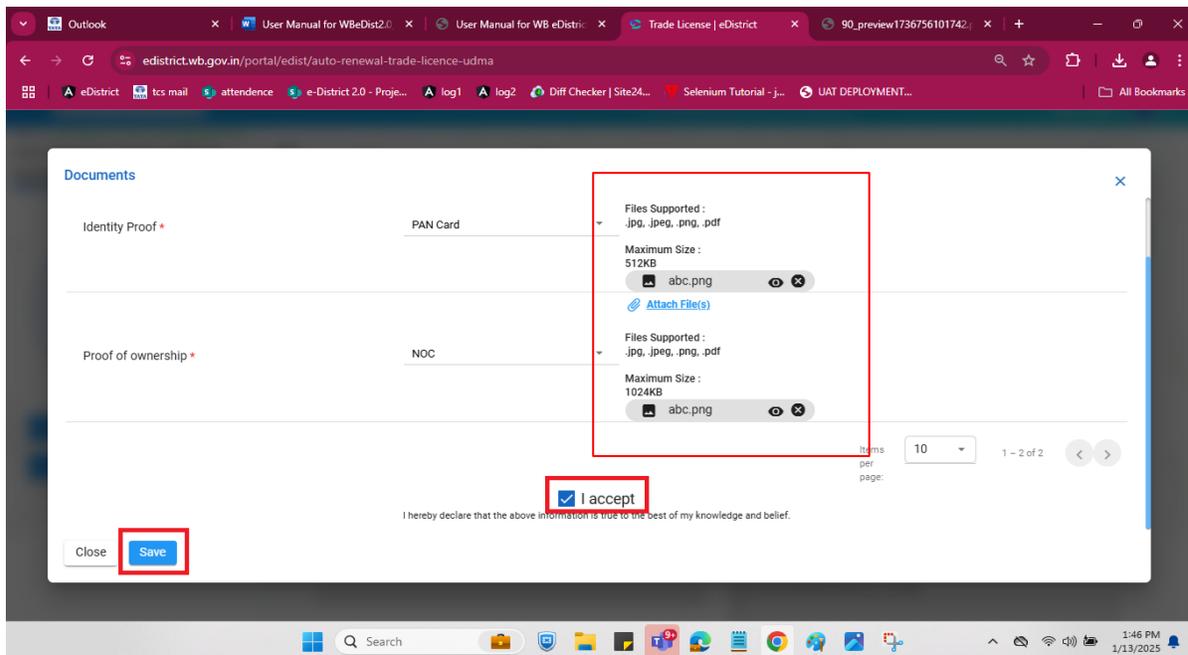
User Manual

User is required to upload documents and then user is required to click on Save in order to save the documents uploading online. (Screenshot below)

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Attached Document view (Screenshot below)



User will click on the Submit button to finally submit the application online along with the documents uploaded.

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Clicking on the Submit button, the application gets successfully submitted and will redirect to Payment page to complete the application process.

(Screenshots below)

The screenshot shows a web browser window with the URL `edistrict.wb.gov.in/portal/edist/auto-renewal-trade-licence-udma`. The page features a search bar at the top. Below it is a table with the following data:

Type of Ownership.	Name	Mobile No	Email
Proprietor	Bhupal Ghosh	9883034897	NA

Below the table, there is a section titled "Arrear Applicable For Next Renewal" with the following fields:

- Municipal Dues other than Property Tax(if any): 0
- Arrear of License Fees $(((TotalFee/365)*Difference_In_Days))$: 0
- Total Payable Amount: 250

A declaration statement is present: "I do hereby declare the information that I have provided for Renewal of my Trade License(Certificate of Establishment) for the selected Nature of Trade for 1 year are true to the best of my knowledge and beliefs. I do also undertake that the ULB may do the necessary verification/scrutiny/inspection then the Renewal of Trade License is liable to be canceled/terminated by the ULB without any reference and without any compensation of my loss". Below this, there is a checked checkbox "I Accept" and a "Submit" button highlighted with a red box. Other buttons include "Back", "Save As Draft", "Preview Details", and "Preview Certificate".

Thus, an applicant is able to submit an application online along with uploaded documents in the online system.

4.0 Online payment of Fees

Applicant will Redirect to Payment Page once Clicked on Submit button. User needs to click on I Agree button to accept the Terms and Conditions (Screenshot Below)

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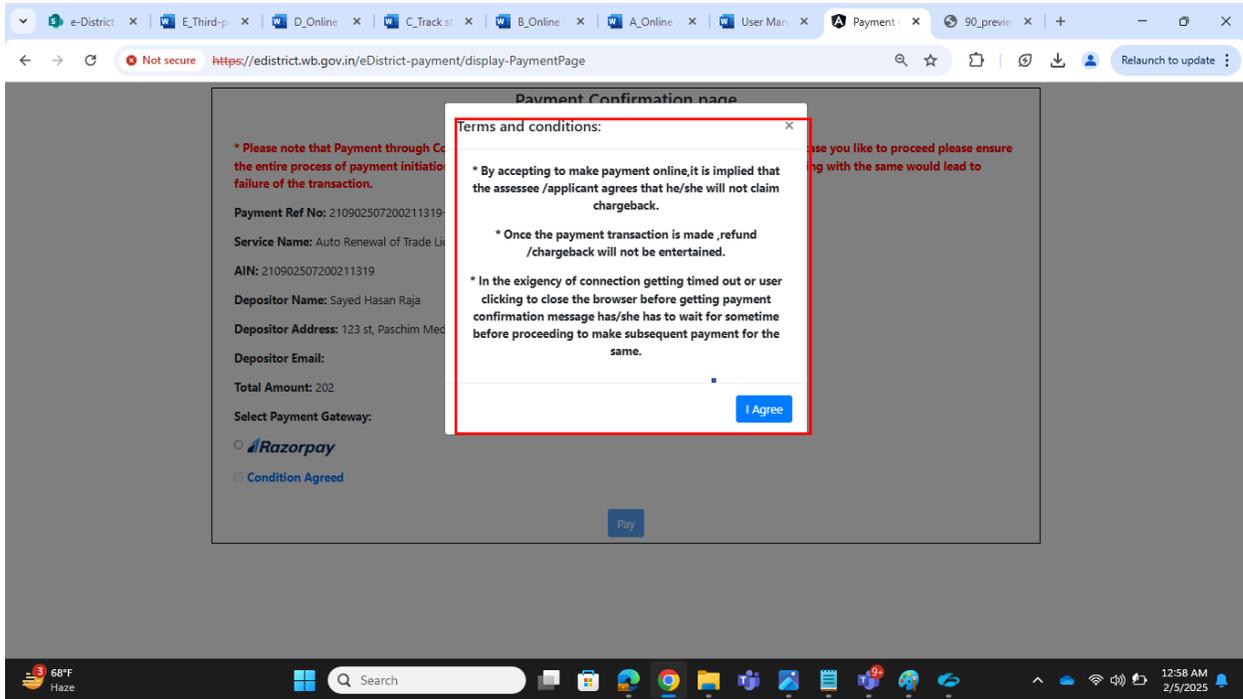
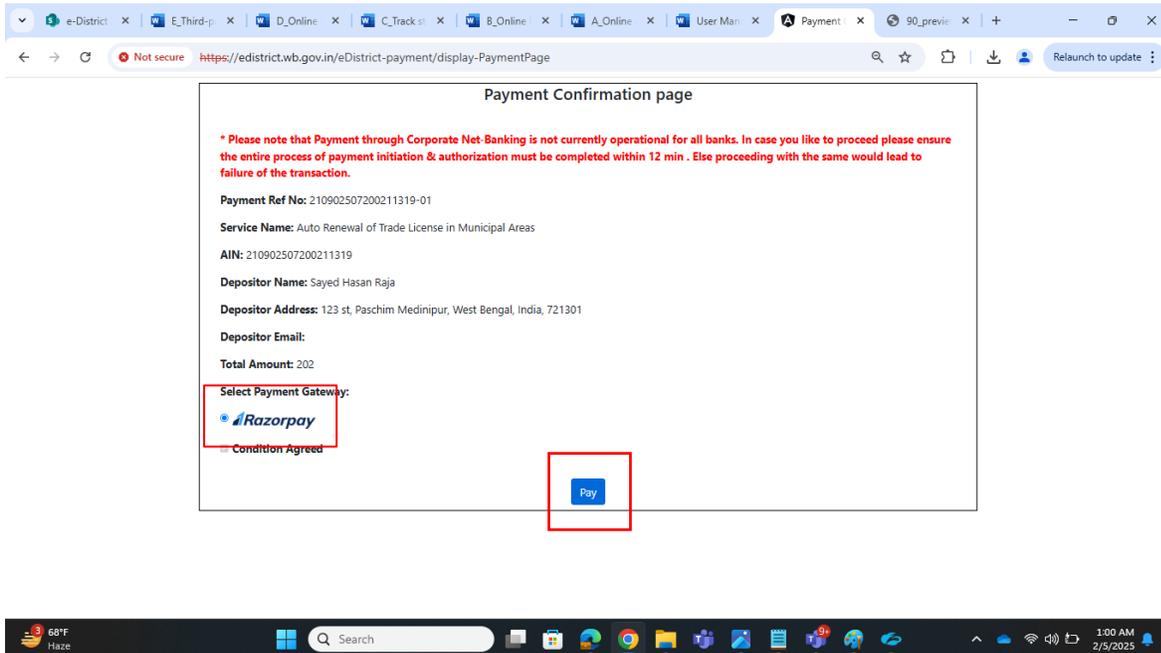


FIGURE 23

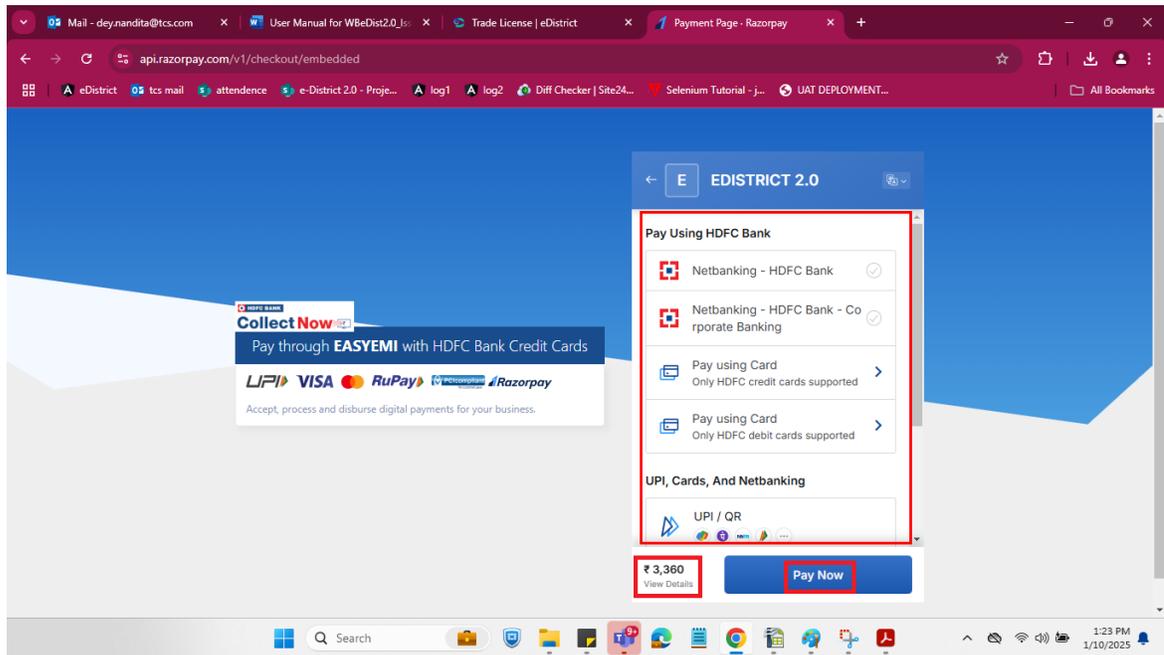
Now Applicant need to select the Razor pay Payment gateway and click on Pay. (Screenshot Below)



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Users will now select their preferred payment method and will click on the Pay now button, beside Payment amount displayed.

(Screenshots below)



Once payment is made it will redirect to the e-district dashboard page showing Payment Acknowledgement. Applicants can download payment receipt.

(Screenshots below)

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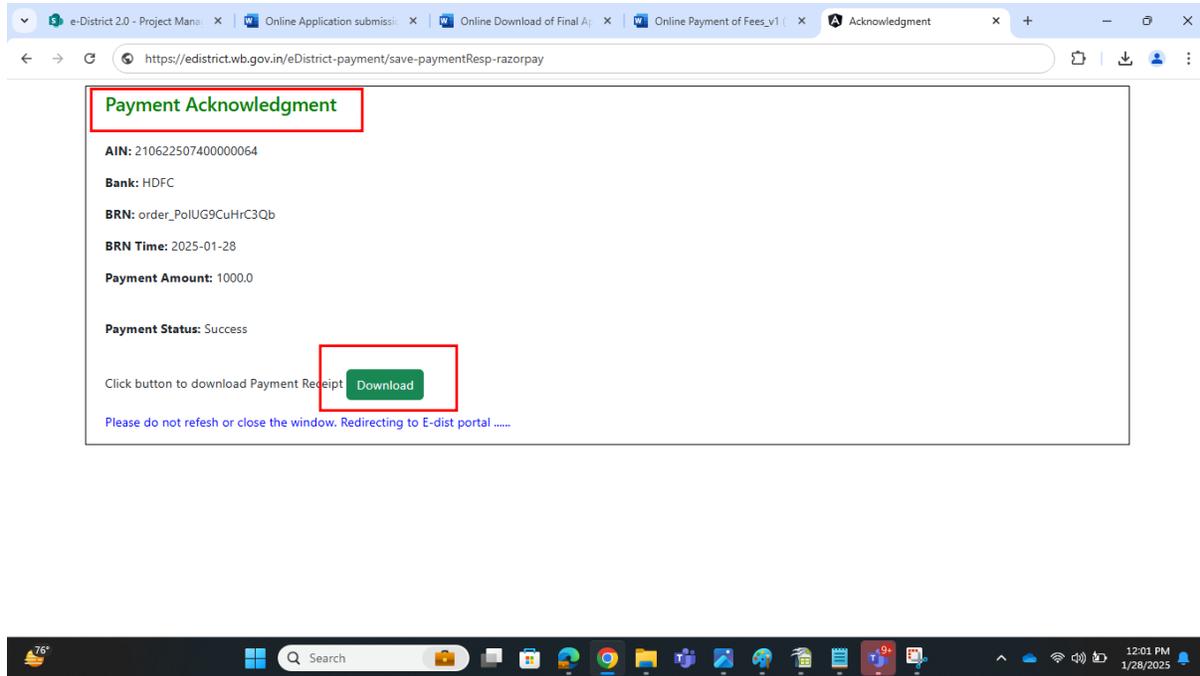
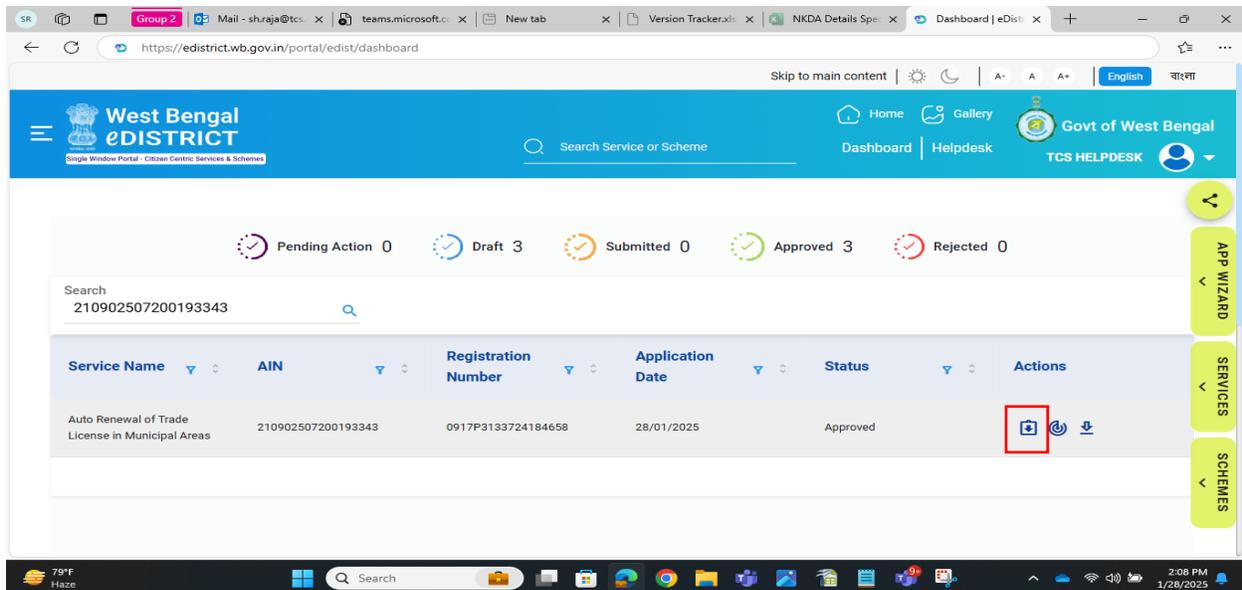


FIGURE 25

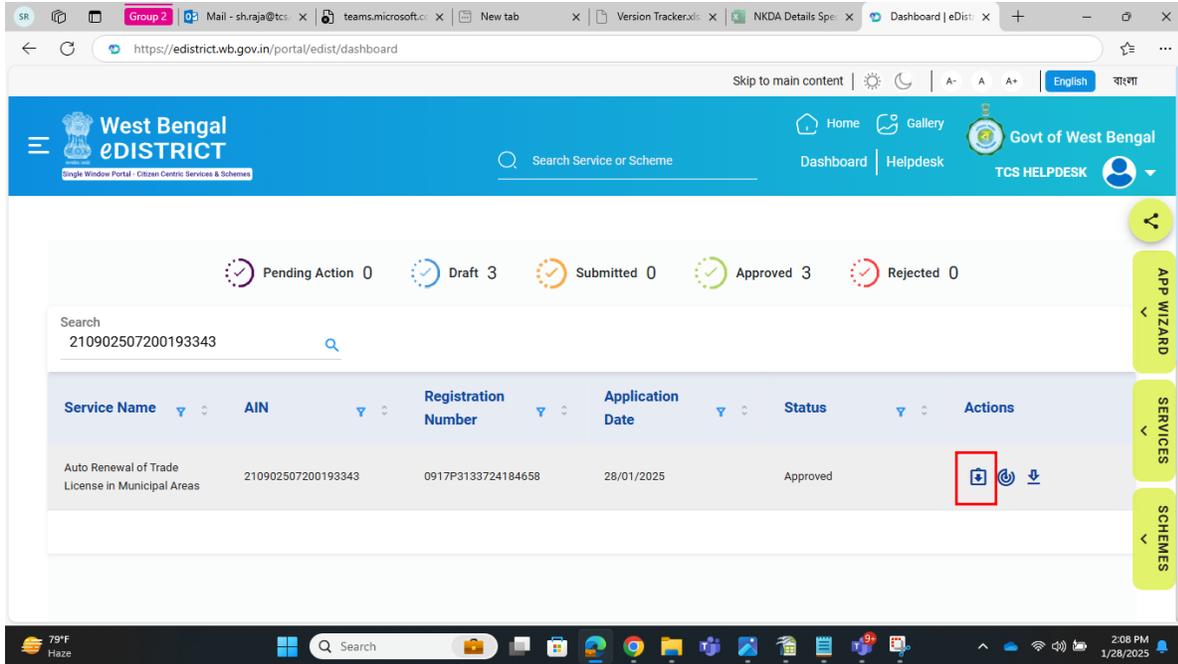
The User is automatically directed to the **Dashboard**, to see the application. AIN number is displayed for future reference as well as Registration Number. The user can then download the certificate as well. The following screen may be referred to.



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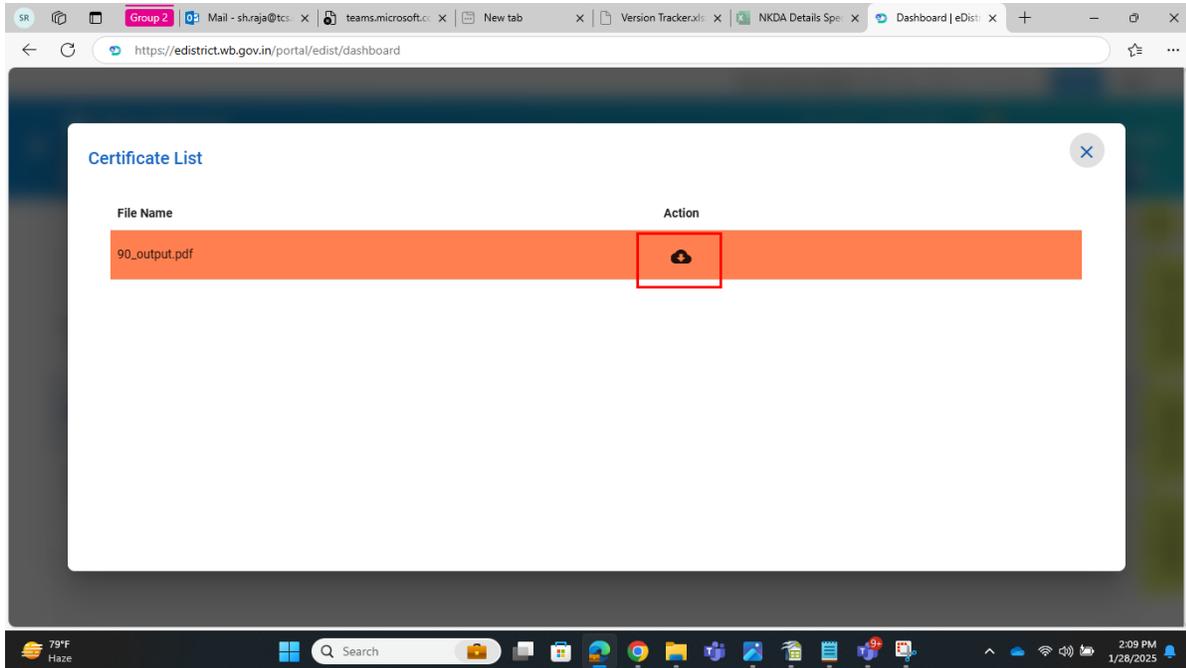
5.0 Online Download of final approval Certificate

On the Applicant’s Dashboard in the online system, URL: <https://edistrict.wb.gov.in/portal/home> by clicking on this highlighted download button below the final approval Certificate will be downloaded. (Screenshot Below)

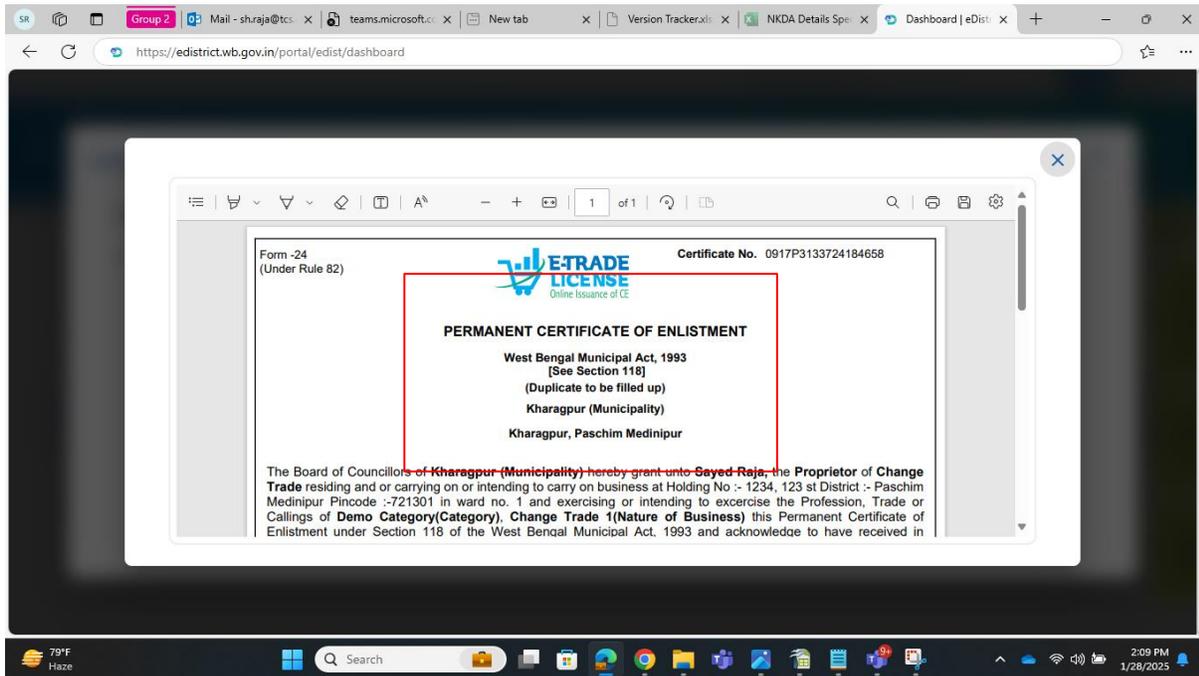


By Clicking on Download certificate button following screen appears. (Screenshot Below)

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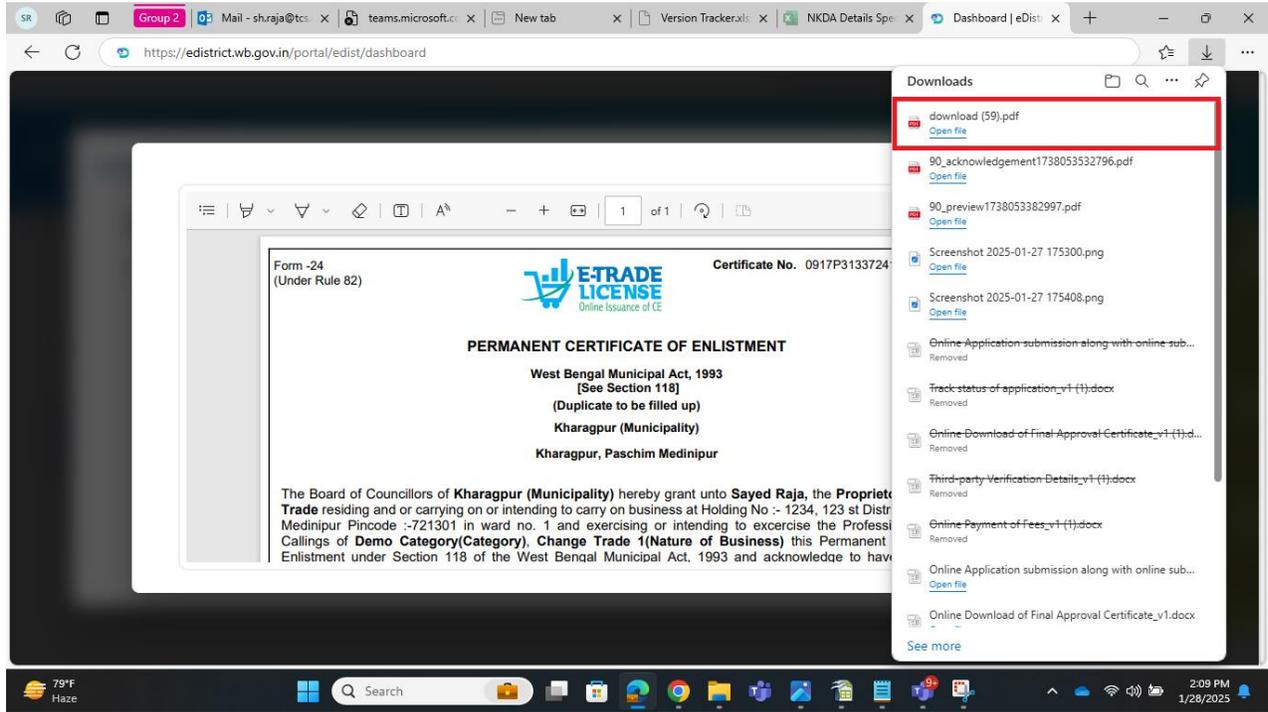


By Clicking on the above button, the following screen appears. (Screenshot below- Certificate downloaded from the dashboard.)



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The certificate will be downloaded in Browser like the below screen (Screenshot below).



The output certificate will be as below: (Screenshot below - Sample certificate for the service)

User Manual for Applicants for Applying for Auto Renewal of Trade License in Municipal Areas

Form -24
(Under Rule 82)

Certificate No. 0917P2488240083


Online Issuance of CE

PERMANENT CERTIFICATE OF ENLISTMENT

West Bengal Municipal Act, 1993
[See Section 118]
(Duplicate to be filled up)
Barasat (Municipality)
Barasat Sadar, North 24 Parganas

The Board of Councillors of Barasat (Municipality) hereby grant unto [REDACTED] the Proprietor of [REDACTED] residing and or carrying on or intending to carry on business at Holding No :- 12345/67890, 123 street 456 Street 234 strand road District :- North 24 Parganas Pincode :-700134 in ward no. 7 and exercising or intending to exercise the Profession, Trade or Callings of Beauty Clinics(Category), Beauty Parlour(Nature of Business) this Permanent Certificate of Enlistment under Section 118 of the West Bengal Municipal Act, 1993 and acknowledge to have received in consideration thereof, a total fee of Rs. [REDACTED] (Rupees: [REDACTED]) only.

This Certificate of Enlistment will be in force until the 03-Jul-2030 and to be produced at the time of further renewal.

Date of Renewal: 16-Oct-2024



Barasat (Municipality)|Beauty Parlour|0917P2488240063|16-Oct-2024|03-Jul-2030

Thus, an applicant is able to download Final Signed Certificate from the online system.

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6.0 Track status of application

After logging in to e-district (URL: <https://edistrict.wb.gov.in/portal/home>) user needs to go to Dashboard. To track the status the user needs to click on the **'Track Case Status'** Icon as shown below.

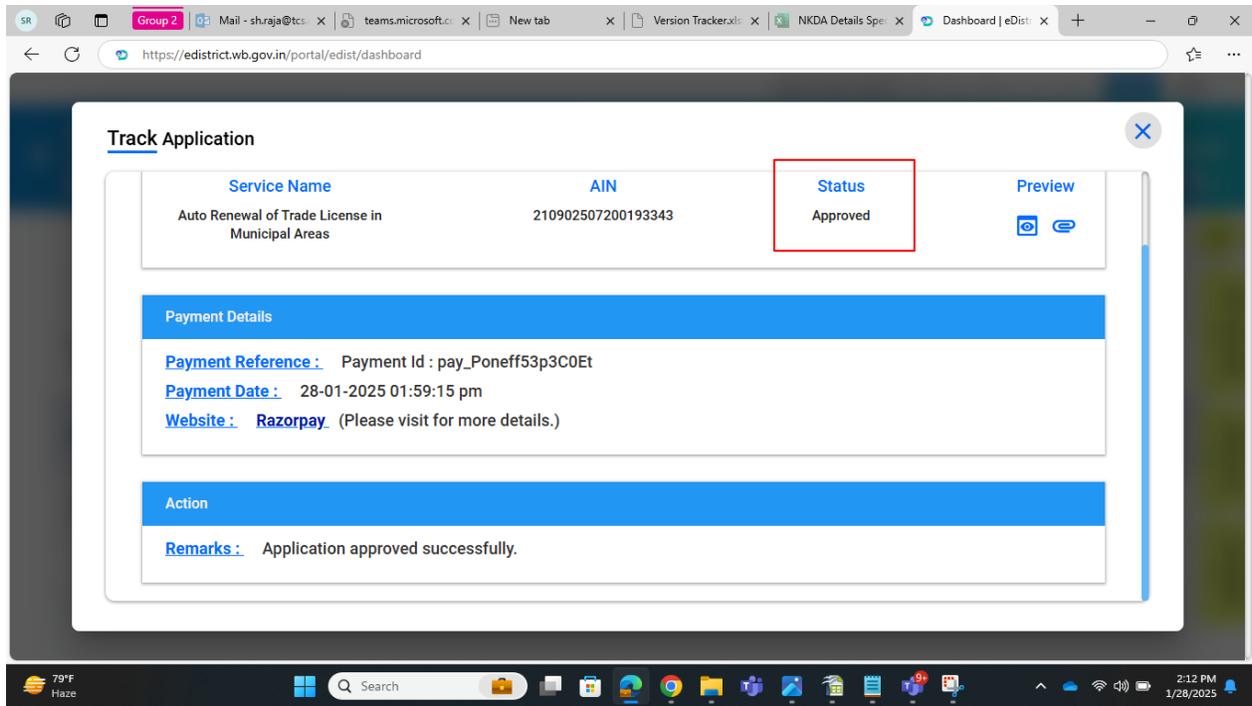
The user needs to click on 'Track Case Status' icon to track updated status of application.
(Screenshot below)

The screenshot displays the West Bengal eDistrict portal dashboard. At the top, there is a navigation bar with the West Bengal eDistrict logo, a search bar, and links for Home, Gallery, Dashboard, and Helpdesk. Below the navigation bar, there are status indicators for Pending Action (0), Draft (3), Submitted (0), Approved (3), and Rejected (0). A search bar contains the text "210902507200193343". Below the search bar, there is a table with the following columns: Service Name, AIN, Registration Number, Application Date, Status, and Actions. The table contains one row with the following data: Service Name: Auto Renewal of Trade License in Municipal Areas, AIN: 210902507200193343, Registration Number: 0917P3133724184658, Application Date: 28/01/2025, Status: Approved. In the Actions column, there is a "Track Case Status" button highlighted with a red box.

Service Name	AIN	Registration Number	Application Date	Status	Actions
Auto Renewal of Trade License in Municipal Areas	210902507200193343	0917P3133724184658	28/01/2025	Approved	Track Case Status

The updated status of application appears on screen (Screenshot below), which is 'Approved' in this case (Screenshot below):

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Thus, an applicant can track online the status of application through the online system.

6.1 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.

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The screenshot displays the West Bengal eDISTRICT dashboard. At the top, there is a navigation bar with the logo, search bar, and user profile. Below the navigation bar, a summary row shows application statistics: Pending Action (0), Draft (3), Submitted (0), Approved (3), and Rejected (0). A search bar contains the AIN number 210902507200193343. Below the search bar, a table lists the application details:

Service Name	AIN	Registration Number	Application Date	Status	Actions
Auto Renewal of Trade License in Municipal Areas	210902507200193343	0917P3133724184658	28/01/2025	Approved	[Icons for actions]

6.2 Checking the Application Outcome

To check the outcome of an application, the user must follow the following steps:

- Login to WB e-District 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 **approved**.

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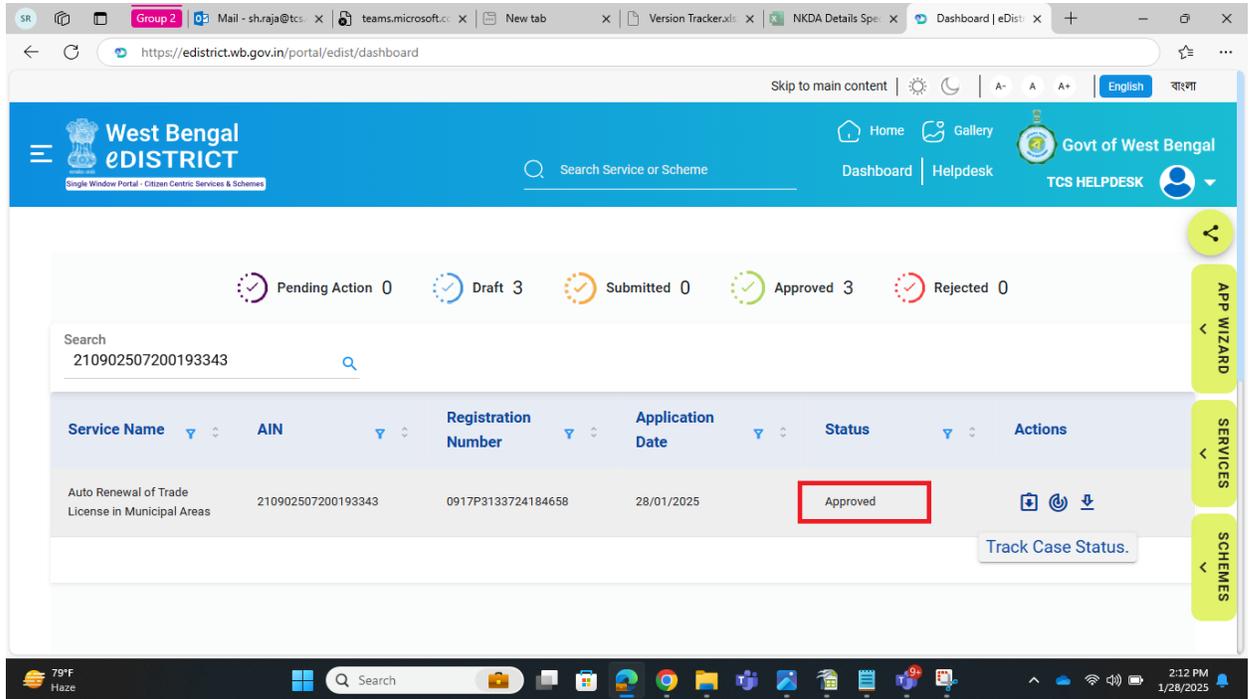


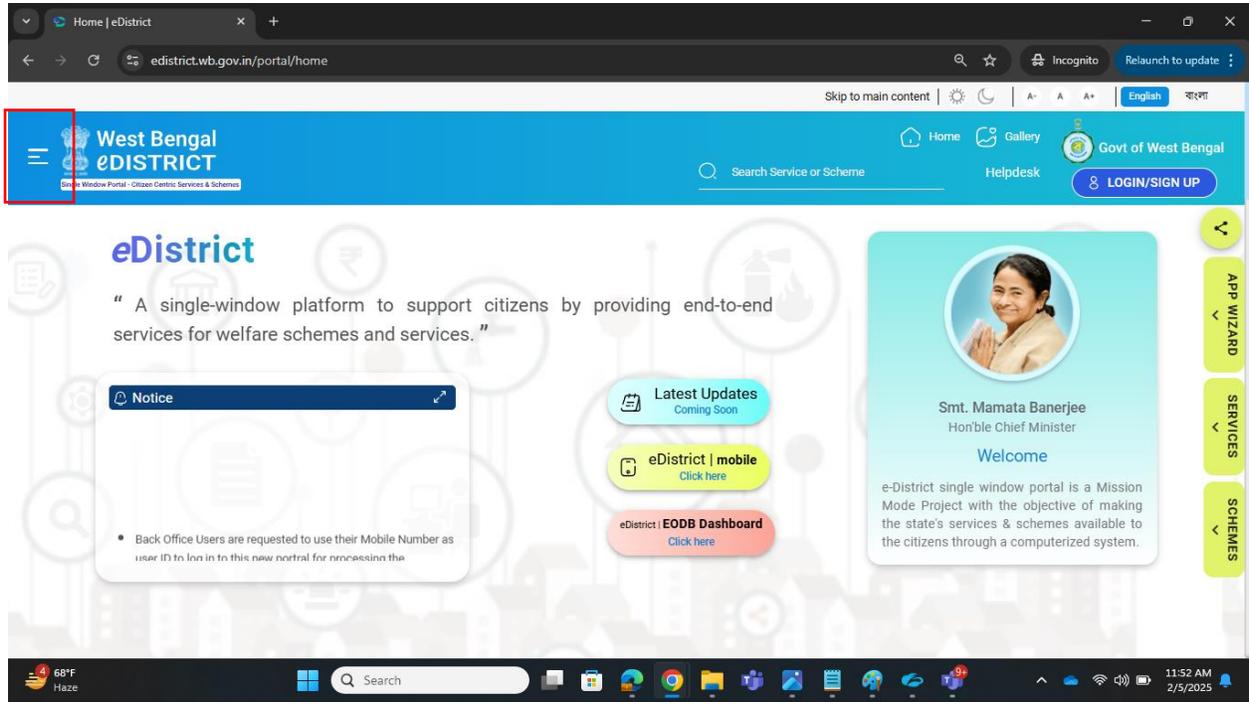
FIGURE 30

8.0 Third-party Verification Details

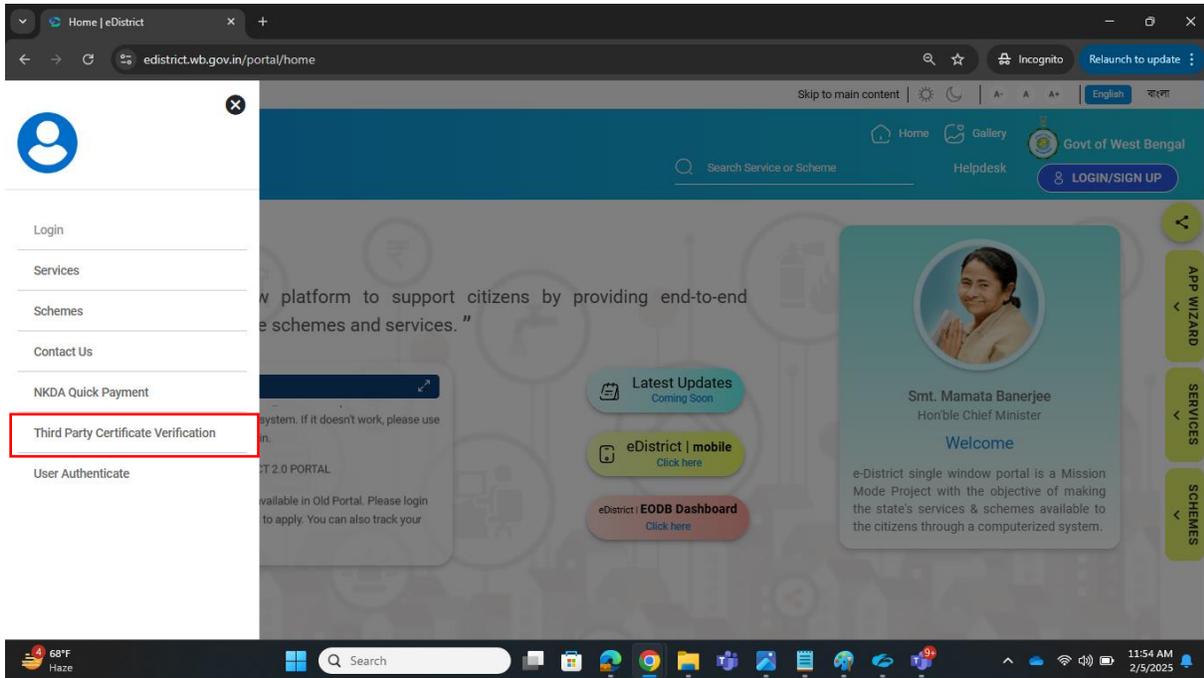
On home page (URL: <https://edistrict.wb.gov.in/portal/home>), in the dashboard left hand side upper corner, there is a 3-dot menu. Upon clicking on it the option of Third-party verification appears, and the user needs to click on this Third-party verification for details. User then needs to enter the AIN (Application Identification Number) and fill in the captcha. After this, on hitting search button the user will be able to see details of Certificate issued by which he can verify the authenticity of the Certificate issued (Screenshots below):

Go to home page, URL: <https://edistrict.wb.gov.in/portal/home> (Screenshot below).

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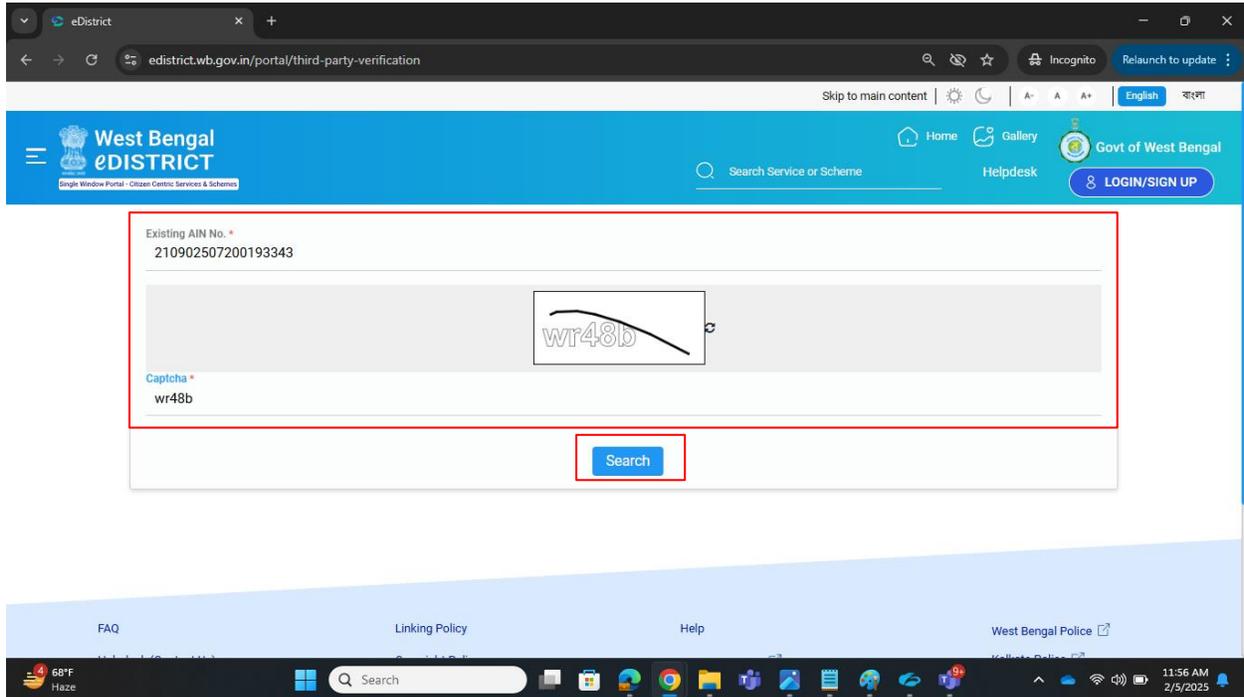
User needs to click on this Third-Party Verification Button (Screenshot below).



A new web page opens (URL: <https://edistrict.wb.gov.in/portal/third-party-verification>)

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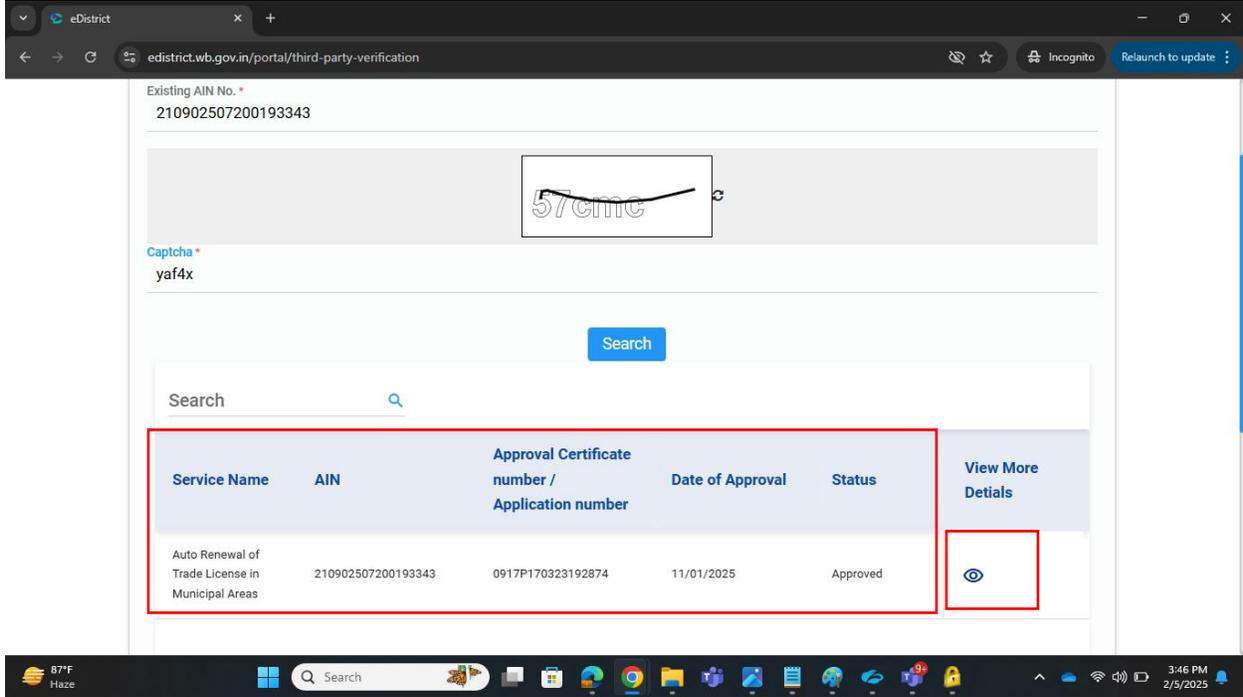
(Screenshot below)



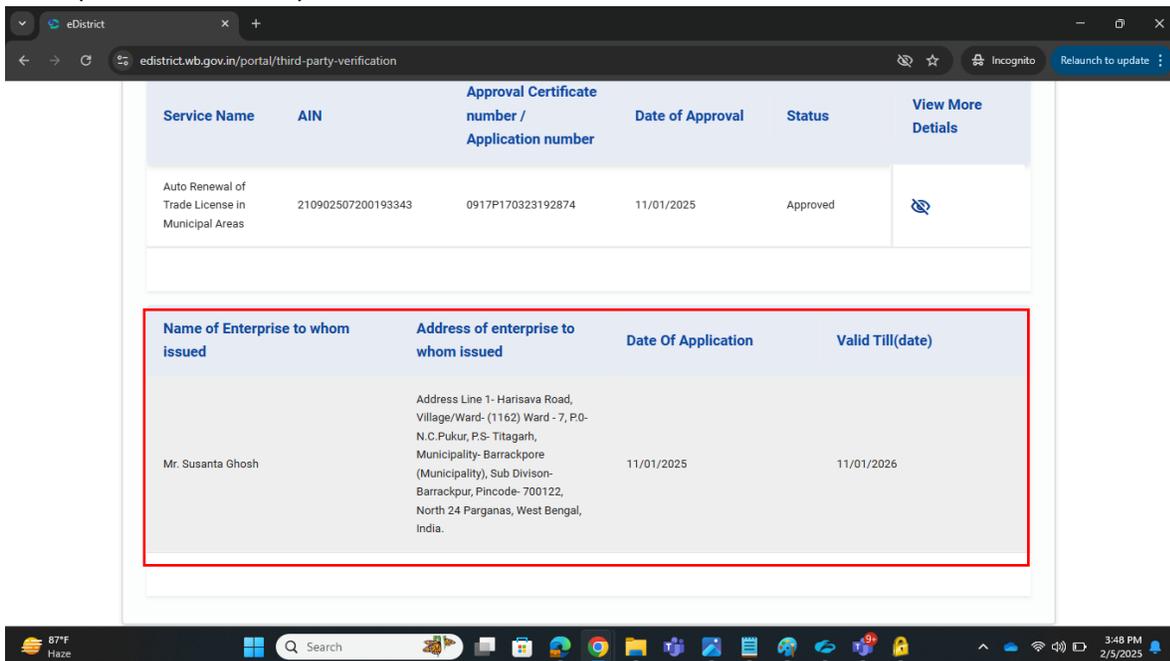
Clicking on this User needs to give the AIN (e.g. 210902507200193343, as one example) and proper Captcha code to fetch the details. To view more details the user needs to click on the eye button.

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(Screenshot below)



Applicant will be able to see Few Details like Applicant Name, Address, Date of Application and Valid till Date. (Screenshot Below)



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Thus, any third-party can be able to see details of the Certificate issued by which he can verify the authenticity of the Certificate issued.

8.0 Annexure

8.1 Connecting Helpdesk

WB e-District 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.

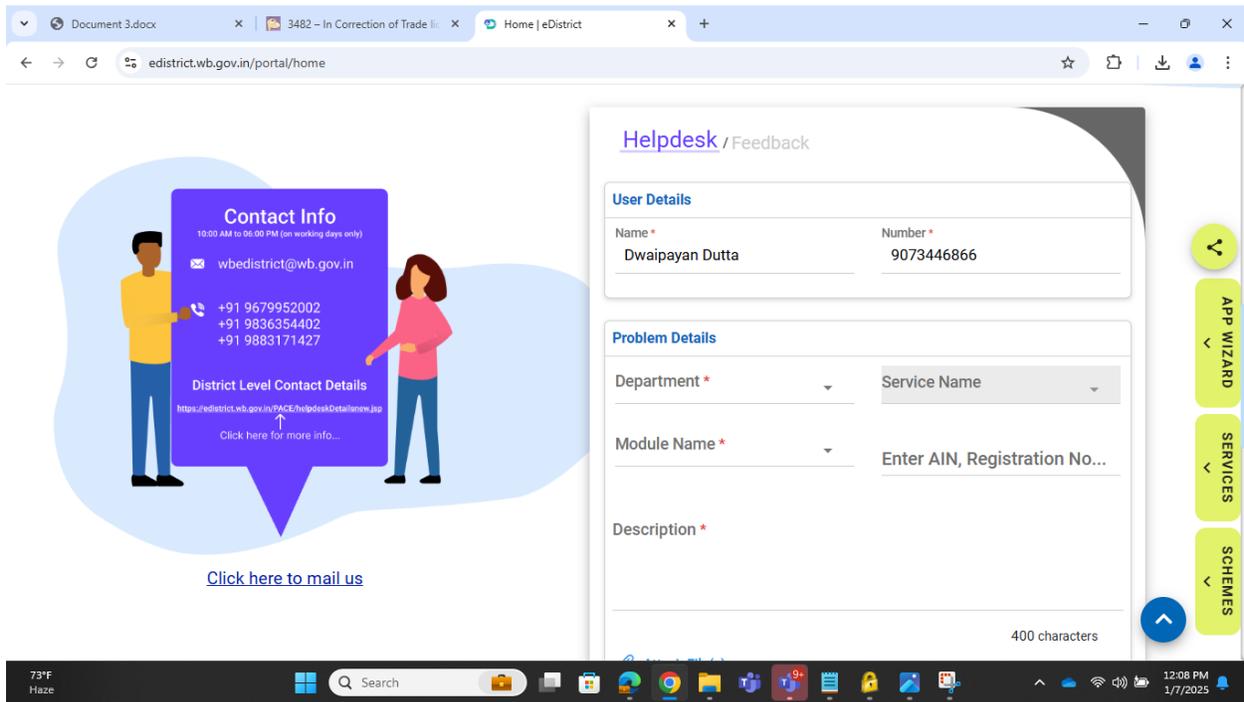


Figure 43

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.

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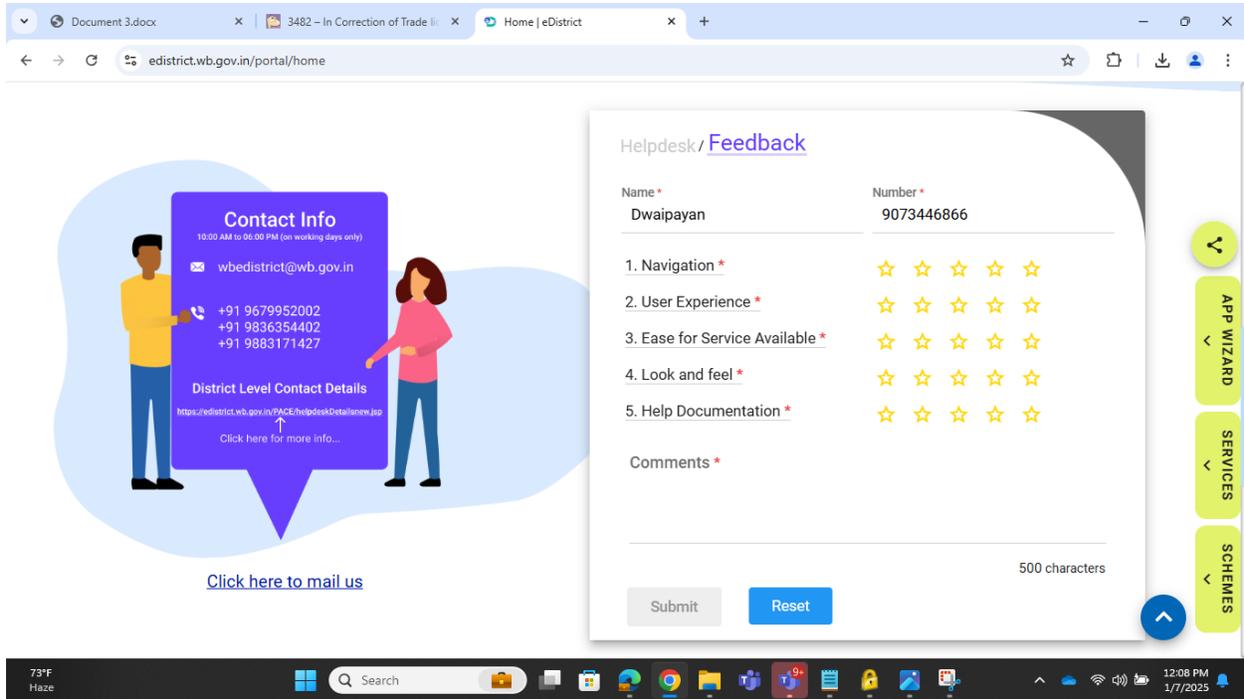
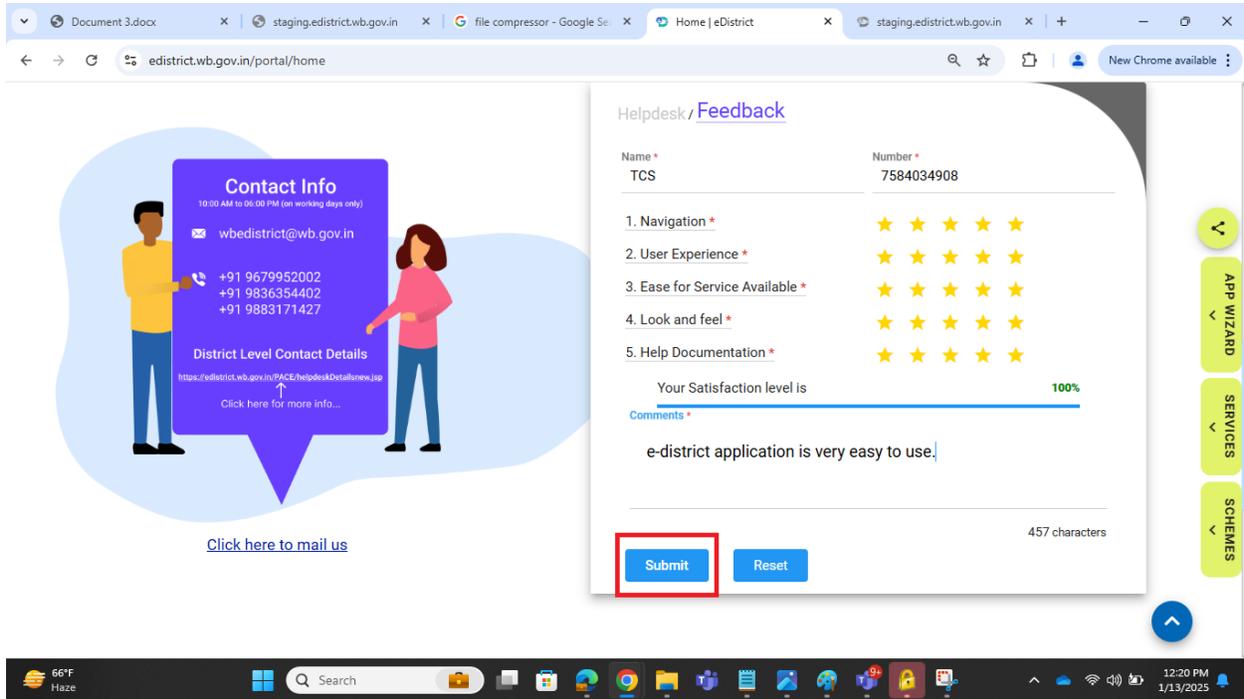


Figure 44

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.

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

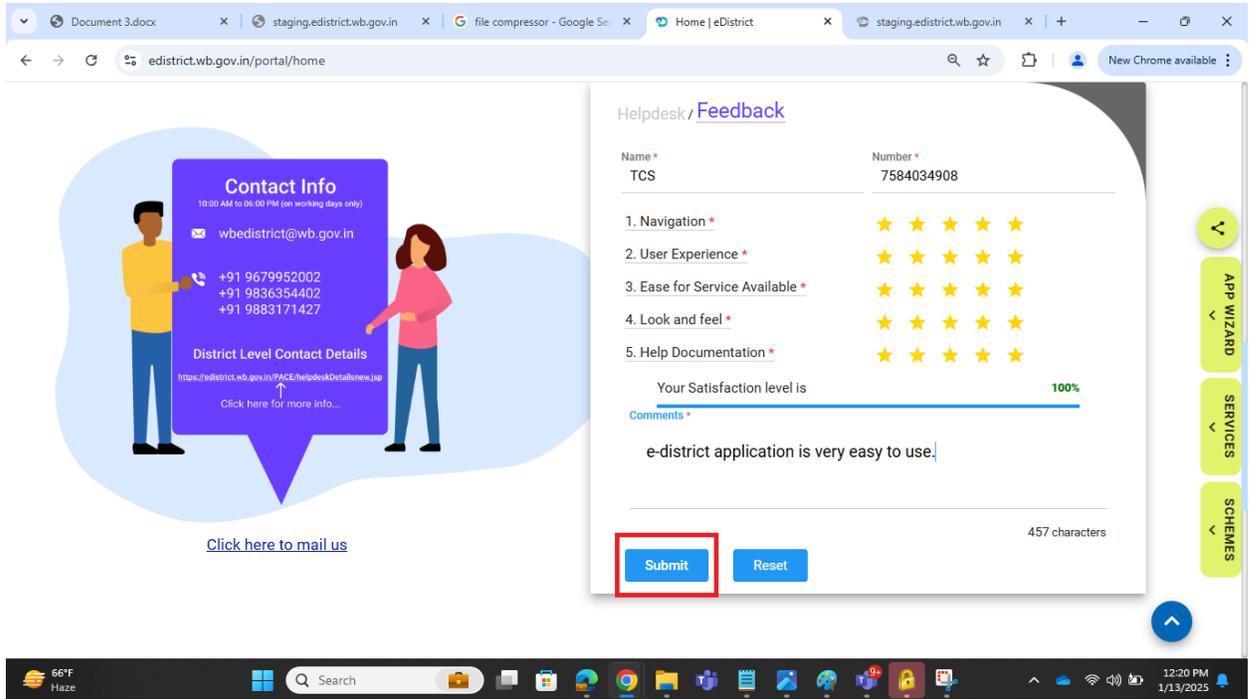
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8.2 Submitting Feedback

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.

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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.

8.3 Logging Out

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

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