

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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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

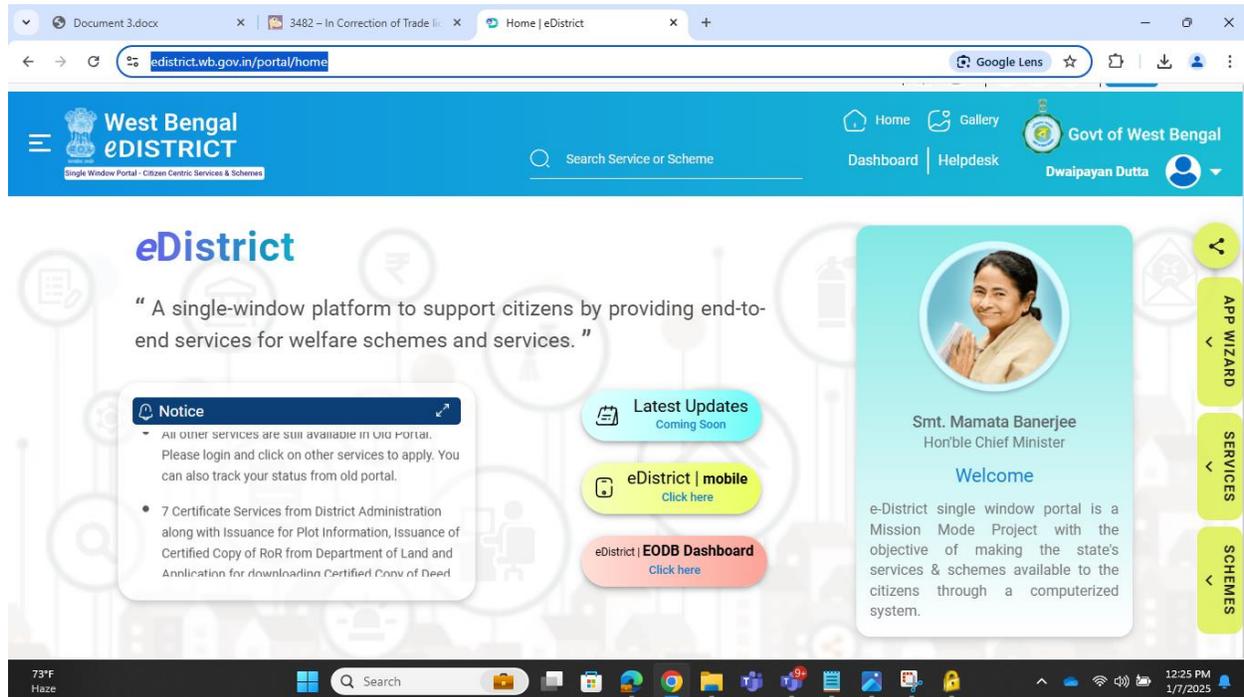
E-District 2.0 portal is a web-based application. The application has support for all the popular web browsers like Chrome, Edge and Mozilla. It can be accessed by typing the URL identifier on any of the above-mentioned browsers.

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.

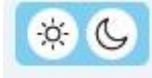
The following screen opens.

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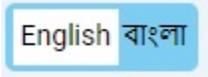
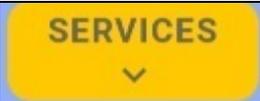
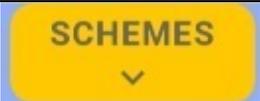


1.2 User Navigation flow

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.

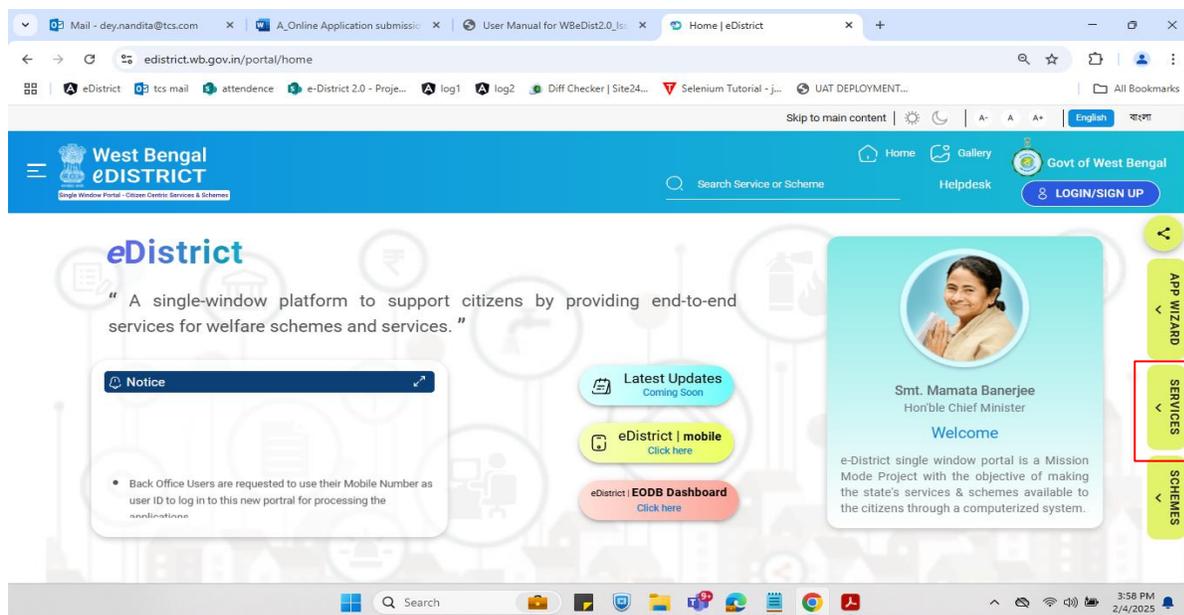
2.0 About the Service

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.

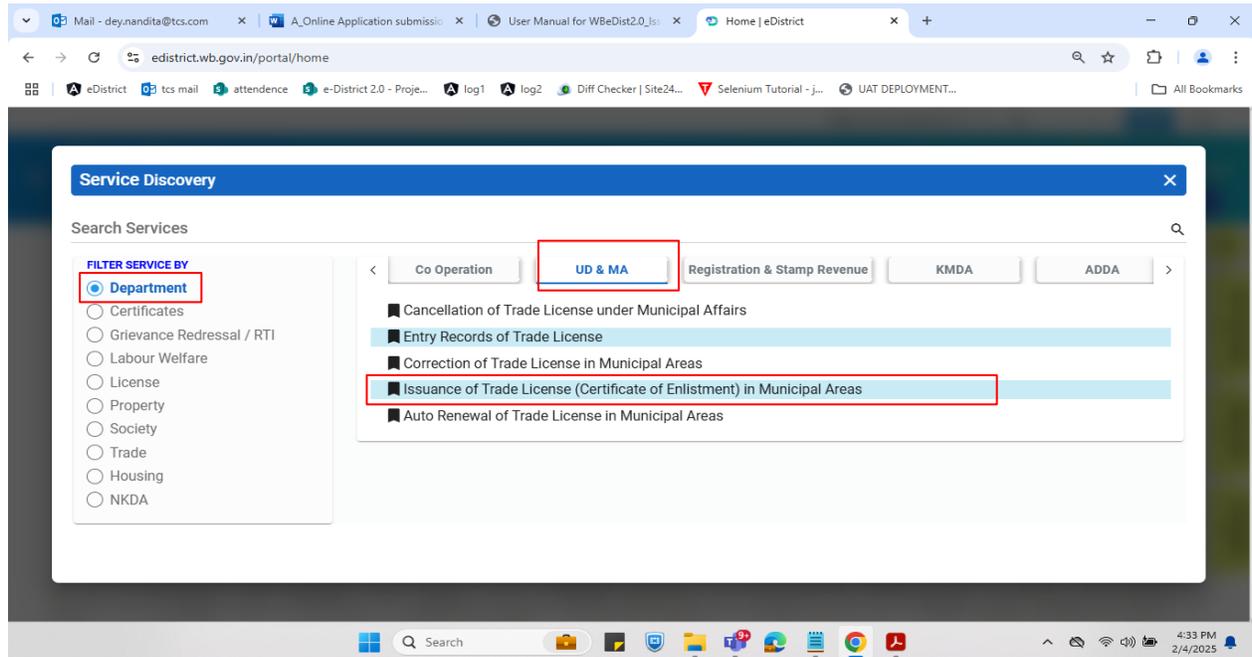
Link: [Trade License | eDistrict](#)

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



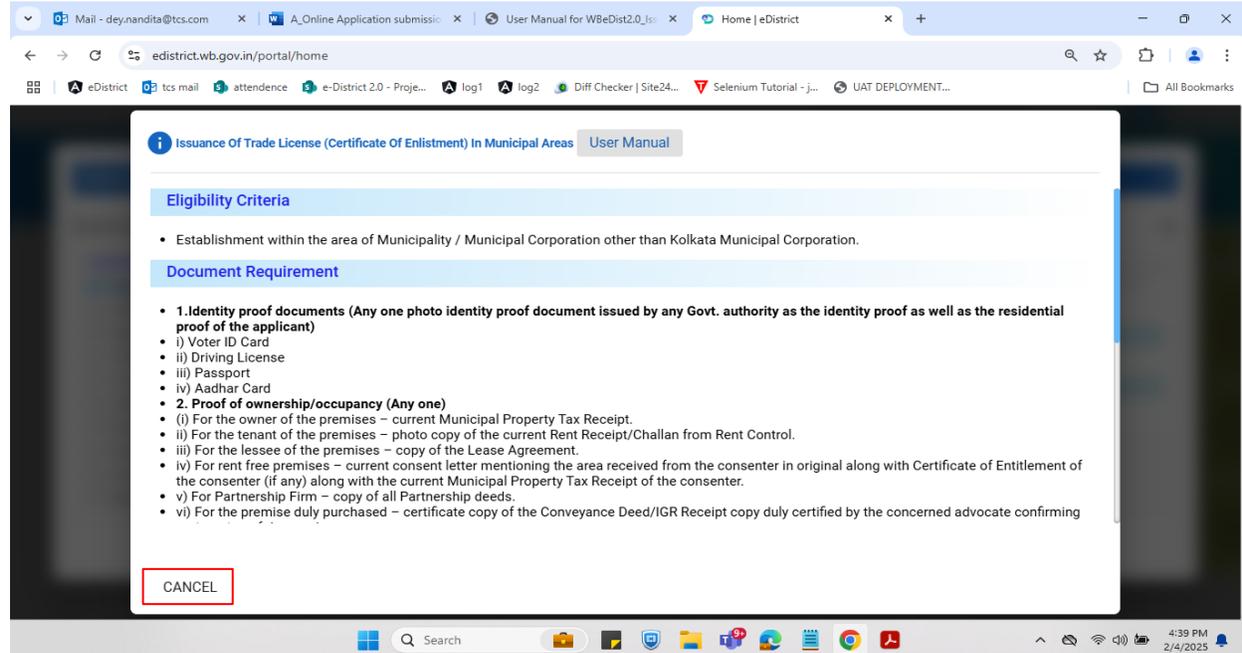
Then the User needs to click on the specific service name (Screenshot below).

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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**.

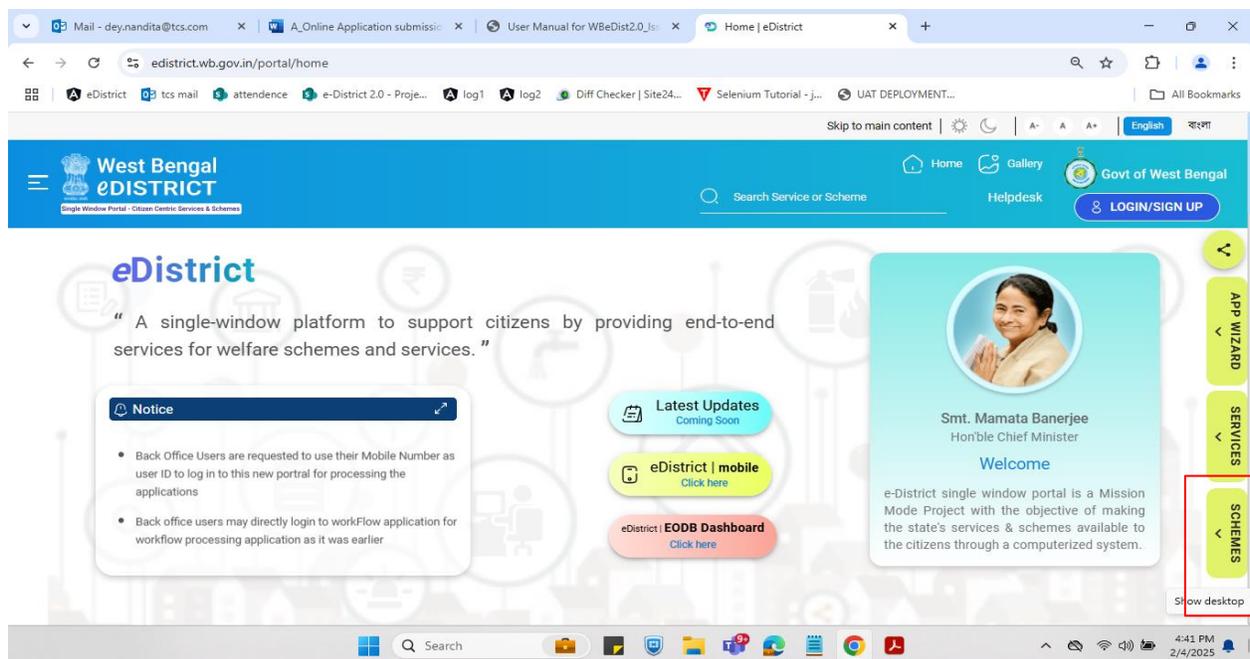
To go back to the previous screen, the user needs to click on the **CANCEL** button (Screenshot below).



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**.

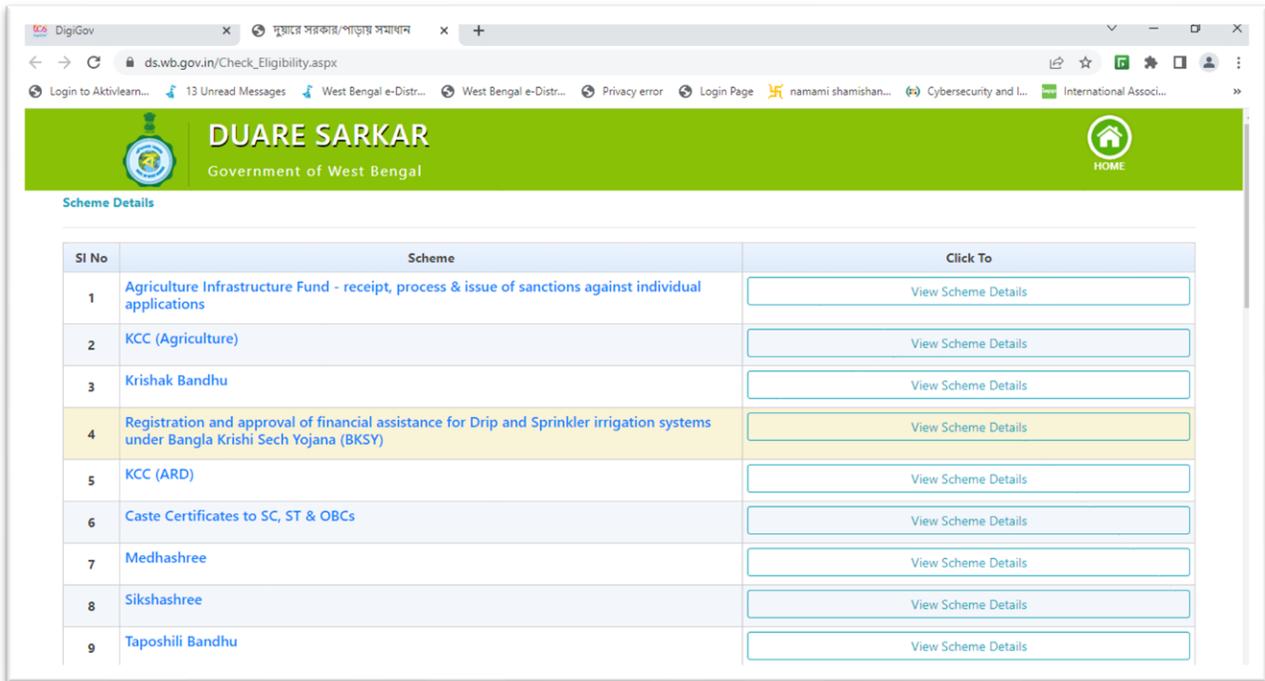
2.2 Scheme Discovery

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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The screenshot shows the 'DUARE SARKAR' portal for the Government of West Bengal. The page is titled 'Scheme Details' and displays a table with the following data:

SI No	Scheme	Click To
1	Agriculture Infrastructure Fund - receipt, process & issue of sanctions against individual applications	View Scheme Details
2	KCC (Agriculture)	View Scheme Details
3	Krishak Bandhu	View Scheme Details
4	Registration and approval of financial assistance for Drip and Sprinkler irrigation systems under Bangla Krishi Sech Yojana (BKSY)	View Scheme Details
5	KCC (ARD)	View Scheme Details
6	Caste Certificates to SC, ST & OBCs	View Scheme Details
7	Medhashree	View Scheme Details
8	Sikshashree	View Scheme Details
9	Taposhili Bandhu	View Scheme Details

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 screenshot displays the e-District portal interface. On the left, under 'Any Time / Anywhere e-Services', there are four service icons: 'Login with your mobile number', 'Apply the service at your convenience', 'Make the payment', and 'Download your certificate anytime'. Below these are two notes: a 'General Note' in Bengali and a 'Special Note' in English. On the right, a 'Login for Citizen and Departmental Users' form is visible, featuring a 'Username or email' field, a captcha, and buttons for 'Sign In' and 'Register'. The 'Register' button is highlighted with a red box.

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 / সাধনঃ Your User ID remains the same as it was in the old eDistrict Portal, kindly use it. পুরোনো পোর্টালে ব্যবহৃত আপনার ইউসার আইডি, এই পোর্টালে অপরিবর্তিত রয়েছে, সেটি ব্যবহার করুন।

Special Note / বিঃ দ্রঃ If you are not getting OTP, in your registered User ID from the old portal, please use your registered Mobile Number as User ID. যদি বিশেষ কারণে, আপনার পুরোনো ইউসার আইডি, ব্যবহার করে ওটিপি, না পাওয়া যায়, তবে আপনার নথিভুক্ত মোবাইল নম্বরটি ইউসার আইডি, হিসেবে ব্যবহার করুন।

Start

Last name
abc

Email
abc@gmail.com

Mobile
9999999999

Date Of Birth
07/02/2011

Enter Username
abc

« Back to Login

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 / সাধনঃ Your User ID remains the same as it was in the old eDistrict Portal, kindly use it. পুরোনো পোর্টালে ব্যবহৃত আপনার ইউসার আইডি, এই পোর্টালে অপরিবর্তিত রয়েছে, সেটি ব্যবহার করুন।

Special Note / বিঃ দ্রঃ If you are not getting OTP, in your registered User ID from the old portal, please use your registered Mobile Number as User ID. যদি বিশেষ কারণে, আপনার পুরোনো ইউসার আইডি, ব্যবহার করে 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

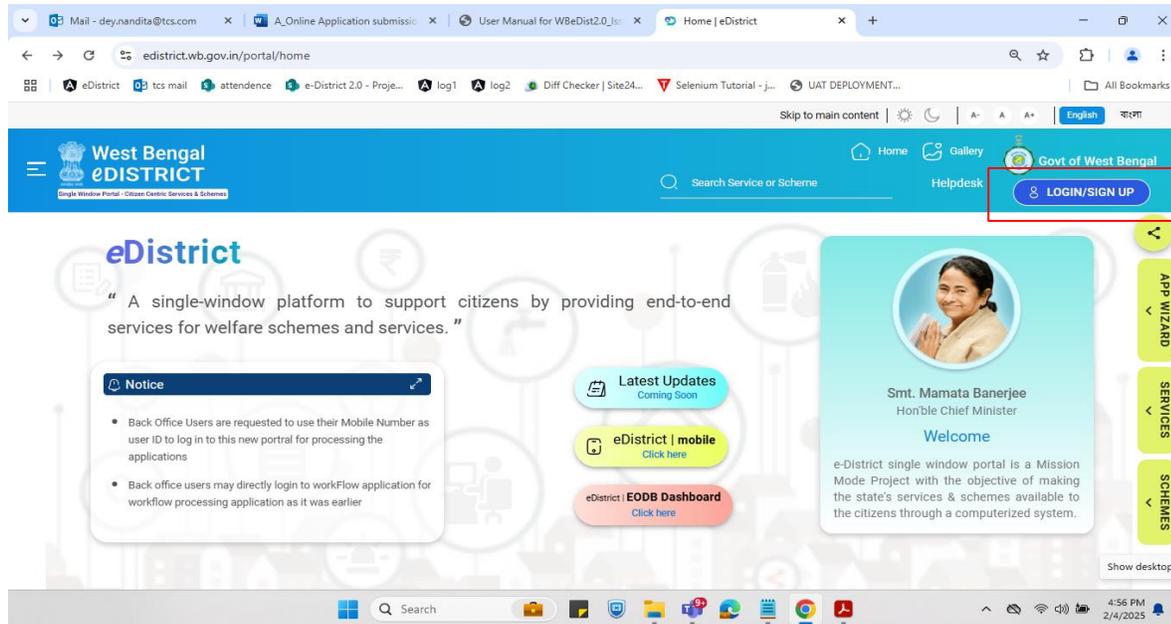
Resend OTP

Submit

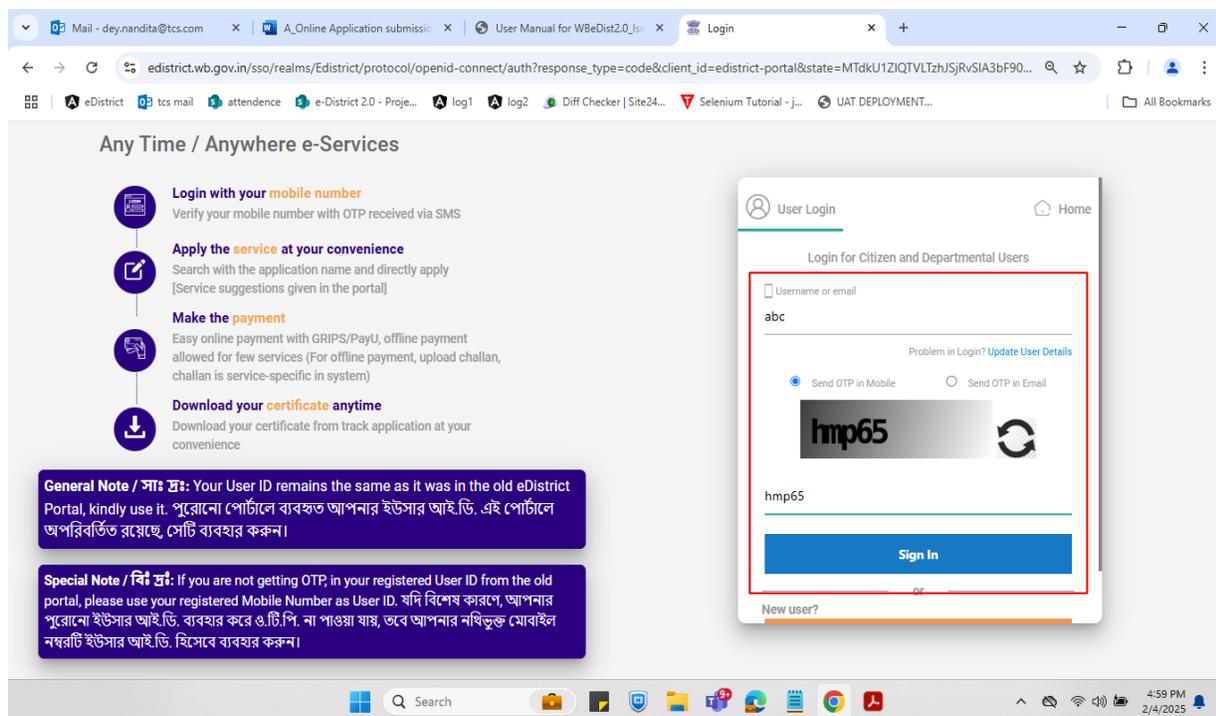
Note / বিঃ দ্রঃ : Please use O.T.P sent to your registered mobile & email / নথিভুক্ত মোবাইল ও ই-মেইল এ প্রেরিত ওটিপি লিখুন

Applicants will need to login (Screenshot below).

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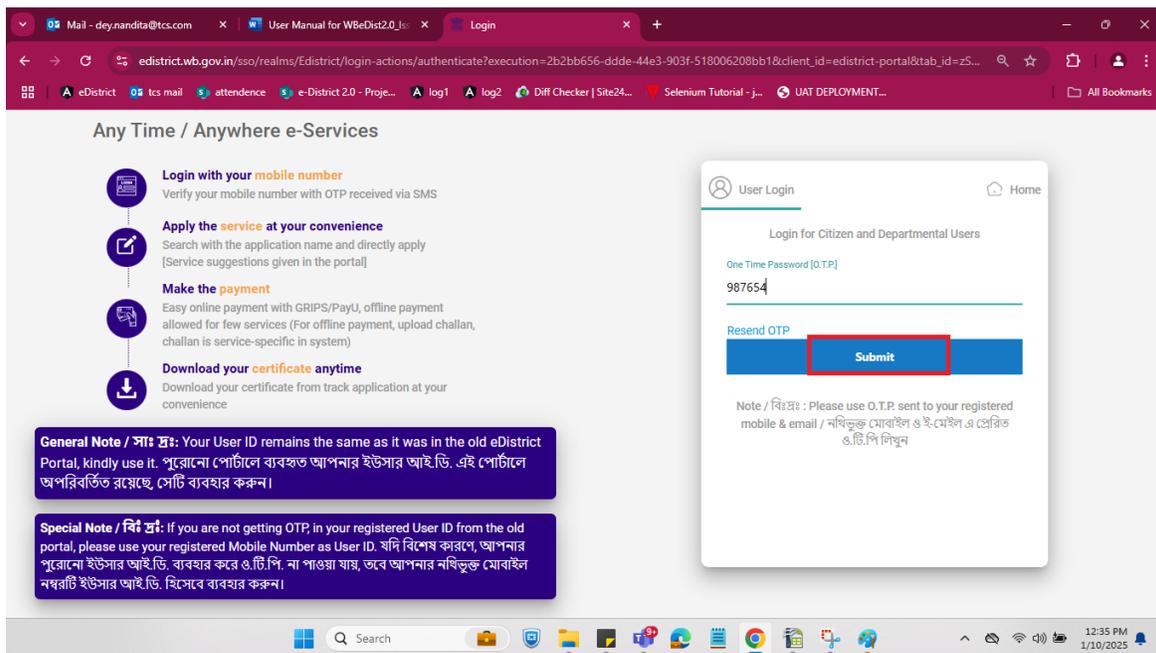


User will put the username and captcha and then will click on sign in (Screenshot below):



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

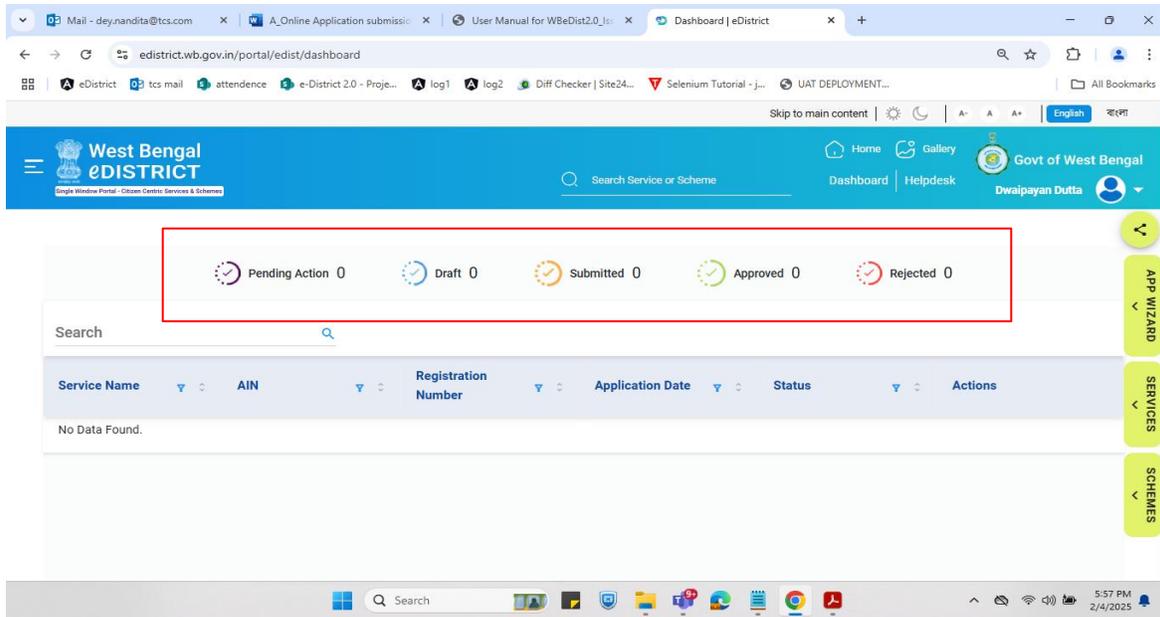
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Once the OTP is successfully authenticated, the user is directed to the User Dashboard as shown below. The Dashboard shows the application count against various statuses. For a new user this count is Zero for all the status categories.

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

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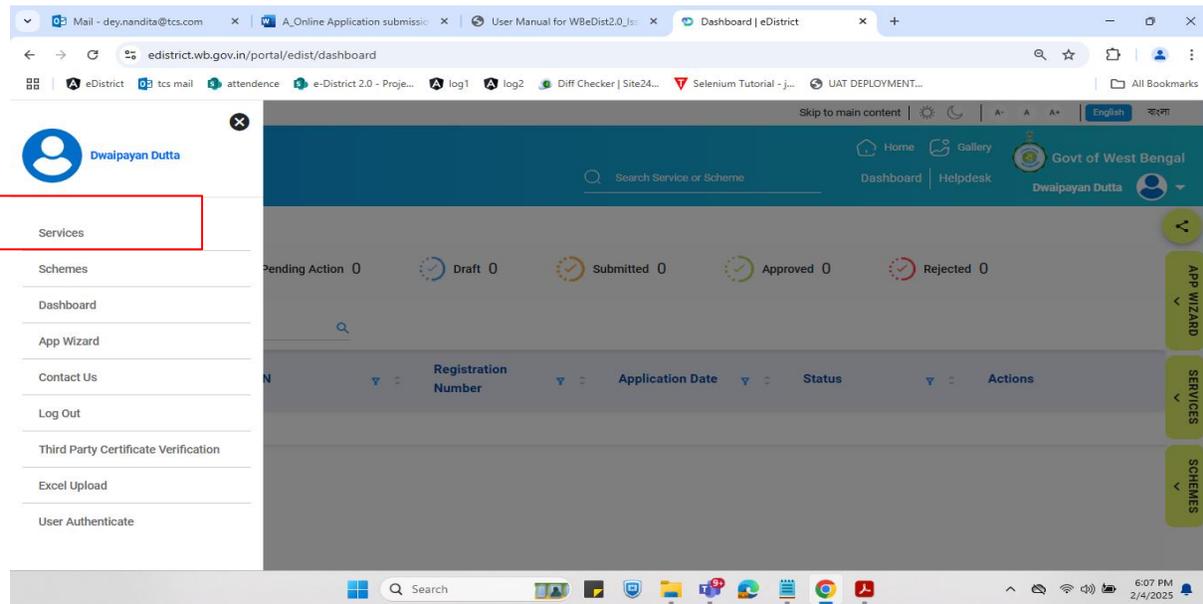


Category of Status:

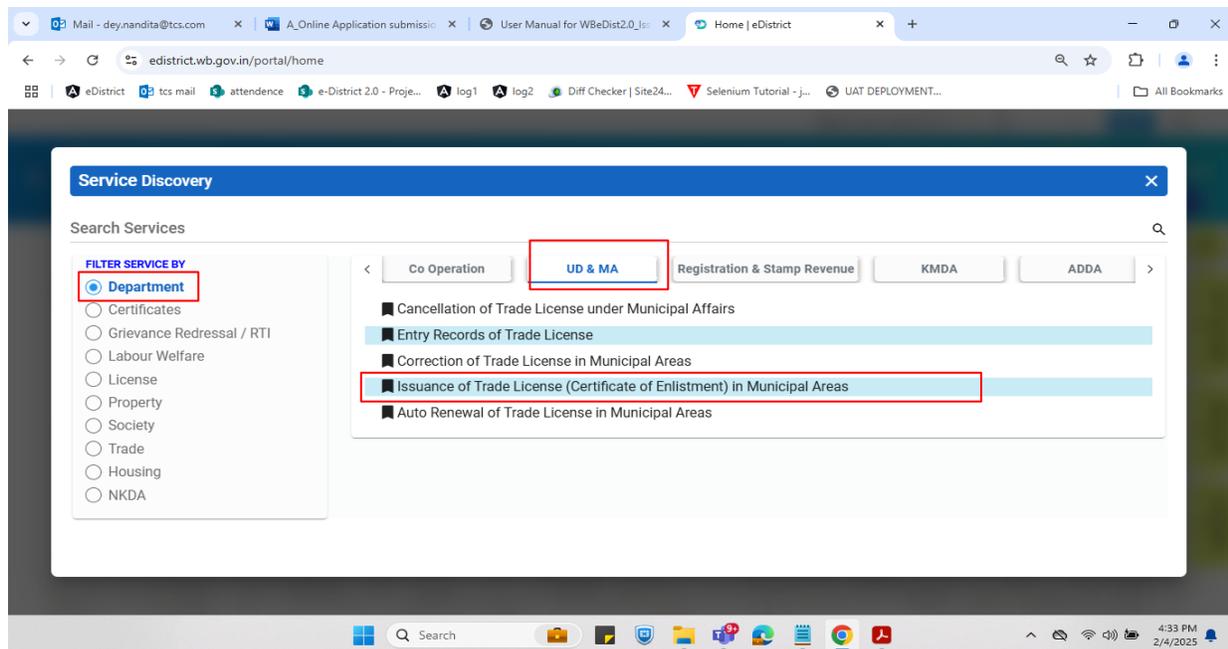
Status	Meaning
Pending Actions	Count of Applications which have been successfully submitted and are yet to be acted upon by the actor
Draft	Count of Applications which are saved as Draft
Approved	Count of Applications that have been approved
Reject	Count of Applications that are rejected on various grounds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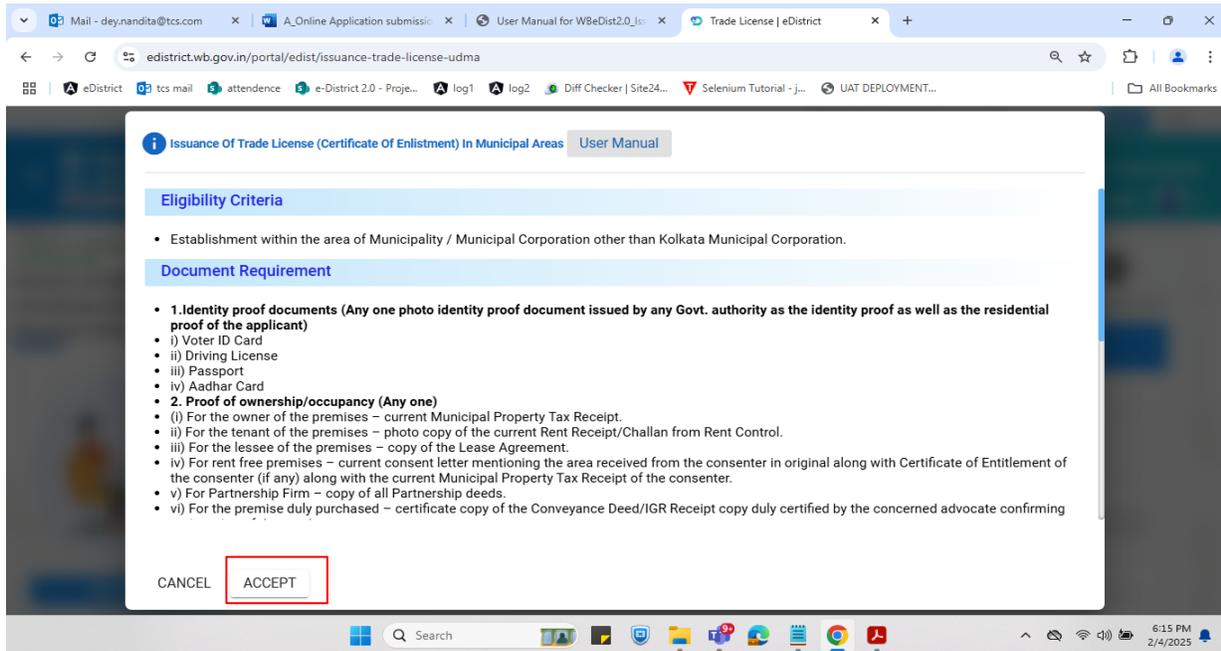


One can search the required service by Department, for example, and then click on the service (Screenshot below), service name here being 'Online Sanction of Water Connection KMDA' where user needs to click

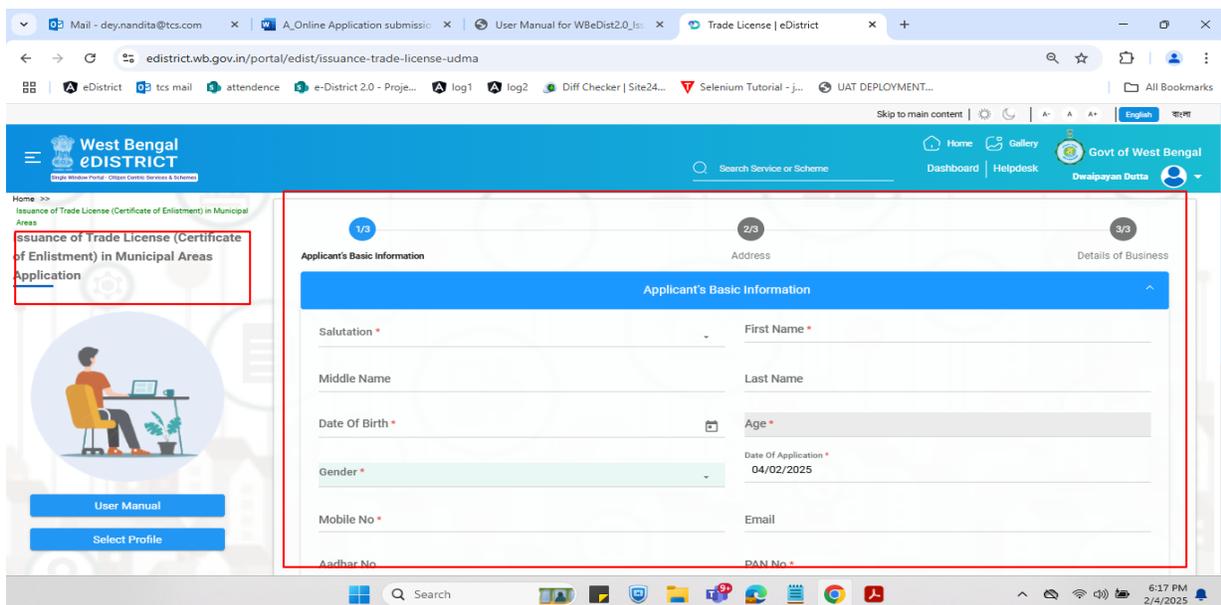


The following screen appears when the user clicks on the Service Name. The user needs to click on Accept to proceed further. The following screen appears. Users need to click on the accept button (Screenshot below).

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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.



3.2 Filling up the Application

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

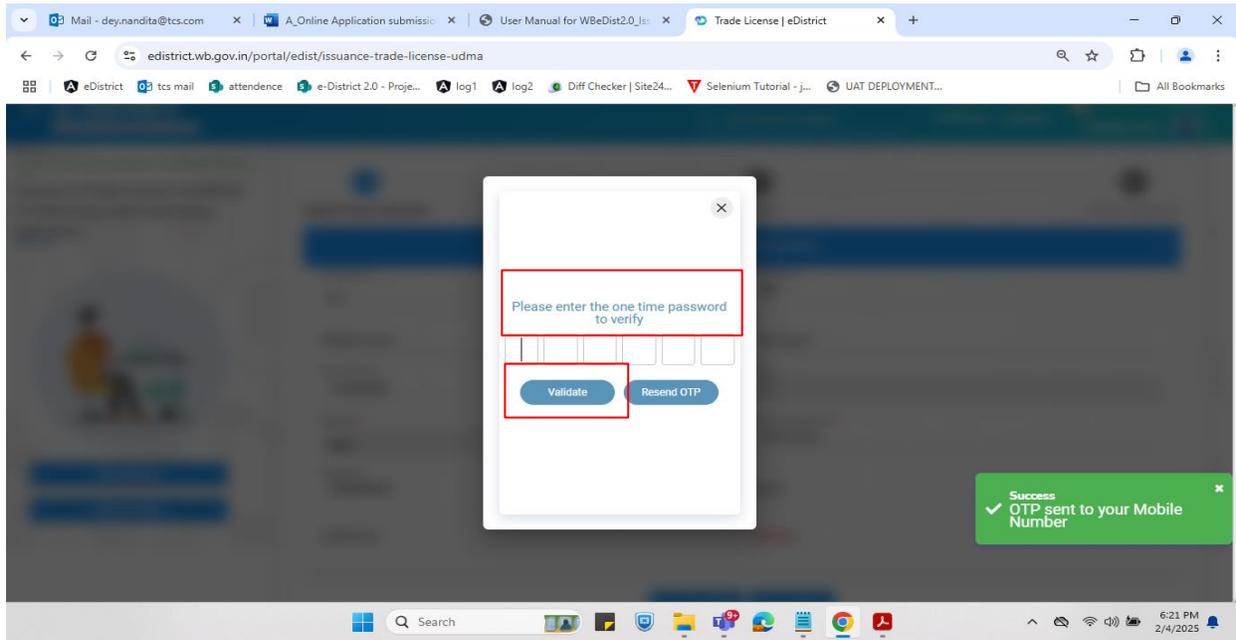
The screenshot displays the West Bengal eDistrict portal interface. The main content area is titled 'Applicant's Basic Information' and is part of a three-step process (1/3, 2/3, 3/3). The form includes the following fields:

- Salutation *
- First Name *
- Middle Name
- Last Name
- Date Of Birth *
- Age *
- Gender *
- Date Of Application * (04/02/2025)
- Mobile No *
- Email
- Aadhar No.
- PAN No.

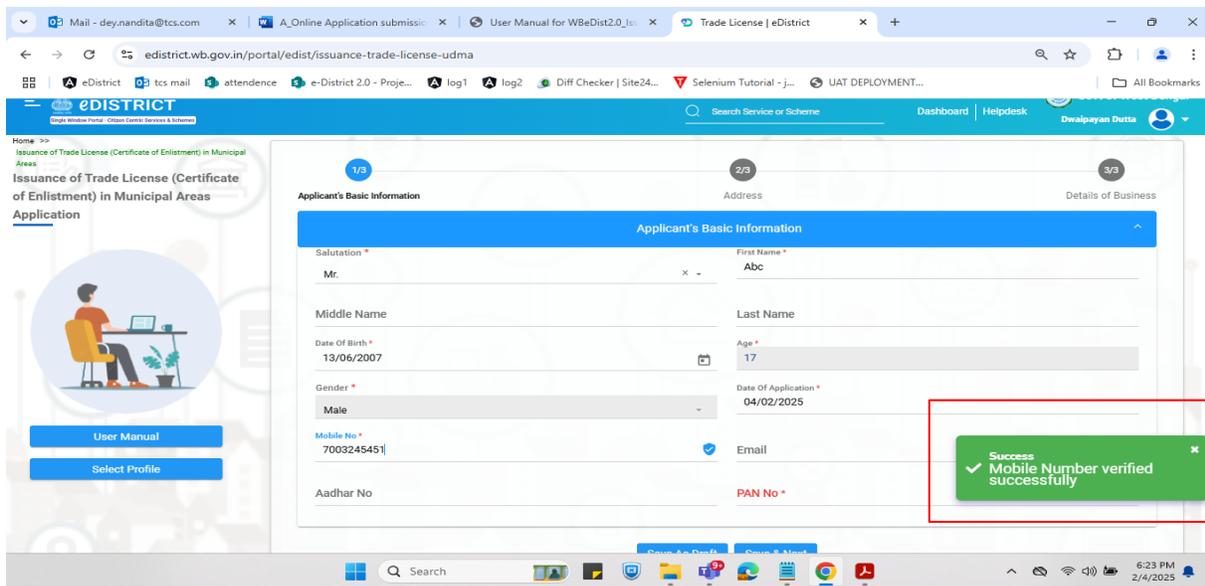
The form is highlighted with a red border. The portal header includes the West Bengal eDistrict logo, a search bar, and navigation links for Home, Gallery, Dashboard, and Helpdesk. The user profile 'Dwaipayan Dutta' is visible in the top right corner.

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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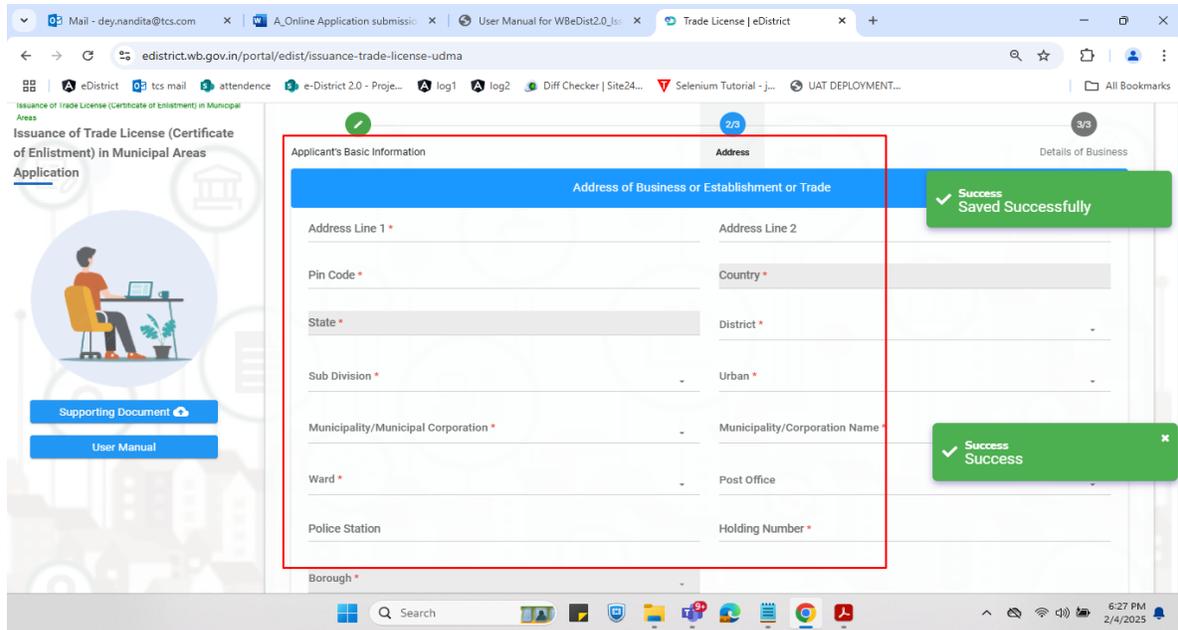


On validation of Mobile Number, the applicant proceeds to complete application (Screenshot below)

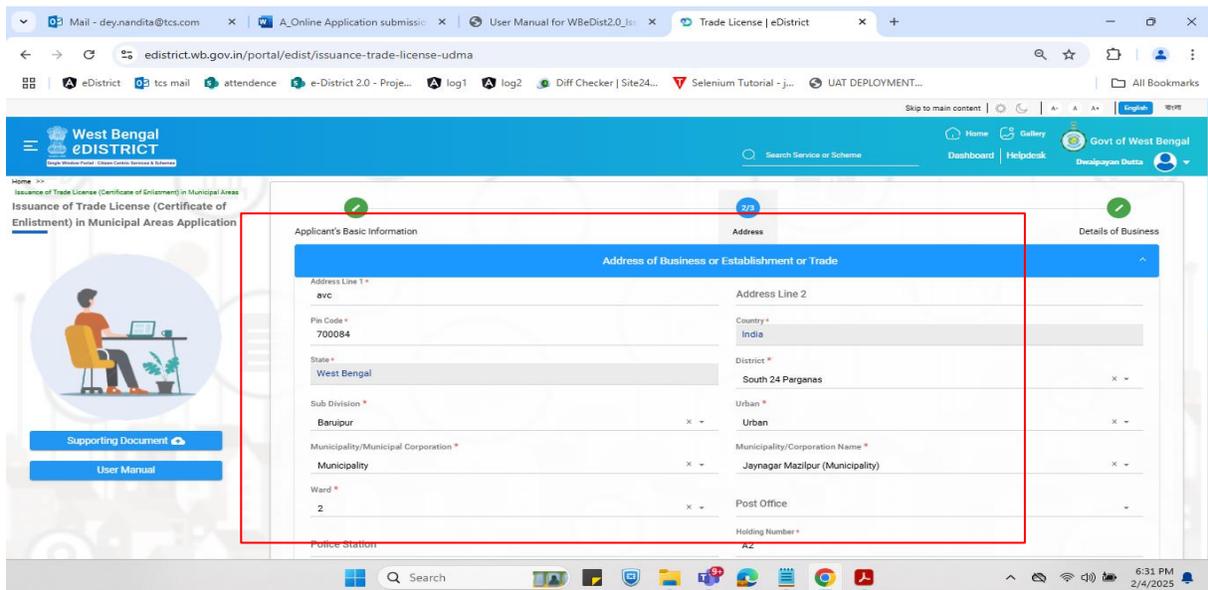


The applicant now proceeds to complete application (Screenshots below)

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



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 contains the following fields:

- 700084
- State: West Bengal
- Sub Division: Baruiapur
- Municipality/Municipal Corporation: Municipality
- Ward: 2
- Police Station
- Borough
- India
- District: South 24 Parganas
- Urban: Urban
- Municipality/Corporation Name: Jaynagar Mazilpur (Municipality)
- Post Office
- Holding Number: A2
- Communication Address of Applicant: Same as Above Address

Buttons at the bottom: Back, Save As Draft (highlighted), 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 'Details of Owner(s) or Authorised Persons' section of the form. It includes a search bar and a table with the following data:

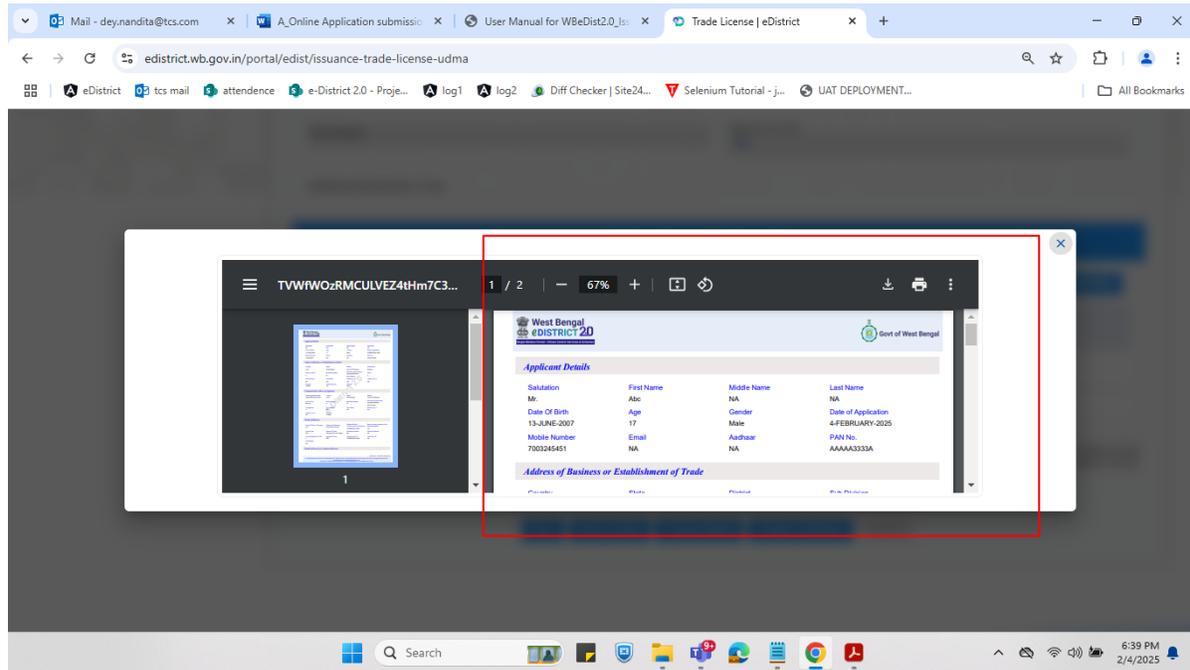
Type of Ownership	Name	Mobile No	Email	Actions
Directors	Aaa	N/A	N/A	

Below the table, there is a declaration: "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 discrepancy/information is found to be false/mischievous/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."

Buttons at the bottom: Back, Save As Draft, Preview Details (highlighted), Preview Certificate, Submit.

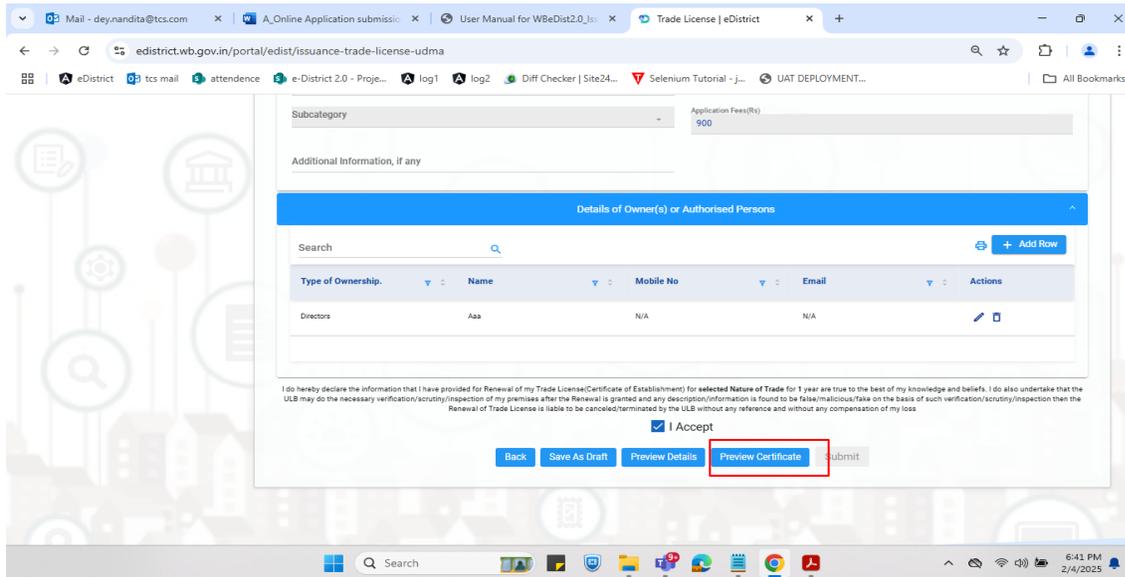
By Clicking on Preview, User will be able to see the preview version of the filled-up application form. (Screenshot below- showing the Preview Version of the application)

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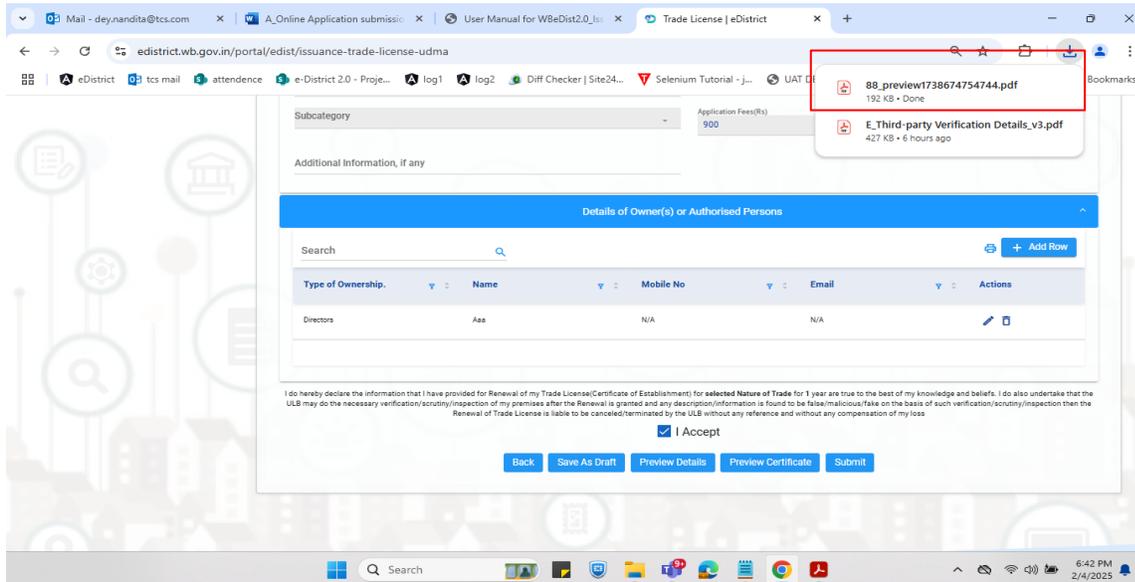


Preview link will become activated (turns blue) and then the User will be able to see the preview by clicking on 'Preview certificate'(Screenshot below)

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

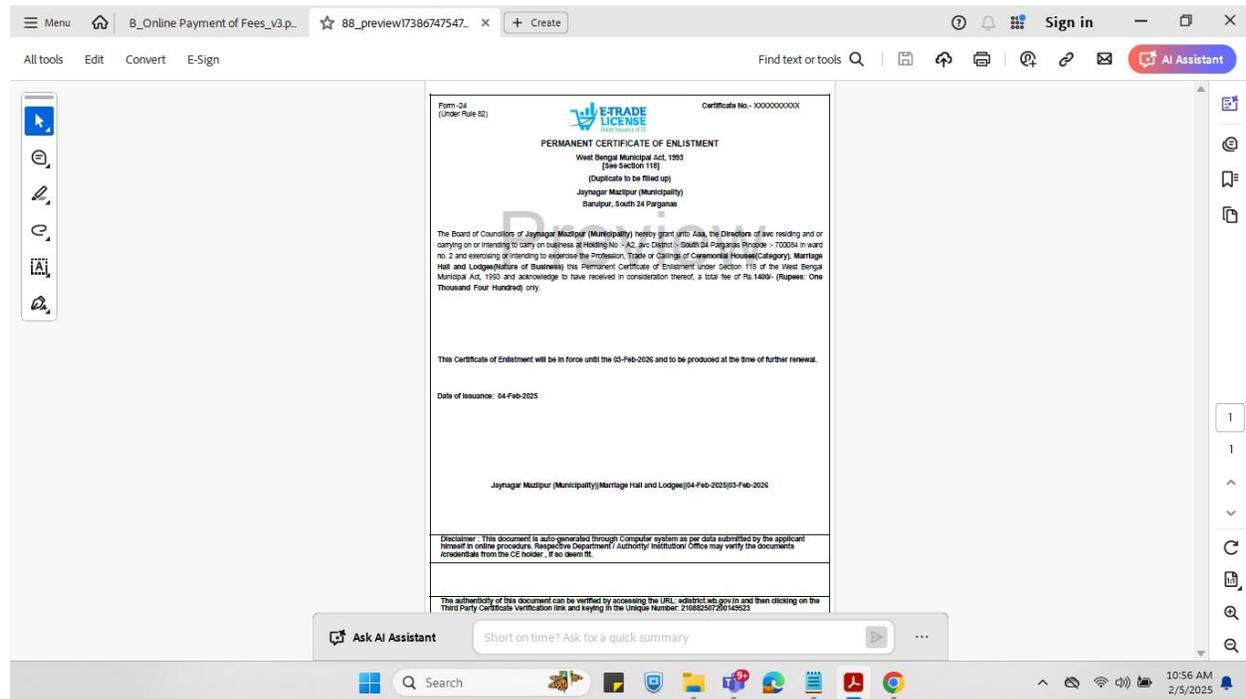


By Clicking on Preview Certificate, a preview certificate will be downloaded in browser. (Screenshot below)



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

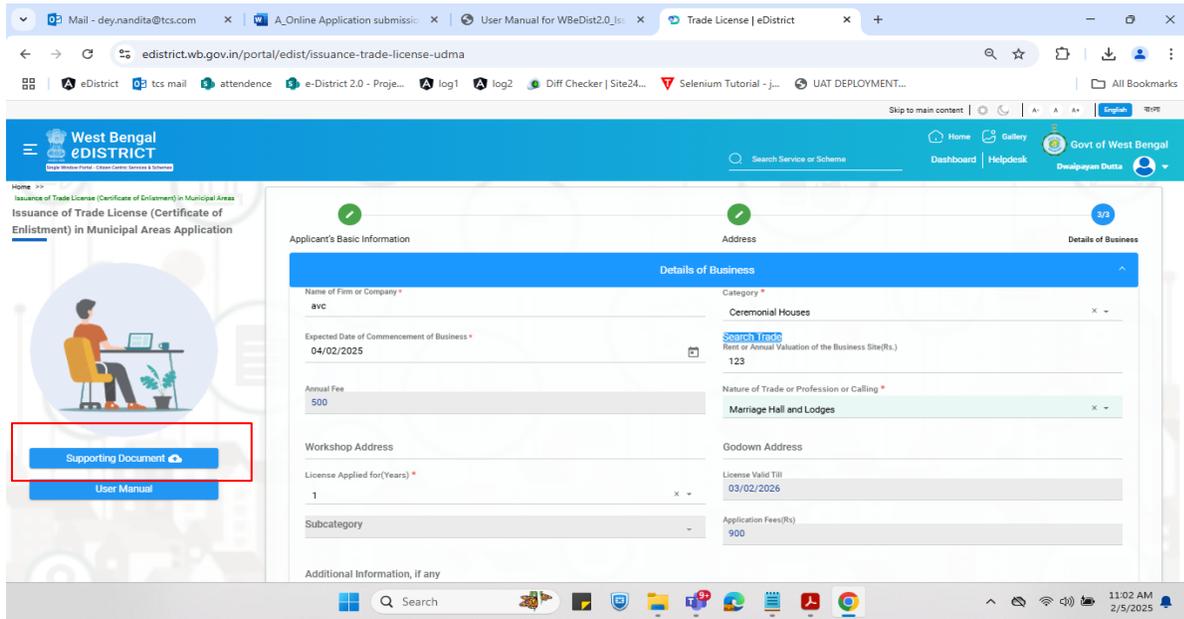
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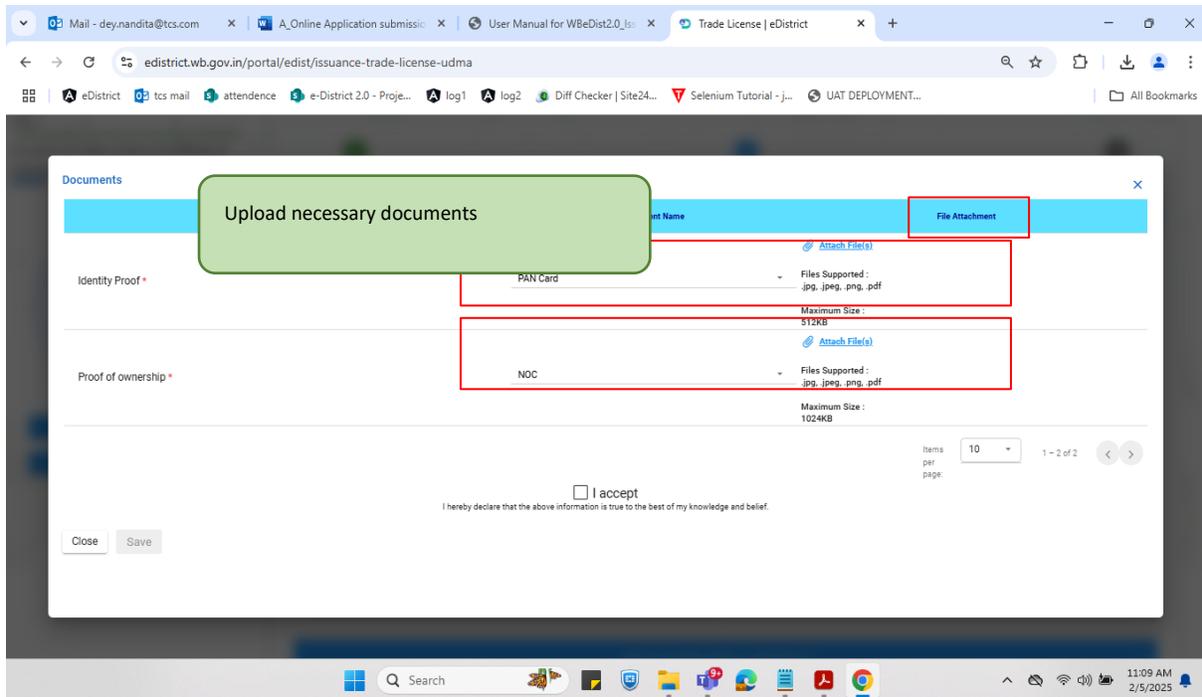
3.3 Adding Supporting Documents.

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)

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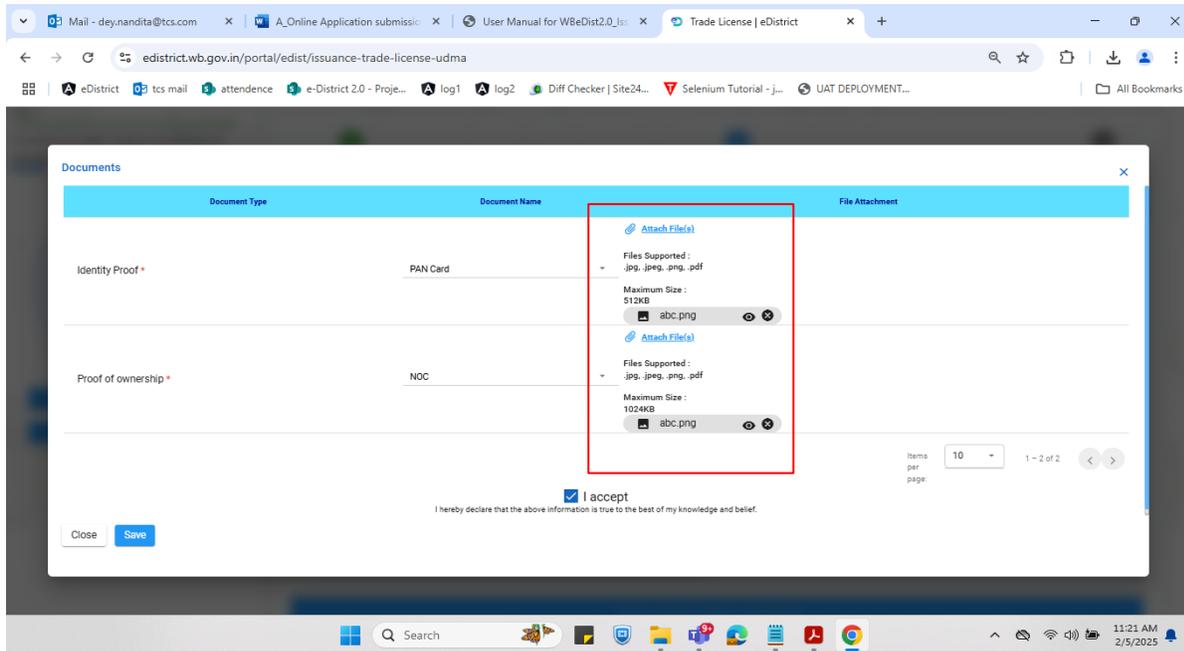


User is required to upload documents and then user is required to click on Save in order to save the documents uploading online. (Screenshot below)

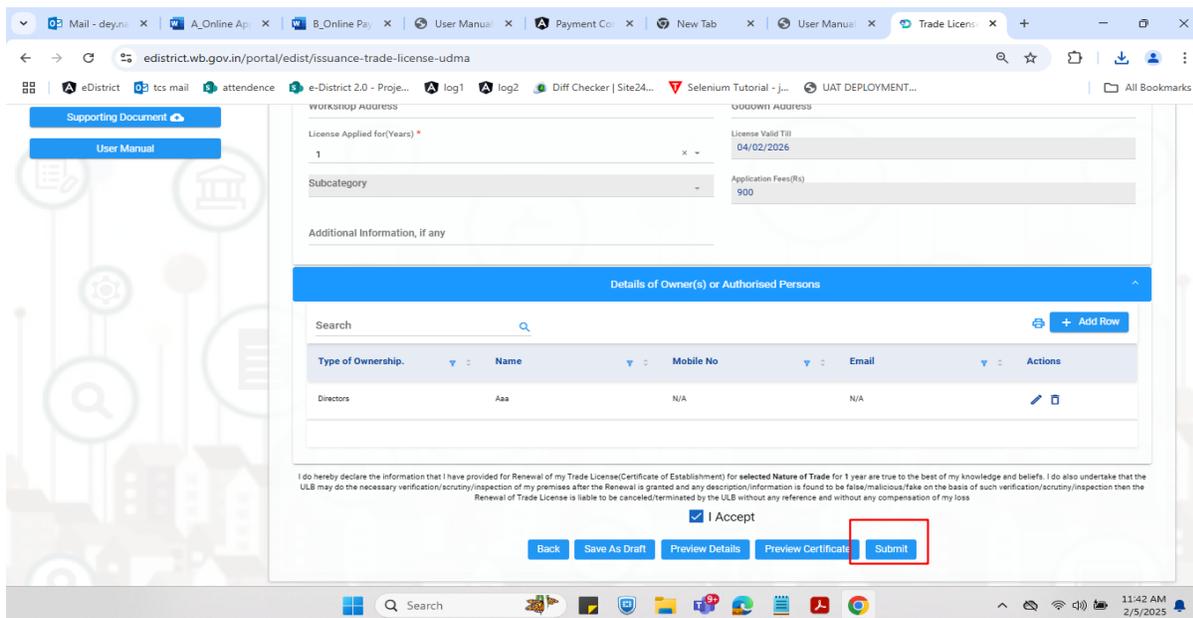


User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas

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)

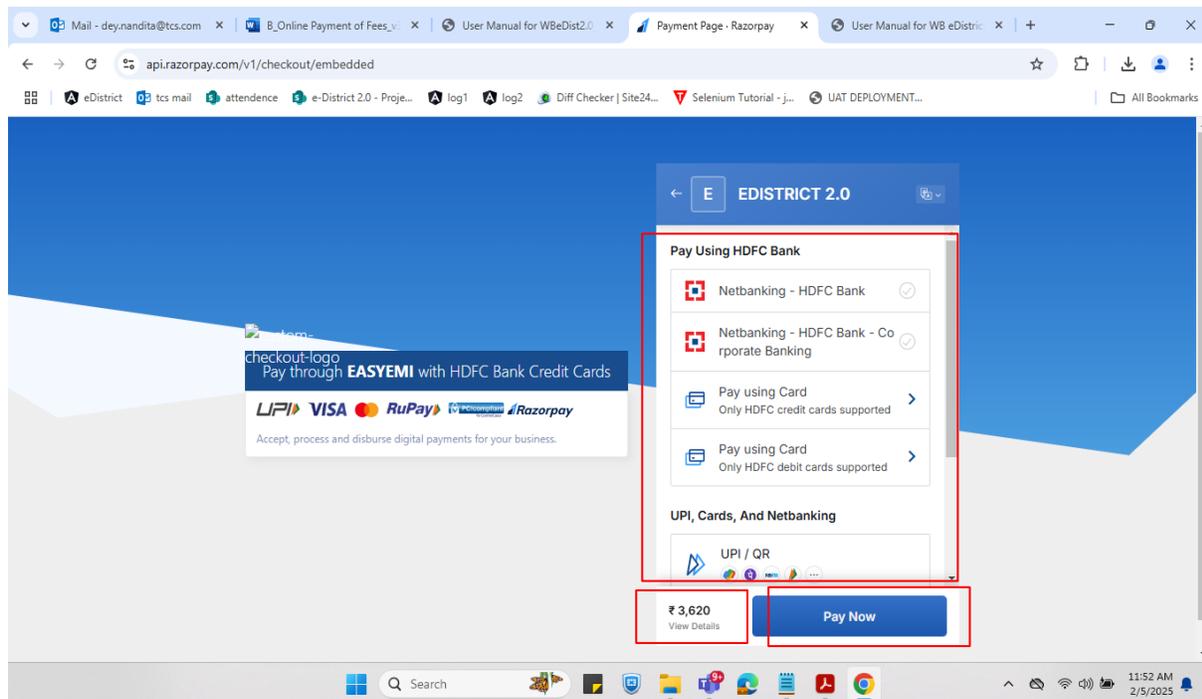
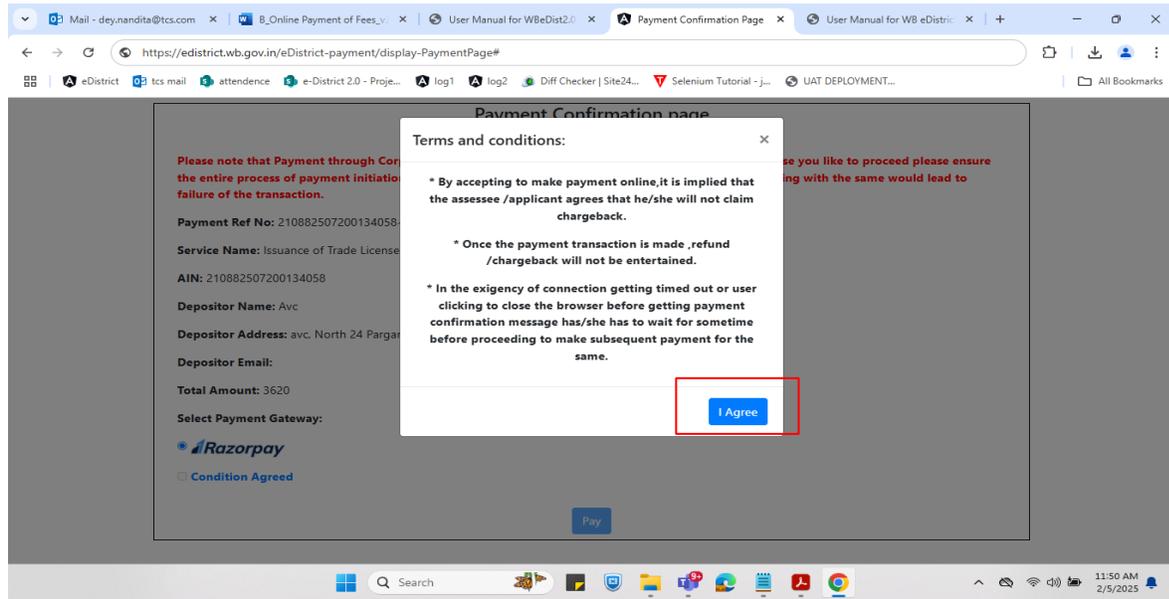


Thus, an applicant is able to apply online along with uploaded documents in the online system.

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

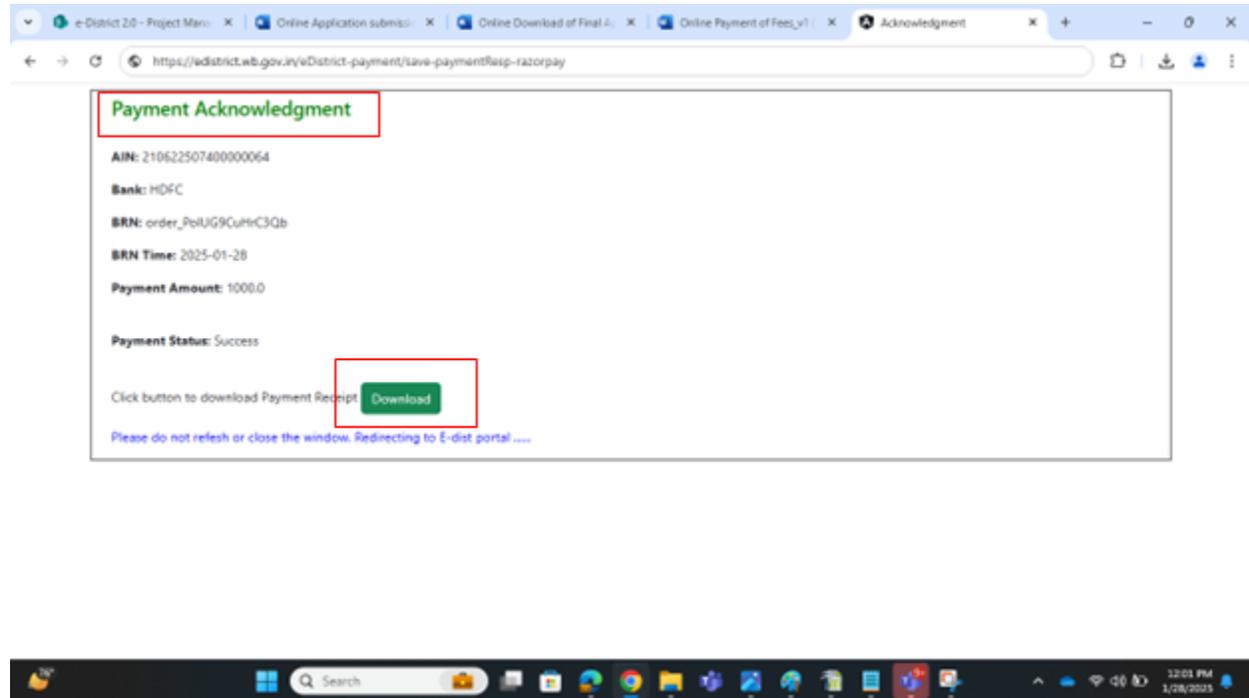
4.0 Online Payment of Fees

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

Dashboard | eDistrict

Search Service or Scheme Dashboard Helpdesk dirghoi dirghoi

Pending Action 1 Draft 3 Submitted 55 Approved 65 Rejected 9

Search
210882507200000206

Service Name	AIN	Registration Number	Application Date	Status	Actions
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	210882507200000206	0917P2488250172	10/01/2025	Approved	[Download] [Refresh] [Print]

APP WIZARD SERVICES SCHEMES

1:25 PM 1/10/2025

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)

staging.edistrict.wb.gov.in/portal/edist/dashboard

West Bengal eDISTRICT Govt of West Bengal

Search Service or Scheme Dashboard Helpdesk dirghoi dirghoi

Pending Action 0 Draft 2 Submitted 5 Approved 3 Rejected 1

Search
210882507200134058

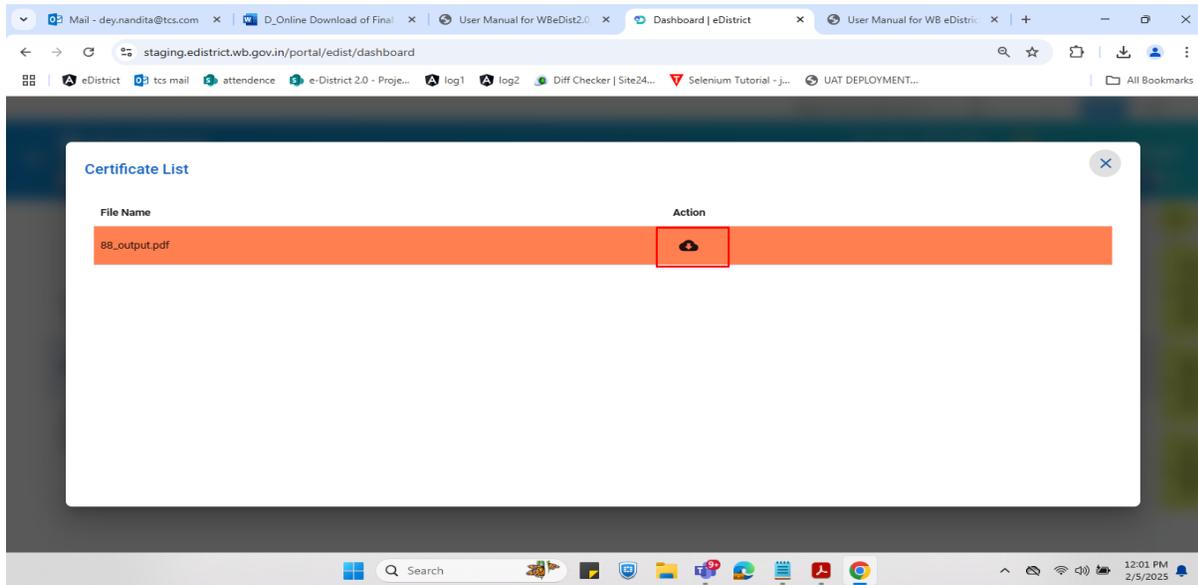
Service Name	AIN	Registration Number	Application Date	Status	Actions
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	210882507200134058	0917P02725224649	05/02/2025	Approved	[Download] [Refresh] [Print]

APP WIZARD SERVICES SCHEMES

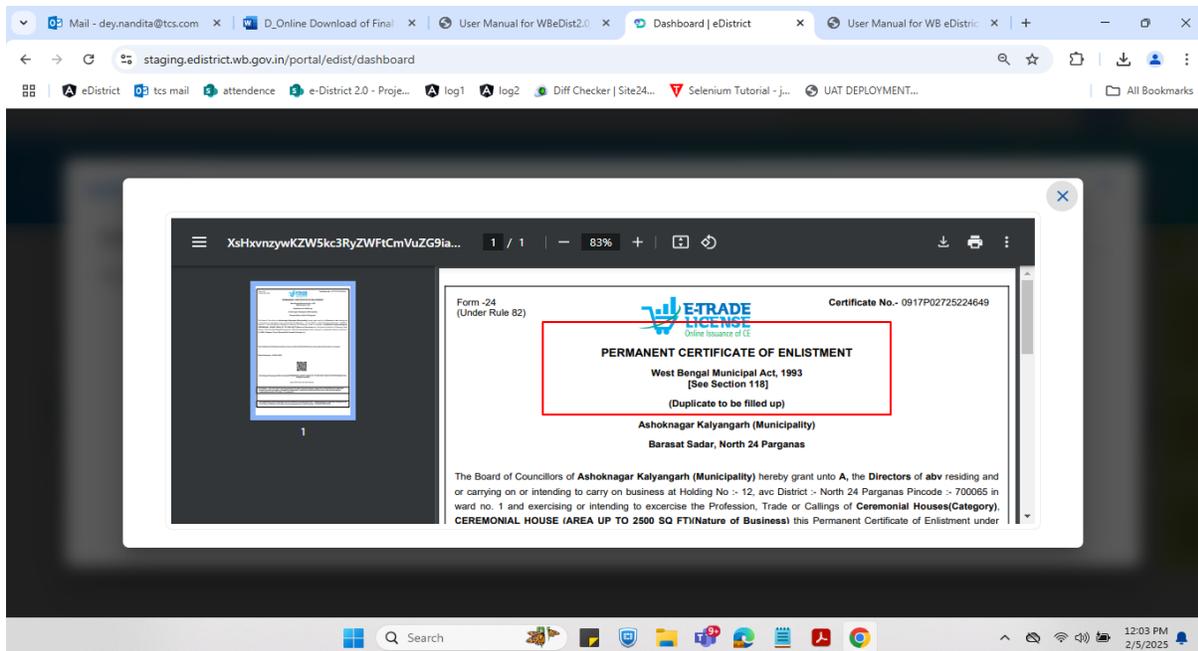
11:59 AM 2/5/2025

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

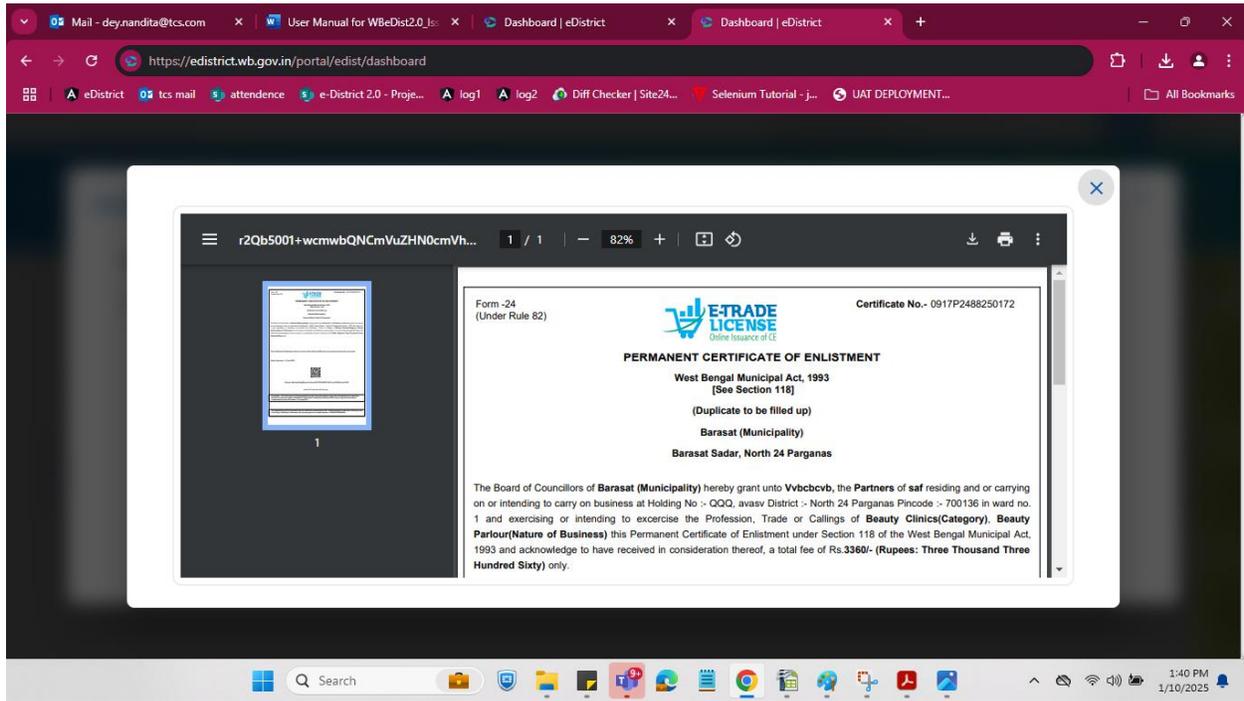
User Manual for Applicants for Issuance of Trade License (Certificate of Enlistment) in Municipal Areas



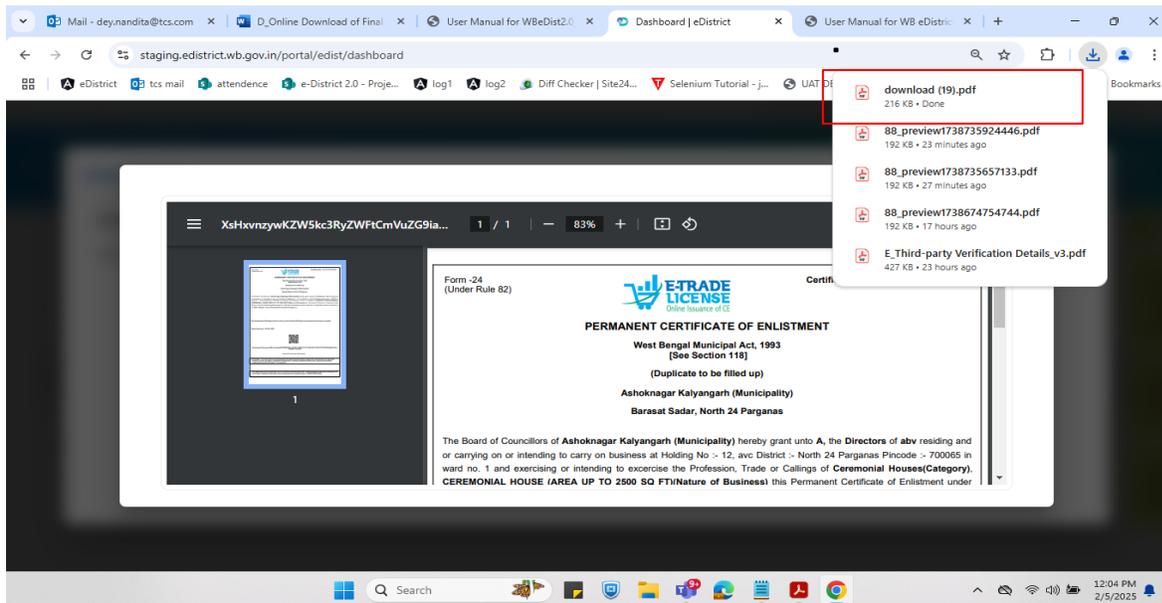
By Clicking on the above button, the following screen appears. (Screenshot Below-Certificate downloaded from the dashboard.)



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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)

Form -24
(Under Rule 82)

Certificate No.- 0917P2488240063


E-TRADE
LICENSE
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-2027 and to be produced at the time of renewal.

Date of Issuance: 04-Jul-2024



Barasat (Municipality)|Beauty Parlour|0917P2488240063|04-Jul-2024|03-Jul-2027

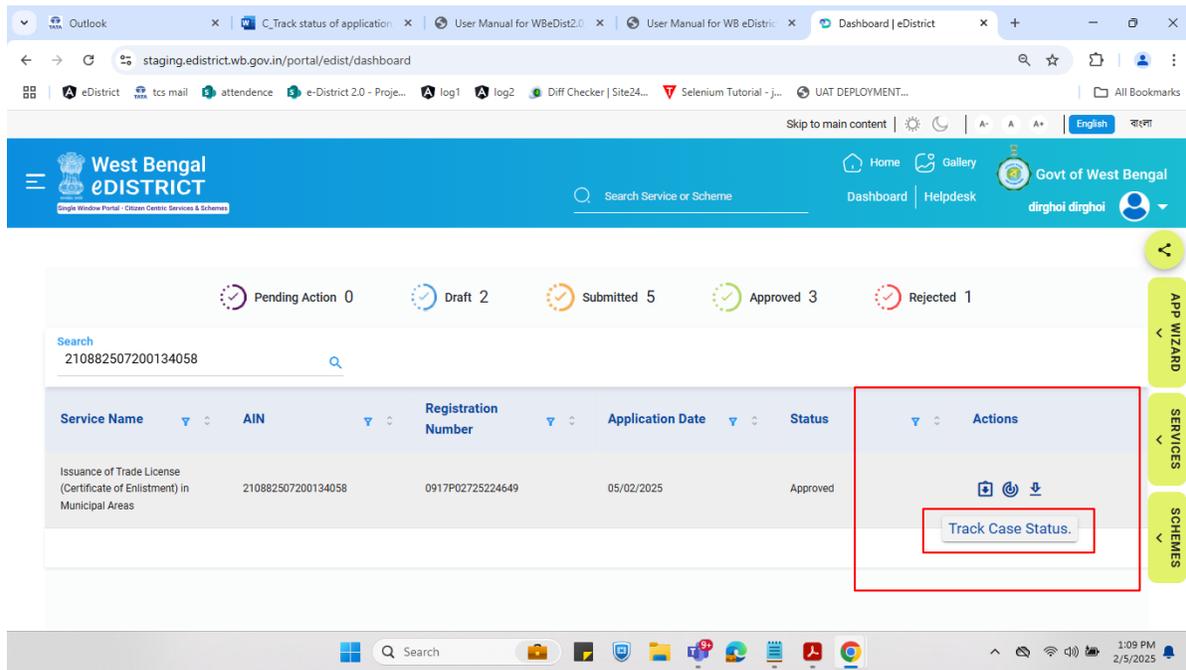
Thus, an applicant is able to download Final Signed Certificate from the online system.

6.0 Track status of application

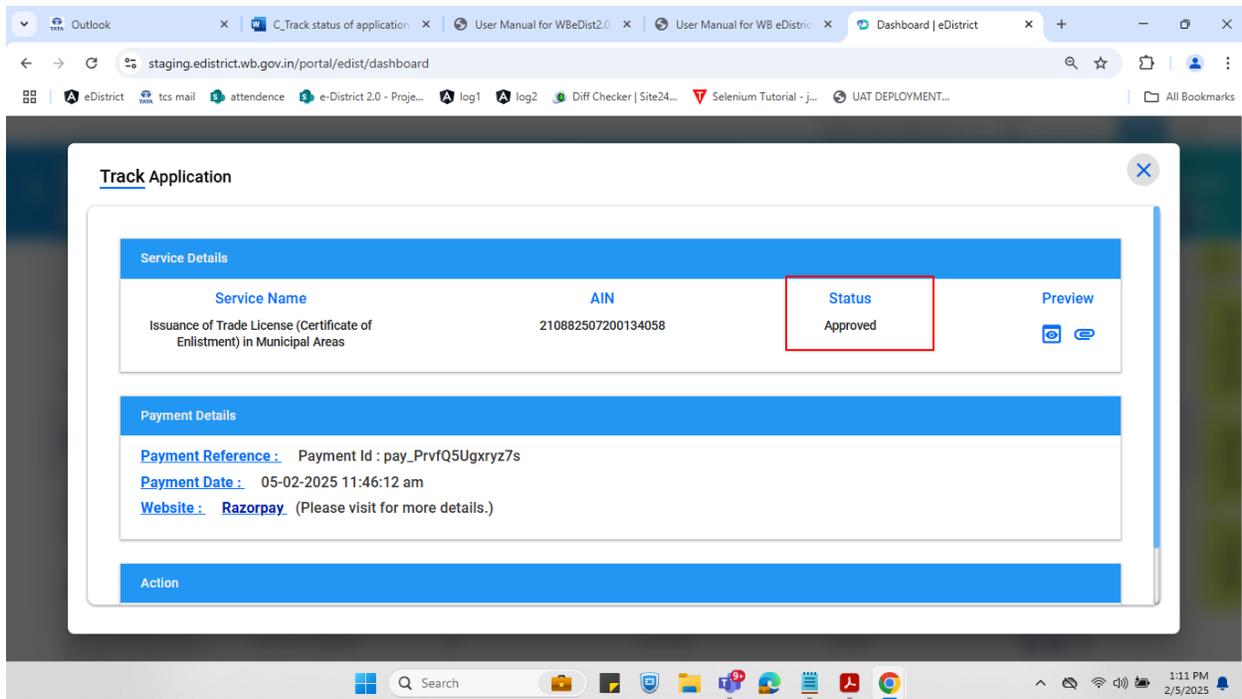
After logging in to e-district (URL: <https://edistrict.wb.gov.in/portal/home>) user needs to go to Dashboard. To track the status the user needs to click on **the 'Track Case Status'** Icon as shown below.

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.

The screenshot shows the West Bengal eDistrict portal dashboard. At the top, there is a search bar with the text "Search Service or Scheme". Below the search bar, there are statistics for application status: Pending Action 0, Draft 2, Submitted 5, Approved 3, and Rejected 1. A search box is highlighted with a red border, containing the text "Search" and "210882507200134058". Below the search box, a table displays the search results. The table has columns for Service Name, AIN, Registration Number, Application Date, Status, and Actions. The first row shows the following data:

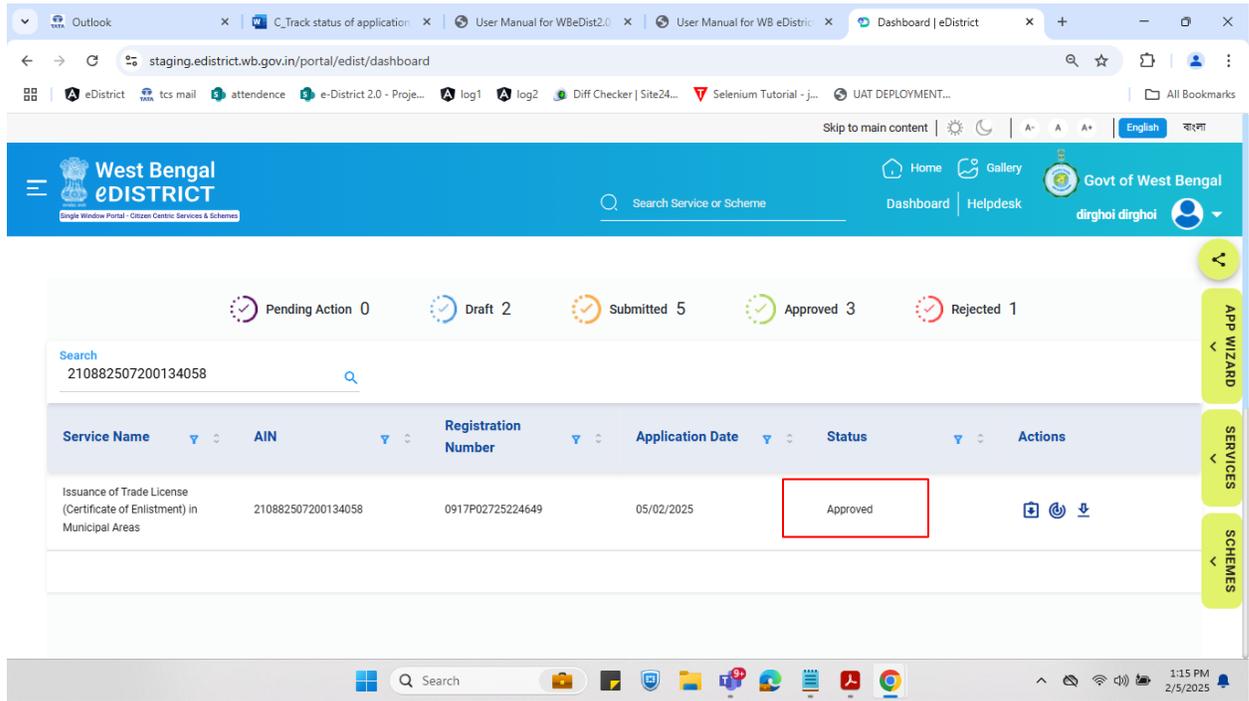
Service Name	AIN	Registration Number	Application Date	Status	Actions
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	210882507200134058	0917P02725224649	05/02/2025	Approved	  

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



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, a summary section shows application statistics: Pending Action (0), Draft (2), Submitted (5), Approved (3), and Rejected (1). A search bar contains the AIN number 210882507200134058. Below the search bar, a table lists application details. The table has columns for Service Name, AIN, Registration Number, Application Date, Status, and Actions. The first row shows an application for 'Issuance of Trade License (Certificate of Enlistment) in Municipal Areas' with AIN 210882507200134058, Registration Number 0917P02725224649, Application Date 05/02/2025, and Status 'Approved'. The 'Approved' status is highlighted with a red box. The table also includes icons for adding, refreshing, and deleting records.

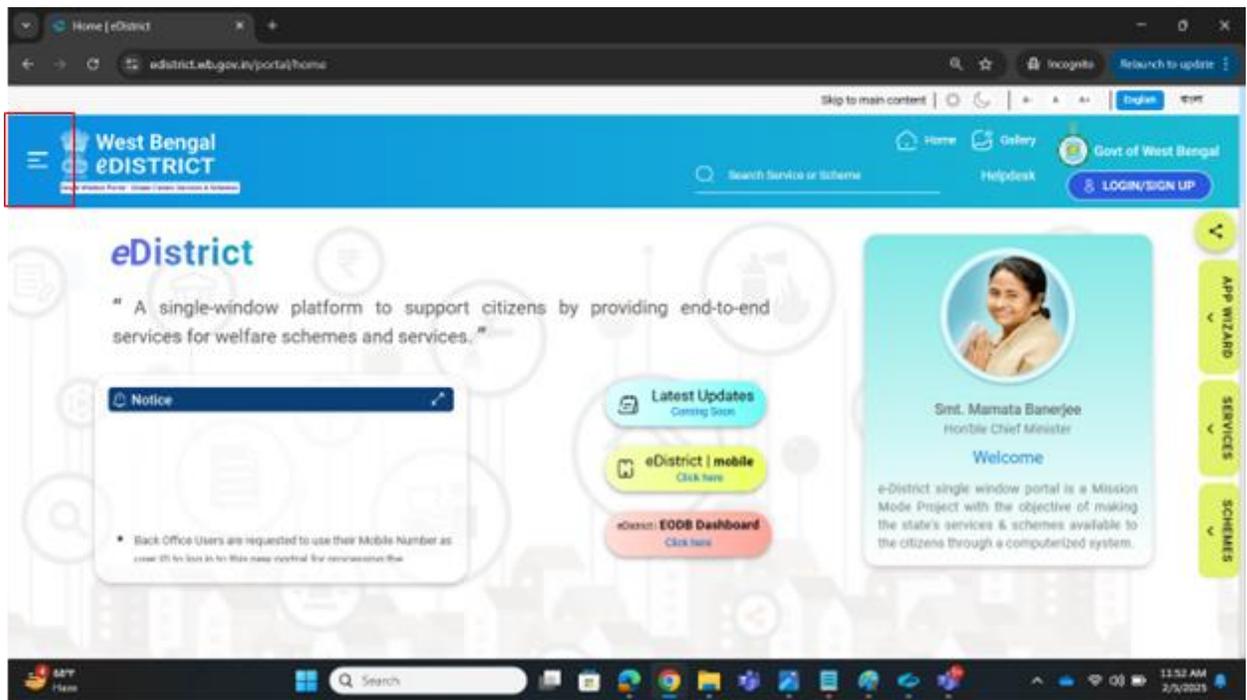
Service Name	AIN	Registration Number	Application Date	Status	Actions
Issuance of Trade License (Certificate of Enlistment) in Municipal Areas	210882507200134058	0917P02725224649	05/02/2025	Approved	  

7.0 Third-party Verification Details

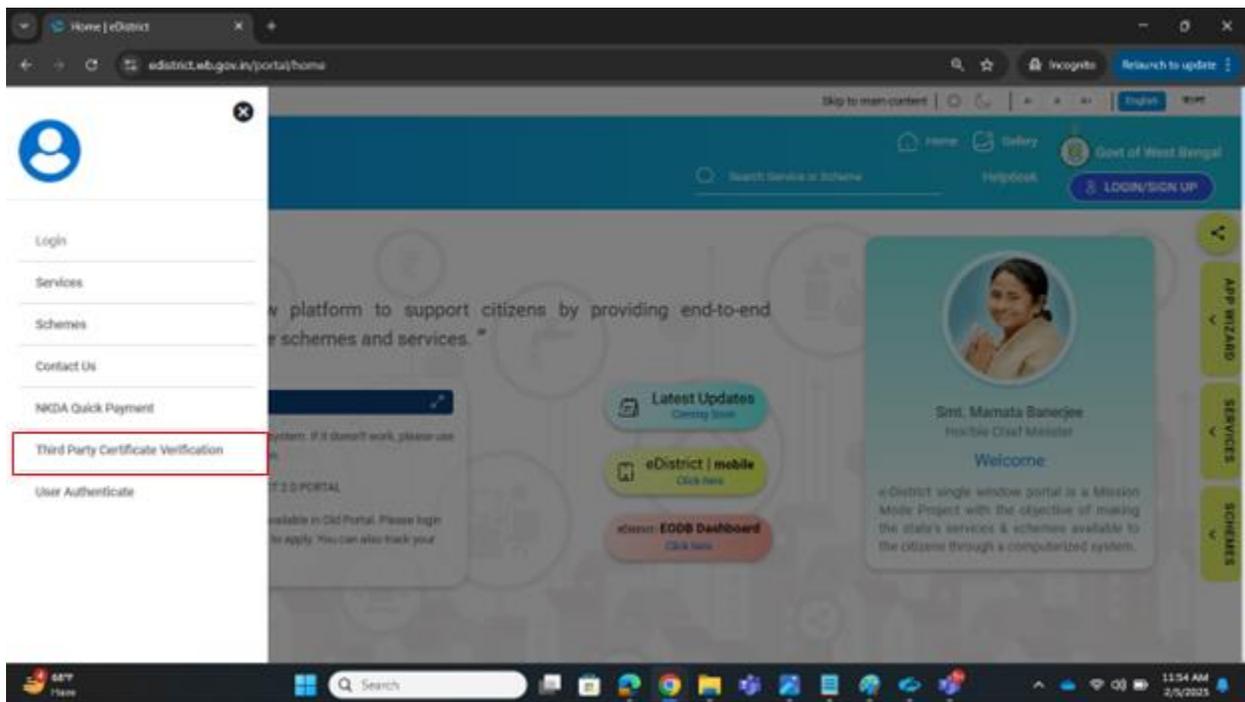
On home page (URL: <https://edistrict.wb.gov.in/portal/home>), in the dashboard left hand side upper corner, there is a 3-dot menu. Upon clicking on it the option of Third-party verification appears, and the user needs to click on this Third-party verification for details. User then needs to enter the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

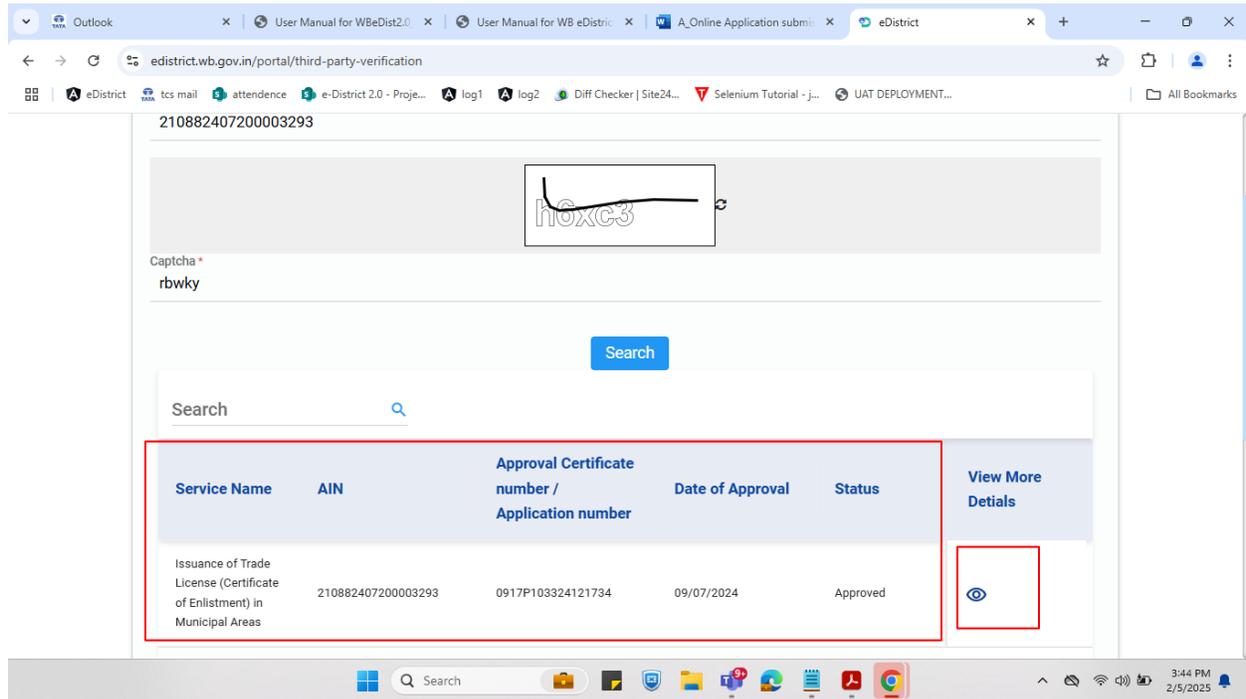
The screenshot displays a web browser window with the URL edistrict.wb.gov.in/portal/third-party-verification. The page header includes the West Bengal eDISTRICT logo, a search bar, and navigation links for Home, Gallery, and Govt of West Bengal. A 'LOGIN/SIGN UP' button is visible in the top right corner. The main content area contains a form with the following fields:

- Existing AIN No. ***: 210882407200003293
- Captcha ***: ngbhf

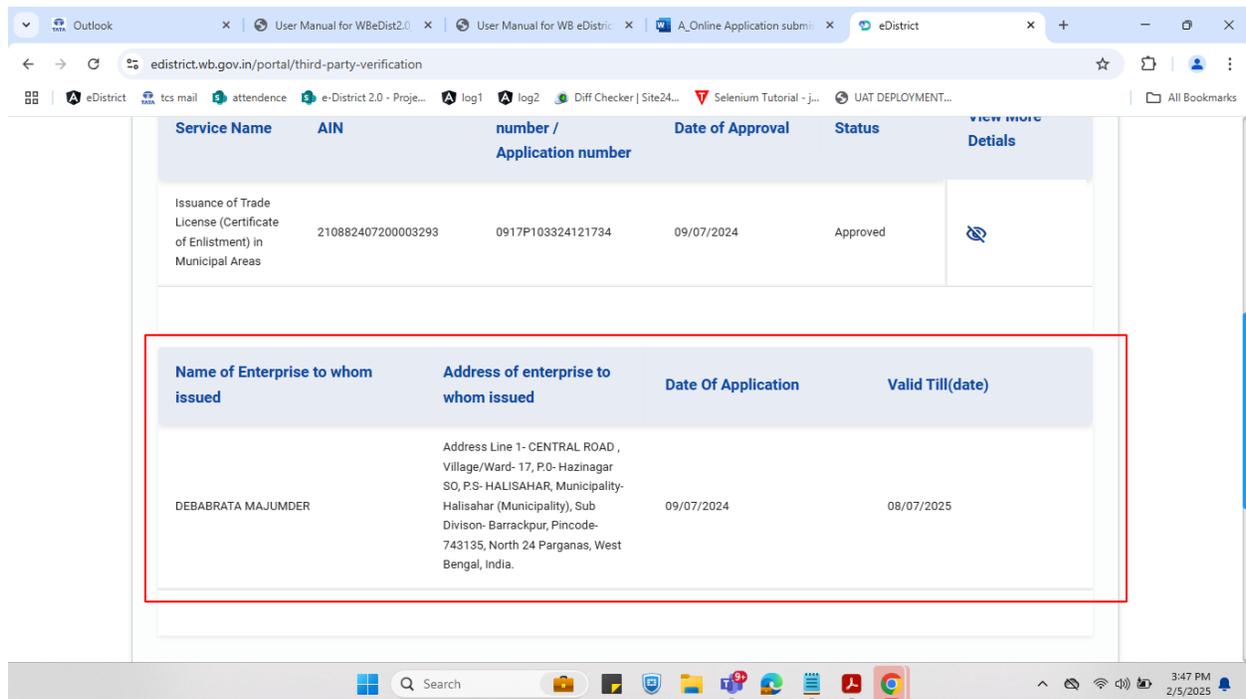
A 'Search' button is located below the form fields. A red box highlights the form area, and another red box highlights the 'Search' button. The browser's taskbar at the bottom shows the system clock as 12:16 PM on 2/5/2025.

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)

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

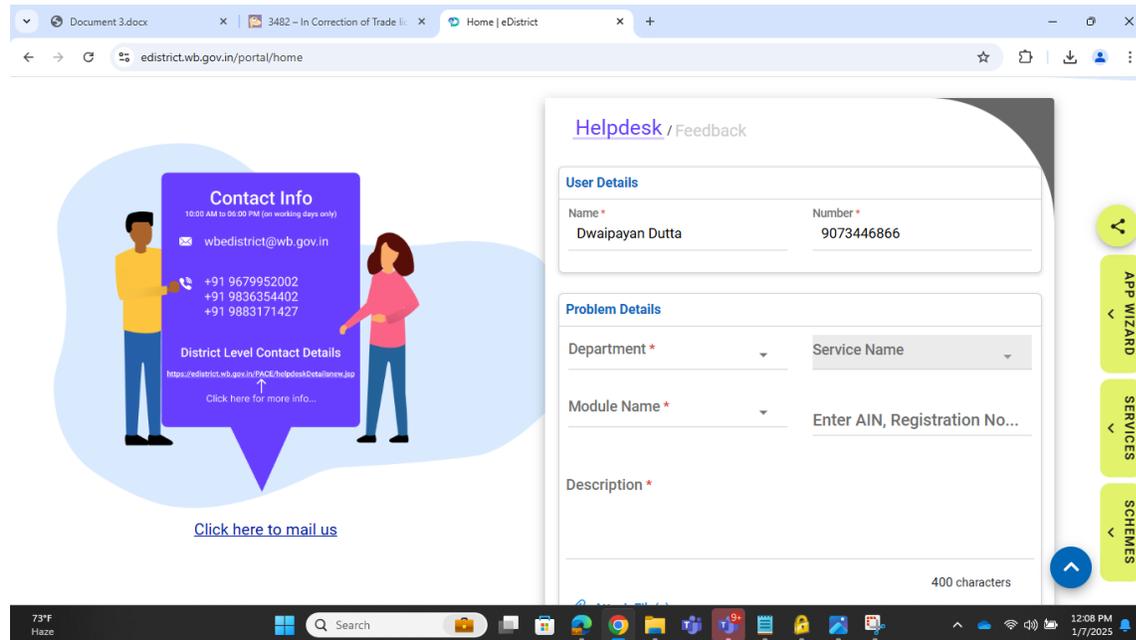


Thus, any third-party can be able to see details of Certificate issued by which he can verify the authenticity of the Certificate issued.

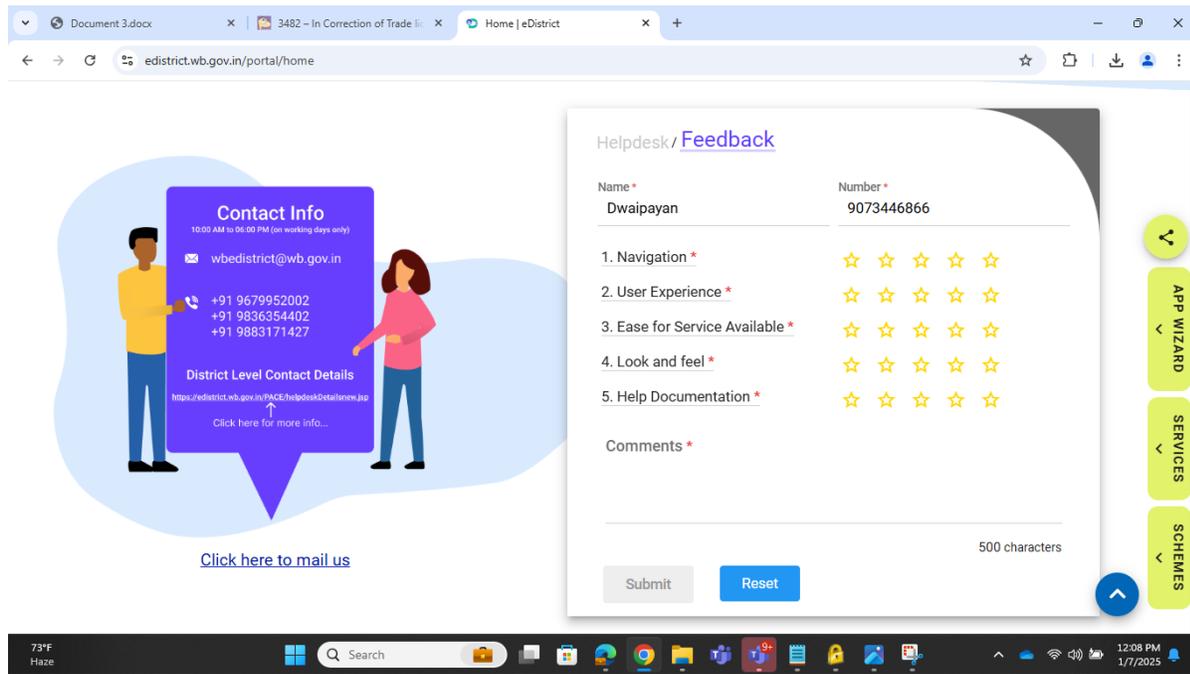
8.0 Annexure

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.



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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

Document 3.docx x staging.edistrict.wb.gov.in x file compressor - Google Se... x Home | eDistrict x staging.edistrict.wb.gov.in x +

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

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/99/05/helpdeskDetailsenx.jsp
Click here for more info...
Click here to mail us

APP WIZARD
SERVICES
SCHEMES

66°F Haze Search 12:20 PM 1/13/2025

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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