

User Manual – WB e-District 2.0

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

Version 1.0

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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.
-

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User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

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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

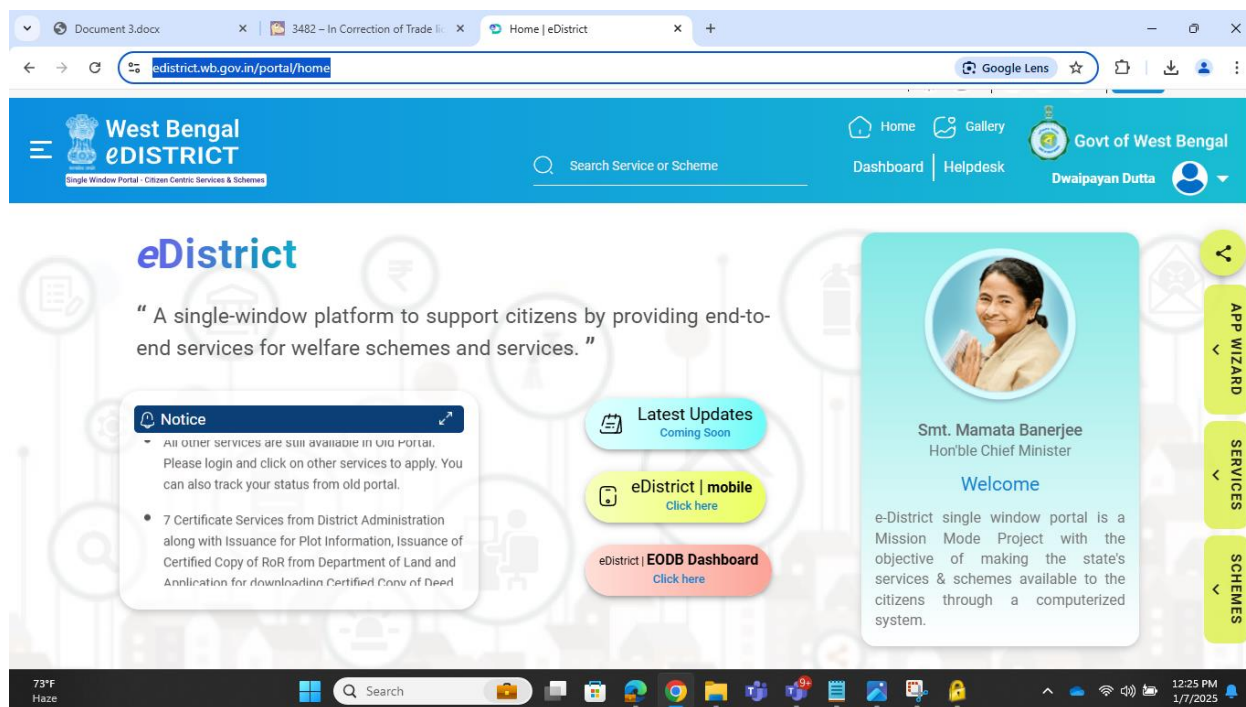
E-District 2.0 portal is a web-based application. The application has support for all the popular web browsers like Chrome, Edge and Mozilla. It can be accessed by typing the URL identifier on any of the above-mentioned browsers.

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

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.

The following screen opens.

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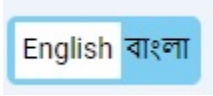
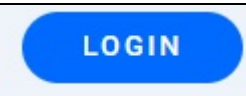


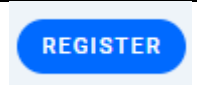




1.2 User Navigation flow

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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Icon / Link	Usage
	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:

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- 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.

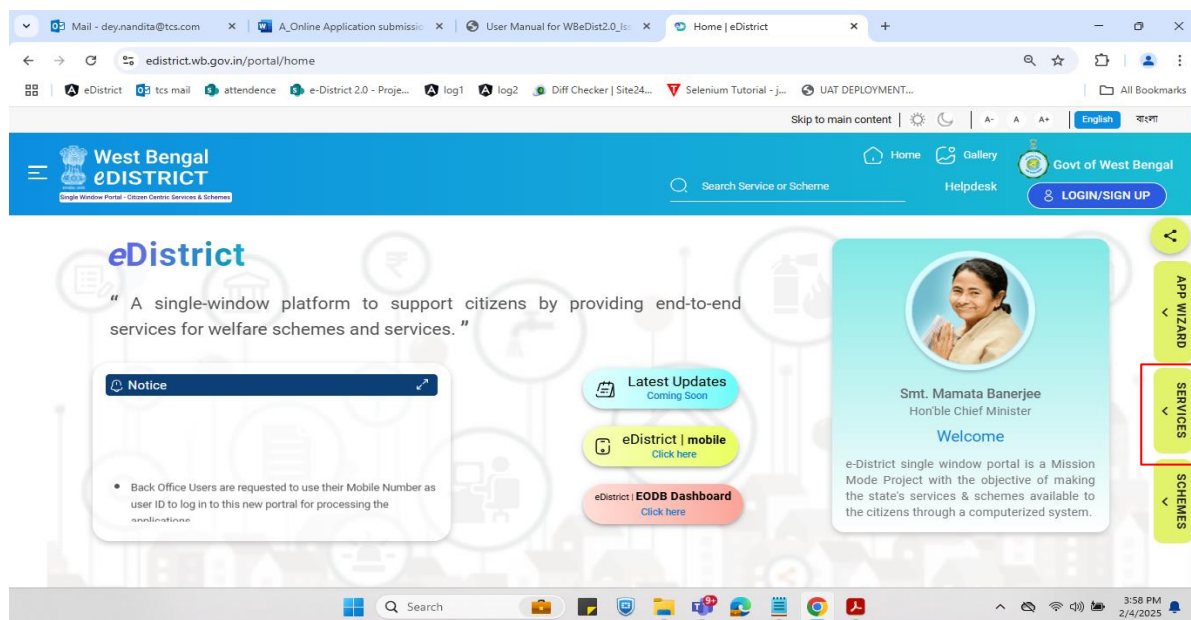
2.0 About the Service

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.

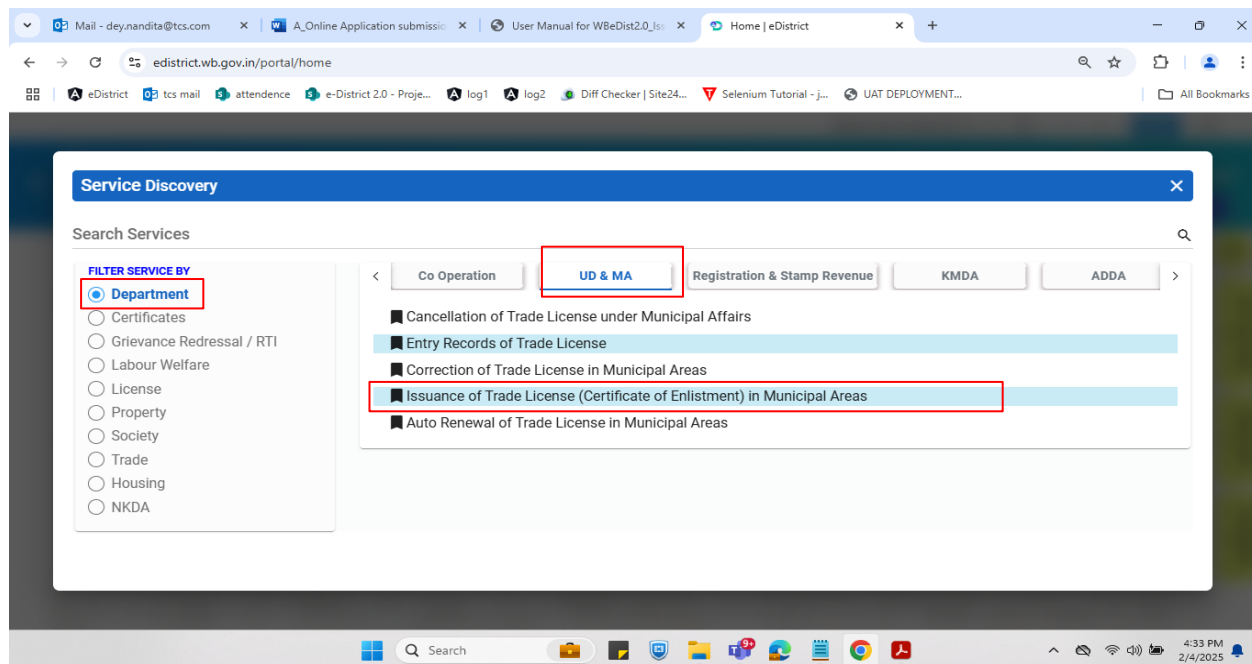
Link: [Trade License](#) | [eDistrict](#)

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



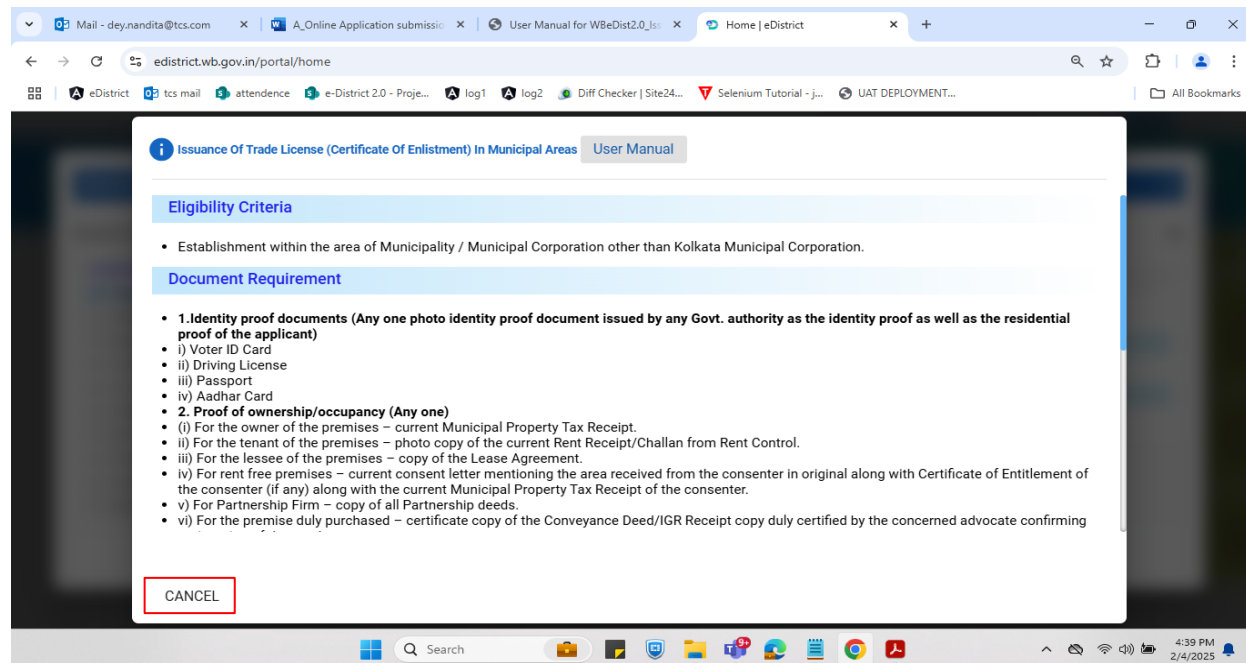
Then the User needs to click on the specific service name (Screenshot below).

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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 **Issuance of Trade License (Certificate of Enlistment) in Municipal Areas**.

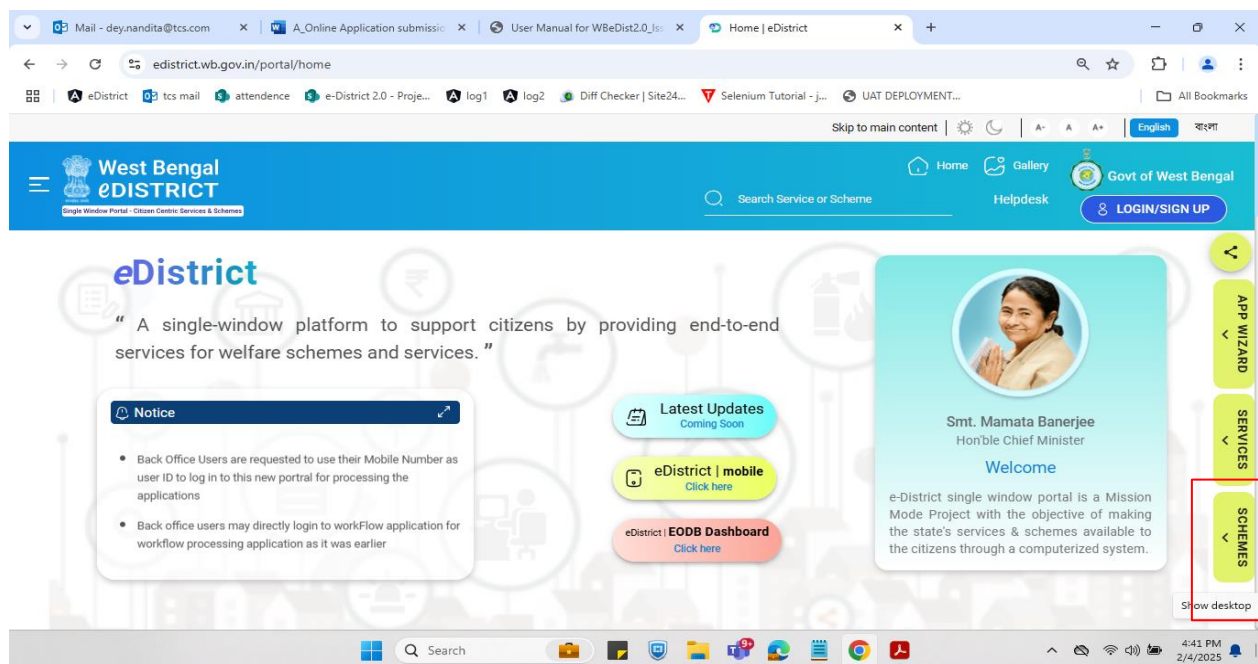
To go back to the previous screen, the user needs to click on the **CANCEL** button (Screenshot below).



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**.

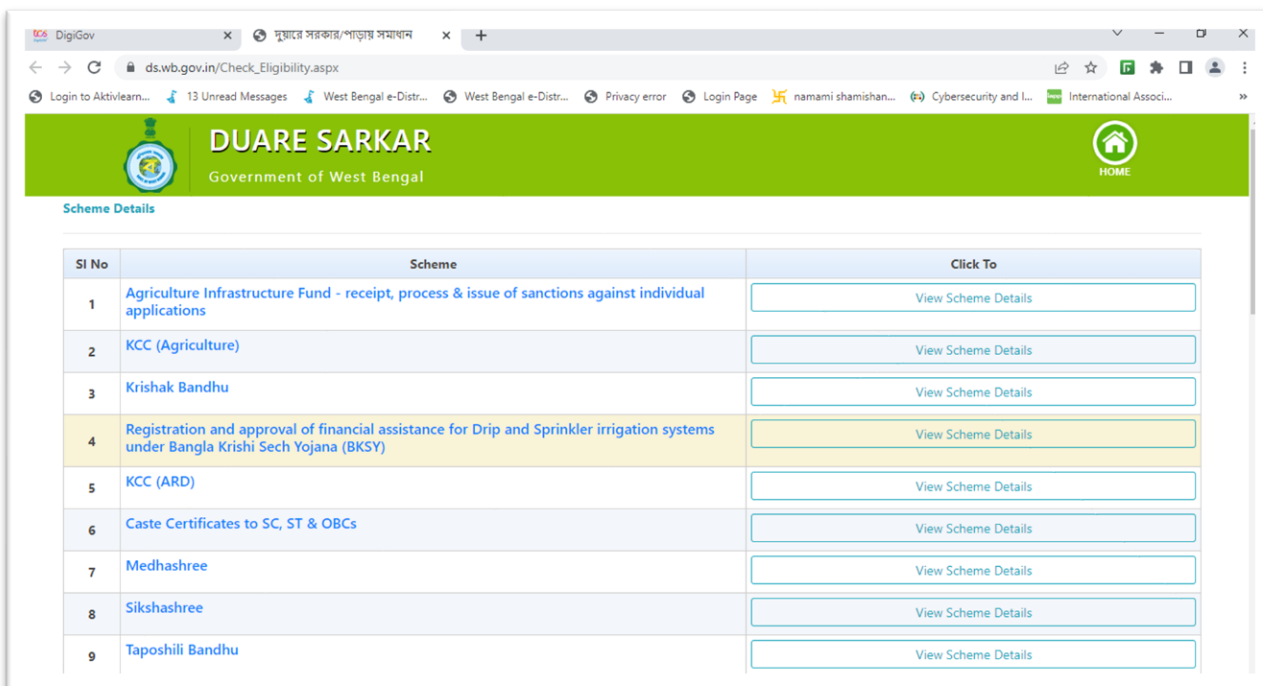
2.2 Scheme Discovery

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.



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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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**.

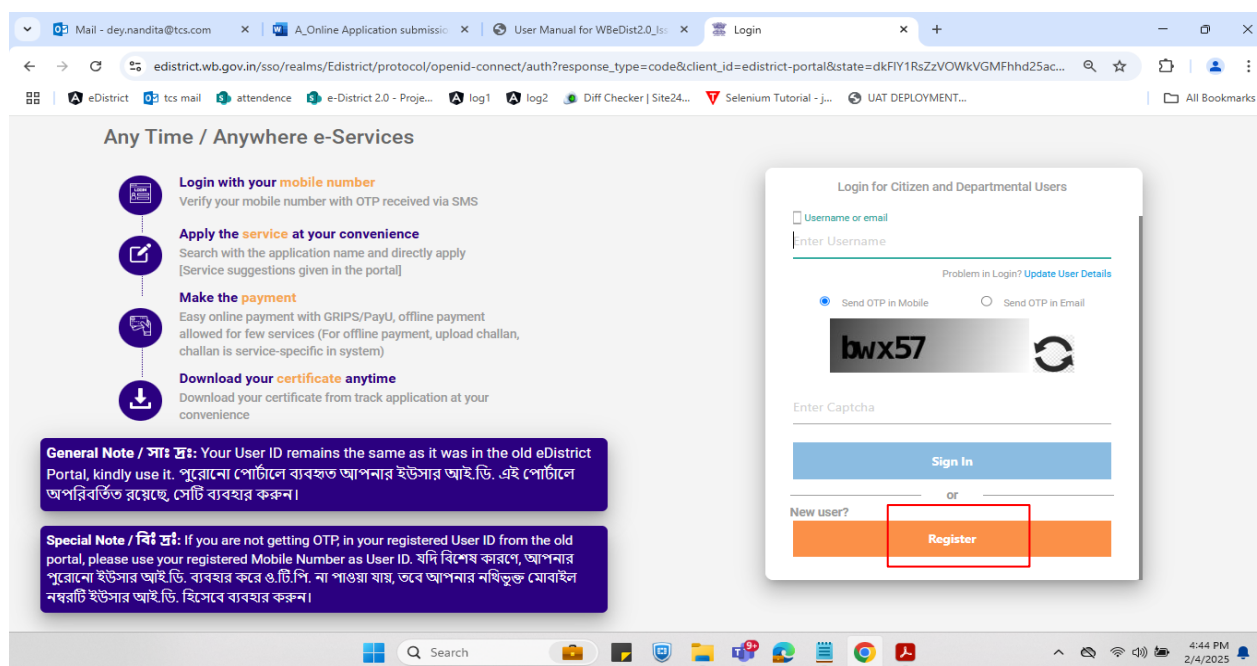
3.0 Online Application submission along with online submission of documents

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** button (Screenshot below).



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 **Next** button. This leads to the next screen.

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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 ওটিপি না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি হিসেবে ব্যবহার করুন।

Start

Register

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.

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 ওটিপি না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি হিসেবে ব্যবহার করুন।

User Login

Login for Citizen and Departmental Users

One Time Password (O.T.P.)
543346

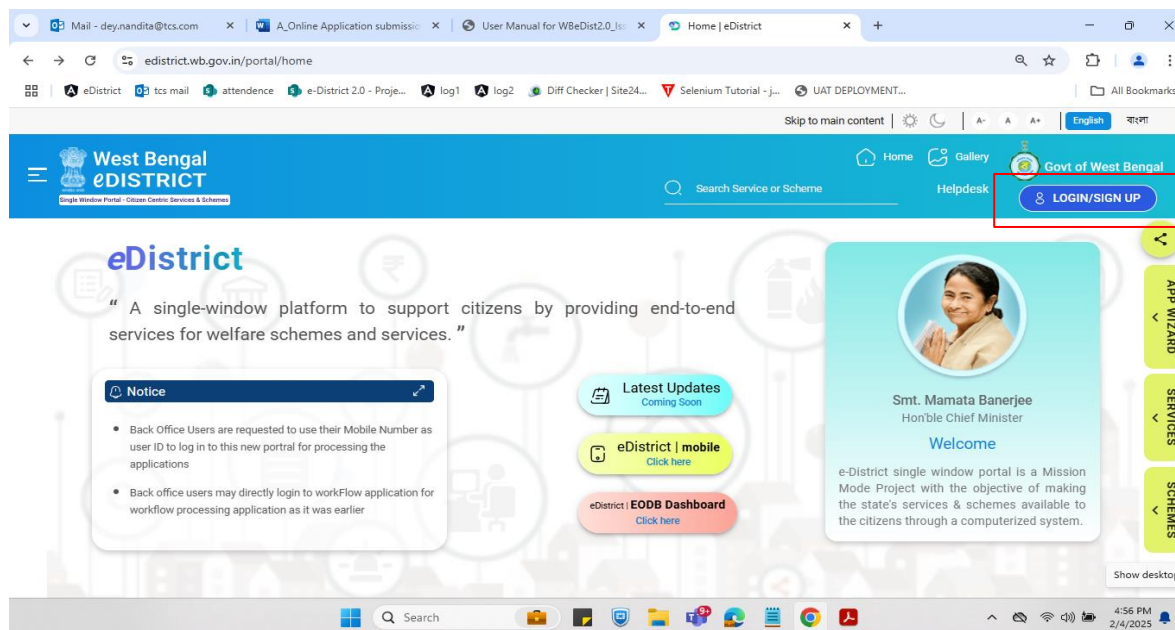
Resend OTP

Submit

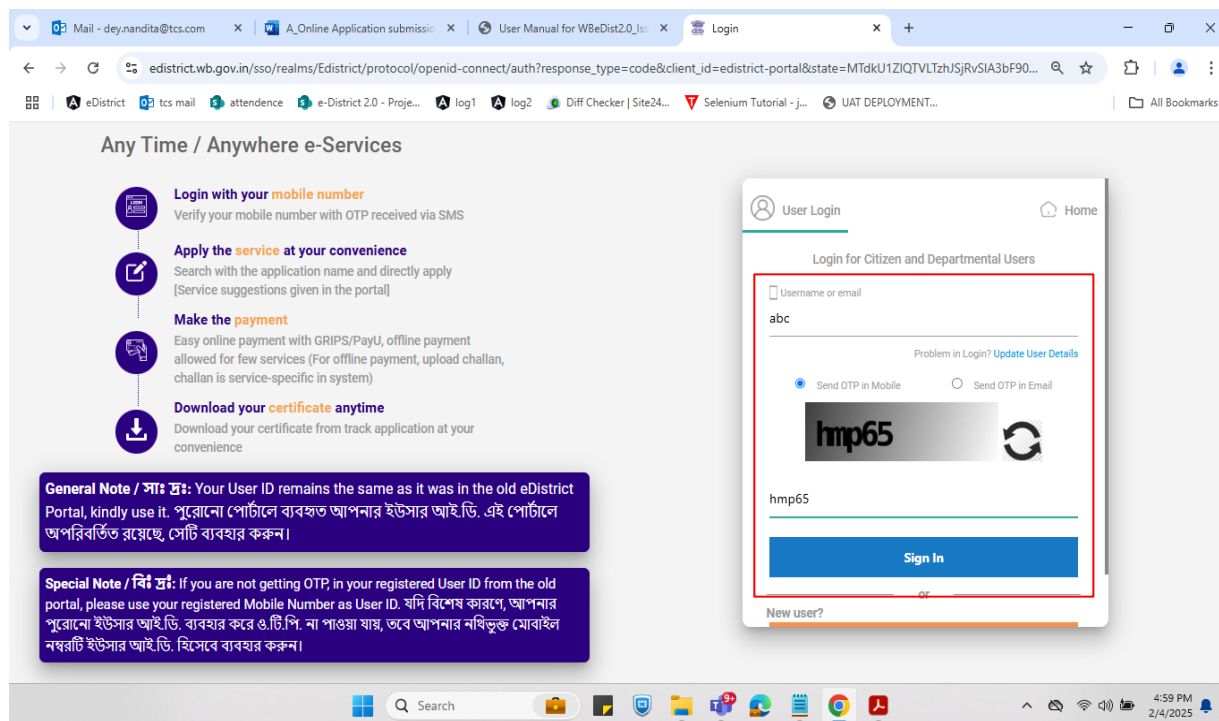
Note / বিঃদ্রঃ : Please use O.T.P sent to your registered mobile & email / নথিভুক্ত মোবাইল ও ই-মেইল এ প্রেরিত ওটিপি লিখুন

Applicants will need to login (Screenshot below).

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



The user needs to click on Sign In and is redirected to the following page.

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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।

User Login
Login for Citizen and Departmental Users

One Time Password [O.T.P.]
987654

Resend OTP

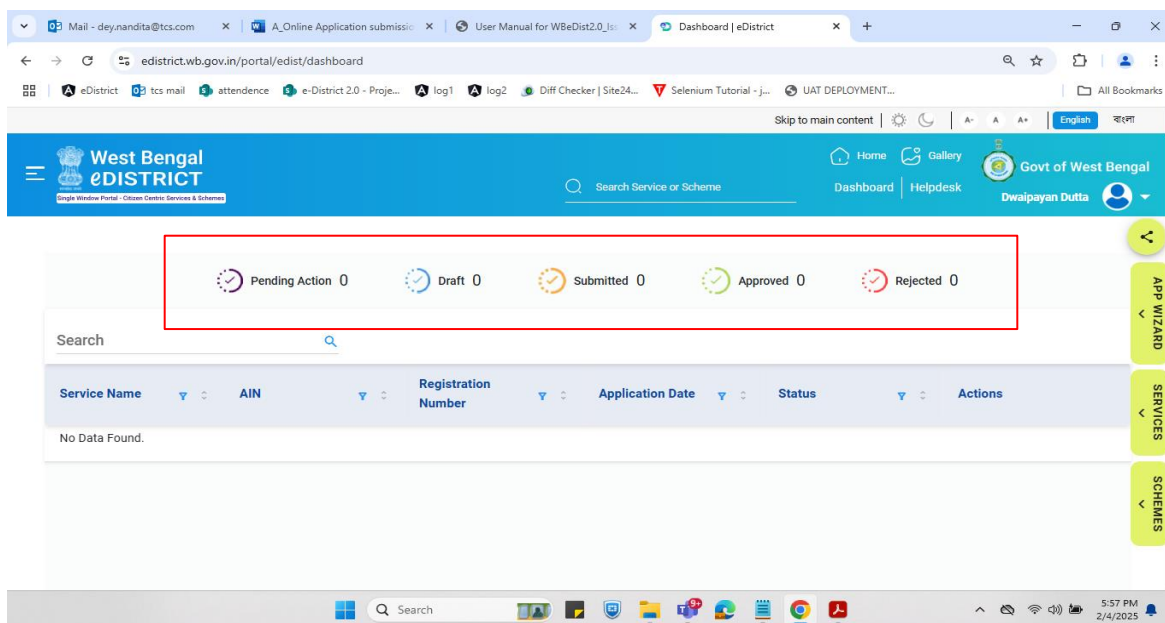
Submit

Note / বিজ্ঞপ্তি: Please use O.T.P. sent to your registered mobile & email / নথিভুক্ত মোবাইল ও ই-মেইল এ প্রেরিত ও.টি.পি. নিশ্চয়

Once the OTP is successfully authenticated, the user is directed to the User Dashboard as shown below. The Dashboard shows the application count against various statuses. For a new user this count is Zero for all the status categories.

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

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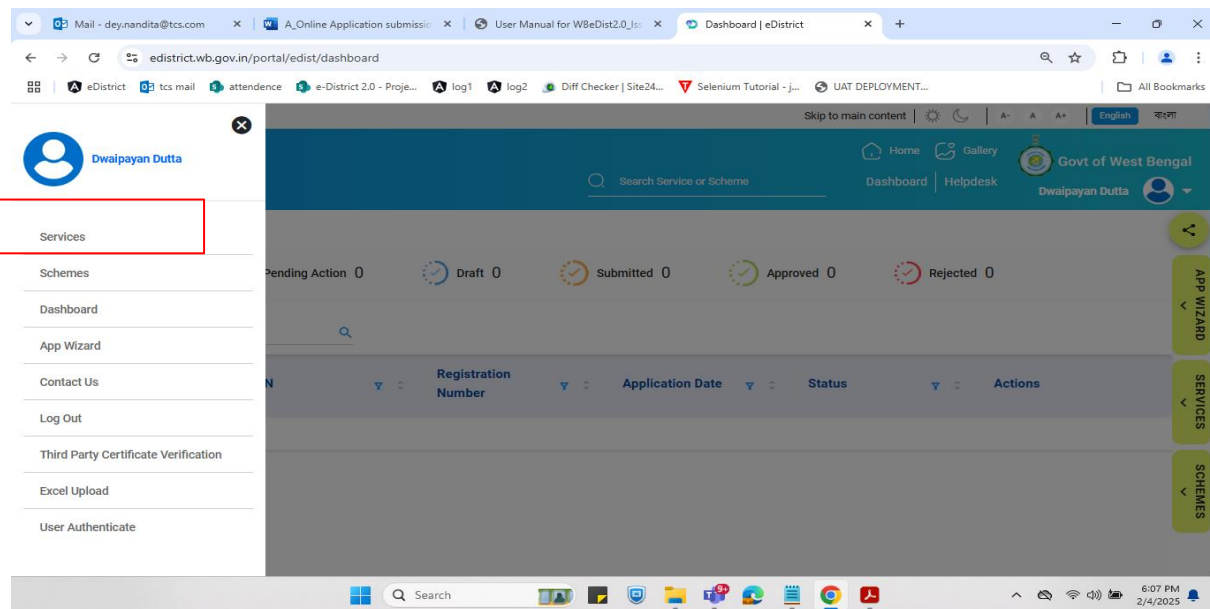


Category of Status:

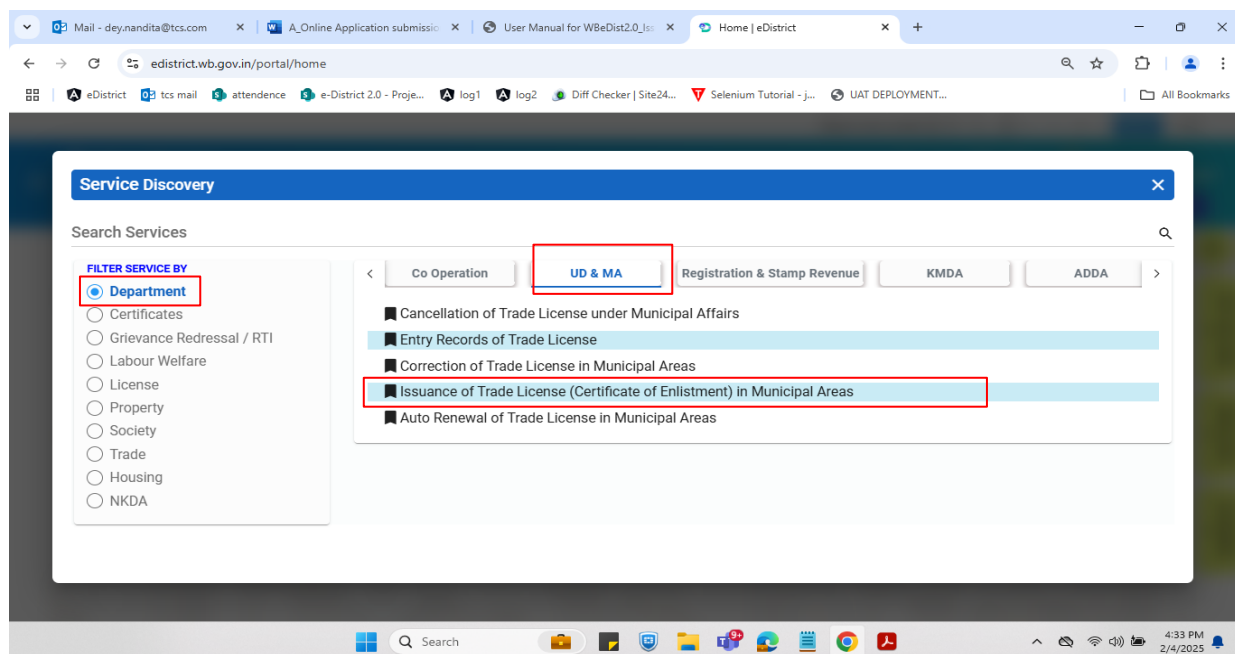
Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject	Count of Applications that are rejected on various grounds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

User needs to click on services and then click on the designated service to open the application form. (Screenshot below):

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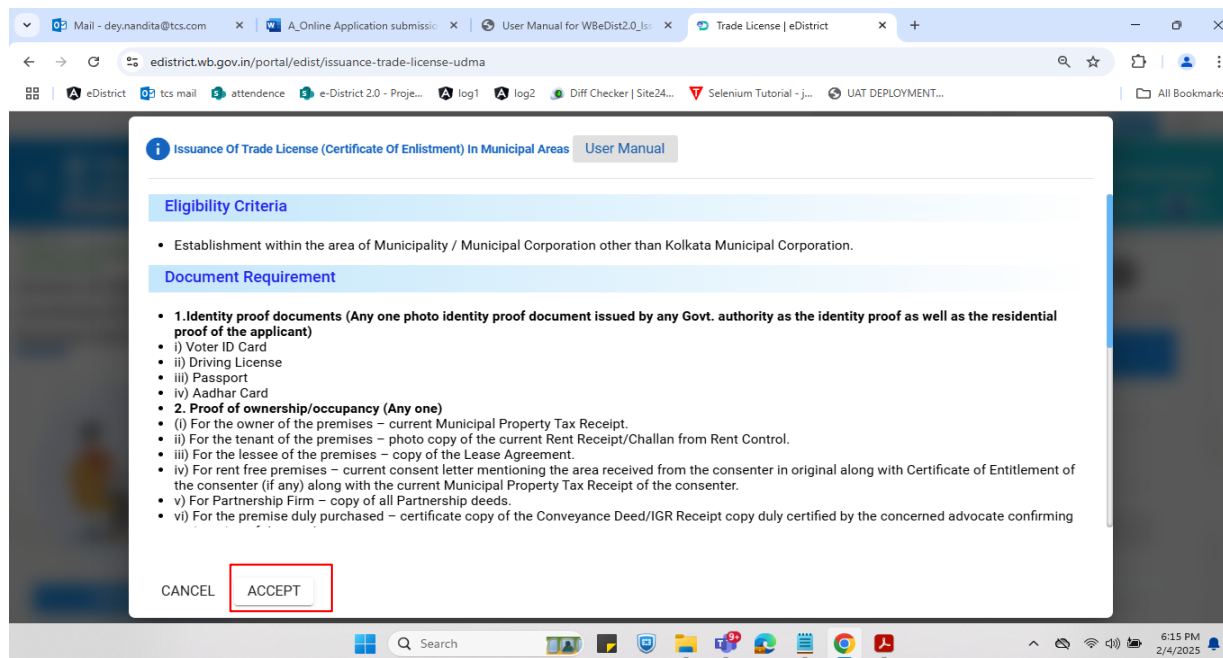


One can search the required service by Department, for example, and then click on the service (Screenshot below), service name here being 'Online Sanction of Water Connection KMDA' where user needs to click



The following screen appears when the user clicks on the Service Name. The user needs to click on Accept to proceed further. The following screen appears. Users need to click on the accept button (Screenshot below).

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The user needs to fill in the application form. Mandatory fields are denoted by red colored asterisk (*) mark next to them. Then the user needs to click on Save and Next to proceed till Last Page.

This screenshot shows the 'Issuance of Trade License (Certificate of Enlistment) in Municipal Areas' application form. The form is titled 'Applicant's Basic Information' and is divided into three sections: 'Applicant's Basic Information', 'Address', and 'Details of Business'. The 'Applicant's Basic Information' section contains the following fields: 'Salutation *', 'First Name *', 'Middle Name', 'Last Name', 'Date Of Birth *', 'Age *', 'Gender *', 'Date Of Application *' (pre-filled with '04/02/2025'), 'Mobile No *', 'Email', 'Aadhar No', and 'PAN No *'. The 'Address' section is currently empty. The 'Details of Business' section is also empty. The form is framed by a red border. On the left side of the form, there is a sidebar with a 'User Manual' button and a 'Select Profile' button. The top of the page features a navigation bar with the 'West Bengal eDISTRICT' logo, a search bar, and links to 'Home', 'Gallery', 'Govt of West Bengal', 'Dashboard', and 'Helpdesk'. The user's name 'Dwijayan Dutta' is displayed in the top right corner.

3.2 Filling up the Application

Applicant needs to fill up the Basic data in this section as shown below.

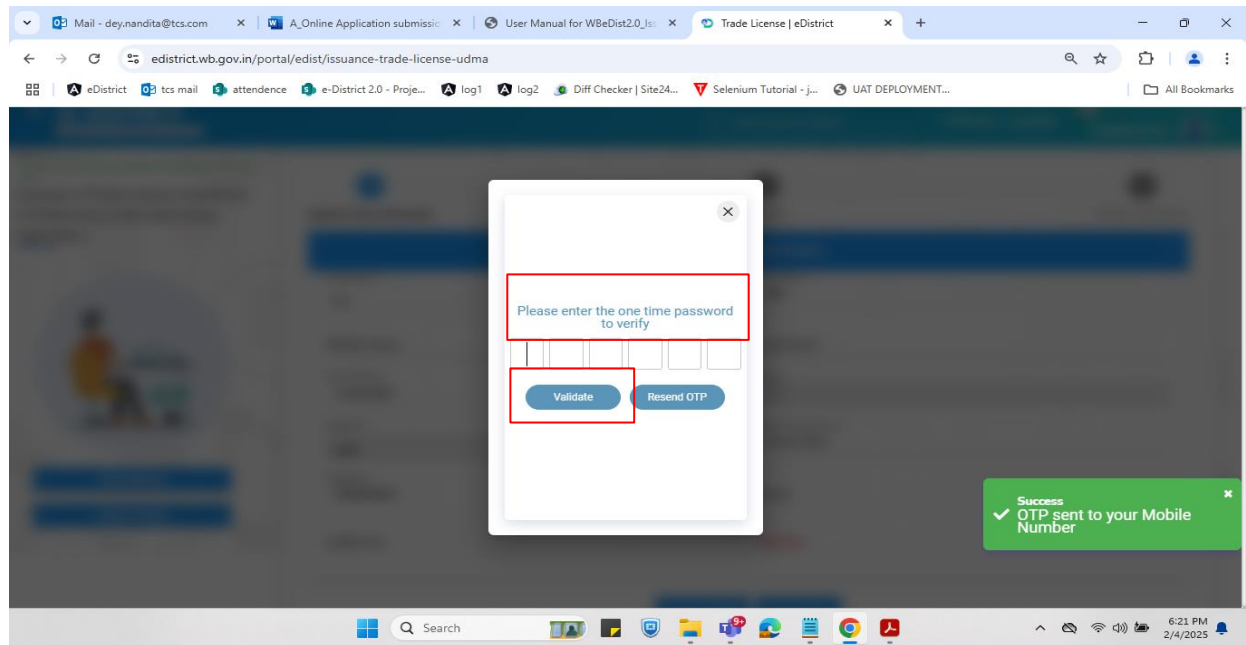
The screenshot displays the West Bengal eDistrict portal interface. The main heading is 'Issuance of Trade License (Certificate of Enlistment) in Municipal Areas Application'. The form is divided into three sections: 'Applicant's Basic Information' (1/3), 'Address' (2/3), and 'Details of Business' (3/3). The 'Applicant's Basic Information' section is highlighted with a red box and contains the following fields:

Applicant's Basic Information	
Salutation *	First Name *
Middle Name	Last Name
Date Of Birth *	Age *
Gender *	Date Of Application *
Mobile No *	Email
Aadhar No *	PAN No *

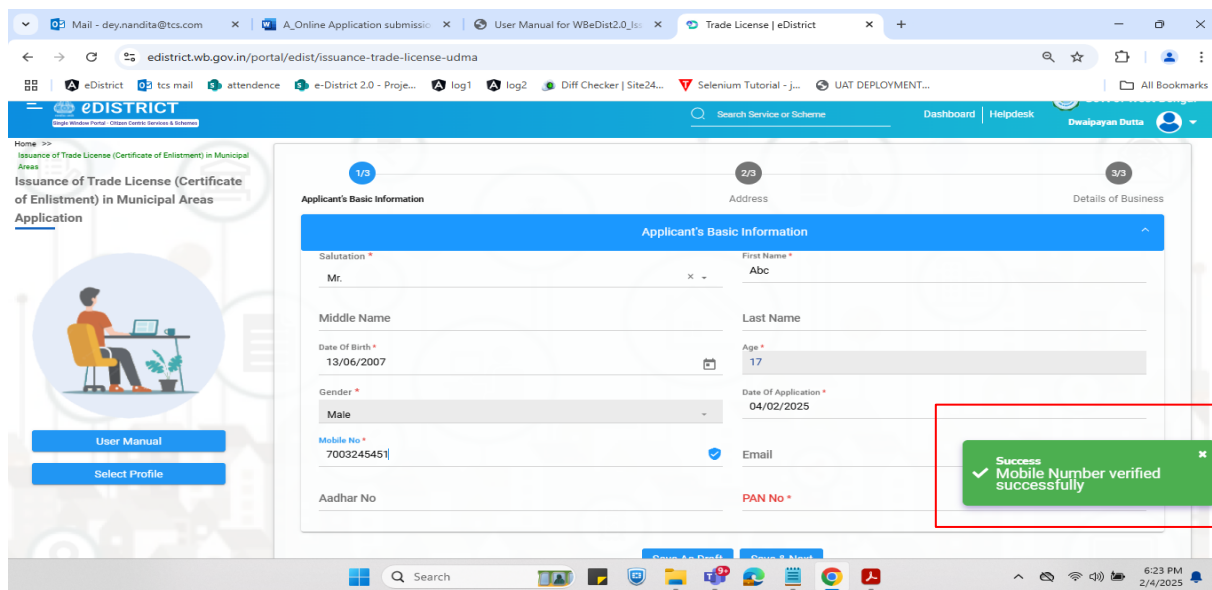
The 'Date Of Application' field is pre-filled with '04/02/2025'. The 'Details of Business' section is currently empty. The portal header includes the West Bengal eDistrict logo, a search bar, and navigation links for Home, Gallery, Dashboard, and Helpdesk. The user's name 'Dwaipayan Dutta' is visible in the top right corner.

User needs to click on verify button to verify mobile number and proceed by Entering received OTP and clicking on validate. (Screenshot below)

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On validation of Mobile Number, the applicant proceeds to complete application (Screenshot below)



The applicant now proceeds to complete application (Screenshots below)

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

Applicant's Basic Information

Address

Address of Business or Establishment or Trade

Address Line 1 *

Address Line 2

Pin Code *

Country *

State *

District *

Sub Division *

Urban *

Municipality/Municipal Corporation *

Municipality/Corporation Name *

Ward *

Post Office

Police Station

Holding Number *

Borough *

Success Saved Successfully

By clicking on Save as Draft, Application form will be saved as draft with data entered by the citizen.

Applicant's Basic Information

Address

Address of Business or Establishment or Trade

Address Line 1 *

Address Line 2

Pin Code *

Country *

State *

District *

Sub Division *

Urban *

Municipality/Municipal Corporation *

Municipality/Corporation Name *

Ward *

Post Office

Police Station

Holding Number *

Borough *

Success

User needs to click on 'Save as Draft' (Screenshots below):

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The screenshot shows a web browser window with the URL edistrict.wb.gov.in/portal/edist/issuance-trade-license-udma. The form is titled "Trade License | eDistrict". It contains several dropdown menus and text fields for location and applicant information. The "Save As Draft" button is highlighted with a red box.

700084	
State *	India
West Bengal	District *
Baruipur	South 24 Parganas
Municipality/Municipal Corporation *	Urban *
Municipality	Urban
Ward *	Municipality/Corporation Name *
2	Jaynagar Mazipur (Municipality)
Police Station	Post Office
Borough *	Holding Number *
	A2

Communication Address of Applicant

Same Address As *

Same as Above Address

Back Save As Draft Save & Next

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

The screenshot shows the same web browser window, but the form is now at the "Details of Owner(s) or Authorised Persons" section. The "Preview Details" button is highlighted with a red box.

Subcategory

Application Fees(Rs)

900

Additional Information, If any

Details of Owner(s) or Authorised Persons

Search

+ Add Row

Type of Ownership.	Name	Mobile No	Email	Actions
Directors	Ass	N/A	N/A	

I do hereby declare the information that I have provided for Renewal of my Trade License(Certificate of Establishment) for 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 of my premises after the Renewal is granted and any description/information is found to be false/malicious/fake on the basis of such 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

☒ I Accept

Back Save As Draft Preview Details Preview Certificate Submit

By Clicking on Preview, User will be able to see the preview version of the filled-up application form. (Screenshot below- showing the Preview Version of the application)

The screenshot shows a web browser window with the address bar displaying 'edistrict.wb.gov.in/portal/edist/issuance-trade-license-udma'. The browser's address bar and tabs are visible at the top. The main content area shows a web application interface for 'West Bengal eDISTRICT 2.0'. The page has a dark header with a logo and the text 'Govt of West Bengal'. Below the header, there is a section titled 'Applicant Details' which contains a table of personal information. The table has four columns: Salutation, First Name, Middle Name, and Last Name. The data in the table is as follows:

Salutation	First Name	Middle Name	Last Name
Mr.	NA	NA	NA

Below the table, there is a section titled 'Address of Business or Establishment of Trade' which is currently empty. The page also shows a sidebar with a list of documents and a bottom navigation bar with various icons. The browser's taskbar at the bottom shows the time as 6:39 PM on 2/4/2025.

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

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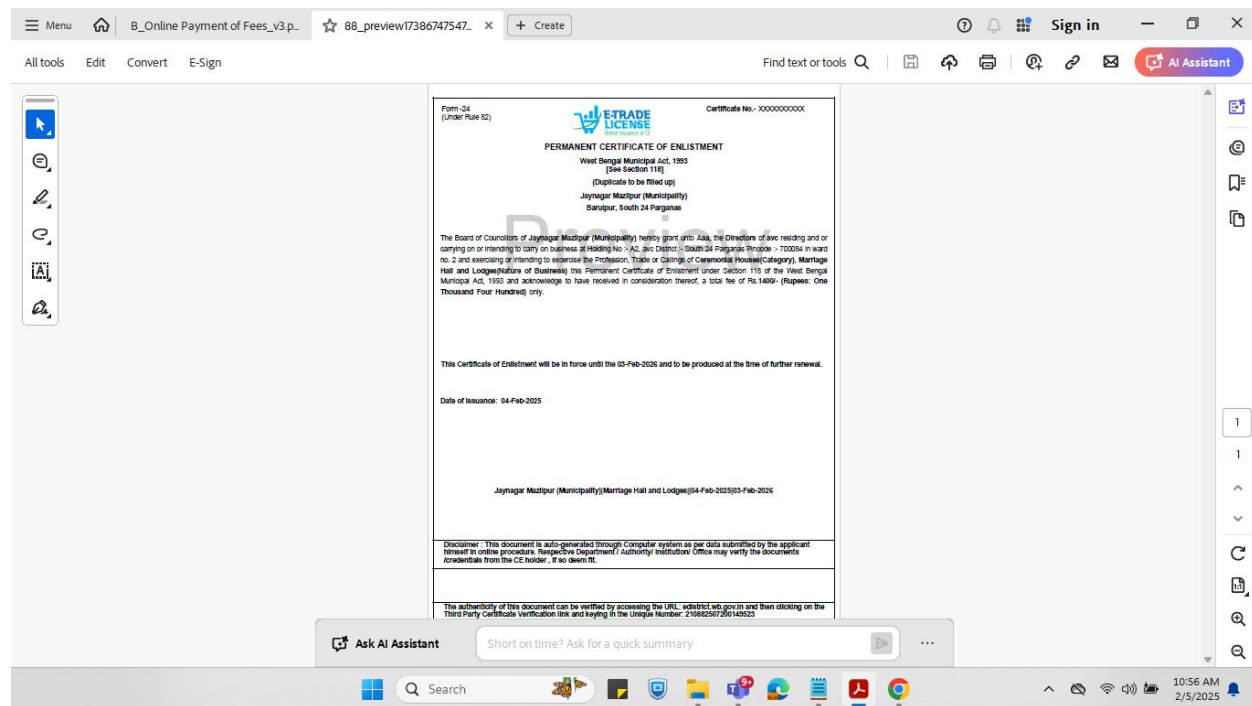
The screenshot shows the 'Trade License | eDistrict' portal. The 'Subcategory' is set to '900'. The 'Application Fees(Rs)' is '900'. The 'Details of Owner(s) or Authorised Persons' section contains a table with one row: 'Directors' with 'Aaa' as the name and 'N/A' as the mobile number. Below the table, there is a declaration text and a checkbox labeled 'I Accept' which is checked. At the bottom, there are buttons: 'Back', 'Save As Draft', 'Preview Details', 'Preview Certificate' (highlighted with a red box), and 'Submit'.

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

The screenshot shows the same portal as before, but now a download notification is visible in the top right corner. It shows two files: '88_preview1738674754744.pdf' (192 KB • Done) and 'E_Third-party Verification Details_v3.pdf' (427 KB • 6 hours ago). The 'Preview Certificate' button is still highlighted with a red box.

The user will be able to view the downloaded preview certificate (Screenshot below- showing the Preview Version of the certificate)

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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)

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

West Bengal eDISTRICT

Home >> Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

Issuance of Trade License (Certificate of Enlistment) in Municipal Areas Application

Supporting Document

User Manual

Applicant's Basic Information

Address

Details of Business

Name of Firm or Company *

Category *

Expected Date of Commencement of Business *

Annual Fee

Workshop Address

License Applied for (Years) *

Subcategory

Godown Address

License Valid Till

Application Fees (Rs.)

Additional Information, if any

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)

Documents

Upload necessary documents

File Attachment

Identity Proof *

PAN Card

Attach File(s)

Files Supported : jpg, jpeg, png, pdf

Maximum Size : 512KB

Proof of ownership *

NOC

Attach File(s)

Files Supported : jpg, jpeg, png, pdf

Maximum Size : 1024KB

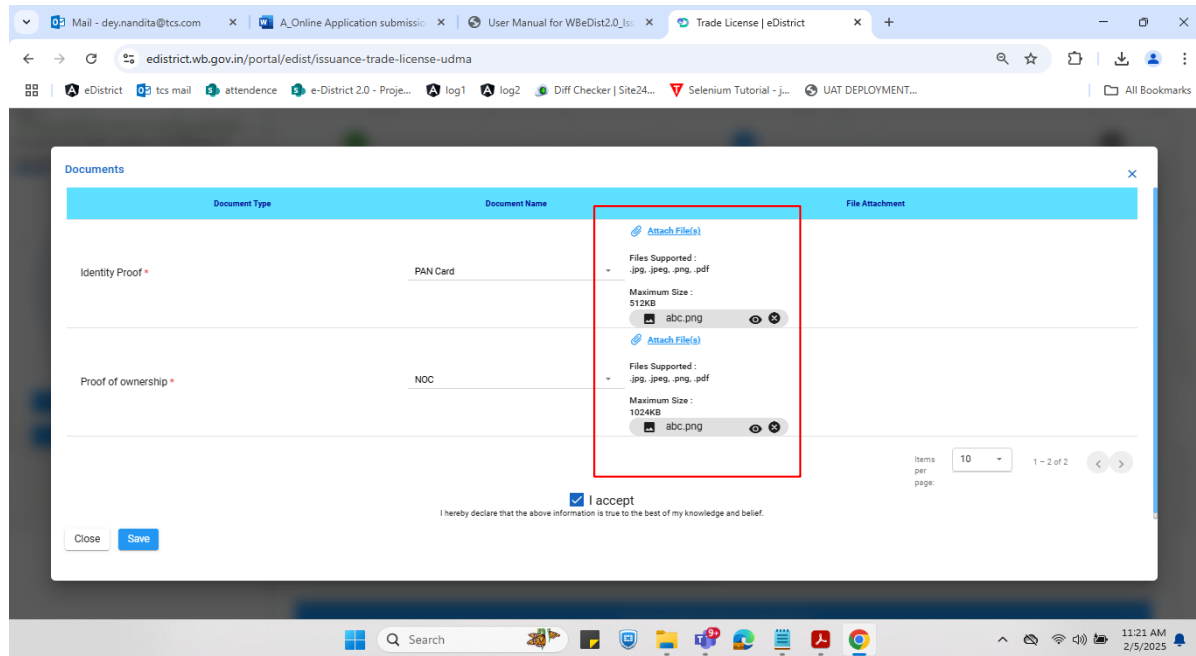
I accept

I hereby declare that the above information is true to the best of my knowledge and belief.

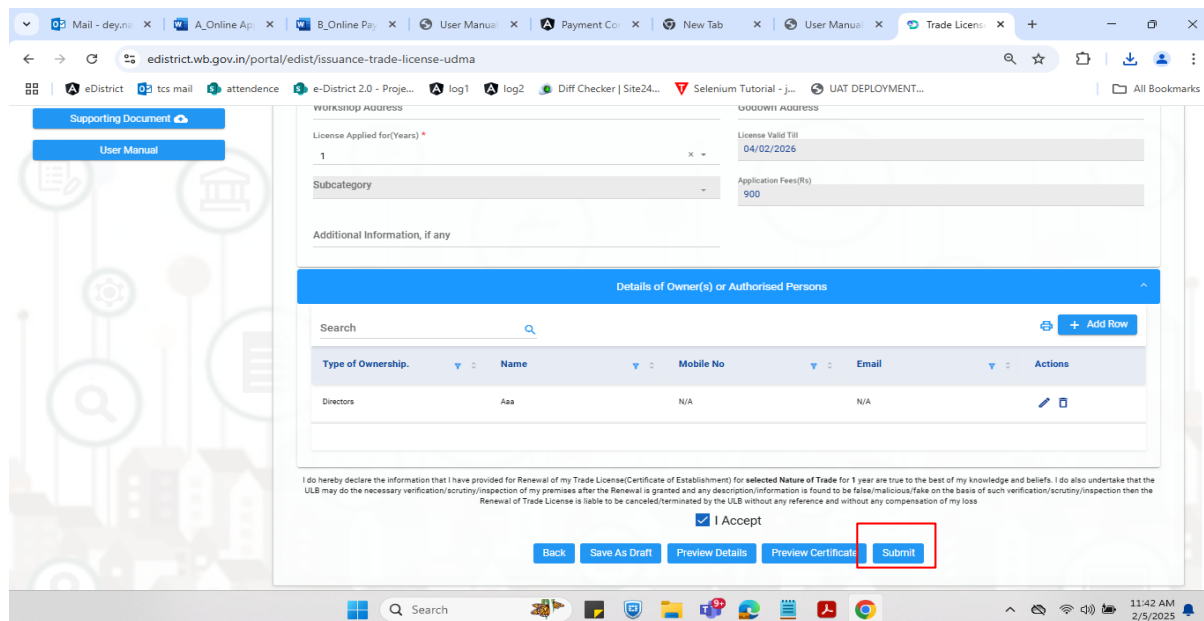
Close Save

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

Attached Document view (Screenshot below)



User will click on the Submit button to finally submit the application online along with the documents uploaded. Clicking on the Submit button, the application gets successfully submitted and will redirect to the Payment page to complete the application process. (Screenshots below)

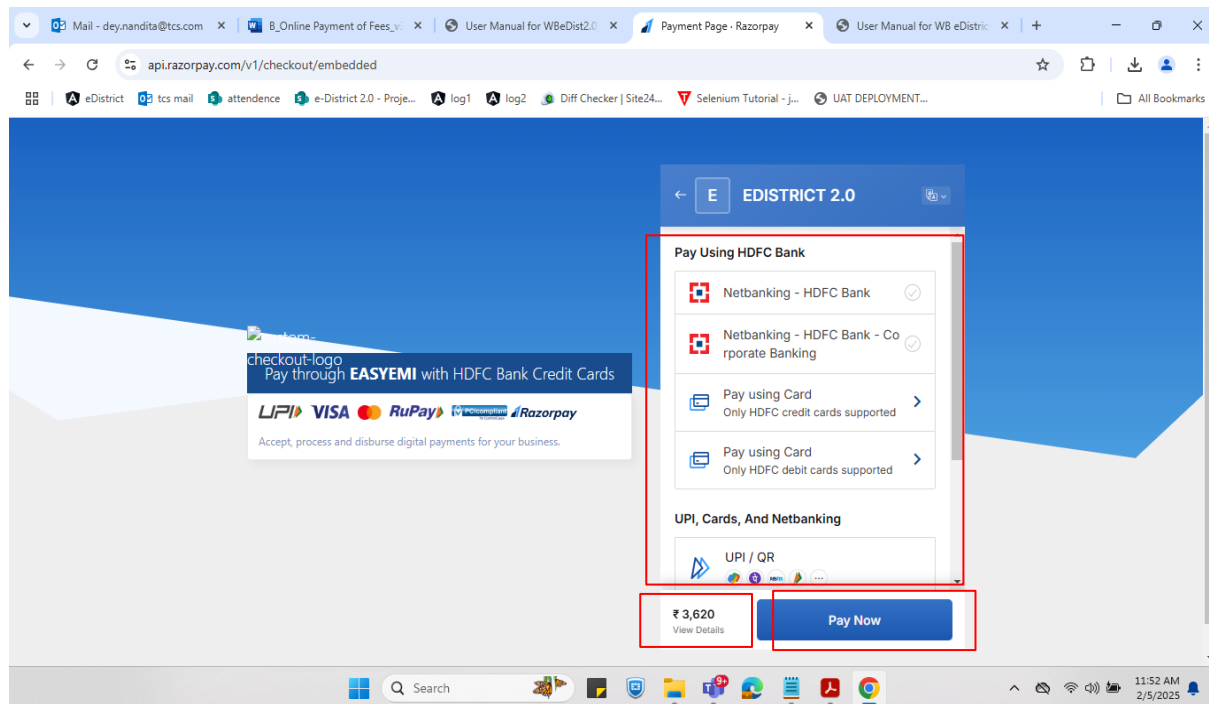
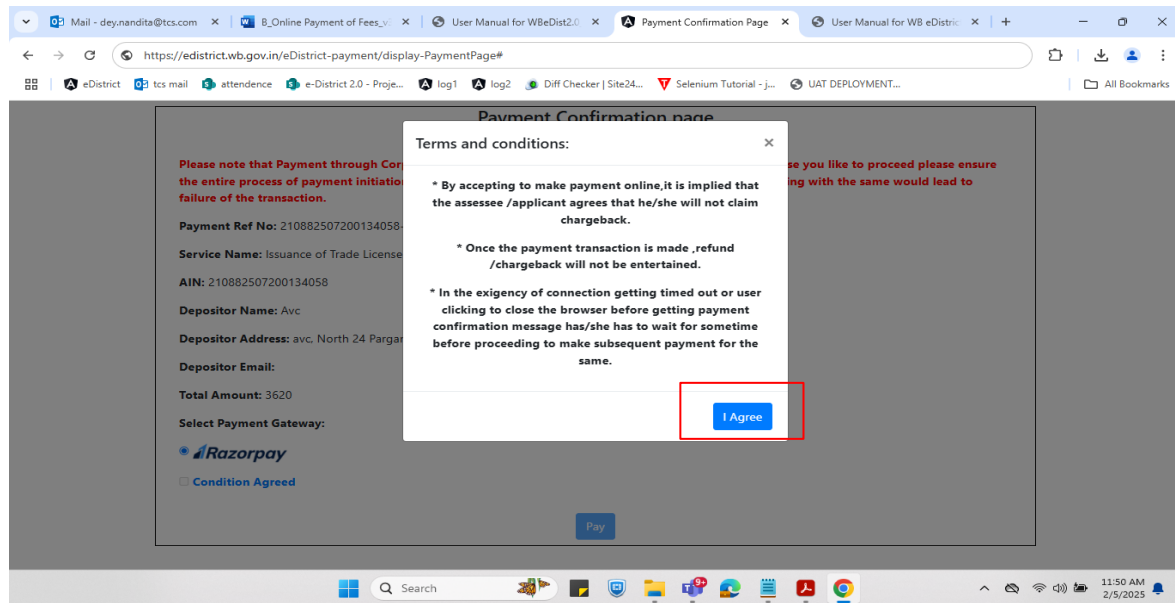


Thus, an applicant is able to apply online along with uploaded documents in the online system.

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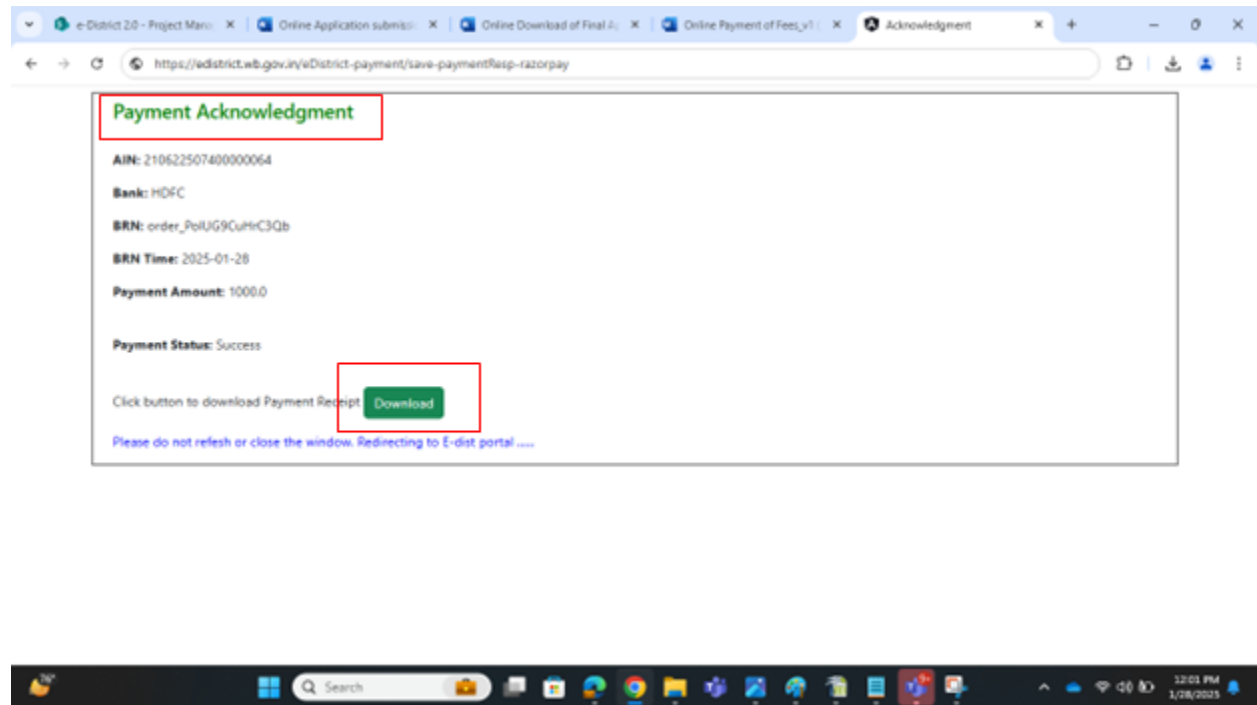
4.0 Online Payment of Fees

Users 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)



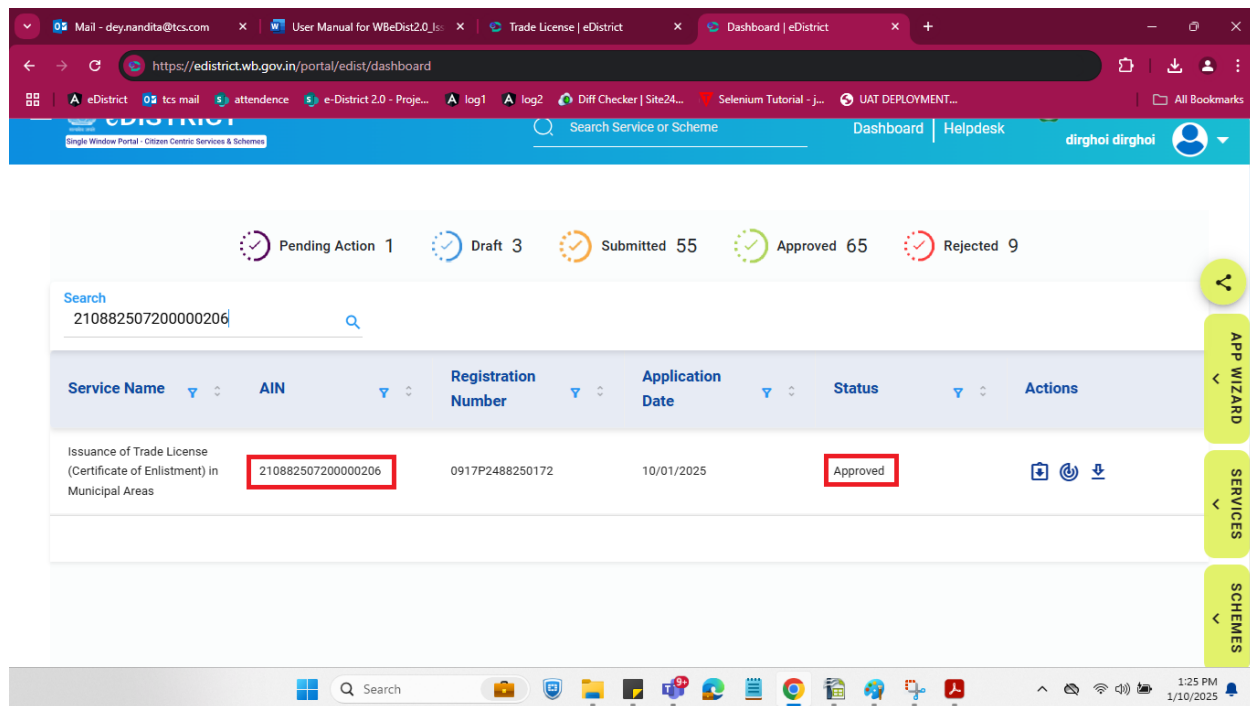
User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

Once payment is made it will redirect to the e-district dashboard page showing Payment Acknowledgement. Applicants can download payment receipts (Screenshots below)



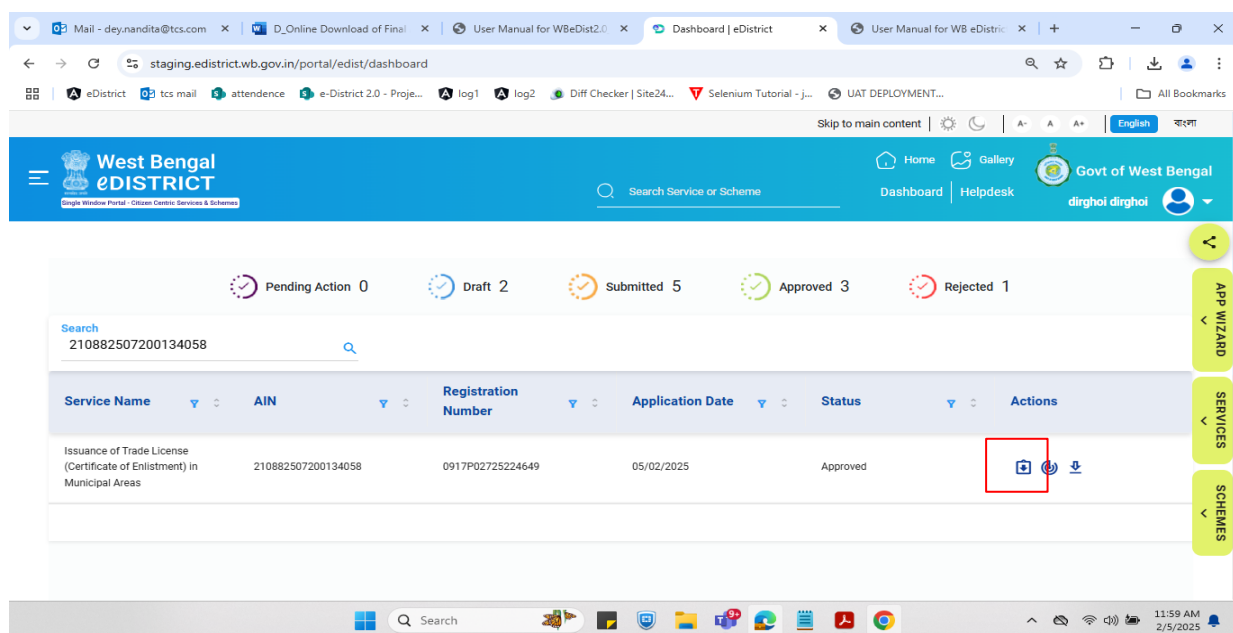
The User is automatically directed to the **Dashboard**, to see the application. AIN number is displayed for future reference. The user can then download the certificate as well. The following screen may be referred to.

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



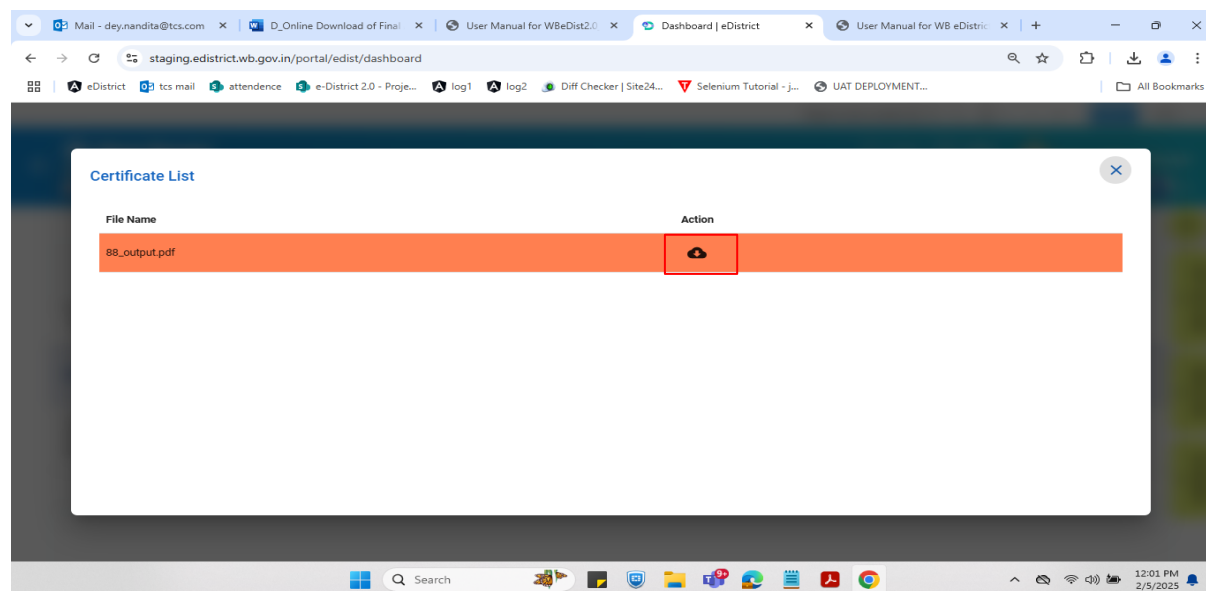
5.0 Online Download of Final Approval Certificate

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)

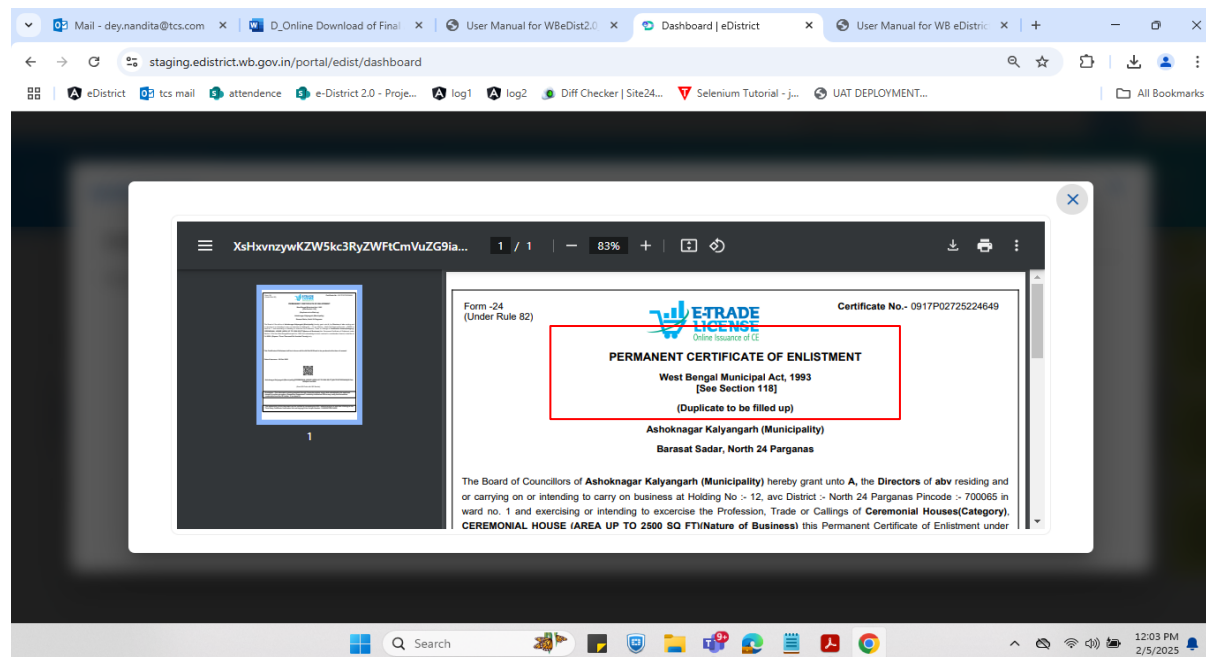


By Clicking on Download certificate button following screen appears. (Screenshot Below)

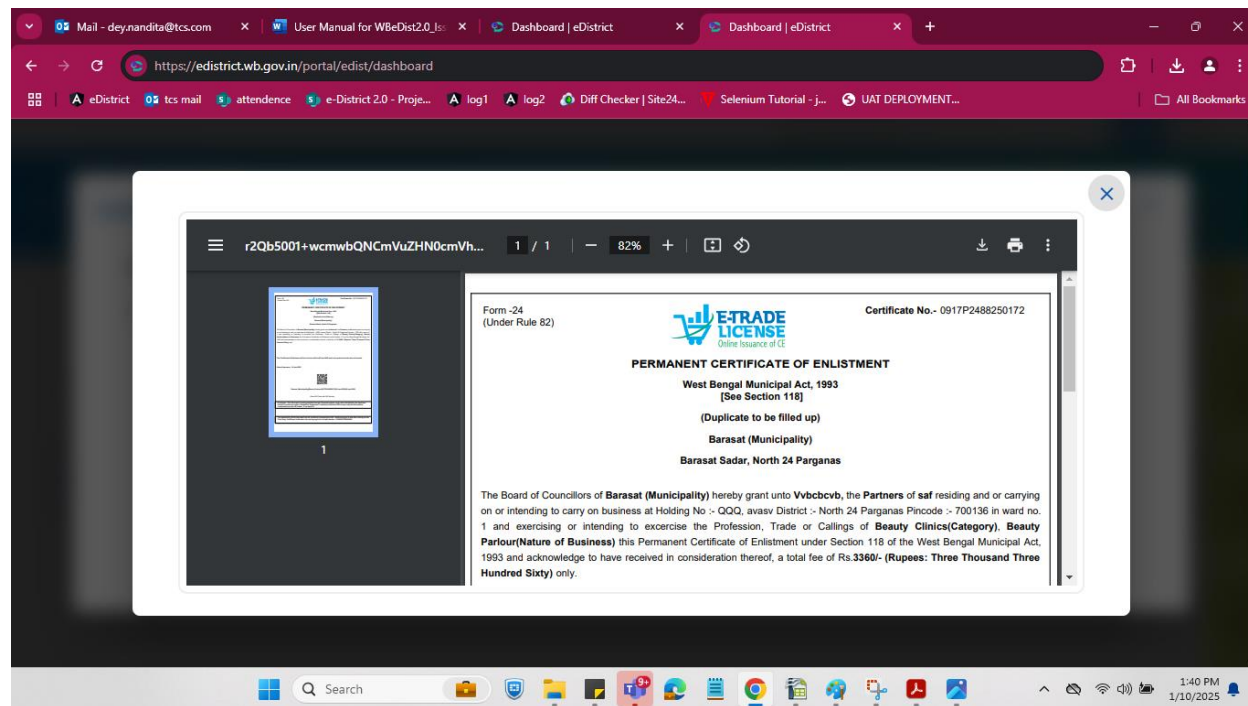
User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



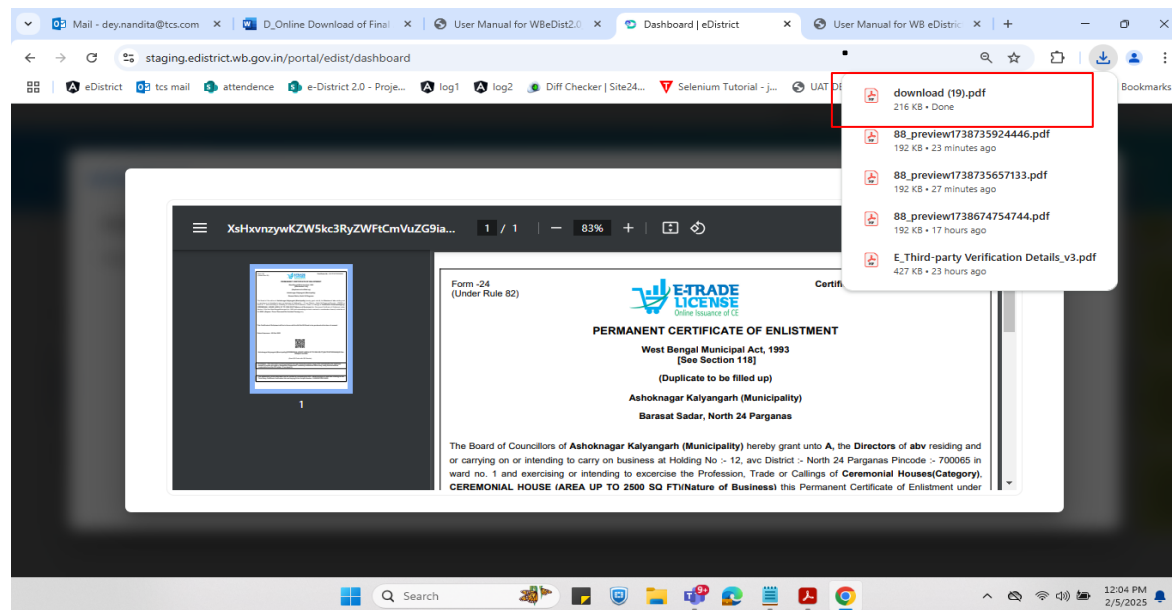
By Clicking on the above button, the following screen appears. (Screenshot Below-Certificate downloaded from the dashboard.)



User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas





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



User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

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

Form -24 (Under Rule 82)		Certificate No.- 0917P2488240063
PERMANENT CERTIFICATE OF ENLISTMENT West Bengal Municipal Act, 1993 [See Section 118] (Duplicate to be filled up) Barasat (Municipality) Barasat Sadar, North 24 Parganas		
<p>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.</p>		
<p>This Certificate of Enlistment will be in force until the 03-Jul-2027 and to be produced at the time of renewal.</p>		
<p>Date of Issuance: 04-Jul-2024</p>		
		
<p>Barasat (Municipality) Beauty Parlour 0917P2488240063 04-Jul-2024 03-Jul-2027</p>		

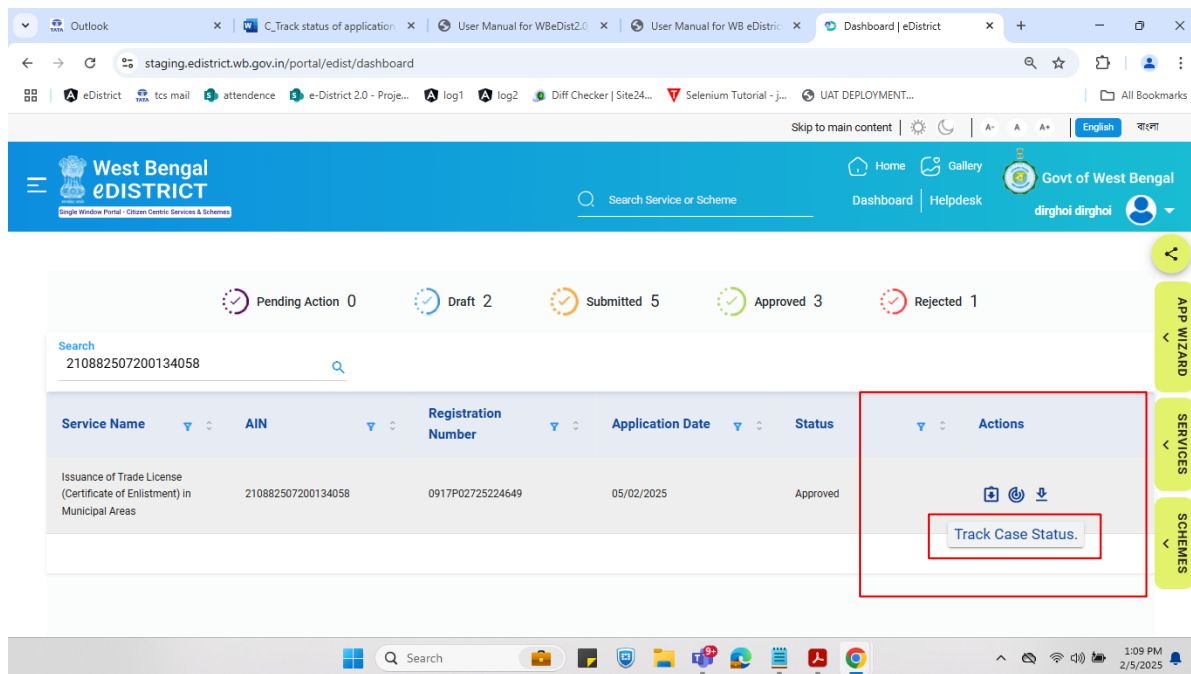
Thus, an applicant is able to download Final Signed Certificate from the online system.

6.0 Track status of application

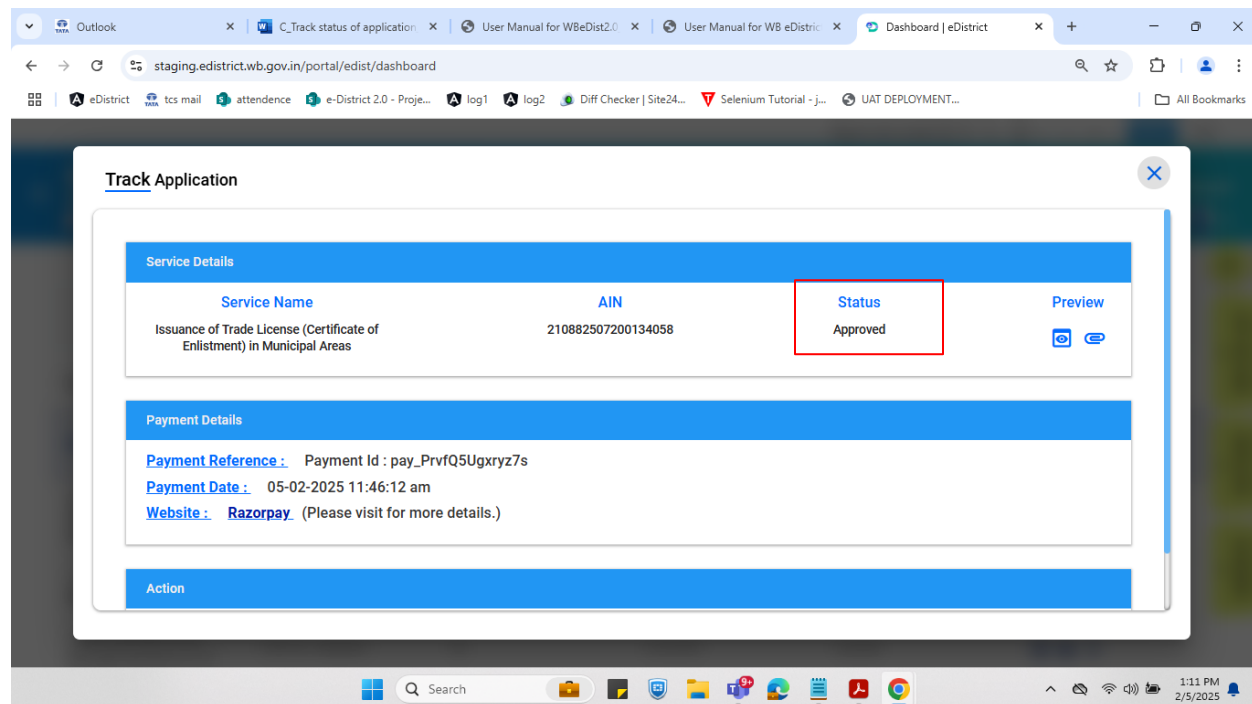
After logging in to e-district (URL: <https://edistrict.wb.gov.in/portal/home>) user needs to go to Dashboard. To track the status the user needs to click on the **'Track Case Status'** Icon as shown below.

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

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



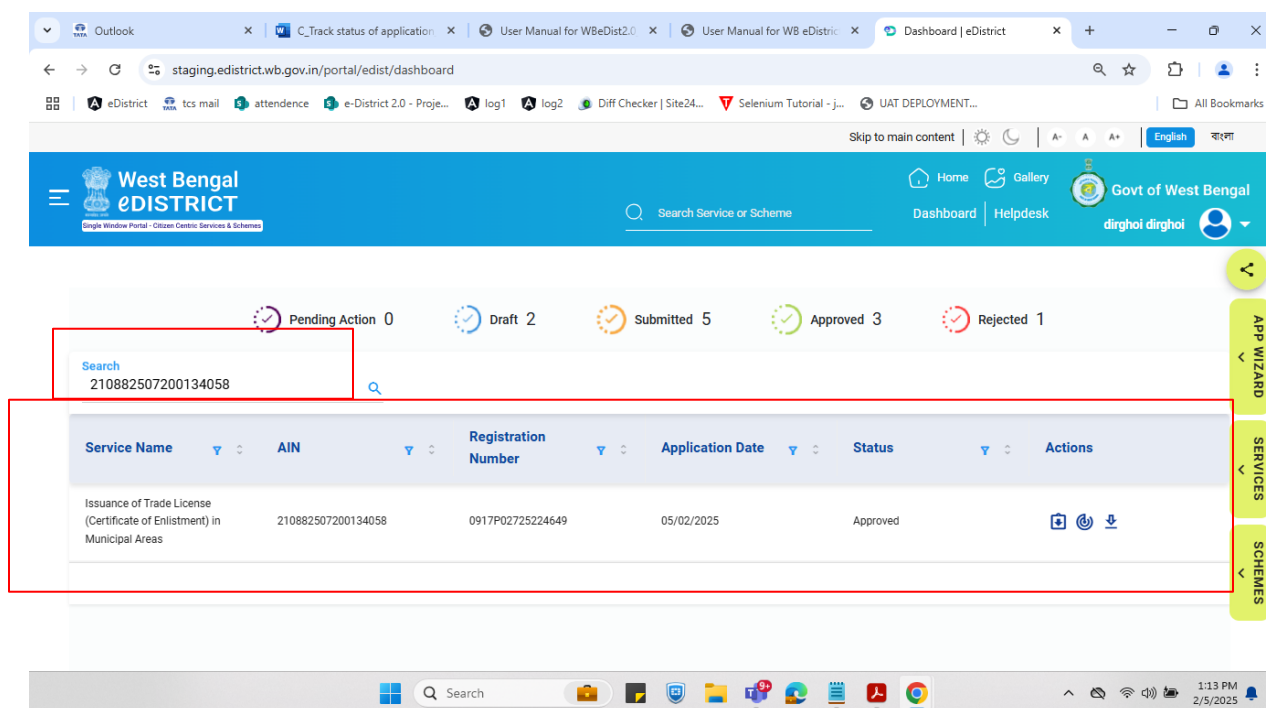
The updated status of application appears on screen, which is 'Approved' in this case (Screenshot below):



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

4.1 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.

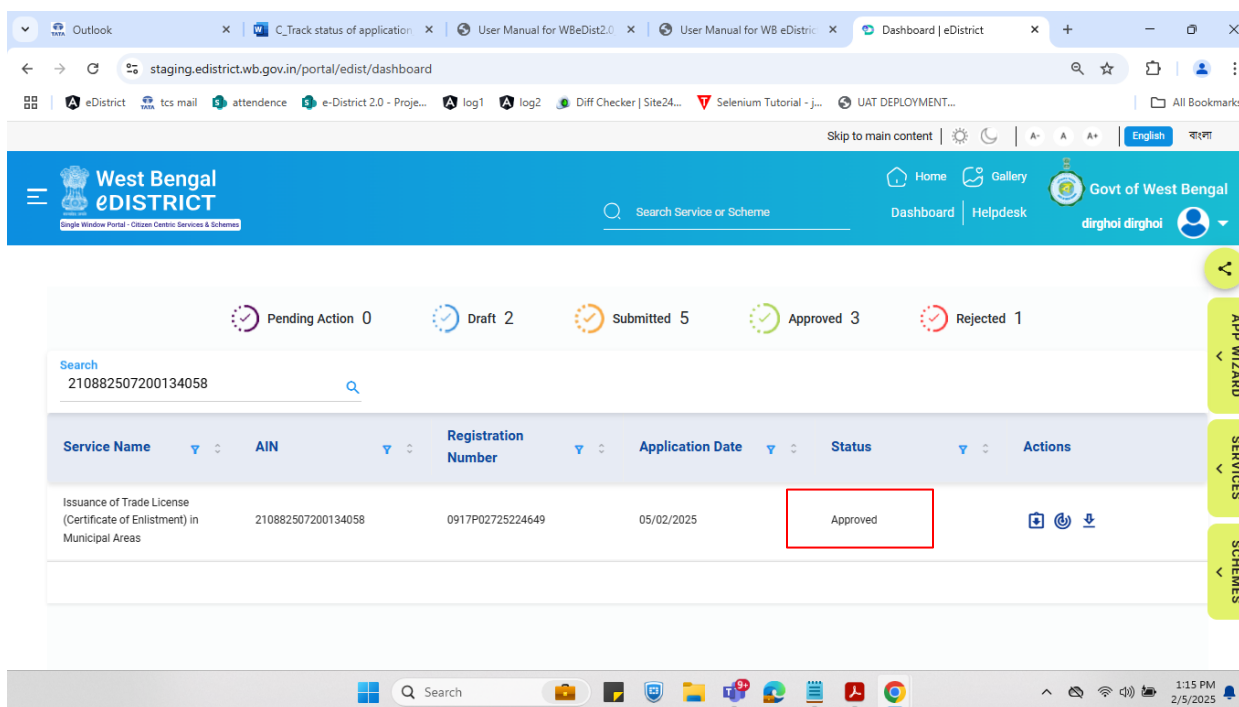


4.2 Checking the Application Outcome

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**.

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

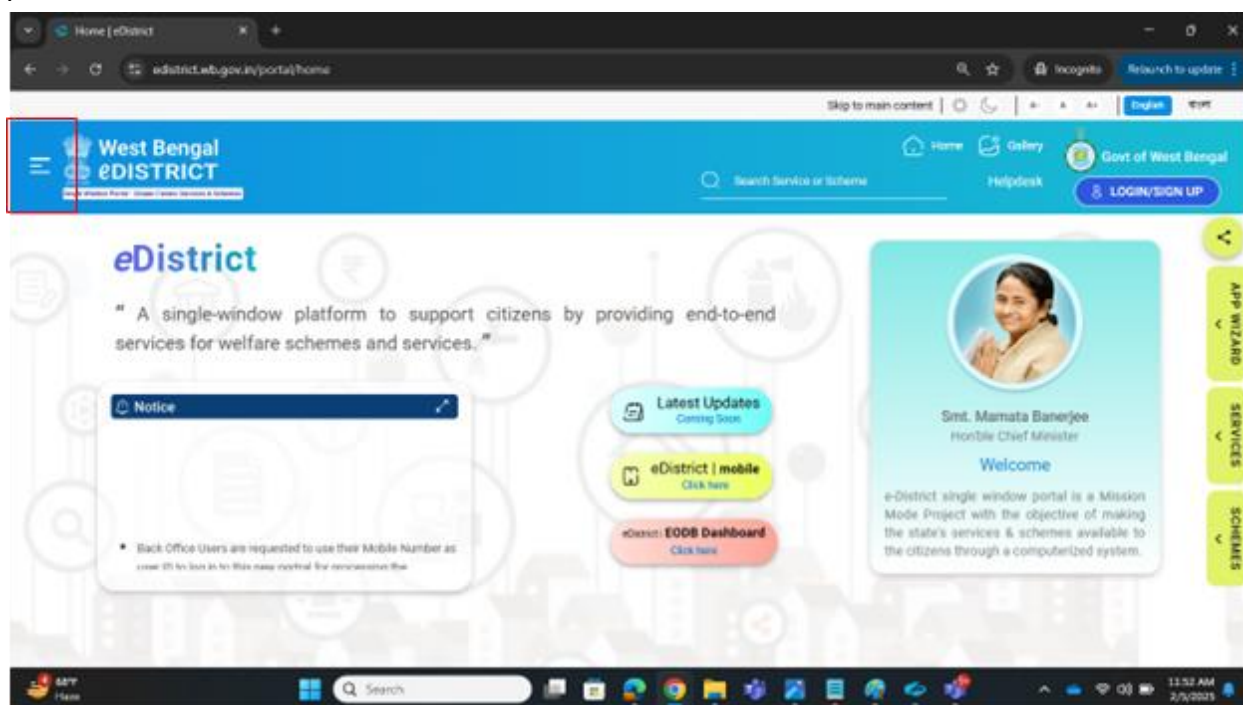


7.0 Third-party Verification Details

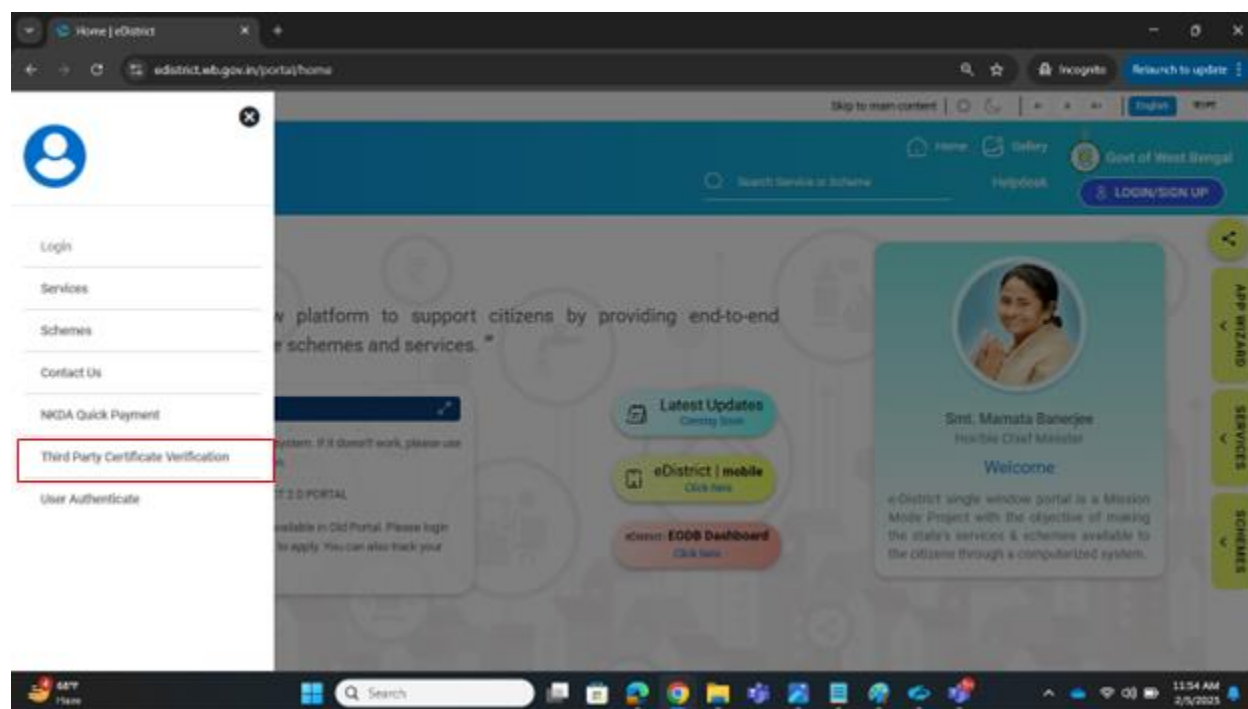
On home page (URL: <https://edistrict.wb.gov.in/portal/home>), in the dashboard left hand side upper corner, there is a 3-dot menu. Upon clicking on it the option of Third-party verification appears, and the user needs to click on this Third-party verification for details. User then needs to enter the 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):

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

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



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



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

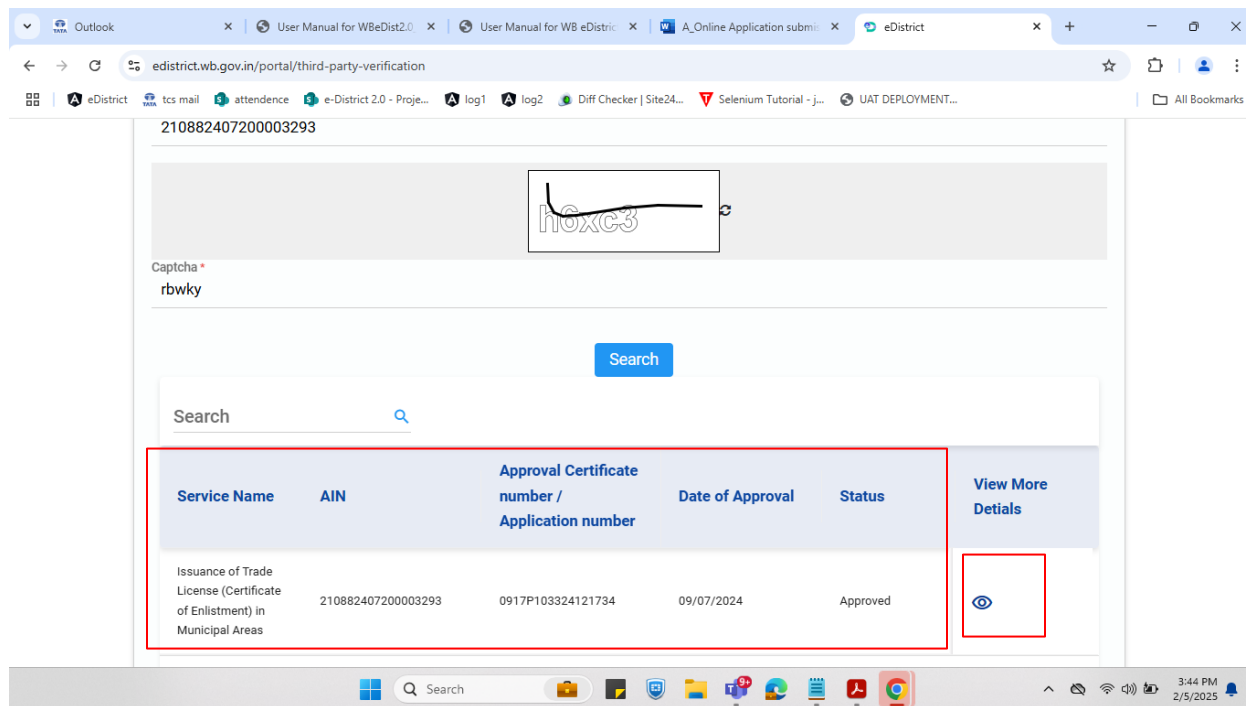
The screenshot shows a web browser window with the URL edistrict.wb.gov.in/portal/third-party-verification. The page header includes the West Bengal eDISTRICT logo, a search bar, and links for Home, Gallery, and Govt of West Bengal. A red box highlights the verification form area, which contains the following fields:

- Existing AIN No. *
210882407200003293
- Captcha *
ngbhf
- A blue "Search" button.

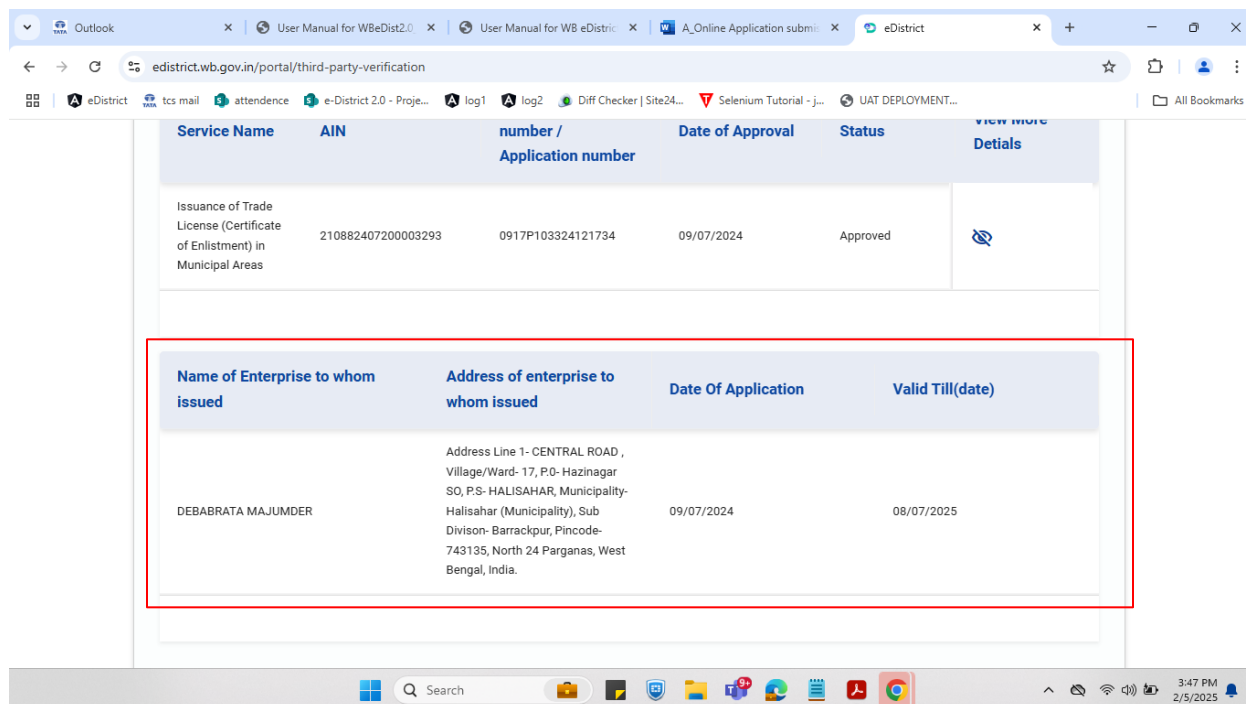
The bottom of the screenshot shows the Windows taskbar with the time 12:16 PM on 2/5/2025.

Clicking on this User needs to give the AIN (e.g. 210882407200003293, as one example) and proper Captcha code to fetch the details. To view more details the user needs to click on the eye button. (Screenshot below)

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



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



Thus, any third-party can be able to see details of 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.

The screenshot shows a web browser window with the URL edistrict.wb.gov.in/portal/home. The page features a large illustration on the left with two people and a large purple speech bubble containing contact information. On the right, there is a 'Helpdesk / Feedback' form. The form has two main sections: 'User Details' and 'Problem Details'. The 'User Details' section includes fields for 'Name' (Dwaipayan Dutta) and 'Number' (9073446866). The 'Problem Details' section includes dropdown menus for 'Department' and 'Service Name', a text field for 'Module Name' with the placeholder 'Enter AIN, Registration No...', and a large text area for 'Description' with a '400 characters' limit. A vertical sidebar on the right contains links for 'APP WIZARD', 'SERVICES', and 'SCHEMES'. The Windows taskbar at the bottom shows the date as 1/7/2025 and the time as 12:08 PM.

Contact Info
10:00 AM to 06:00 PM (on working days only)
wbedistrict@wb.gov.in
+91 9679952002
+91 9836354402
+91 9883171427
District Level Contact Details
<https://edistrict.wb.gov.in/PAGE/helpdesk/Details/ennew.asp>
Click here for more info...

[Click here to mail us](#)

Helpdesk / Feedback

User Details

Name * Dwaipayan Dutta Number * 9073446866

Problem Details

Department * Service Name

Module Name * Enter AIN, Registration No...

Description *

400 characters

APP WIZARD
SERVICES
SCHEMES

73°F
Haze

Search

12:08 PM
1/7/2025

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

The screenshot displays the 'Feedback' form on the WB e-District portal. The form is titled 'Helpdesk / Feedback' and includes fields for 'Name' (Dwaipayana) and 'Number' (9073446866). It features a five-star rating system for five categories: Navigation, User Experience, Ease for Service Available, Look and feel, and Help Documentation. A 'Comments' field is also present, with a character count of 500. The form has 'Submit' and 'Reset' buttons. On the left, there is a 'Contact Info' section with contact details for the district level, including a phone number (+91 9679952002) and an email address (wb.edistrict@wb.gov.in). A sidebar on the right contains links for 'APP WIZARD', 'SERVICES', and 'SCHEMES'.

Contact Info
10:00 AM to 06:00 PM (on working days only)
wb.edistrict@wb.gov.in
+91 9679952002
+91 9836354402
+91 9883171427
District Level Contact Details
<https://edistrict.wb.gov.in/PAGE/helpdeskDetails/enm.asp>
Click here for more info...

[Click here to mail us](#)

Feedback Form
Helpdesk / Feedback
Name * Dwaipayana
Number * 9073446866
1. Navigation * ☆ ☆ ☆ ☆ ☆
2. User Experience * ☆ ☆ ☆ ☆ ☆
3. Ease for Service Available * ☆ ☆ ☆ ☆ ☆
4. Look and feel * ☆ ☆ ☆ ☆ ☆
5. Help Documentation * ☆ ☆ ☆ ☆ ☆
Comments *
500 characters
Submit Reset

APP WIZARD
SERVICES
SCHEMES

The Contact Us section also provides the user to submit generic feedback on the portal as well as provides an option to Submit the Grievance if any.

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.

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

The screenshot displays the e-district portal interface. On the left, there is a 'Contact Info' section with a purple background, showing contact details for wbedistrict@wb.gov.in and three phone numbers. Below this is a 'District Level Contact Details' section with a link to a helpdesk details page. On the right, a 'Helpdesk/Feedback' form is open. The form includes fields for 'Name' (TCS) and 'Number' (7584034908). It features five rating categories: 1. Navigation, 2. User Experience, 3. Ease for Service Available, 4. Look and feel, and 5. Help Documentation, each with a star rating. A 'Your Satisfaction level is' bar shows 100%. The 'Comments' field contains the text 'e-district application is very easy to use.' Below the comments field are 'Submit' and 'Reset' buttons. The 'Submit' button is highlighted with a red box. The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 12:20 PM on 1/13/2025.

edistrict.wb.gov.in/portal/home

Helpdesk/Feedback

Name * TCS Number * 7584034908

1. Navigation * ★ ★ ★ ★ ★

2. User Experience * ★ ★ ★ ★ ★

3. Ease for Service Available * ★ ★ ★ ★ ★

4. Look and feel * ★ ★ ★ ★ ★

5. Help Documentation * ★ ★ ★ ★ ★

Your Satisfaction level is 100%

Comments * e-district application is very easy to use.

457 characters

Submit Reset

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.

User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

The screenshot displays the West Bengal eDistrict 2.0 dashboard. At the top, there is a navigation bar with the West Bengal eDistrict logo, a search bar, and links for Home, Gallery, and Helpdesk. Below the navigation bar, a status bar shows the number of pending actions, drafts, submitted applications, approved applications, and rejected applications. A table lists the services available, including 'Online Sanction of Water Connection by KMDA' and 'Issuance of Trade License (Certificate of Enlistment) in Municipal Areas'. The 'Issuance of Trade License' service is highlighted, showing its status as 'Draft' and application date as '13/01/2025'. A 'LogOut' button is visible in the top right corner.

West Bengal eDISTRICT

Search Service or Scheme

Home Gallery Govt of West Bengal Dashboard Helpdesk dirghoi dirghoi

Pending Action 0 Draft 2 Submitted 1 Approved 0 Rejected 0

Search

Service Name	AIN	Registration Number	Application Date	Status	Actions
Online Sanction of Water Connection by KMDA	210622507400000060	NA	14/01/2025	In Progress	Download Refresh
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	To be Generated	NA	13/01/2025	Draft	Edit Delete Share

APP WIZARD SERVICES SCHEMES

LogOut