West Bengal e-District Functional Requirement Specification Report

PRICEWATERHOUSECOOPERS

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Functional Requirement Specifications

1 Executive Summary

An As-Is assessment was conducted for each of the 10 identified service categories to evaluate and understand the current ground situation keeping in perspective the people, process and the technology involved. Specific inputs were taken from respective process heads at the district level to understand the current scenario with respect to the service vis-à-vis the process being followed, transaction volume, service level, dependency on other departments, relevant Government Orders, Administrative Orders and Acts etc., existing level of digitization and current IT infrastructure of the service delivered. Visits were done to meet ground level officials to understand the as-Is situation and gain insights into the challenges faced in the service delivery.

The “As Is assessment” report on our understanding of the As-Is scenario in 2 pilot districts for the 10 categories of services under e-District MMP for West Bengal was submitted to the respective District Magistrates of Bankura and Jalpaiguri.

In the next step, the issues and concerns pertaining to the 10 services were identified from the As-Is assessment. These issues were studied to find the root cause of the problem through gap analysis using six sigma tool of fish bone. The gap analyses provided insights into non value adding activities and subsequently remove/modify them in the envisioned To-Be processes. Thus the detailed business process re-engineering was carried out for the 10 services selected for e-District project.

The proposed service delivery has been explained with the help of To-Be process maps. These process maps capture the roles of various stakeholders as well as the flow of information and documents from one level to the other. It also explains how the different components interact within the system for delivering the requested service in a timely and efficient manner. In the envisioned process, the front end, channels of delivery and the service components are streamlined to provide a comprehensive delivery mechanism for better delivery of services to citizen.

Taking into account the changes in the “Gap Analysis and To-Be Process Report” the “Functional Requirement Specification Report” has been prepared. The object of this report is to outline the workflow as well as the individual components of the e-District Application in terms of use cases to facilitate software development by the Implementation Agency (IA). Other than the use-cases mentioned for the specific services as such, the report also details the various users of the application namely the Citizen, CSC Operators, District Kiosk Operators, Government Officers at the block and the district levels. The report also outlines the access rights and privileges for the users, escalation matrix (if any) and also details various MIS Reporting formats for the service offerings.

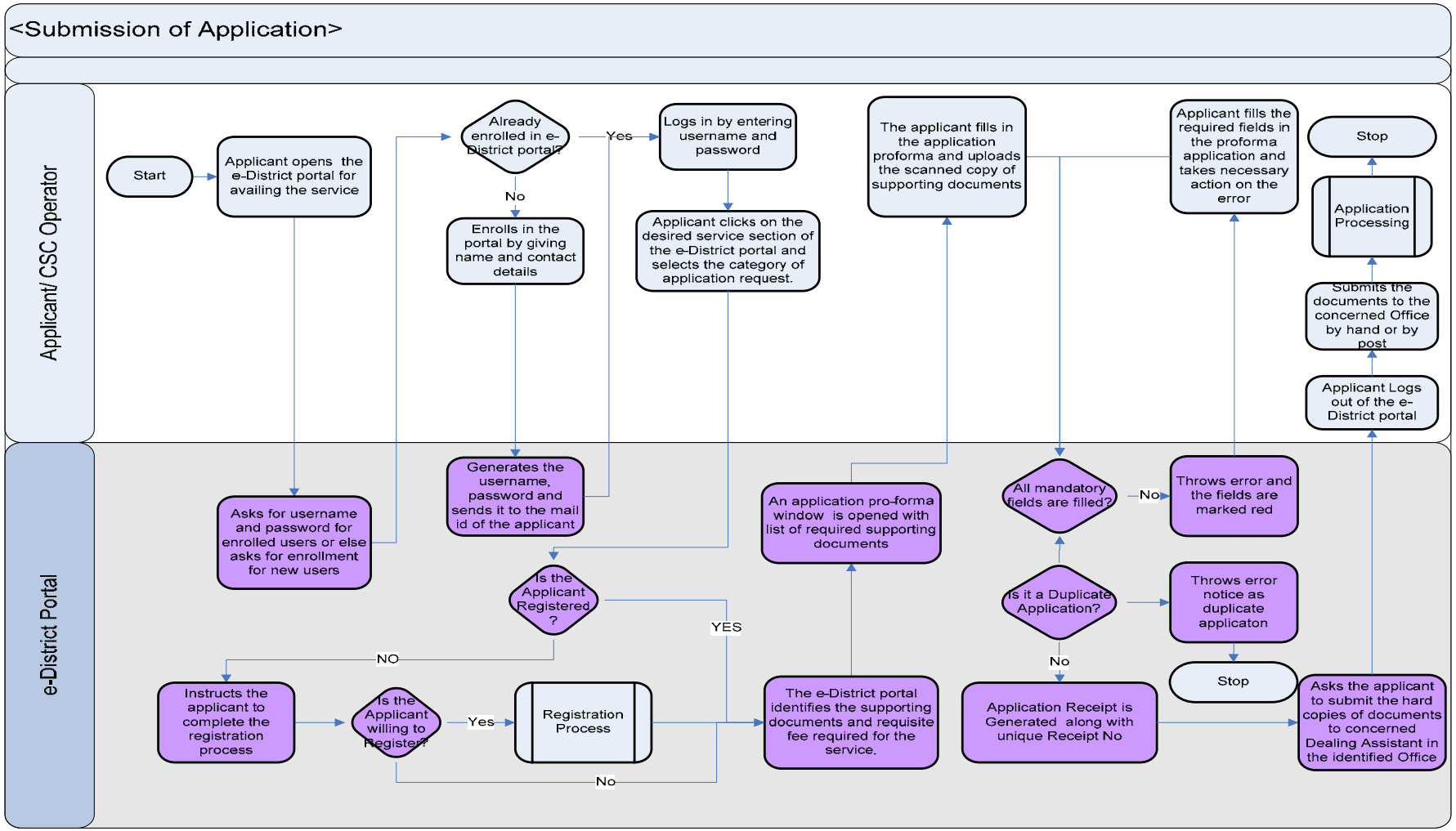
Since majority of the users of the Application are Bengali speaking population, the e-District Application needs to have a bilingual functionality in place. The application pro-forma can be filled up in Bengali and output documents and certificates can also be retrieved in Bengali.

Functional Specification: Common Modules

2 Common Modules

2.1 Submission

2.1.1 Process Map



2.1.2 Use Case Table

Use Case Name	Submission of Application
Trigger	Citizen having a need to submit an application to avail the specific service.
Pre-condition	Citizen should be eligible for the service he/she is applying for and should be able to provide the necessary supporting documents.
Basic Path	The user in this case may be i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen. a. The user accesses the e-District application through web/ application interface b. The e-District Application prompts for the user name and password for the applicant. It also shows a link for the option of new enrollment. c. In the case of a new user the applicant enrolls by providing the following information namely I. Name (Individual/ Company) II. Communication Address III. Contact Number IV. e-Mail Address (if any) V. Photo Identity Number (E.g. Passport, PAN Card, EPIC etc.). VI. Choice of user-id VII. Password d. The system should check for input consistencies (No of digits in contact number, e-mail address syntax, previously existing user-id and password strength). The system should also ensure if all the mandatory fields are filled up or not. e. If the case concerned passes the above system check the given user-id and password is stored in the database. f. The users with username and password, logs in to the e-District Application. The system prompts the users to go for the registration process (optional). The registration process is explained in detail in a later section. g. On successful log-in the users are requested to select the service category. h. On selection of service category the system prompts the users to select the specific sub-service under the given service category. The user selects the sub-service and clicks on the submit button. i. The application opens the application pro-forma along with the list of supporting documents to be uploaded in the e-district application. The user fills up the application pro-forma and uploads the supporting documents after scanning them. j. The system checks if all the mandatory fields of the application pro-forma is uploaded or not. k. The system generates unique Docket Number with which the application can be tracked. In the receipt it is also mentioned for the applicant to submit the hardcopy of the supporting documents. l. Applicant logs out of the e-district application. Log-out option should be present in all the steps as mentioned above.

Alternative Paths	a. Incorrect/ incompatible syntaxes used for enrollment for a new user: The system should be able to throw error messages that the data entered is incorrect and ask for the correct data. b. Mandatory fields are not filled in for enrollment: If the mandatory documents are not filled in the system should be able to throw an error as to mandatory documents not filled in and mark those fields in red. c. Mandatory documents are not filled in for application form submission: If the mandatory documents are not filled in the system should be able to throw an error as to mandatory documents not filled in and mark those fields in red. d. The system runs a search in the database when the user (Applicant, CSC Operator, District Kiosk Operator) submits an application form to determine whether a duplicate application has been thrown or not. This is identified with the following search on the input database namely Applicant's Name & Father's Name and Block Name and Service Request ID. If all the four ID's match for a second application then the application will be treated as duplicate and the system will throw an error marking the same.
Post-condition	Successful submission leads to the generation of Unique Docket Number for tracking of application The above mentioned docket number will have the following format: District Code\Mode Code\Mode Number\Service Category Code\Service Code\Service Serial Number District Code: BNK=Bankura JPG=Jalpaiguri Mode Code CSC=Common Service Center BM=Brick and Mortar WB=Web Service Category Code: Service Category Code Name Service Code: Service for the service code Serial Number: Integer
Exception Paths	N.A.
Primary Actor	User i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen.
Supporting Actors	N.A

2.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
CSC Operator	■	■	■	**X**
District Kiosk Operator	■	■	■	■

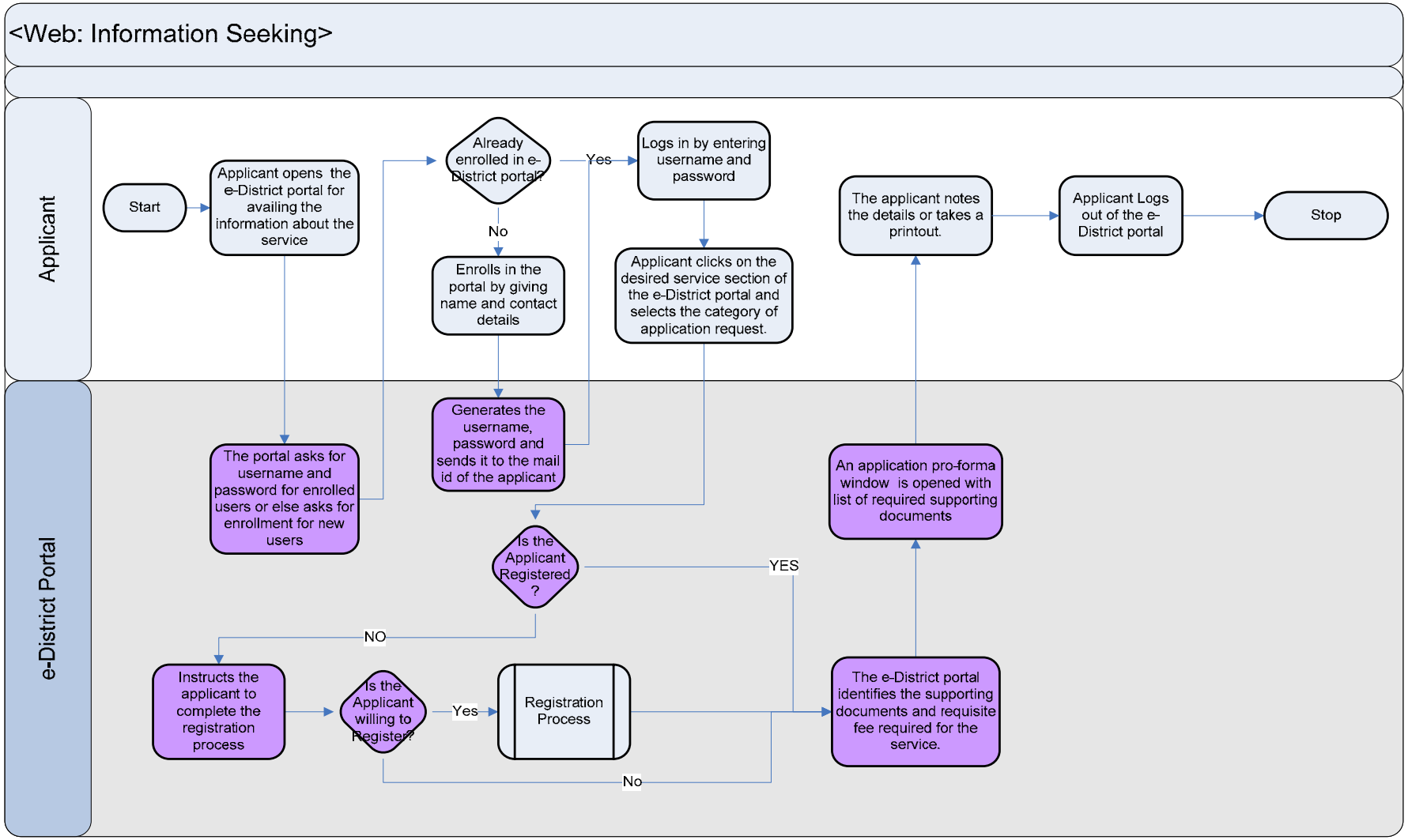
2.1.4 Error Prompts

The following are the error prompts thrown in case of unsuccessful of erroneous submission of cases for different services in the e-District Application

Error Type	Error Prompt
Login	Wrong Username or password
Upload Supporting documents	The picture is not .jpg or .jpeg format
	The size of the file is above <x KB>
Application form	Please fill the following fields before proceeding <list>
Digital Signature	Please check the PIN code again and re-enter
	The data card cannot be read. Please swipe the card again or call the system administrator
Link Failure	The System is not able to access the server Please wait…

2.2 Information Seeking

2.2.1 Process Map



2.2.2 Use Case Table

Use Case Name	Information Seeking
Trigger	Citizen requiring information regarding a given service
Pre-condition	Relevant Information related to Citizen Charter, checklist of supporting documents
Basic Path	The user in this case may be i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen. a. The user accesses the e-District application through web/ application interface b. The e-District Application prompts for the user name and password for the applicant. It also shows a link for the option of new enrollment. c. In the case of a new user the applicant enrolls by providing the following information namely I. Name (Individual/ Company) II. Communication Address III. Contact Number IV. e-Mail Address (if any) V. Photo Identity Number (E.g. Passport, PAN Card, EPIC etc.). VI. Choice of user-id VII. Password d. The system should heck for input consistencies (No of digits in contact number, e-mail address syntax, previously existing user-id and password strength). The system should also ensure if all the mandatory fields are filled up or not. e. If the case concerned passes the above system check the given user-id and password is stored in the database. f. The users with username and password, logs in to the e-District Application. The system prompts the users to go for the registration process (optional). The registration process is explained in detail in a later section. g. The applicant selects i. Service Category ii. Sub Service iii. Category of information Request (Citizen Charter, Checklist of Supporting Documents, Others) h. Based on the query submitted by the citizen the e-District Application selects the information stored in the database. i. The user can take printout of the information or store it.
Alternative Paths	a. Incorrect/ incompatible syntaxes used for enrollment for a new user: The system should be able to throw error messages that the data entered is incorrect and ask for the correct data. b. Mandatory fields are not filled in for enrollment: If the mandatory documents are not filled in the system should be able to throw an error as to mandatory documents not filled in and mark those fields in red.
Post-condition	The citizen is provided with the necessary information as requested

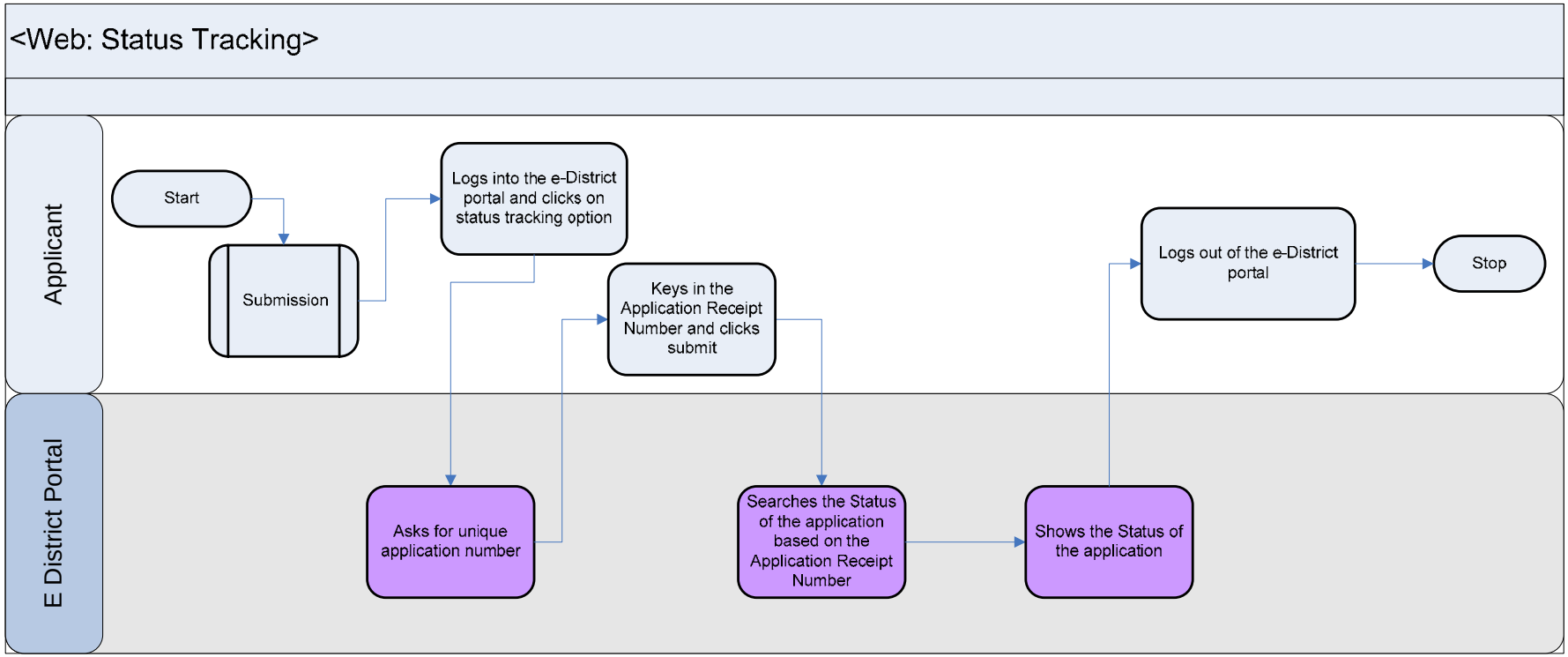
Exception Paths	N.A.
Primary Actor	User i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen.
Supporting Actors	N.A

2.2.1 CRUD Matrix

Designation	Create	Read	Update	Delete
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
CSC Operator	■	■	■	**X**
District Kiosk Operator	■	■	■	■

2.3 Status Tracking

2.3.1 Process map



2.3.2 Use Case Table

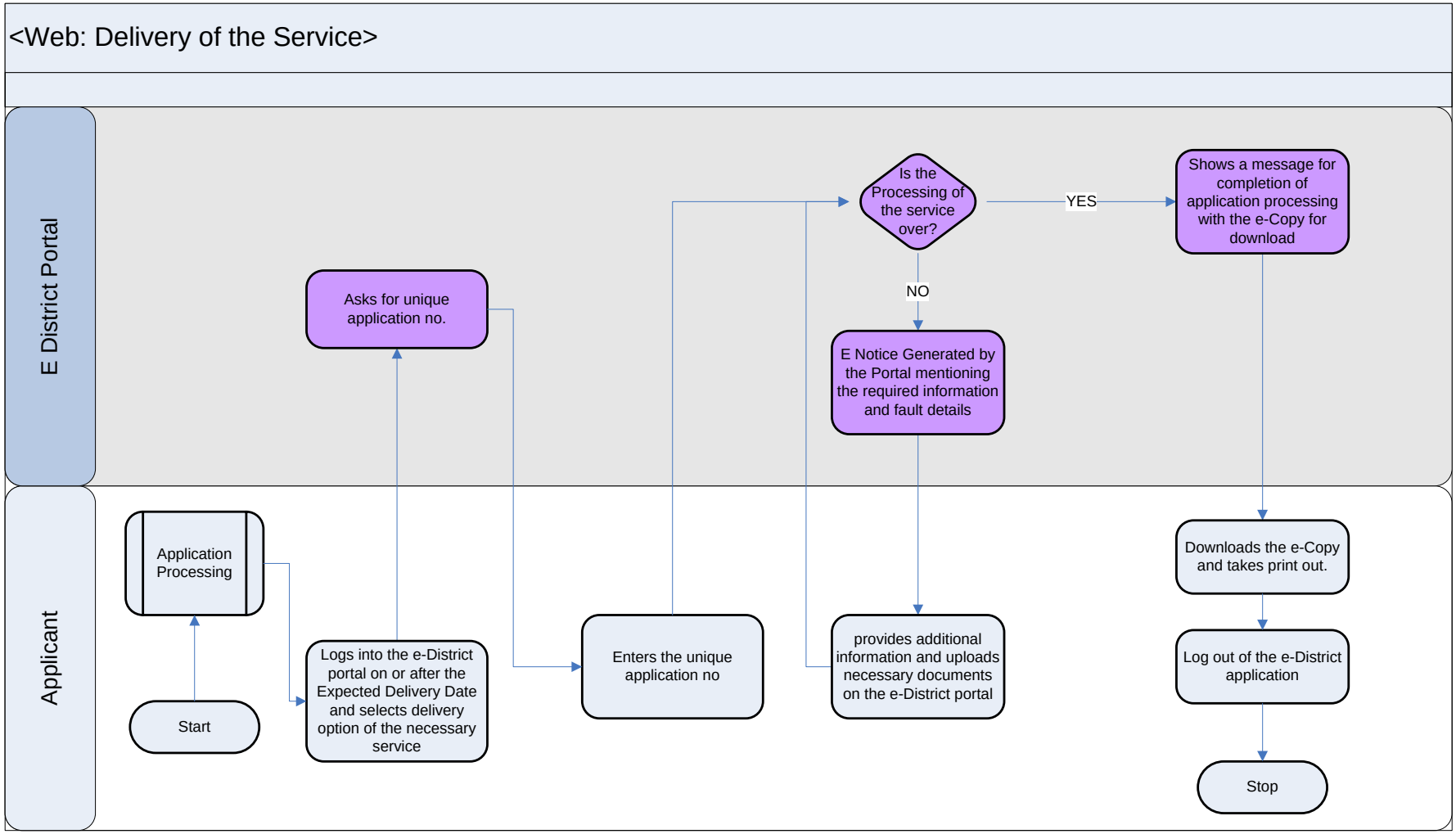
Use Case Name	Status Tracking
Trigger	Citizen approaching any of the delivery channels (namely web, brick and mortar, CSC's) to track the status of the application
Pre-condition	Citizen needs to have applied for some service through the e-district portal and needs to possess the Application Tracking Number The workflow for all the services should be flagged at various levels. The objective of the flag is to contain a text message outlining the position of the application at any given point of time.
Basic Path	The user in this case may be i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen. a. The user keys in the application tracking number in the e-district application and clicks on the search button. b. The e-District application searches for the tracking number from the list of cases and returns the flag corresponding to the given tracking number.
Alternative Paths	a. In-accurate/ incorrect entry of tracking number. The system should be able to identify errors in data entry in terms of syntaxes.
Post-condition	Receipt of information on the current status of the application
Exception Paths	N.A
Primary Actor	User i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen.
Supporting Actors	N.A

2.3.1 CRUD Matrix

Designation	Create	Read	Update	Delete
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
CSC Operator	■	■	■	**X**
District Kiosk Operator	■	■	■	■

2.4 Delivery

2.4.1 Process Map



2.4.2 Use Case Table

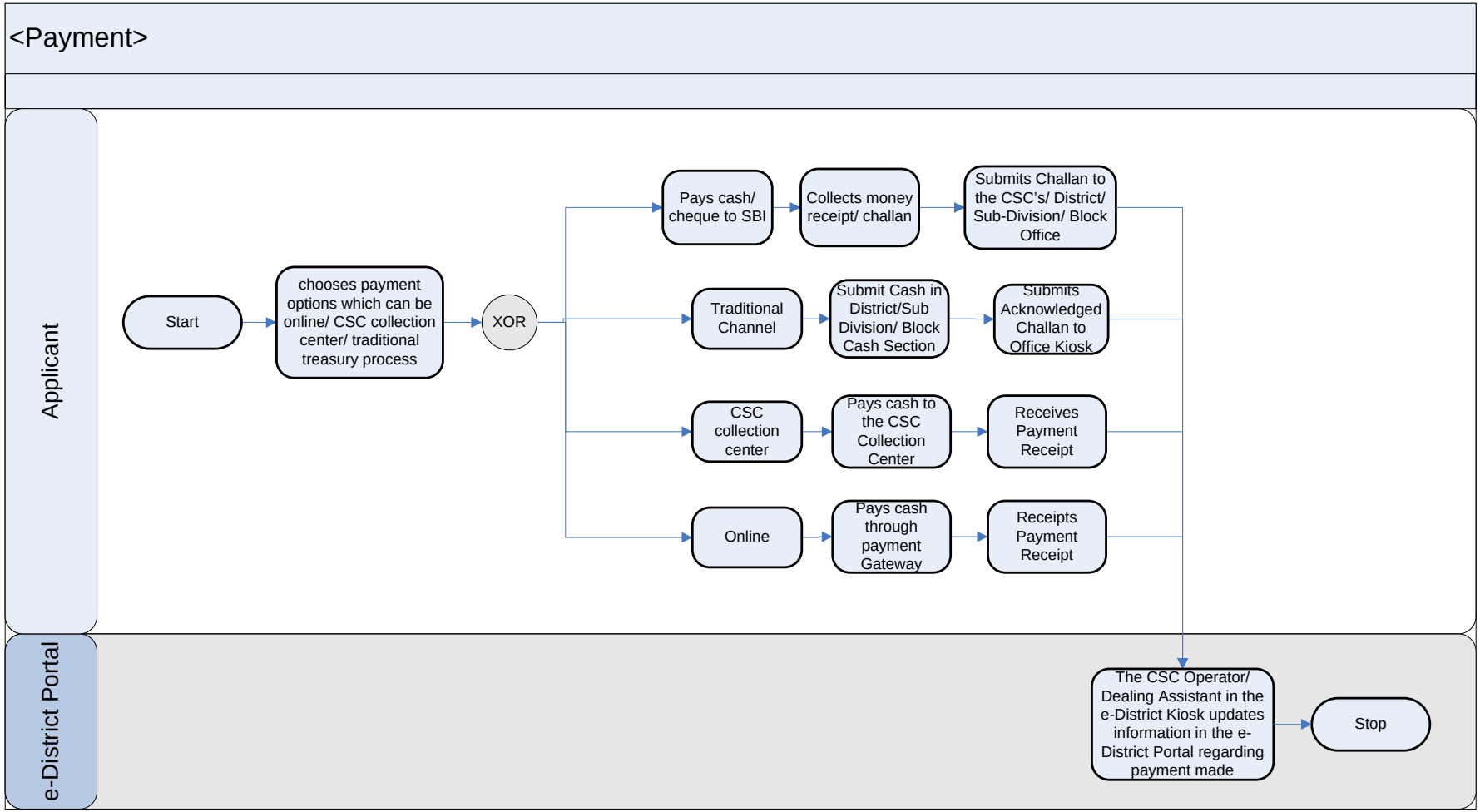
Use Case Name	Delivery
Trigger	a. Citizen should approach any of the Delivery Channels (namely Brick and Mortar, Web or CSCs) and request for service delivery.
Pre-condition	Citizen needs to have applied for some service through the e-district portal and needs to possess the Application Tracking Number
Basic Path	The user in this case may be i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen. a. The user goes to the delivery section of the e-District Portal on or after the expected delivery date. b. The e-District portal prompts for the unique application tracking number. The user keys in the same and clicks on the Submit button. c. The e-District application fetches the relevant case based on the application number. It then checks as to whether the processing of the application is complete or not. This is done on the basis of the flag attached to the given process. In the case the flag shows that the case is still in process, the e-District application prompts a response as to the status of the application. d. In the case the flag reads that the process is completed, the e-District application shows a message that the application processing is complete. It also shows a link which helps in downloading the e-copy of the delivery document e. The user clicks on the download link to download the e-copy of the document and takes a printout of the same.
Alternative Paths	a. In-accurate/ incorrect entry of tracking number. The system should be able to identify errors in data entry in terms of syntaxes. b. If the processing of the application is not complete because of absence or insufficiency in some information provided from the side of the applicant, the e-District application should be able to throw e-notices to the applicant as to the specific necessity of information. c. Once the applicant provides the relevant information in the e-district application the system re-routes the case into the application processing phase.
Post-condition	Delivery and receipt of the required end document/ certificate.
Exception Paths	N.A
Primary Actor	User i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen.
Supporting Actors	N.A.

2.4.1 CRUD Matrix

Designation	Create	Read	Update	Delete
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
CSC Operator	■	■	■	**X**
District Kiosk Operator	■	■	■	■

2.5 Payment

2.5.1 Process Map

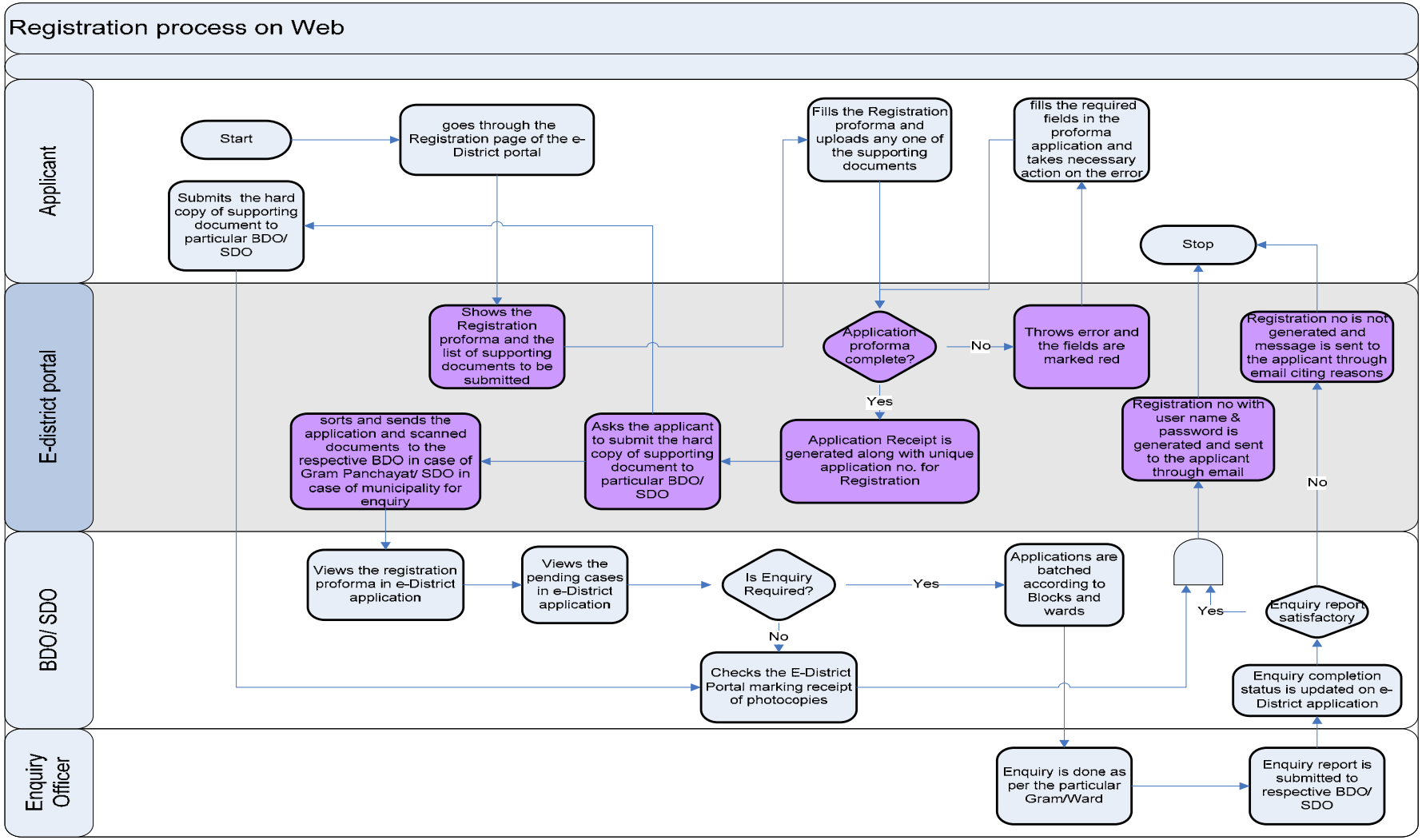


2.5.2 Use Case Table

Use Case Name	Payment
Trigger	This pre-defined process gets triggered when the applicant/ citizen requires to make a payment for the service delivery.
Pre-condition	a. The service concerned should be defined as a paid service. This means that the system should be able to distinguish a paid service from a free service
Basic Path	a. Citizen decides to choose a payment option as follows. **Traditional Option (1)** 1. The citizen approaches SBI to submit cash/ cheque as payment for the given service. 2. The citizen collects money receipt/ challan against the submission of cash/ cheque 3. The citizen then submits the challan to the District/ Sub-Division kiosk/ CSC's **Traditional Option (2)** 1. The citizen submits cash in the cash section of District, Sub-division, and block office. 2. The citizen then collects the challan against the submission of cash and submits the same to the e-District kiosk/ CSCs **Payment at CSC Collection Center** 1. For CSCs which are authorized to collect cash, the citizens can pay in cash at the CSC collection centers and receive a receipt against the same 2. The CSC operators settle the cash at the nearest District/Sub-division/ Block Office. 3. The citizen receives receipt from the CSC operator on submission of cash **Online** 1. The citizen makes payment via debit/ credit card through payment gateway. 2. After confirmation of payment the same is notified in the e-District application b. The CSC operator/ District Kiosk Operator on confirmation of payment update the information in the e-District portal on the payment made.
Alternative Paths	a. Incorrect data entry of the payment receipt or challan. The e-District application should have a proper proforma for payment receipt data entry clearly outlining the mandatory fields and syntax restrictions if any.
Post-condition	On completion of payment, the e-District application routes the workflow towards completion and all dependent activities for payment can now be completed.
Exception Paths	N.A
Primary Actor	Applicant or Citizen
Supporting Actors	District/ Sub-Division kiosk Operators, CSC Operators, Bank

2.6 Registration

2.6.1 Process Map



2.6.2 Use Case Table

Use Case Name	Registration
Trigger	a. Citizen should approach any of the Delivery Channels (namely Brick and Mortar, Web or CSCs) and request for registration.
Pre-condition	Citizen needs to have the supporting documents required for registration
Basic Path	The user in this case may be i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen. a. The user goes to the registration page on the e-district portal. The e-District application shows the registration pro-forma and the list of supporting documents to be provided by the citizen. b. The user fills in the registration pro-forma and scans and uploads any of the supporting documents. c. The e-district application generates unique application tracking number and instructs the citizen to mail attested hard-copies of the supporting documents to the concerned BDO/SDO (in the cases of rural and urban areas respectively) d. The BDO/SDO receives the application along with the supporting documents. e. The BDO/SDO Checks as to if enquiry is needed or not depending on the supporting documents furnished. If enquiry is needed, BDO/SDO batches the application, conducts enquiry and fills up the enquiry report section of the e-District portal. f. If enquiry is satisfactory, registration the BDO/SDO clicks on generate registration number to generate an unique registration number for the applicant.
Alternative Paths	a. In-accurate/ incorrect data entry in the registration application form. The system should be able to identify errors in data entry in terms of syntaxes and marks the unfilled cells in red. b. If case of refusal to registration the e-District application generates e-notices/ updates mentioning reasons for rejection.
Post-condition	Generation of unique registration number
Exception Paths	N.A
Primary Actor	User i. The applying citizen ii. CSC operator putting in the service request on behalf of the citizen. iii. Dealing Assistant or District Kiosk Operator putting in service request on behalf of the citizen.
Supporting Actors	N.A.

2.6.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X
CSC Operator	■	■	■	X
District Kiosk Operator	■	■	■	■

2.6.4 Input Form

S.No	Fields Description
1	Name
2	Son of/ Wife of/Daughter of
3	District
4	Block
5	Police Station
6	Post Office
7	Category (SC/ST/OBC)
8	Village
9	House Number
10	Street Name
11	Pin code
12	Telephone Number
13	Ward Number/ Borough Number
14	GP Name
15	Name of supporting document furnished
16	Age

2.7 E-Notice Format

The following is the format for e-Notices to be sent to the applicant/ citizen in various e-district service/ sub-service.

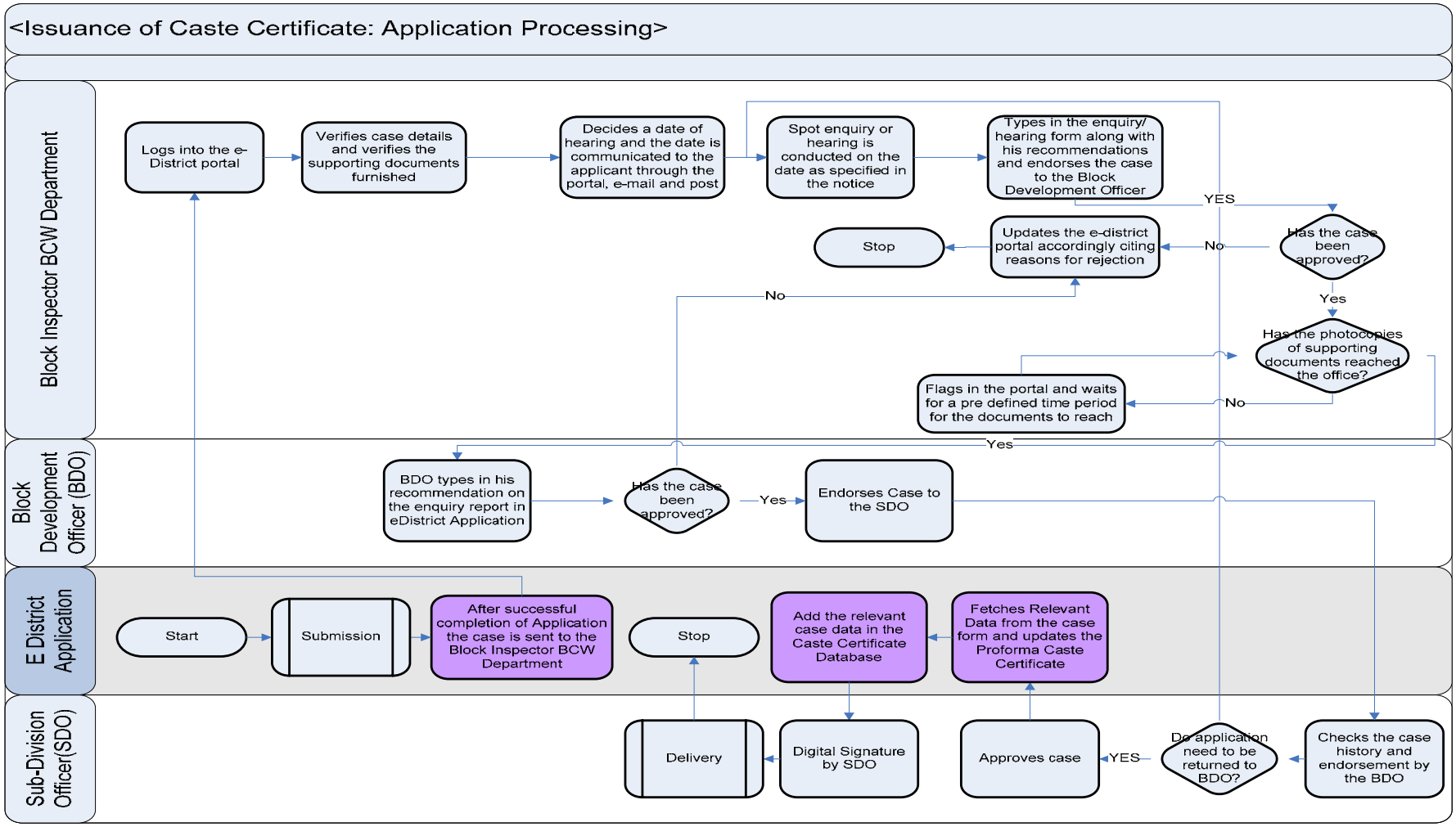
S.No	E-Notice Fields Description
1	Name of Applicant
2	Application Tracking Number
3	Service Category
4	Sub-Service
5	Date of Application Receipt
6	Date of Hearing/ Enquiry
7	Time of Hearing/ Enquiry
8	Place of Hearing/ Enquiry
9	Details of any documents to be furnished at the time of enquiry/ hearing (if any)
10	Remarks (if any)

Functional Specification: Workflow Components

3 Certificates

3.1 Caste Certificate

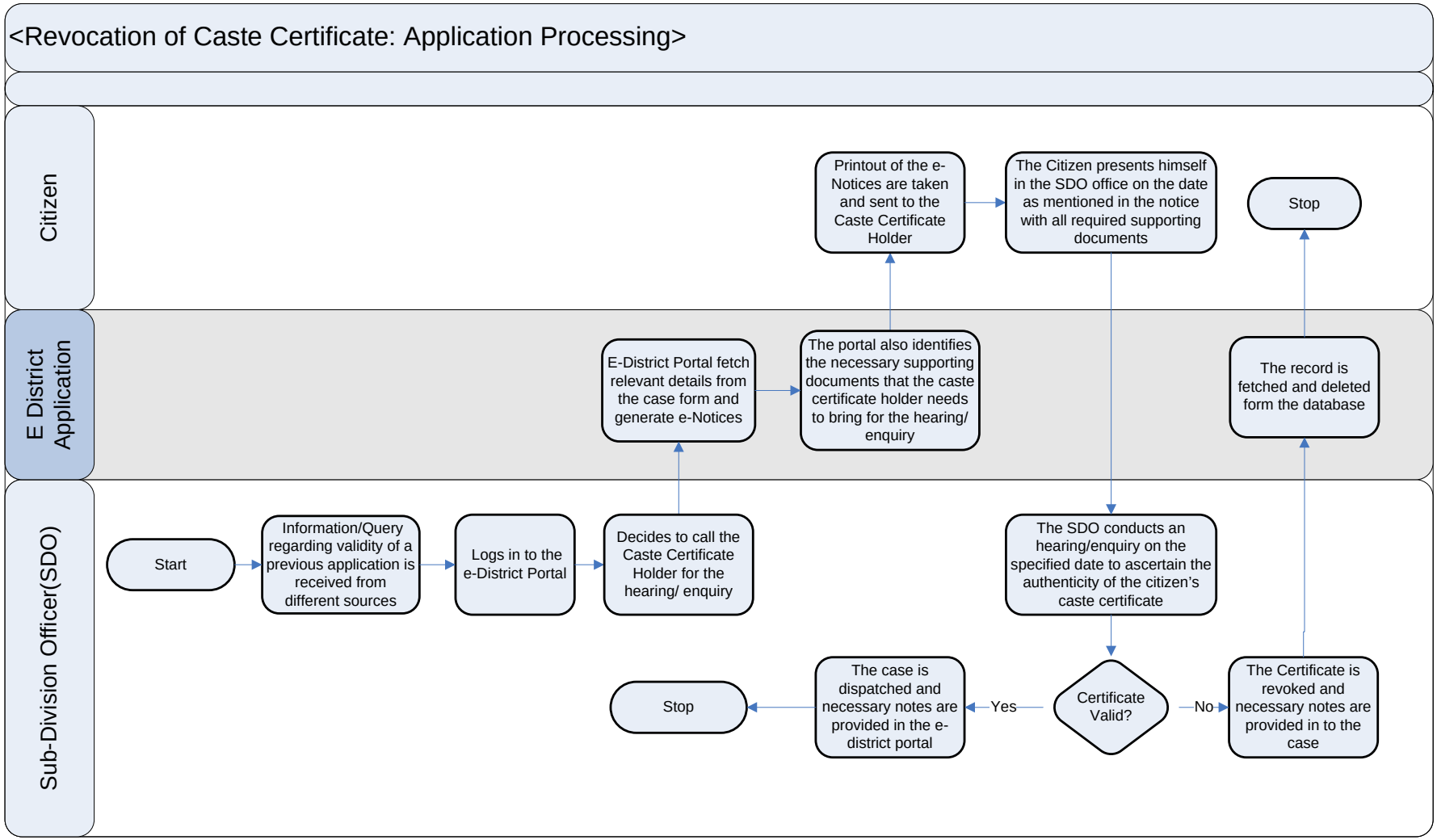
3.1.1 Process Map



3.1.2 Use Case Table

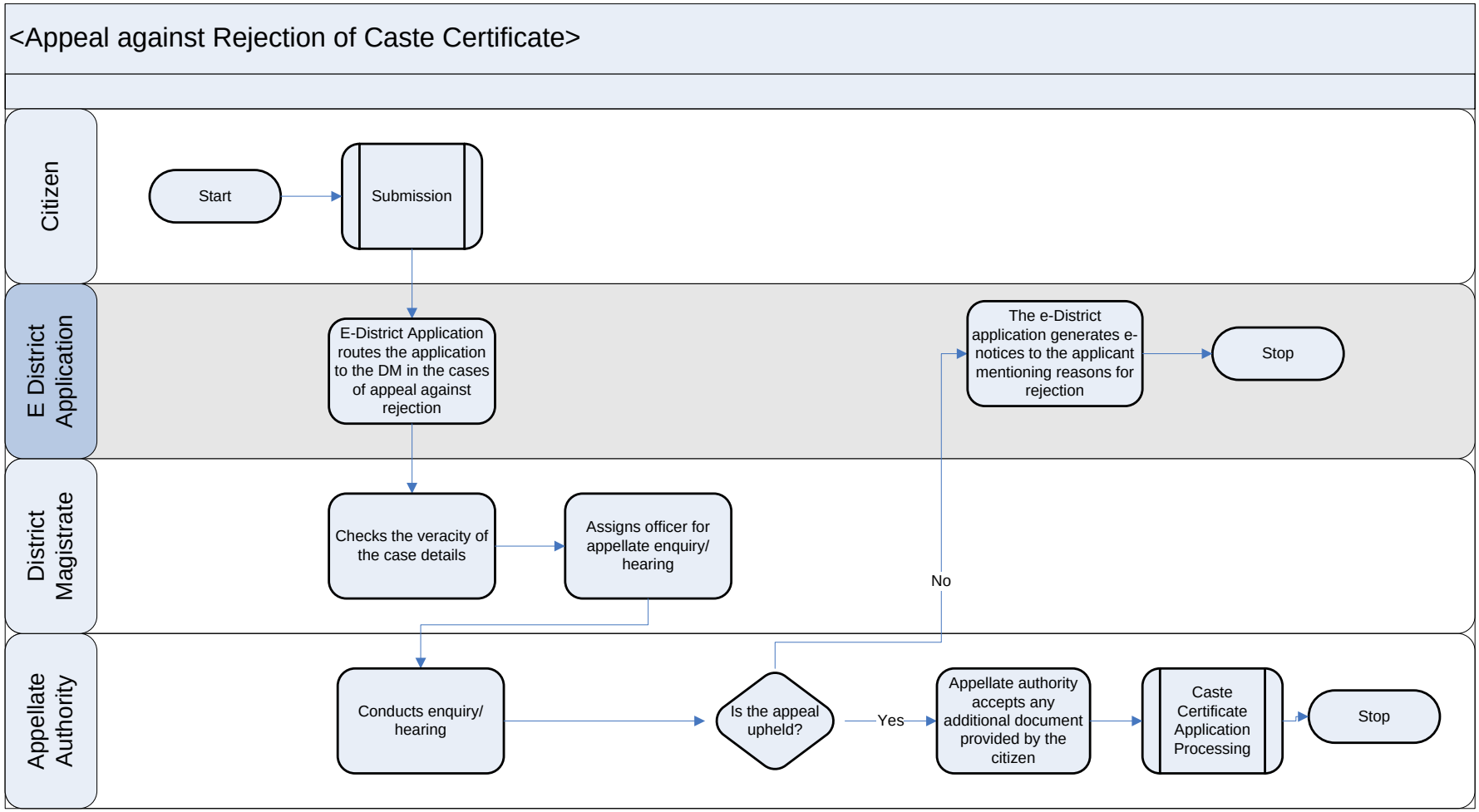
Use Case Name	Revocation of Caste Certificates
Trigger	Submission of Caste Certificate Form by the Citizen
Pre-condition	The citizen applies for caste certificate through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the Caste Certificate Service Request Form need to be filled up properly. b. All the supporting documents required for the issuance of caste certificate need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place a. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Inspector of the Backward Class Welfare (BCW) Department. b. The Block Inspector logs in to the e-District Application and checks on the pending case details verifying the filled up Service Request Form and scanned copy of supporting documents. c. The Block Inspector assigns an enquiry/ hearing date in the e-District Application and clicks on the "Submit" button. The e-District application automatically generates an e-notice and the following sequence of events occur i. The e-Notice becomes a pending case for the concerned officer in the Central Dispatch Section. The officer takes a printout of the e-notice which also has the communication address of the citizen and posts the same. ii. The citizen can also come down at the nearest CSC and can know about the enquiry/hearing date from the CSC operator by mentioning the Application Receipt Token Number. iii. In case the citizen has applied through web, hearing notice should be visible once the citizen logs-in using his web user-id and password. d. During the enquiry the Block Inspector notes down the salient points at the site (or in his office if it is a hearing) and finally he records all the salient points in the enquiry page of the e-District Application which gets uploaded. The Block inspector also checks if the hard copy of the supporting documents have arrived or not. Once the hard copies have arrived, the Block Inspector also types in his recommendation for the case based on his observations and clicks on the "Submit" button. e. The Block Development Officer logs in using his user-name and password. The case endorsed by the Block inspector reaches the Block Development Officer (BDO) who checks the case history and endorses the case to the Sub Divisional Officer (SDO) f. The Sub Division Officer logs in using his user-id and password. After the case has been endorsed by the Block Development Officer it shows as a pending case for the Sub-Divisional Officer. The SDO checks the case history and based on his observations decides to approve the case using Digital Signature. g. Once the approval is complete, the e-District Application populates the relevant data from the Service Request Form into a pro-forma Caste Certificate.

	h. The e-District Application should also check the Workflow as complete and corresponding alerts can be put in the application so that the citizen can approach CSC, Web and District Office for the delivery of the sought services.
Alternative Paths	The alternate paths for the workflow are provided as follows. a. Log-in failure by Block Inspector/ BDO/SDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Block Inspector. c. Rejection of case as per observation made in the Enquiry Report: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. d. Rejection by the BDO: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. e. Rejection by the SDO: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. f. Forwarding of case by SDO to BDO for further enquiry: The SDO may also hold a case for his consideration until he receives further information on the same through further enquiries to be done by the Block Inspector. He clicks on the "Sent for Further Enquiry" button and adds the information needed in the remarks section. The same works as a pending case for the Block Inspector and the previous case details including enquiry details are pre-populated. The enquiry officer just has to add the additional information.
Post-condition	A successful submission and workflow will lead to the generation of e-caste certificates.
Primary Actor	Block Inspector
Supporting Actors	Block Development Officer, Sub Divisional Officer, Citizen


<Revocation of Caste Certificate: Application Processing>
Citizen
E District Application
Sub-Division Officer(SDO)
Start
Information/Query regarding validity of a previous application is received from different sources
Logs in to the e-District Portal
Decides to call the Caste Certificate Holder for the hearing/ enquiry
E-District Portal fetch relevant details from the case form and generate e-Notices
The portal also identifies the necessary supporting documents that the caste certificate holder needs to bring for the hearing/ enquiry
Printout of the e-Notices are taken and sent to the Caste Certificate Holder
The Citizen presents himself in the SDO office on the date as mentioned in the notice with all required supporting documents
The SDO conducts an hearing/enquiry on the specified date to ascertain the authenticity of the citizen's caste certificate
Certificate Valid?
Yes
No
The case is dispatched and necessary notes are provided in the e-district portal
Stop
The Certificate is revoked and necessary notes are provided in to the case
The record is fetched and deleted form the database
Stop

3.1.3 Use Case Table

Use Case Name	Revocation of Caste Certificates
Trigger	Receipt of information/ query regarding validity of previous application
Pre-condition	The Sub-Division officer receives information or raises query for validity of caste certificate.
Basic Path	a. Decides to call the Caste Certificate Holder for the hearing/ enquiry. In such cases the Sub-Division Officer fetches the data for the respective applicant and checks the details. b. He then sends an e-notice to the applicant with regards to the respective application to notify the applicant to appear for enquiry/ hearing on a prescribed date. c. The portal also identifies the supporting documents that the caste certificate holder needs to bring with him for the hearing or enquiry and the same is attached with the e-notice. The documents are fetched from the list of supporting documents already submitted for the application along with a copy of the caste certificate. d. Once the applicant presents himself in the enquiry, the Sub-Divisional Officer conducts the proceedings and notes down the details in the e-district application. e. In case the enquiry yields the Caste Certificate as in-valid, the Sub-divisional Officer types-in his recommendations in the e-district application. He then clicks on the delete record button to delete the caste certificate from the database. f. The e-District application deletes the record from the Database with audit trail.
Alternative Paths	a. If the Caste Certificate is valid, the Sub-divisional Officer marks the necessary comments and his recommendations in the e-district application.
Post-condition	Revocation of a caste certificate that was previously approved.
Primary Actor	Sub-divisional Officer
Supporting Actors	Citizen/ Applicant


<Appeal against Rejection of Caste Certificate>
Citizen
E District Application
District Magistrate
Appellate Authority
Start
Submission
E-District Application routes the application to the DM in the cases of appeal against rejection
The e-District application generates e-notices to the applicant mentioning reasons for rejection
Stop
Checks the veracity of the case details
Assigns officer for appellate enquiry/ hearing
No
Conducts enquiry/ hearing
Is the appeal upheld?
Yes
Appellate authority accepts any additional document provided by the citizen
Caste Certificate Application Processing
Stop

3.1.4 Use Case Table

Use Case Name	Appeal against rejection of Caste Certificate
Trigger	The citizen submits an application against rejection of caste certificate. The user (which in this case can be the CSC operator, Govt. Dealing Assistants, or the citizen/applicant himself) can either submit a written plea or can fill up the text fields in the e-District Application.
Pre-condition	Citizen must have earlier applied for caste certificate and has received rejection notice
Basic Path	a. The specific case is routed to the District Magistrate who is the appellate authority in the case of rejection of caste certificates. b. The DM checks the case details in the plea and supporting documents and decides on the veracity of the case. c. In case the DM feels that there is veracity in the case he assigns an enquiry officer d. The enquiry officer conducts the enquiry/ hearing on behalf of DM. He types out the details of the hearing in the e-district application. e. If the appeal is upheld the appellate authority (District Magistrate/ enquiry officer deputed by him) asks for any additional supporting documents that need to be submitted by the applicant in the form of e-Notice. f. Once the applicant submits the same the process is send as a pending case in the application processing for Caste certificates in the e-District application. The e-District application routes the case to the respective block inspector.
Alternative Paths	a. If the appeal is rejected, the appellate authority updates the e-District application mentioning the reasons for rejection
Post-condition	Appeal against rejection of Caste Certificate upheld or rejected
Primary Actor	District Magistrate
Supporting Actors	Appellate Authority, Citizen

3.1.5 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Inspector	■(Respective Block)	■	■(Respective Block)	■(Respective Block)
Block Development Officer	■(Respective Block)	■	■(Respective Block)	■(Respective Block)
Sub-Division Officer	■(Respective Sub-Division)	■	■(Respective Sub-Division)	■(Respective Sub-Division)
CSC Operator	■	■	■	X
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X
Secretary BCW Department	■	■	■	■
Joint Secretary BCW Department	■	■	■	■

Note: For the issuance of Caste Certificates, the receiving/ enquiry officer namely the Block Inspector as well as the approving authority, namely the sub-divisional officer should be able to view the database of the income certificate holders to ascertain the income of applicants especially for those seeking OBC certificates.

3.1.6 Service Request Form (Fields)

S.No	Fields Description of the form (Issuance)
0	Scanned Photograph Uploaded
1	Full Name of the Applicant
2	**Present Address**
3	House Number
4	Name of Road/ lane (if any)
5	Corporation/Municipality/ Block Name
6	Ward Number/ Borough No./ Gram Panchayat
7	Post Office
8	Police Station
9	Sub-Division
10	District
11	State
12	Duration of stay in the address

S.No	Fields Description of the form (Issuance)
13	**Permanent Address**
14	House Number
15	Name of Road/ Lane if any
16	Corporation/ Municipality/ Block name
17	Ward Number/ Borough No./ Gram Panchayat
18	Post Office
19	Police Station
20	Sub-Division
21	District
22	State
23	Does any of the applicant's paternal Blood relation has Scheduled Caste/ Scheduled Tribe Certificate (Yes/No)
24	If answer to 17 is "Yes" : Name of the particular Caste/ Tribe to which such relation belongs
25	If answer to 17 is "Yes": The exact relationship with such paternal blood relation and the applicant
26	Whether attested copy of the certificate of such paternal blood relations along with a certificate of relationship between the applicant and his parental blood relation is submitted?
27	Name of applicants Father
28	Name of particular Caste or Tribe to which father belongs
29	**Present Address of father**
30	House Number
31	Name of Road/ lane (if any)
32	Corporation/Municipality/ Block Name
33	Ward Number/ Borough No./ Gram Panchayat
34	Post Office
35	Police Station
36	Sub-Division
37	District

S.No	Fields Description of the form (Issuance)
38	State
39	Father's Religion
40	If the applicant or his family has migrated to West Bengal from any other State/ Country, then mention of the name of the State/ Country, complete previous address and date and manner of migration
41	**Particulars of Two Referees (preferably amongst paternal relations whose declarations are to be uploaded in the e-District Application as supporting documents)**
42	**First Referee**
43	Full Name (in Block Letters)
44	Profession
45	Caste/ Tribe to which belongs
46	Place of birth
47	Full Address
48	Relationship with Applicant
49	**Second Referee**
50	Full Name (in Block Letters)
51	Profession
52	Caste/ Tribe to which belongs
53	Place of birth
54	Full Address
55	Relationship with Applicant

S.No	Fields Description of the form (Appeal against rejection)
1	Name
2	Son of/ Wife of/Daughter of
3	District
4	Block
5	Police Station
6	Post Office
7	Category (SC/ST/OBC)
8	Village
9	Caste
10	Previous Application Number
11	Reason of Appeal

3.1.7 Output Forms

S.No	Fields Description of the form (SC/ST Certificate)
1	Post Office
2	Certificate Number
3	Date of issuance
4	Name of Certificate holder
5	Son/Daughter of
6	Village/ Town
7	Post Office
8	Police Station
9	Name of Caste/ Tribe
10	Place
11	Date
12	Scanned Photograph

S.No	Fields Description of the form (OBC Certificate)
1	Post Office
2	Certificate Number
3	Date of issuance
4	Name of Certificate holder
5	Son/Daughter of
6	Village/ Town
7	Post Office
8	Police Station
9	Name of OBC Community
10	Department Notification Number
11	Dated
12	Scanned Photograph

3.1.8 Workflow Service Levels

3.1.8.1 Caste Certificate Issuance

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Allocation of Hearing/ Enquiry Date		1st Day
3.	Enquiry conducted	2 day	3rd Day
4.	Typing of Enquiry Report with Recommendations	1 day	4th Day
5.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
6.	BDO Endorsement	1day	5th Day
7.	Approval and Digital Signature by SDO	1day	6th Day

3.1.8.1 Caste Certificate Revocation

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Allocation of Hearing/ Enquiry Date		1st Day
3.	Enquiry conducted	2 day	3rd Day
4.	Typing of Enquiry Report with Recommendations	1 day	4th Day

3.1.8.2 Appeal against Rejection of Caste Certificate

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Assigning of Enquiry Officer by District Magistrate		1st Day
3.	Enquiry conducted	2 day	3rd Day
4.	Typing of Enquiry Report with Recommendations	1 day	4th Day

3.1.9 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	SDO	6

3.1.10 Monitoring Report Formats

S.No	Name of the Block	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees collected (if any)
1.					
2.					
3.					
4.					
5.					

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

S.No	Name of the Block	Number of Petitions received for Revocation	Number of certificates Revoked	Number of Petitions rejected	Amount of application fees collected (if any)
1.					
2.					
3.					
4.					

S.No	Name of the Block	Number of Appeals received against Rejection	Number of appeals upheld	Number of Appeals rejected	Amount of application fees collected (if any)
1.					
2.					
3.					
4.					

3.1.11 Escalation Matrix

3.1.11.1 Issuance of Caste Certificates

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Verification of Supporting Documents. b. Enquiry and recommendation	Block Inspector	3 days	BDO	1 day	-	-	-	-
2.	a. Endorsement	BDO	1 day	SDO	1 day	-	-	-	-
3.	a. Approval and Digital Signature	SDO	1 day	DM	1 day	-	-	-	-

3.1.11.2 Revocation of Caste Certificates

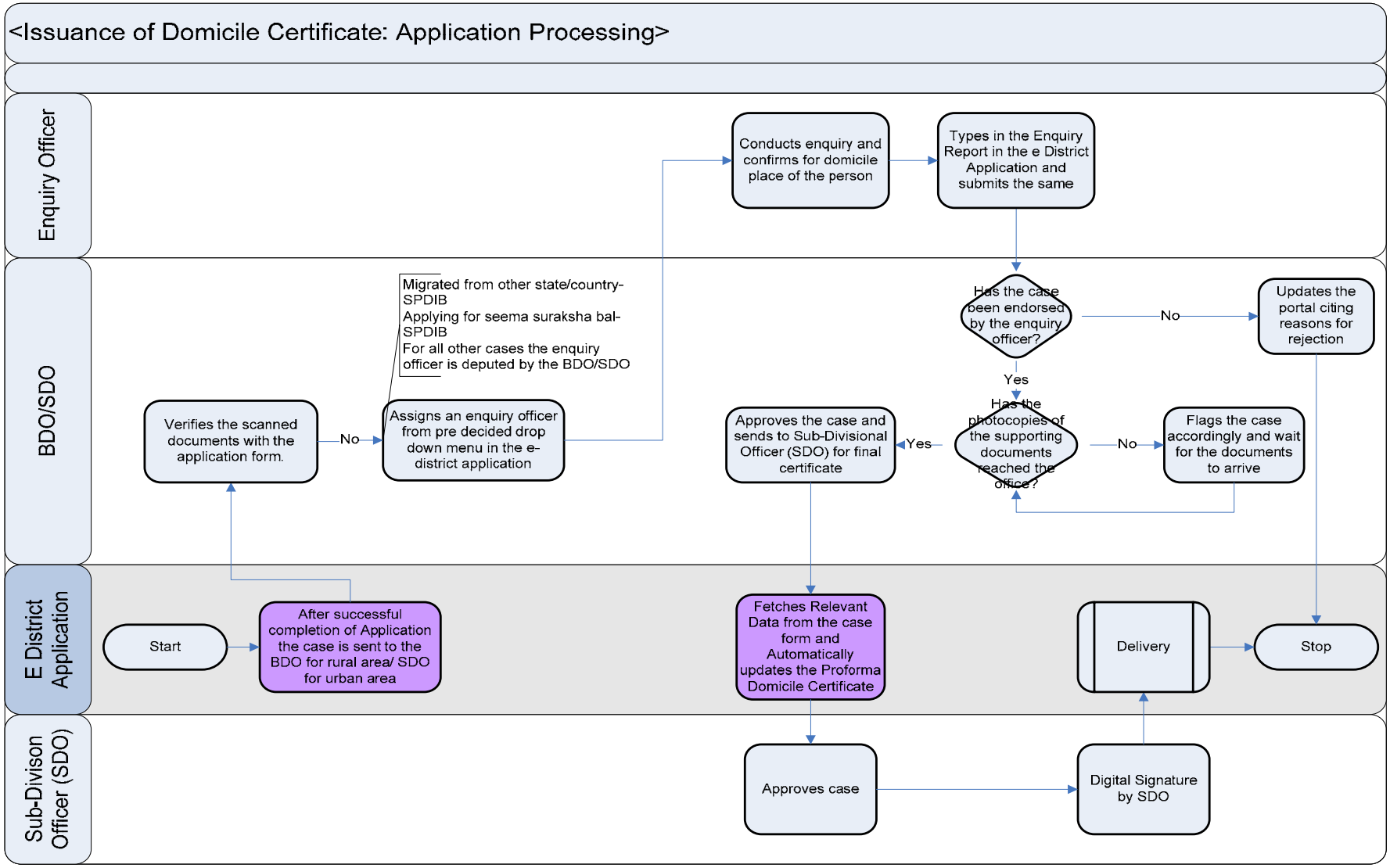
S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Receipt of Information b. Verification of case details	Sub-division Officer	1 day	DM	1 day	-	-	-	-
2.	a. Sending of e-Notices after identification of communication address and required supporting documents	Sub-division Officer	1 day	DM	1 day	-	-	-	-
3.	a. Conducting enquiry/ hearing. b. Typing recommendations of the hearing in the e-District portal	SDO	3 days	DM	1 day	-	-	-	-
4.	a. Revocation/ Retaining of caste certificate with notes	SDO	1 day	DM	1 day	-	-	-	-

3.1.11.3 Appeal against rejection of caste certificates

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Receipt of appeal in scanned or text format b. Checking of case details and the veracity	DM	1 day	2nd Appellate Authority	1 day	-	-	-	-
2.	a. Assigning of appellate authority for enquiry/ hearing	DM	1 day	2nd Appellate authority	1 day	-	-	-	-
3.	a. Conducting enquiry/ hearing. b. Typing recommendations of the hearing in the e-District portal	Enquiry Officer	3 days	DM	1 day	-	-	-	-
4.	a. Appeal status updated in the e-District Portal	Enquiry Officer	1 day	DM	1 day	-	-	-	-

3.2 Domicile Certificate

3.2.1 Process Map



3.2.2 Use Case Table

Use Case Name	Issuance of Domicile Certificate
Trigger	Submission of the Domicile Certificate form by the Citizen
Pre-condition	The citizen applies for domicile certificate through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the Domicile Certificate Service Request Form need to be filled up properly. b. All the supporting documents required for the issuance of Domicile certificate need to be scanned and uploaded in the e-District Application
Basic Path	a. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Development Officer (Rural Area)/ SDO (Urban Area). b. The BDO (Rural Area)/ SDO (Urban Area) assigns an enquiry officer after verifying the application and supporting documents. The enquiry officer can be chosen from a drop down menu based on the following criteria. i. SPDIB: For the cases where the applicant has migrated from other state/ country or applying for domicile certificate under Seema Suraksha Bal ii. Others: The BDO/SDO can depute any other officer to conduct the enquiry for Domicile Certificate on his behalf. c. After the enquiry officer has conducted the enquiry, he goes to the enquiry report section of the e-District portal and fills in his comments and submits. d. The BDO/ SDO go through the specific comments put in by the enquiry officerIn case the BDO/SDO decides to approve the case he checks as to whether the hard copies of the supporting documents have arrived or not. e. The BDO/SDO approves the case and sends the same to the SDO. f. The SDO clicks on the “Generate Domicile Certificate” button. g. The e-District Application populates the relevant information fields as per the Domicile Certificate format. h. The SDO logs in to the e-district portal and based on his observation decide to approve the case using a digital signature. i. The e-District Application should also check the Workflow as complete and corresponding alerts can be put in the application so that the citizen can approach CSC, Web and District Office for the delivery of the sought services.
Alternative Paths	a. Log-in failure by Enquiry Officer/ BDO/SDO. The respective users can click on the “Forgot Username/ Password” link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BDO/SDO. c. Rejection of case as per observation made in the Enquiry Report: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection.

	d. Rejection by the BDO/SDO: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection.
Post-condition	A successful submission and workflow will lead to the generation of e-domicile certificates.
Primary Actor	BDO/SDO
Supporting Actors	Enquiry Officer

3.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Enquiry Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
Block Development Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
Sub-Division Officer	■**(Respective Sub-Division)**	■	■**(Respective Sub-Division)**	■**(Respective Sub-Division)**
CSC Operator	■	■	■	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
Special Secretary Home (Political Department)	■	■	■	■

3.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1	Purpose
2	Name of the Application
3	Father's Name
4	Father's Occupation
5	Date of Birth
6	Place of Birth
7	Present Address
8	Permanent Address
9	**School/College Attended**

Levels	Name of School/ College	Class From	Class To	Years From	Years To
Primary Standard					

S.No	Fields Description of the form
	Secondary Standard | | | | | | **College Standard** | | | | | |
10	**Particulars of Stay for the Last 15 years** **Serial No.** | **From** | **Upto** | **Address** | **Own/ Rented/ Official Qtrs** | | | | |
11	Whether applicant/ parents possess any immovable property like house etc. in West Bengal or in any other state
12	Present Occupation of person for whom D/C is sought
13	Any other information
14	Place
15	Date

3.2.5 Output Form

S.No	Fields Description of the form
1	Certificate Number
2	Date
3	Name
4	Son/ Daughter/ Wife of
5	Village
6	P.O
7	Police Station
8	Application Date
9	Purpose

3.2.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details and assigning of enquiry officer	1 day	1st Day
2.	Allocation of Hearing/ Enquiry Date		1st Day
3.	Enquiry conducted	2 day	3rd Day
4.	Typing of Enquiry Report with Recommendations	1 day	4th Day
5.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
6.	Approval and Digital Signature by SDO	1 day	5th Day

3.2.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	SDO	6

3.2.8 Monitoring Report Formats

S.No	Name of the Block	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees collected
1.					
2.					
3.					
4.					
5.					

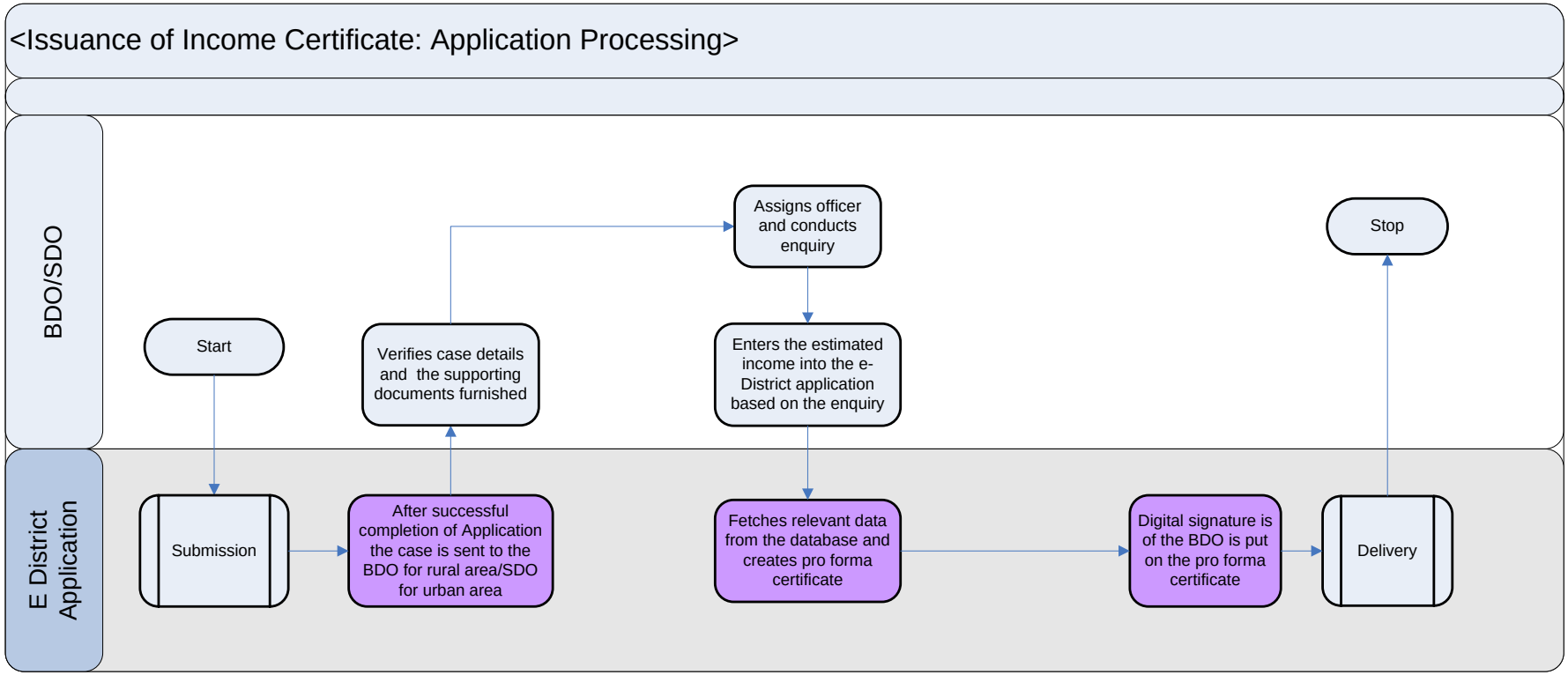
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

3.2.9 Escalation Matrix

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Verification of Supporting Documents. b. Assignment of Enquiry Officer c. Notice of enquiry date	BDO/SDO	1 day	DM	2 days	-	-	-	-
2.	a. Enquiry	Enquiry Officer	3 days	BDO/SDO	1 day				
3.	a. Approval and Digital Signature	SDO	1day	DM	1 day	-	-	-	-

3.3 Income Certificate

3.3.1 Process Map



Use Case Name	Issuance of Income Certificate
Trigger	Submission of the Income Certificate form by the Citizen
Pre-condition	The citizen applies for income certificate through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the mandatory fields in the Income Certificate Service Request Form need to be filled up properly. b. All the supporting documents required for the issuance of Income certificate need to be scanned and uploaded in the e-District Application
Basic Path	a. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Development Officer (Rural Area)/ SDO (Urban Area). b. BDO/SDO verifies case details and the supporting documents furnished by the applicant. He assigns an enquiry officer and provides the enquiry date in the e-District Application. c. Once the enquiry is done, the enquiry officer types in the report and uploads the same with comments on the income in the e-district portal. d. Based on the comments on the report the BDO/ SDO enters the exact monthly/annual income in the e-district application and clicks on "Generate Income Certificate Tab" e. The application prompts for the Digital Signature of the BDO/SDO and after Digital Signature the e-District application auto populates the necessary fields and uploads the Income Certificate in the database.
Alternative Paths	a. Log-in failure by Enquiry Officer/ BDO/SDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BDO/SDO.
Post-condition	A successful submission and workflow will lead to the generation of e-income certificates.
Primary Actor	BDO/SDO
Supporting Actors	N.A

3.3.2 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Development Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
Sub-Division Officer	■**(Respective Sub-Division)**	■	■**(Respective Sub-Division)**	■**(Respective Sub-Division)**
CSC Operator	■	■	■	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

3.3.3 Service Request Form (Fields)

S.No	Fields Description of the form
1	Name
2	Son of/ Daughter of/ Wife of
3	District
4	Block/ Municipality
5	Post Office
6	Village
7	Income Annually/ Monthly

3.3.4 Output Forms

S.No	Fields Description of the form
1	Certificate Number
2	Date
3	Name
4	Son of/ Daughter of/ Wife of
5	Police Station
6	Block/ Municipality
7	Post Office
8	Village
9	Income Annually/ Monthly

3.3.5 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details and assigning of enquiry officer	1 day	1st Day
2.	Allocation of Hearing/ Enquiry Date		1st Day
3.	Enquiry conducted	2 day	3rd Day
4.	Typing of Enquiry Report with	1 day	4th Day

S.No	Activity	Service Level in days	Service Level after Submission
	Recommendations		
5.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
6.	Approval and Digital Signature by BDO/SDO	1 day	5th Day

3.3.6 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	BDO	35

3.3.7 Monitoring Report Formats

S.No	Name of the Block	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees collected
1.					
2.					
3.					
4.					
5.					

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

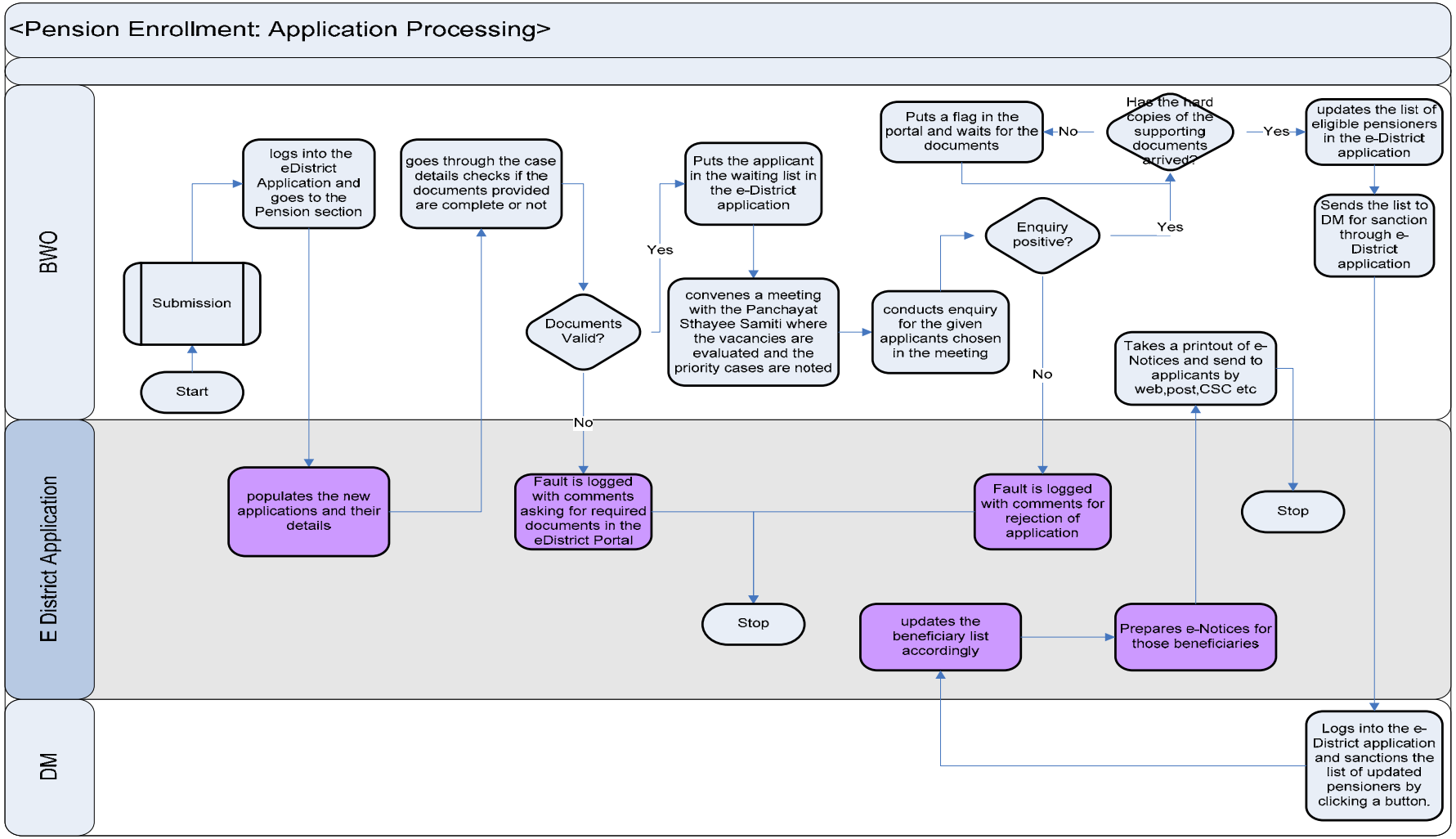
3.3.8 Escalation Matrix

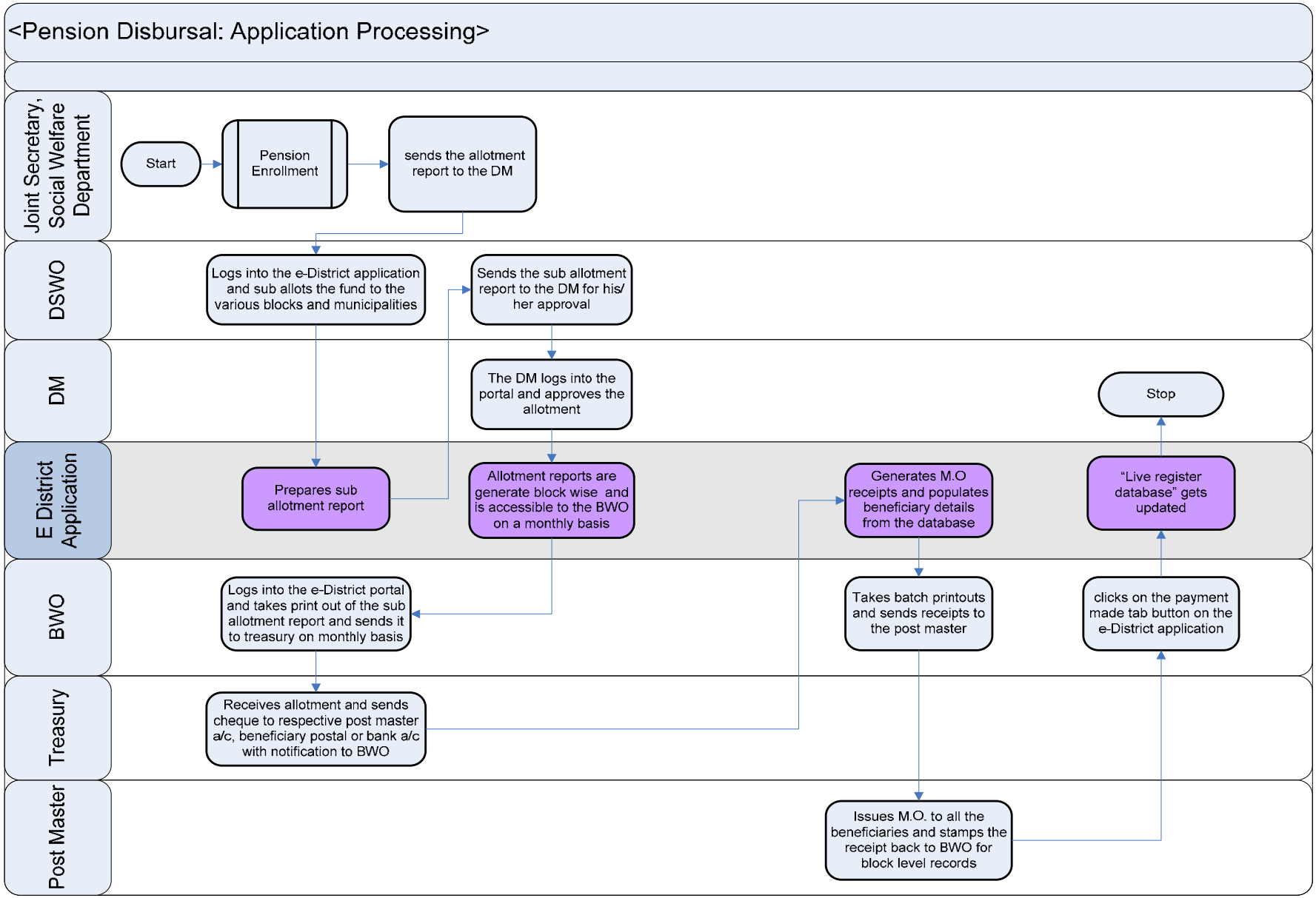
S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Verification of Supporting Documents. b. Assignment of Enquiry Officer	BDO/SDO	1 day	DM	2 days	-	-	-	-
2.	a. Enquiry	Enquiry Officer	3 days	BDO/SDO	1 day				
3.	a. Approval and Digital Signature	BDO/SDO	1day	DM	1 day	-	-	-	-

4 Pensions

4.1 Old Age, Widow and Disability Pensions

4.1.1 Process Map




<Pension Disbursal: Application Processing>
Joint Secretary, Social Welfare Department
DSWO
DM
E District Application
BWO
Treasury
Post Master
Start
Pension Enrollment
sends the allotment report to the DM
Logs into the e-District application and sub allots the fund to the various blocks and municipalities
Sends the sub allotment report to the DM for his/ her approval
The DM logs into the portal and approves the allotment
Stop
Prepares sub allotment report
Allotment reports are generate block wise and is accessible to the BWO on a monthly basis
Generates M.O receipts and populates beneficiary details from the database
"Live register database" gets updated
Logs into the e-District portal and takes print out of the sub allotment report and sends it to treasury on monthly basis
Takes batch printouts and sends receipts to the post master
clicks on the payment made tab button on the e-District application
Receives allotment and sends cheque to respective post master a/c, beneficiary postal or bank a/c with notification to BWO
Issues M.O. to all the beneficiaries and stamps the receipt back to BWO for block level records

4.1.2 Use Case Table

Use Case Name	Enrollment and Disbursal of Old Age, Widow and Disability Pensions
Trigger	Submission of the Domicile Certificate form by the Citizen
Pre-condition	The citizen applies for Pensions through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the Social Welfare Pensions Service Request Form need to be filled up properly. b. All the supporting documents required for the enrollment and disbursal of Pensions need to be scanned and uploaded in the e-District Application
Basic Path	**Enrollment** a. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Welfare Officer (BWO) of the respective block. b. The BWO goes through the case details and checks the service request form and the relevant documents furnished as supporting documents. c. If the preliminary analysis of the BWO renders a case as satisfactory the BWO selects the case details and appends the applicant to the waiting list of candidates. d. Before the panchayat samity meeting, the BWO clicks on the "View Waiting List" button to see the waiting list of candidates in the e-District Application and can take a printout of the same. e. After the Panchayat Samity meeting when the final eligible beneficiaries are selected, the BWO updates the status of the eligible beneficiaries. f. After enquiry is conducted the BWO updates the enquiry report section for each selected beneficiary and types in his recommendations. g. If the recommendations are positive the BWO updates the status of the list of eligible beneficiaries in the e-District Application. He then clicks on the "Consolidate Beneficiary List" button to generate the consolidated list of beneficiaries who are selected for Pensions. h. After the list is generated, the BWO clicks on the "Send Approval Request" button in the e-District Application to send the list of selected beneficiaries for Final Approval to the DM. i. The DM clicks on the "Approve" button to sanction the list of beneficiaries for enrollment. j. The e-District Application generates e-Notices for each enrolled beneficiaries to notify that their name have been selected for Pensions. k. The Dispatch section of the DM Office takes the printouts of the e-Notices and sends them to the respective beneficiaries by postal mail. **Disbursal** i. The Joint Secretary, Social Welfare Department clicks on the "Prepare Allotment Report" table to allocate funds for respective districts. The allotment report has block-wise list of beneficiaries of Pensions along with the certification on the total amount of fund sanctioned for the same. ii. The District Social Welfare Officer (DSWO) clicks on the "Prepare Sub-Allotment Report" to prepare the list of beneficiaries and respective allotment block-wise. iii. The DSWO sends the sub-allotment report to the DM and requests for its approval through the e-District Application. The sub-allotment report contains the name of the blocks, number of beneficiaries in each

	block and the total amount of fund sanctioned for each block. iv. The DM logs in to the e-District Application and clicks on the "Approve" button to approve the sub-allotment reports. v. The Block Welfare Officer (BWO) logs in to the e-District Application and sends a printout of the sub-allotment reports to the treasury on a monthly basis. vi. The treasury receives allotment and sends cheque to respective post master a/c and beneficiary postal and bank account. vii. On receipt of the cheque at the Block Welfare Office, the BWO clicks on generate MO Receipts and take batch printouts of the same. He dispatches the MO receipts to the Post master and sends the cheques to the respective addresses of the beneficiaries. iii. Clicks on the payment made tab on the e-District application to confirm that the payment has been made for pensions for the given month.
Alternative Paths	**Enrollment** a. Log-in failure by BWO/DM. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BWO. c. Rejection of case as per observation made in the Enquiry Report: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. d. Rejection by the DM: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. **Disbursal** a. Log-in failure by Joint Secretary/DSWO/BWO/DM. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator.
Post-condition	A successful submission and workflow will lead to the enrollment and disbursal of Pensions to the selected final beneficiaries.
Primary Actor	BWO, Joint Secretary (Social Welfare Dept)
Supporting Actors	District Magistrate, District Social Welfare Officer

4.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Welfare Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
District Magistrate	■	■	■	■
Joint Secretary (Social Welfare Dept)	■	■	■	■
District Social Welfare Officer	■	■	■	■
Citizen	■	■	■	■

4.1.4 Service Request Form (Fields)

S.No	Fields Description of the form
1	Name
2	Son of/ Daughter of/ Wife of
3	District
4	Block
5	House Name and Street Name
6	Police Station
7	Post Office
8	Category
9	Village/ Municipality
10	Age at the time of application
11	Current Profession and Income
12	Husband's Date of Death (Only in case of Widow Pensions)
13	Husbands Profession and Income(Only in case of Widow Pensions)
14	Details of Physical Disability (Only in case of Disability Pensions)
15	Degree of Physical Disability (Only in case of Disability Pensions)
16	Details of Financial Assistance received (other than relatives)
17	Details of residence/ house rent paid (if not own house)

S.No	Fields Description of the form
18	Details of any union rate/ Anchal Panchayat Tax/ Municipal Tax amount
19	Number of years in West Bengal
20	Migration Certificate number and date (in case of migrants)
21	Desired mode of service delivery
22	Whether candidate applied for the service previously?
23	If yes mention of letter number and reasons for rejection
24	Status of Application (for Office use only)
25	Bank Account Number/ PO Savings Account No/ Money Order Receipt Number
26	**Family Details**
27	**Name of Identifier**
28	Address
29	Occupation

Serial Number	Name	Age	Occupation and Monthly income	Address	Relationship with the Applicant	Remarks

4.1.5 Workflow Service Levels

4.1.5.1 Enrollment

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of case details	1 day	1st Day
2.	Appending applicant to waiting list		1st Day
3.	Conducting Enquiry	2 day	3rd Day
4.	Typing of enquiry report	1 day	4th Day
5.	Receipt of Hardcopy of Supporting Documents	4 days (from submission)	4th Day
6.	Sending approved list to DM for sanction	1 day	5th Day

S.No	Activity	Service Level in days	Service Level after Submission
7.	DM Approval	1 day	6th Day
8.	Printing of e-Notices	1 day	7th Day
9.	Dispatch to communication Address	1 day	8th Day

4.1.5.2 Disbursal

S.No	Activity	Service Level in days	Service Level after Submission
1.	JS sending allotment report to DM	1 day	1st Day
2.	DSWO preparing sub-allotment report	1 day	2nd Day
3.	DM Approval of allotment	1 day	3rd Day
4.	Receipt of Block-wise Sub-Allotment Report by the respective BWO	Instantaneous	3rd Day
5.	Sending approved list to DM for sanction	1 day	4th Day
6.	Sub-Allotment send to treasury	1 day	5th Day
7.	Generation of MO Receipts	1 day	6th Day
8.	Dispatch to citizen	1 day	7th Day

4.1.6 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	None	None

4.1.7 Monitoring Report Formats

4.1.7.1 Block-wise Enrollment Status Report

S.No	Name of the Block	Number of Applications received	Number of Beneficiaries in Waiting List	Number of Applications approved by Panchayat Samity	Number of Applications approved by DM
1.					
2.					
3.					
4.					
5.					

4.1.7.2 Block wise Payment Status Report

S.No	Name of the Block	No of Beneficiaries	Last Month for which Payment is Made	Amount Paid
1.				
2.				
3.				
4.				
5.				

4.1.7.3 SLA Status Report

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				
4				

4.1.8 Escalation Matrix

4.1.8.1 Enrollment

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Verification of Application and Supporting Documents b. Appending record in waiting list	BWO	1 day	BDO	2 days	-	-	-	-
2.	a. Enquiry	BWO	3 days	BDO	1 day				
3.	a. Approval	DM	1day	JS	1 day	-	-	-	-

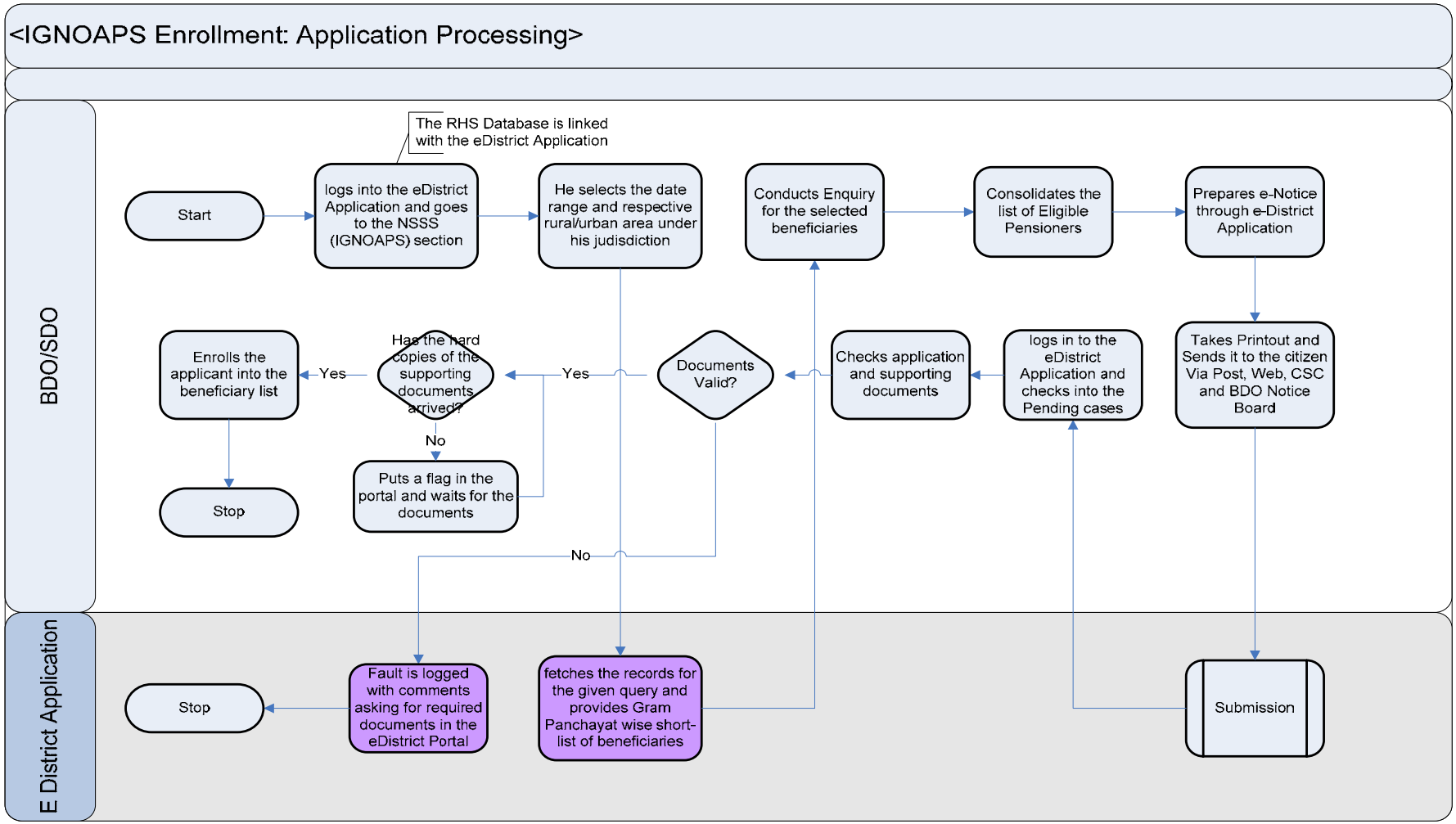
4.1.8.2 Disbursal

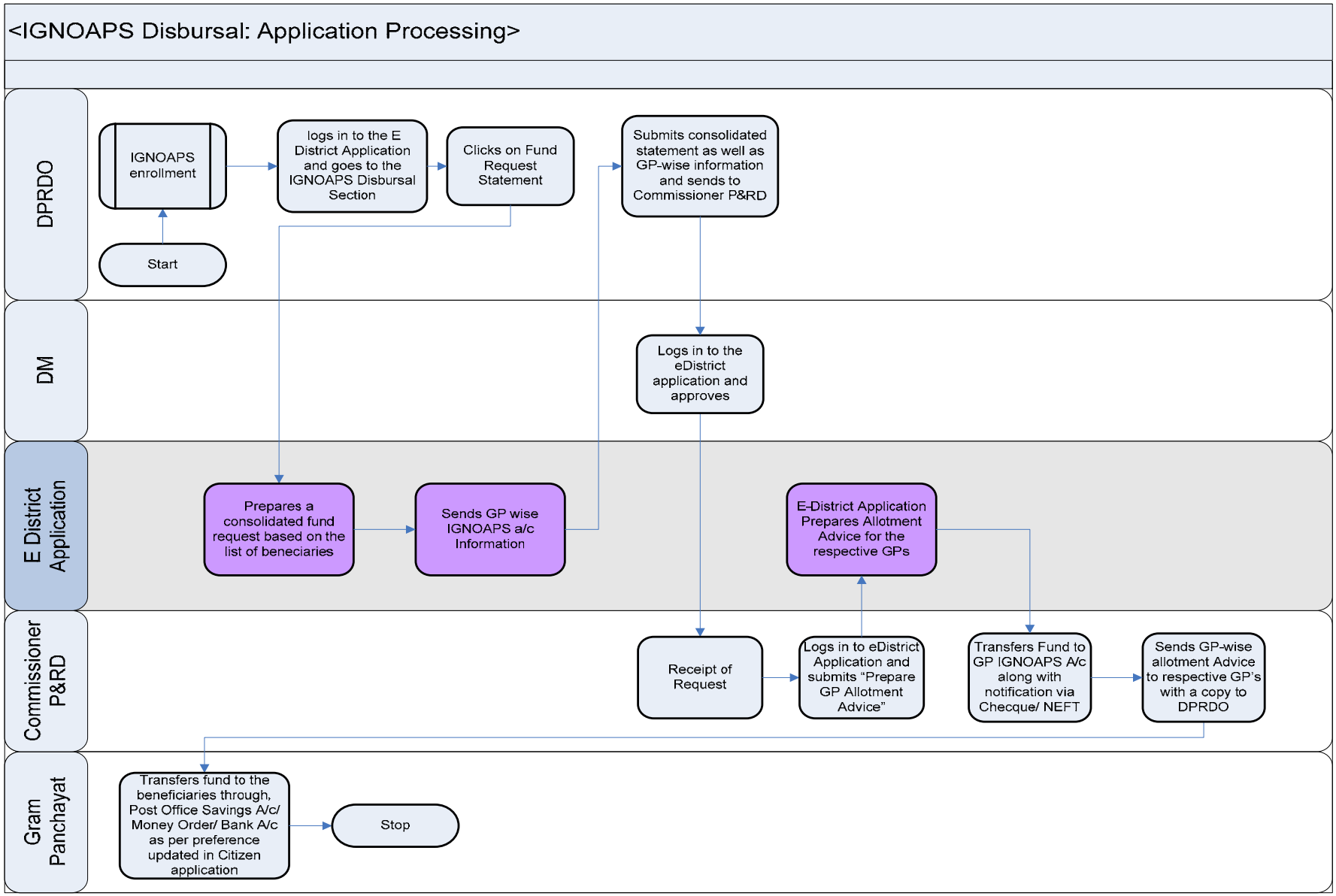
S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Sending of Allotment Report	JS	1 day			-	-	-	-
2.	a. Preparation of Sub-Allotment Report	DSWO	1 day	DM	1 day				
3.	a. Approval and Digital Signature	DM	1day	JS	1 day	-	-	-	-
4.	a. Printout of sub-allotment report and sent to Treasury	BWO	1 day	BDO	1 day				
5.	a. Generation and issuance of MO	BWO	1 day	BDO	1 day				
6.	a. Updation of payment status	BWO	1 day	BDO	1 day				

5 NSSS

5.1 IGNOAPS

5.1.1 Process Map




<IGNOAPS Disbursal: Application Processing>
DPRDO
DM
E District Application
Commissioner P&RD
Gram Panchayat
IGNOAPS enrollment
Start
logs in to the E District Application and goes to the IGNOAPS Disbursal Section
Clicks on Fund Request Statement
Submits consolidated statement as well as GP-wise information and sends to Commissioner P&RD
Logs in to the eDistrict application and approves
Prepares a consolidated fund request based on the list of beneciaries
Sends GP wise IGNOAPS a/c Information
E-District Application Prepares Allotment Advice for the respective GPs
Receipt of Request
Logs in to eDistrict Application and submits "Prepare GP Allotment Advice"
Transfers Fund to GP IGNOAPS A/c along with notification via Checque/ NEFT
Sends GP-wise allotment Advice to respective GP's with a copy to DPRDO
Transfers fund to the beneficiaries through, Post Office Savings A/c/ Money Order/ Bank A/c as per preference updated in Citizen application
Stop

5.1.2 Use Case Table

Use Case Name	Enrollment and Disbursal of IGNOAPS Pension
Trigger	Submission of the IGNOAPS Pension form by the Citizen
Pre-condition	The citizen applies for IGNOAPS Pensions through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. Citizen must receive notification from BDO/SDO as to their eligibility as per criteria set for IGNOAPS Pension b. All the fields in the IGNOAPS Pensions Service Request Form need to be filled up properly. c. All the supporting documents required for the enrollment and disbursal of IGNOAPS Pensions need to be scanned and uploaded in the e-District Application
Basic Path	**Enrollment** a. Block Development Officer/ Sub-Divisional Officer (as per urban and rural areas respectively) logs in to the e-District Application and goes to the IGNOAPS section. b. The BDO/SDO fills in the date range, urban/rural area, age criterion, BPL score criterion and clicks on "Run Query" in the e-District Application. c. The e-District application searches for relevant records in the Rural Household Survey Database and fetches those records which conform to the criteria as entered by the BDO/SDO. d. The BDO/SDO conducts enquiry/hearing of the given applicants and based on the recommendations of the enquiry/hearing updates the IGNOAPS beneficiary database by clicking on the "Update IGNOAPS Beneficiary database" button. e. For all those applicants the BDO/SDO clicks on "Generate e-Notice" button on the e-District Application to generate e-notices to intimate the citizens that they have been selected for pensions under IGNOAPS. f. On receipt of the e-Notice the applicants submit application form mentioning relevant details. g. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Development Officer/ Sub Divisional Officer of the respective block/ municipality as per applicants based out of urban/ rural areas h. The BDO/SDO goes through the case details and checks the service request form and the relevant documents furnished as supporting documents. i. The BDO/SDO then updates the data in the IGNOAPS Beneficiary Database. **Disbursal** i. The District Panchayat and Rural Development Officer (DPRDO) clicks on "Create Fund Request Statement" on the e-District Application. ii. The e-District Application prepares a consolidate fund request statement (GP-Wise). The fund request statement will be the Names of GP, Number of Beneficiaries Selected, Amount to be Disbursed and GP IGNOAPs Account information (Account Number, NEFT/RTGS Code) iii. The DPRDO clicks on the "Submit Fund Request" button to send the fund request statement to the DM. iv. The District Magistrate Approves on the Fund Request Statement and the system routes the request to the Commissioner P&RD. v. The Commissioner P&RD logs in to the e-District Application and clicks on "Prepare GP-wise Allotment

	advice" vi. The e-District application prepares allotment advice for the respective Gram Panchayats and dispatches the same through mail with a copy to the DPRDO. vii. The Commissioner P&RD transfers the fund to the respective Gram Panchayat IGNOAPS account by virtue of NEFT/ RTGS.
Alternative Paths	**Enrollment** a. Log-in failure by BDO/SDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BDO/SDO. c. Rejection of case as per observation made in the Enquiry Report: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. **Disbursal** a. Log-in failure by Commissioner P&RD, DM, and DPRDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator.
Post-condition	A successful submission and workflow will lead to the enrollment and disbursal of IGNOAPS Pensions to the selected final beneficiaries.
Primary Actor	BDO/SDO, DPRDO
Supporting Actors	Commissioner P&RD, DM, Gram Panchayat

5.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Development Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
Sub Divisional Officer	■**(Respective Sub-Division)**	■	■**(Respective Sub Division)**	■**(Respective Sub Division)**
Commissioner P&RD	■	■	■	■
District Panchayat and Rural Development Officer (DPRDO)	■	■	■	■
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

5.1.4 Service Request Form (Fields)

S.No	Fields Description of the form
1	E-Notice Number
2	Name
3	Father's/ Husbands Name
4	District
5	Block
6	House Name and Street Name
7	Police Station
8	Post Office
9	Village/ Municipality
10	Name of Head of Family
11	Sex
12	Age at the time of application
13	Individual Income
14	Family Income
15	Source of Income (Individual)
16	Source of Income (Family)
17	Name of Election Center Part No and voter
18	Desired mode of delivery of pension and details
19	Is the applicant a recipient of any other pension funded by State Government?
20	If answer to the previous question is yes then the declaration as to whether the applicant is willing to part with the existing State Government Pension Acheme.

5.1.5 Workflow Service Levels

5.1.5.1 Enrollment

S.No	Activity	Service Level in days	Service Level after Submission
1.	Runs a query and provides Gram Panchayat wise short list of beneficiaries	1 day	1st Day
2.	Conducting Enquiry	2 day	3rd Day
3.	Typing of enquiry report	1 day	4th Day
4.	Preparation of e-notice and dispatch to the citizen	1 day	5th Day
5.	Submission of Application	1 day	6th Day
6.	Verification of application and supporting documents	1 day	7th Day
7.	Receipt of Hardcopy of Supporting Documents	4 days (from submission)	10th Day
8.	Enrollment of Applicants in the IGNOAPS beneficiary list	1 day	11th Day

5.1.5.2 Disbursal

S.No	Activity	Service Level in days	Service Level after Submission
1.	Preparation and sending of Fund Request Statement	1 day	1st Day
2.	Approval of Fund Request Statement by the DM	1 day	2nd Day
3.	Approval of Fund Request Statement by the Commissioner P&RD	1 day	3rd Day
4.	Preparation of GP-wise allotment advice by commissioner P&RD	1 day	4th Day
5.	Dispatch of GP-wise allotment advice	1 day	5th Day
6.	Dispatch of Cheques to citizen	1 day	6th Day

5.1.6 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	None	None

5.1.7 Monitoring Report Formats

5.1.7.1 GP-wise Fund Request Statement

S.No	Name of the Gram Panchayat	Number of Beneficiaries	Amount Sanctioned	GP IGNOAPS A/C No	GP IGNOAPS NEFT/ RTGS Code
1.					
2.					
3.					
4.					
5.					

5.1.7.2 GP- wise Payment Status Report

S.No	Name of the Gram Panchayat	No of Beneficiaries	Last Month for which Payment is Made	Amount Paid
1.				
2.				
3.				
4.				
5.				

5.1.7.3 SLA Status Report

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				
4				

5.1.8 Escalation Matrix

5.1.8.1 Enrollment

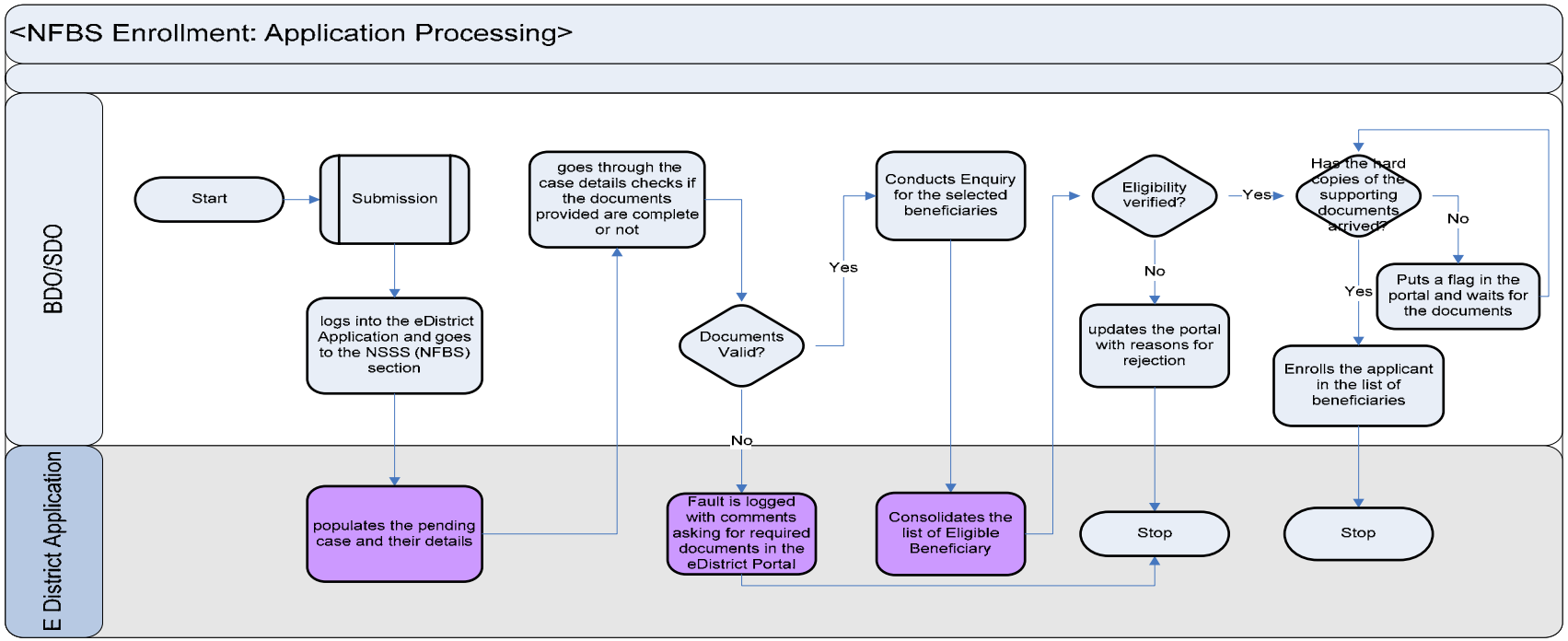
S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Submitting a query to prepare shortlist of IGNOAPS beneficiaries	BDO/SDO	1 day	DM	1 day	-	-	-	-
2.	a. Enquiry	BDO/SDO	3 days	DM	1 day				
3.	a. Generation and Dispatch of e-Notices	BDO/SDO	1day	DM	1 day	-	-	-	-
4.	a. Verification of case details and supporting documents after submission	BDO/SDO	1 day	DM	1 day				
5.	a. Enrollment of applicants in the beneficiary list	BDO/SDO	1 day	DM	1 day				

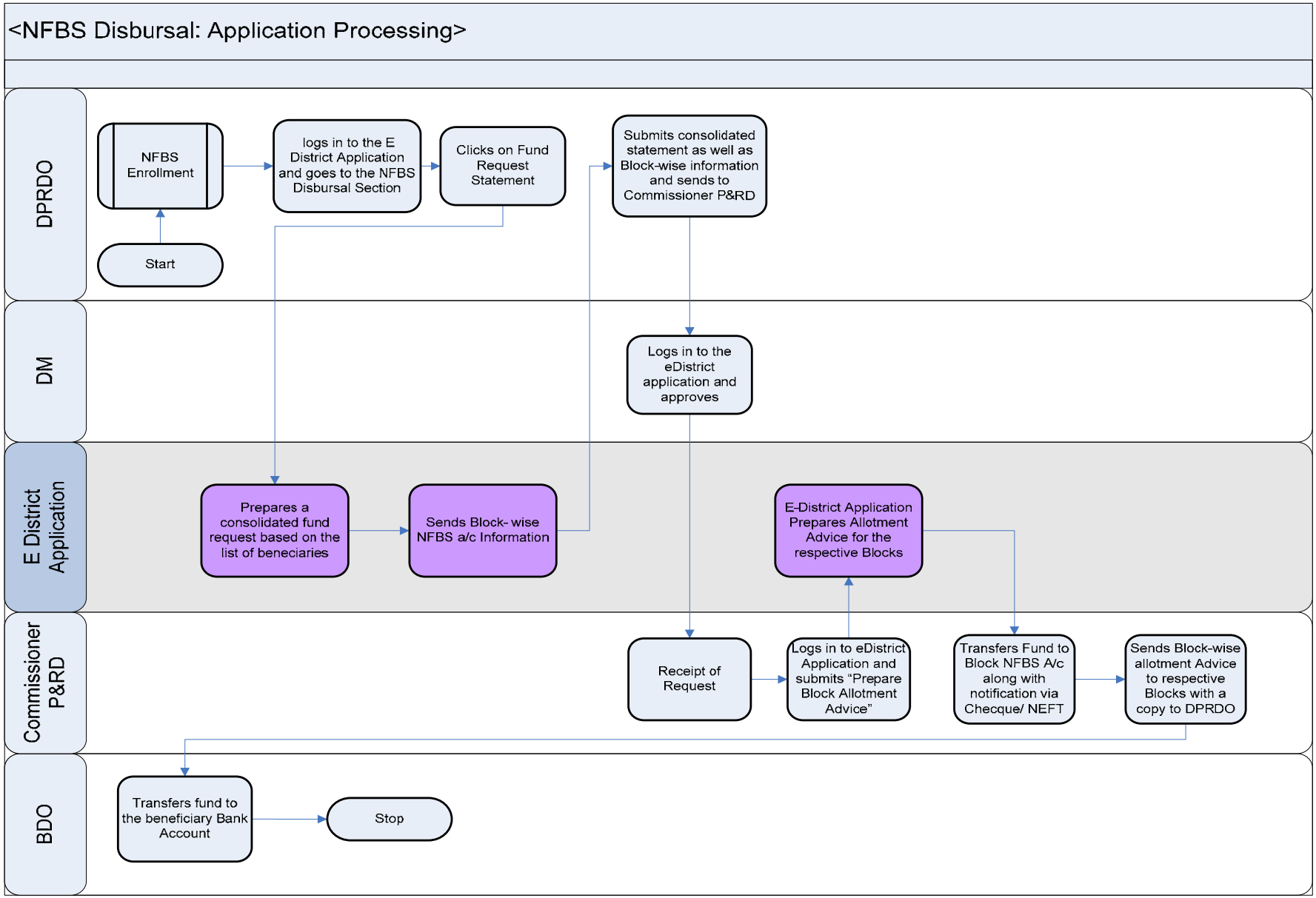
5.1.8.2 Disbursal

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Preparation and sending of Fund Request Statement	DPRDO	1 day	DM	1 day	-	-	-	-
2.	a. Approval	DM	1 day	Comm. P&RD	1 day				
3.	a. Preparation of GP Allotment Advice	Commissioner P&RD	1day	-	-	-	-	-	-
4.	a. Transfer of Funds to the GP IGNOAPS account	Commissioner P&RD	1 day	-	-	-	-	-	-
5.	a. Updation of e-District Portal after transferring funds to the beneficiaries	GP	2 days	BDO	1 day	DM	2 days	-	-

5.2 NFBS

5.2.1 Process Map




<NFBS Disbursal: Application Processing>
DPRDO
DM
E District Application
Commissioner P&RD
BDO
NFBS Enrollment
Start
logs in to the E District Application and goes to the NFBS Disbursal Section
Clicks on Fund Request Statement
Submits consolidated statement as well as Block-wise information and sends to Commissioner P&RD
Logs in to the eDistrict application and approves
Prepares a consolidated fund request based on the list of beneciaries
Sends Block- wise NFBS a/c Information
E-District Application Prepares Allotment Advice for the respective Blocks
Receipt of Request
Logs in to eDistrict Application and submits "Prepare Block Allotment Advice"
Transfers Fund to Block NFBS A/c along with notification via Checque/ NEFT
Sends Block-wise allotment Advice to respective Blocks with a copy to DPRDO
Transfers fund to the beneficiary Bank Account
Stop

5.2.2 Use Case Table

Use Case Name	Enrollment and Disbursal of IGNOAPS Pension
Trigger	Submission of the NFBS Pension form by the Citizen
Pre-condition	The citizen applies for NFBS Pensions through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the NFBS Pensions Service Request Form need to be filled up properly. b. All the supporting documents required for the enrollment and disbursal of NFBS Pensions need to be scanned and uploaded in the e-District Application
Basic Path	**Enrollment** a. Based on the data provided by the applicant the e-District Application automatically routes the case to the concerned Block Development Officer/ Sub Divisional Officer of the respective block/ municipality as per applicants based out of urban/ rural areas b. The BDO/SDO goes through the case details and checks the service request form and the relevant documents furnished as supporting documents. c. The BDO/SDO then conducts an enquiry for the selected beneficiary and fills up the enquiry report in the e-district Application. d. The BDO/SDO then updates the data in the NFBS Beneficiary Database. **Disbursal** a. The District Panchayat and Rural Development Officer (DPRDO) clicks on "Create Fund Request Statement" on the e-District Application. b. The e-District Application prepares a consolidate fund request statement (Block-Wise). The fund request statement will be the Names of Blocks, Number of Beneficiaries Selected, Amount to be Disbursed and Block NFBS Account information (Account Number, NEFT/RTGS Code) c. The DPRDO clicks on the "Submit Fund Request" button to send the fund request statement to the DM. d. The District Magistrate Approves on the Fund Request Statement and the system routes the request to the Commissioner P&RD. e. The Commissioner P&RD logs in to the e-District Application and clicks on "Prepare Block-wise Allotment advice" f. The e-District application prepares allotment advice for the respective Blocks and dispatches the same through mail with a copy to the DPRDO. g. The Commissioner P&RD transfers the fund to the respective Block NFBS account by virtue of NEFT/ RTGS. h. The BDO updates payment status after sending cheques to the respective beneficiaries
Alternative Paths	**Enrollment** d. Log-in failure by BDO/SDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. e. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as

	per the instructions of the BDO/SDO. f. Rejection of case as per observation made in the Enquiry Report: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. **Disbursal** b. Log-in failure by Commissioner P&RD, DM, and DPRDO. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator.
Post-condition	A successful submission and workflow will lead to the enrollment and disbursal of NFBS Pensions to the selected final beneficiaries.
Primary Actor	BDO/SDO, DPRDO
Supporting Actors	Commissioner P&RD, DM

5.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Development Officer	■**(Respective Block)**	■	■**(Respective Block)**	■**(Respective Block)**
Sub Divisional Officer	■**(Respective Sub-Division)**	■	■**(Respective Sub Division)**	■**(Respective Sub Division)**
Commissioner P&RD	■	■	■	■
District Panchayat and Rural Development Officer (DPRDO)	■	■	■	■
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

5.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Father's/ Husbands Name
3.	District
4.	Block
5.	House Name and Street Name
6.	Police Station
7.	Post Office
8.	Village/ Municipality
9.	Name of Head of Family
10.	Sex
11.	Name of the deceased person
12.	Age of the deceased person
13.	Date of death
14.	Age of applicant at the time of application
15.	Individual Income
16.	Family Income
17.	Source of Income (Individual)
18.	Source of Income (Family)
19.	Desired mode of delivery of pensions and its details

5.2.5 Workflow Service Levels

5.2.5.1 Enrollment

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of application and supporting documents	1 day	1st Day
2.	Enquiry	3 days	4th Day
3.	Receipt of Hardcopy of Supporting Documents	4 days (from submission)	4th Day
4.	Enrollment of Applicants in the NFBS beneficiary list	1 day	5th Day

5.2.5.2 Disbursal

S.No	Activity	Service Level in days	Service Level after Submission
1.	Preparation and sending of Fund Request Statement	1 day	1st Day
2.	Approval of Fund Request Statement by the DM	1 day	2nd Day
3.	Approval of Fund Request Statement by the Commissioner P&RD	1 day	3rd Day
4.	Preparation of Block-wise allotment advice by commissioner P&RD	1 day	4th Day
5.	Dispatch of Block-wise allotment advice	1 day	5th Day
6.	Dispatch of Cheques to citizen	1 day	6th Day

5.2.6 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	None	None

5.2.7 Monitoring Report Formats

5.2.7.1 Block-wise Fund Request Statement

S.No	Name of the Block	Number of Beneficiaries	Amount Sanctioned	Block NFBS A/c No	Block NEFT/ RTGS Code
1.					
2.					
3.					
4.					
5.					

5.2.7.2 SLA Status Report

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				
4				

5.2.8 Escalation Matrix

5.2.8.1 Enrollment

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Verification of case details and supporting documents after submission	BDO/SDO	1 day	DM	1 day				
2.	a. Enquiry	BDO/SDO	2 days	DM	1 day				
3.	a. Enrollment of applicants in the beneficiary list	BDO/SDO	1 day	DM	1 day				

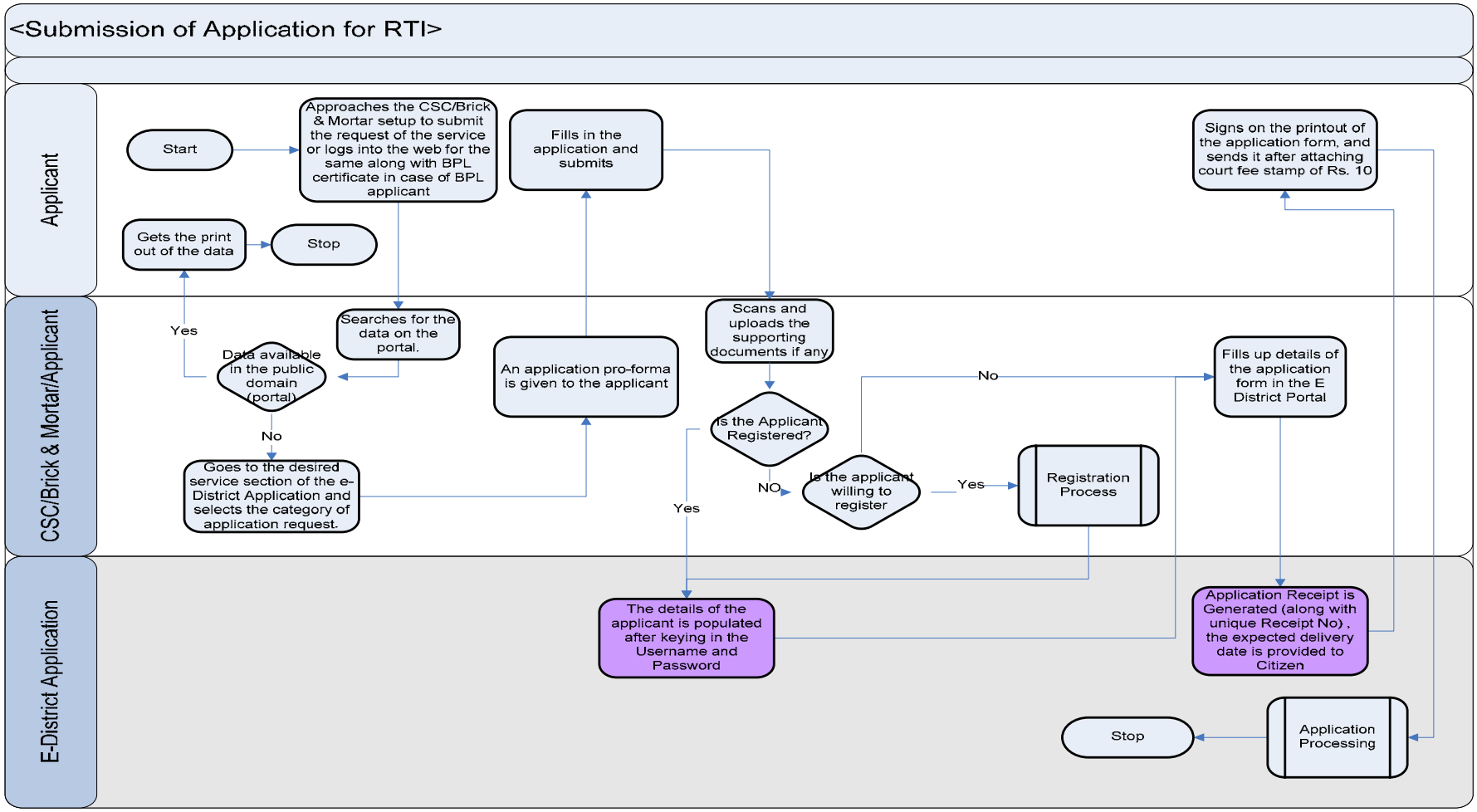
5.2.8.2 Disbursal

S.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	a. Preparation and sending of Fund Request Statement	DPRDO	1 day	DM	1 day	-	-	-	-
2.	a. Approval	DM	1 day	Comm. P&RD	1 day				
3.	a. Preparation of Block Allotment Advice	Commissioner P&RD	1day	-	-	-	-	-	-
4.	a. Transfer of Funds to the Block NFBS account	Commissioner P&RD	1 day	-	-	-	-	-	-
5.	a. Updation of e-District Portal after transferring funds to the beneficiaries	BDO	2 days	SDO	1 day	DM	1 day	-	-

6 Right to Information (RTI) & Grievance Redressal

6.1 Right to Information

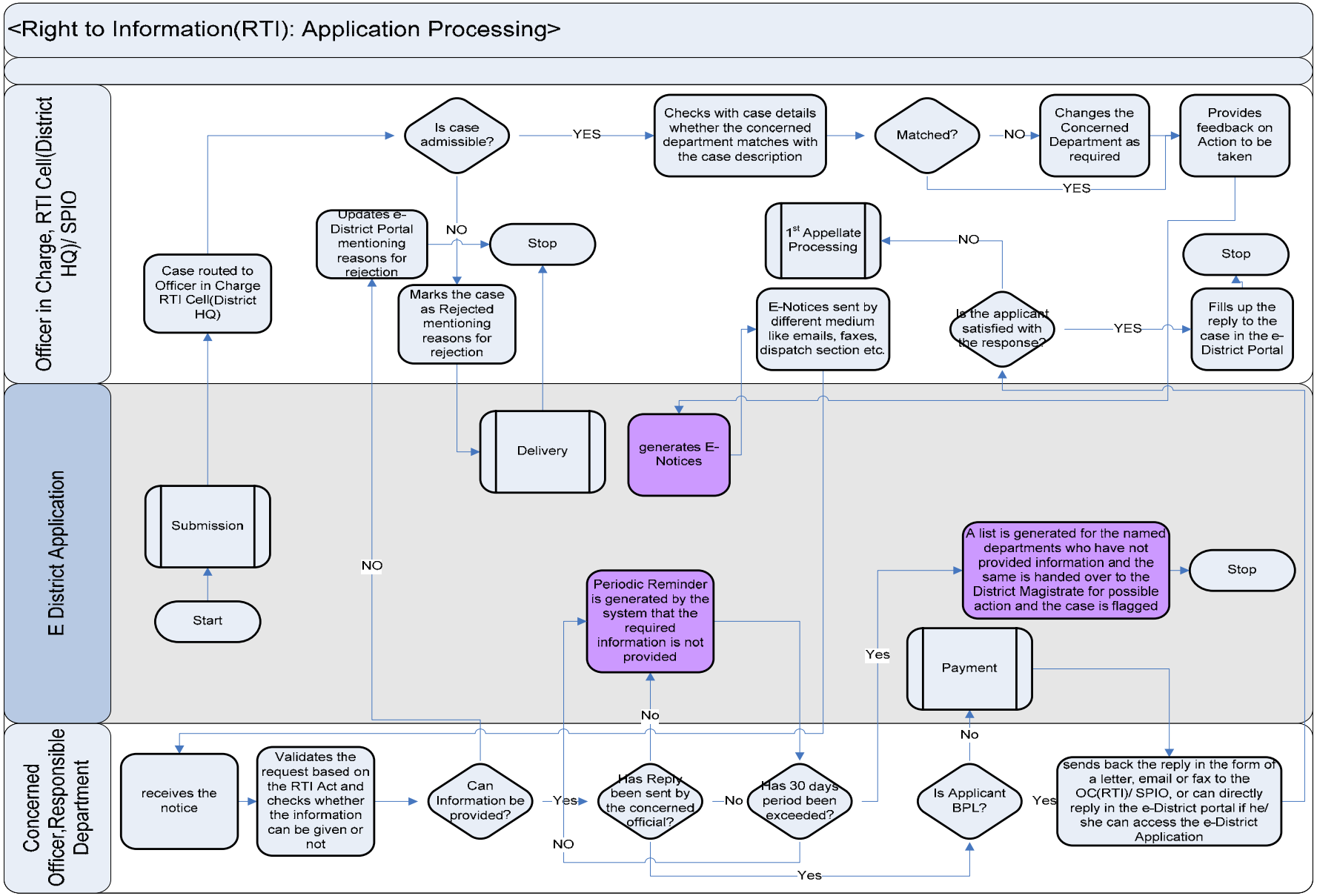
6.1.1 Process Map



6.1.2 Use Case Table (Submission of Application)

Use Case Name	Submission of Application for RTI Processing The submission of module for RTI is prepared separately from the other submission module because of a. Proactive information sharing by the departments will lead to a some set of information requests dealt with instantaneously b. The citizen also need to attach a court fee stamp of Rs 10 and send the input form to the District RTI Officer who is the SPIO in the district.
Trigger	Requirement of information (generic/ department specific)
Pre-condition	a. The applicant must attach a court fee stamp of Rs.10 on the printout of the RTI application request and send it to the concerned authorities
Basic Path	The user in this case can be i. The citizen/applicant himself ii. The CSC operator who fills up the application form on behalf of the citizen iii. The Government Dealing assistant or the District Kiosk Operator who takes in the application form on behalf of the citizen a. The citizen approaches the CSC/ Brick and Mortar Office or logs in to the web-application to submit the RTI specific request on the e-District Application b. The e-District application uses a search engine to search for the RTI query on the portal. If the result of the RTI query is positive the e-District application returns the matches in the case the respective line departments have pro-actively hosted the data in the e-district application c. In the case the citizen does not get the requisite data from the RTI search engine, he goes to the desired service section of the e-district application and selects the category of application requests. d. The e-District application pops-up an application pro-forma and the user fills in the input forms and submits. e. In the case the citizen is a BPL candidate, his application processing fee may be waived and hence he can also upload a scanned copy of a BPL Ration Card or the RHS family number. f. If the applicant is registered, the e-district application prompts a request encouraging the applicant to register. g. The user fills up the details on the RTI service request application form including the details of the information sought by the user. h. The e-District application then allows the applicant/citizen to take a printout of the application and attach a court-fee stamp of Rs 10. i. The citizen either posts the application himself to the District Headquarters or the CSC Operator does the same. j. The e-District application generates Application Receipt number and the expected delivery date of service is communicated to the citizen.
Alternative Paths	a. Incorrect/ incompatible syntaxes used for enrollment for a new user: The system should be able to throw error messages that the data entered is incorrect and ask for the correct data. b. Mandatory fields are not filled in for enrollment: If the mandatory documents are not filled in the system

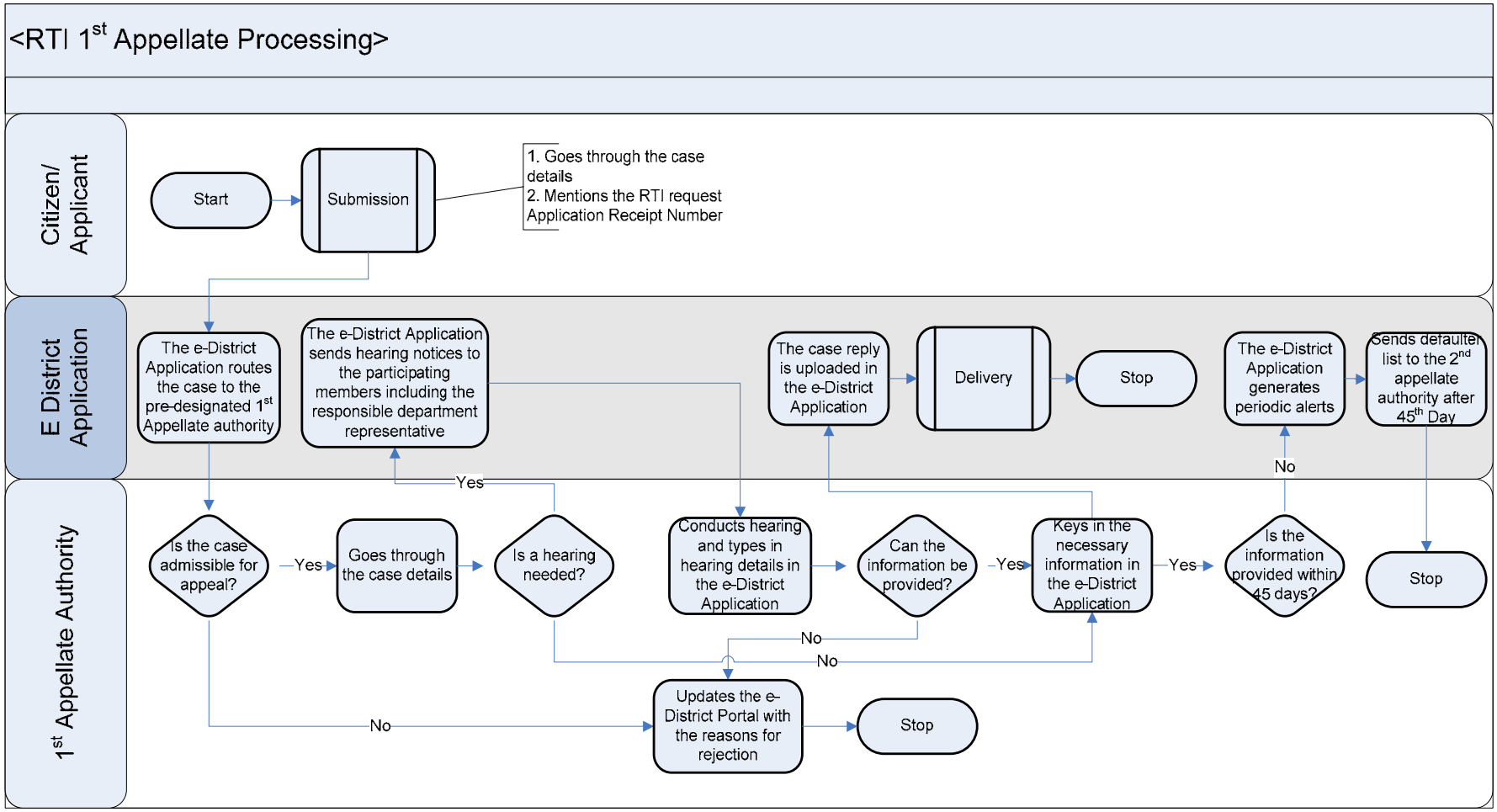
	should be able to throw an error as to mandatory documents not filled in and mark those fields in red. c. Mandatory documents are not filled in for application form submission: If the mandatory documents are not filled in the system should be able to throw an error as to mandatory documents not filled in and mark those fields in red.
Post-condition	A successful submission will take the case to the application processing module.
Primary Actor	User i. The citizen/applicant himself ii. The CSC operator who fills up the application form on behalf of the citizen iii. The Government Dealing assistant or the District Kiosk Operator who takes in the application form on behalf of the citizen
Supporting Actors	N.A


<Right to Information(RTI): Application Processing>
Officer in Charge, RTI Cell(District HQ)/ SPIO
E District Application
Concerned Officer,Responsible Department
Is case admissible?
YES
Checks with case details whether the concerned department matches with the case description
Matched?
NO
Changes the Concerned Department as required
Provides feedback on Action to be taken
YES
Updates e-District Portal mentioning reasons for rejection
NO
Stop
1st Appellate Processing
NO
Stop
Case routed to Officer in Charge RTI Cell(District HQ)
Marks the case as Rejected mentioning reasons for rejection
E-Notices sent by different medium like emails, faxes, dispatch section etc.
Is the applicant satisfied with the response?
YES
Fills up the reply to the case in the e-District Portal
Delivery
generates E-Notices
Submission
NO
A list is generated for the named departments who have not provided information and the same is handed over to the District Magistrate for possible action and the case is flagged
Stop
Start
Periodic Reminder is generated by the system that the required information is not provided
Yes
Payment
No
No
receives the notice
Validates the request based on the RTI Act and checks whether the information can be given or not
Can Information be provided?
Yes
Has Reply been sent by the concerned official?
No
Has 30 days period been exceeded?
Is Applicant BPL?
Yes
sends back the reply in the form of a letter, email or fax to the OC(RTI)/ SPIO, or can directly reply in the e-District portal if he/ she can access the e-District Application
NO
Yes

6.1.3 Use Case Table (RTI Application Processing)

Use Case Name	Right to Information application processing
Trigger	Submission of RTI application Form by the Citizen
Pre-condition	The citizen applies for RTI service through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the RTI Service Request Form need to be filled up properly. b. All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place a. Based on the data provided by the applicant the e-District Application automatically routes the case to the Officer in Charge RTI Cell in the District Headquarters b. The SPIO/RTI officer (District HQ) logs into the e-district portal and checks the pending cases. c. The SPIO/RTI officer clicks on a case and goes through the case details and checks whether the application request is admissible or not. d. If the requested information can be provided then the SPIO/RTI officer checks if the concerned department as mentioned in the application is correct or not. In case the concerned department does not match the information required the SPIO/RTI officer changes the concerned department using the "EDIT" case details button as required. e. The SPIO/RTI officer puts his/her comments on the case and the e-district portal generates e-notices based on the case details and comments by SPIO/RTI Officer by clicking on the "Generate Notice" button. f. The SPIO/RTI officer waits for the photocopies of original documents in case the applicant has applied through web or CSC. g. After the SPIO/RTI officer has received the supporting documents the SPIO/RTI officer takes the printout by clicking on the "Print" button and sends the print out of e-notice to the concerned department through different mediums like fax, email and post. h. The concerned department receives the notice and has to reply back with the information. i. The concerned department replies back with the information to the SPIO/RTI officer. j. The SPIO/RTI officer accesses the case and updates the portal with the information provided and flags the case accordingly. k. If the citizen is in the BPL category he/she can receive the information without any processing fee. For an APL candidate, the payment module is initiated in the alternative path.
Alternative Paths	The alternate paths for the workflow are provided as follows. a. Log-in failure by SPIO/RTI officer. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the SPIO/RTI officer.

	c. Rejection of admissibility of the case as per observation made by the SPIO/RTI officer/ Concerned Department: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. d. No response from concerned department: I. In case the department has not replied to the query for information, periodic alerts are generated by the e-District application in the form of e-Notices and the same is dispatched to the concerned department by the RTI cell. II. In case the concerned department does not reply back within 30 days the e-district portal generates a notice the concerned department that the non compliance has been notified to higher authorities. The e-district also generates e-notices to be sent to the District Magistrate about the non compliance. e. In case the applicant wants to receive the information and he is in the APL category he has to make payments and he can do it in the following ways. I. The citizen chooses the payment modes in the e-district payment module dropdown. He may submit cash in bank/ Government Office Cash section and can upload the acknowledgement challan. II. In case the CSC's accept cash, the citizen submits cash in the CSC cash collection center and uploads a scanned copy of the cash receipt. III. Can pay online or in the CSC's through payment gateway and can cite the Transaction Confirmation number in the e-District Application. f. In the case the citizen/applicant is not satisfied with the response provided by the RTI Officer, district HQ he/she can also choose to appeal against the same.
Post-condition	A successful submission and workflow will lead to the generation of required information as per the RTI act.
Primary Actor	State Public Information officer (SPIO) and the RTI cell officer in charge
Supporting Actors	Concerned department officials, Citizen


<RTI 1st Appellate Processing>
Citizen/ Applicant
E District Application
1st Appellate Authority
Start
Submission
1. Goes through the case details
2. Mentions the RTI request Application Receipt Number
The e-District Application routes the case to the pre-designated 1st Appellate authority
The e-District Application sends hearing notices to the participating members including the responsible department representative
The case reply is uploaded in the e-District Application
Delivery
Stop
The e-District Application generates periodic alerts
Sends defaulter list to the 2nd appellate authority after 45th Day
No
Yes
Is the case admissible for appeal?
Yes
Goes through the case details
Is a hearing needed?
Conducts hearing and types in hearing details in the e-District Application
Can the information be provided?
Yes
Keys in the necessary information in the e-District Application
Yes
Is the information provided within 45 days?
Stop
No
No
No
Updates the e-District Portal with the reasons for rejection
Stop

6.1.4 Use Case Table (1st Appellate Processing)

Use Case Name	Right to Information 1st Appellate Processing
Trigger	Submission of RTI application Form by the Citizen and receipt of e-notice on the refusal of information mentioning reasons for refusal.
Pre-condition	The citizen applies for RTI 1st Appellate Processing through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. a. All the fields in the RTI Appellate Processing form must be filled in and the RTI Service Request Application Tracking Number must be mentioned b. Any supporting document the applicant wants to attach to substantiate the appeal should be provided.
Basic Path	In case of successful submission of the appeal the following activities take place. a. The e-District application routes the case to the pre-designated 1st Appellate Authority in the District Level. b. The 1st Appellate authority goes through the case details and checks the veracity of the case to see if the appeal can be admissible or not. c. If the appeal is admissible the 1st appellate authority checks if hearing is needed or not. d. In the case a hearing is needed the e-District Application sends hearing notices to the citizen and concerned department representative. e. Once the hearing is completed the appellate authority types in the recommendations in the e-District Application. f. If the information can be provided the 1st Appellate authority types-in the required information in the e-district application(or scans and uploads the same)
Alternative Paths	The alternate paths for the workflow are provided as follows. a. Log-in failure by 1st Appellate Authority. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. b. Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the SPIO/RTI officer. c. Rejection of admissibility of the case as per observation made by the 1st Appellate Authority: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. d. No response from concerned department: I. The e-district portal generates an alert reminding the 1st Appellate Authority about the delay in the providing the information. II. In case the concerned department does not reply back within 45 days the e-district portal generates a notice the concerned department that the non compliance has been notified to higher authorities. The e-district also generates e-notices to be sent to the 2nd Appellate Authority at the State Information Commission.
Post-condition	A successful submission and workflow will lead to the generation of required information as per the RTI act.
Primary Actor	1st Appellate Authority

Supporting Actors	Concerned department officials, Citizen

6.1.5 CRUD Matrix

Designation	Create	Read	Update	Delete
SPIO/RTI Cell OC	■	■	■	■
CSC Operator	■	■	■	X
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X
1st Appellate Authority	■	■	■	■
2nd Appellate Authority (State Information Commission)	■	■	■	■

6.1.6 Service Request Form (Fields)

S.No	Fields Description of the form (RTI enquiry)
1	First Name
2	Last Name
3	Son of/ Wife of/Daughter of
4	District
5	Block
5	Full Address
6	Post Office
7	Information required details
8	Concerned department

S.No	Fields Description of the form (RTI 1st Appellate Processing)
1	Application Tracking Number of previous RTI Submission request
2	First Name
3	Last Name
4	Son of/ Wife of/Daughter of
5	District
6	Block

7	Full Address
8	Post Office
9	Information required details
10	Concerned department
11	Any additional information that the applicant wants to provide

6.1.7 Workflow Service Levels

6.1.7.1 RTI Submission

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
4.	Concerned Department Response	Within 29 day	29th Day
5.	Approval and dispatch of information to the applicant	1day	30th Day

6.1.7.2 RTI 1st Appellate Processing

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
4.	1st Appellate Authority Response	Within 44 days	44th Day
5.	Approval and dispatch of information to the applicant	1 day	45th Day

6.1.8 Digital Signature Requirement

No digital signature is required for delivering the service.

6.1.9 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

Period	Number of appeals at the beginning of the month (a)	Number of appeals received in the period (b)	Total of (a) and (b)	Number of appeals disposed during the period	Number of pending applications	Number of pending applications for more than 45 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

Period	Monthly number of RTI Query/ Request	Number of Queries Closed	Number of Appeals send for 1st Appellate Processing	Number of Appeals closed
1.				
2.				
3.				
4.				
5.				

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

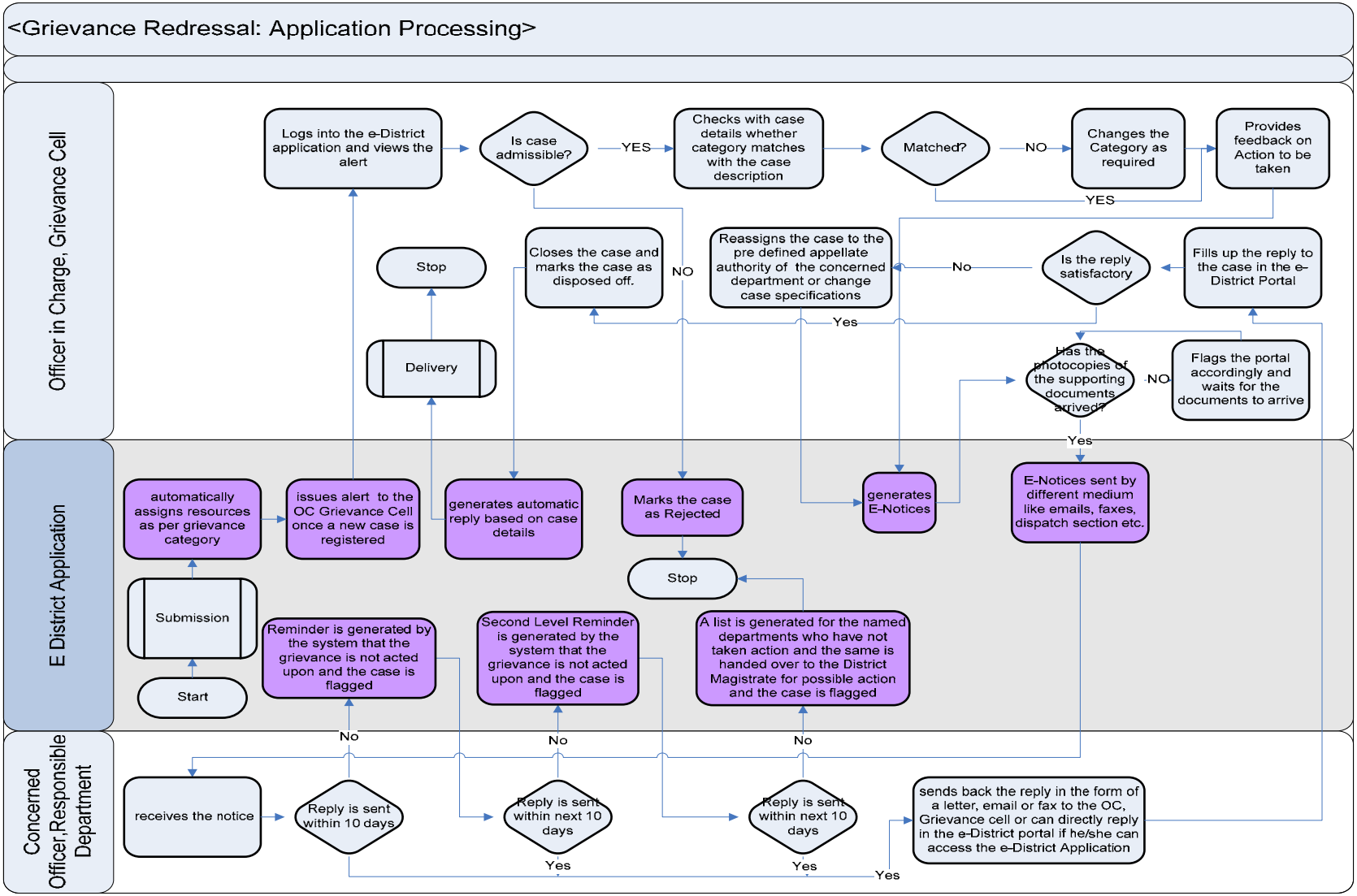
6.1.10 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	SPIO/RTI cell OC	1 day	DM	1 day	-	-	-	-
2.	• Concerned Department reply	Concerned Department	Within 30 days	SPIO/RTI cell OC	1 day	-	-	-	-

3.	• Dispatch information to the applicant	SPIO/RTI cell OC	1day	DM	1 day	-	-	-	-

6.2 Grievance Redressal

6.2.1 Process Map



6.2.2 Use Case Table

Use Case Name	Grievance Redressal application processing
Trigger	Submission of Grievance Redressal application Form by the Citizen
Pre-condition	The citizen applies for Grievance Redressal service through Web, CSC or approach the District Office directly. The following are the necessary pre-conditions. ▪ All the fields in the Grievance Redressal Service Request Form need to be filled up properly. ▪ All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place ▪ Based on the data provided by the applicant the e-District Application automatically assigns an a responsible Officer to the case ▪ The Grievance cell officer in Charge logs into the e-district portal and checks the pending cases. ▪ The Grievance cell officer in Charge clicks on a case and goes through the case details and checks whether the application request is admissible or not. ▪ In case the application request does not seen admissible to the Grievance cell officer in Charge, e/she updates the portal accordingly by clicking on the inadmissible button and providing details why the application cannot be admitted. ▪ If the requested grievance is valid the Grievance cell officer in Charge checks if the concerned party as mentioned in the application is correct or not. In case the concerned department does not match the information required the Grievance cell officer in Charge changes the concerned party using the “EDIT” case details button as required. ▪ The Grievance cell officer in Charge puts his/her comments on the case regarding what is to be done regarding the grievance and the e-district portal generates e-notices based on the case details and comments by Grievance cell officer in Charge by clicking on the “Generate Notice” button. ▪ The Grievance cell officer in Charge waits for the photocopies of original documents in case the applicant has applied through web or CSC. ▪ After the Grievance cell officer in Charge has received the supporting documents the officer takes the printout by clicking on the “Print” button and sends the print out of e-notice to the concerned party through different mediums like fax, email and post. ▪ The concerned party receives the notice and has to reply back with the information. ▪ The concerned party replies back with the information on the corrective action taken to the Grievance cell officer in Charge. ▪ The Grievance cell officer in Charge accesses the case and updates the portal with the information provided and flags the case accordingly. ▪ Once the information is updates the Grievance cell officer in Charge can close the case by clicking on the “Close case” button

Alternative Paths	The alternate paths for the workflow are provided as follows. ▪ Log-in failure by Grievance cell officer in Charge. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. ▪ Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Grievance cell officer in Charge. ▪ Rejection of admissibility of the case as per observation made by the Grievance cell officer in Charge: In case of rejection an e-notice is generated by the e-district application and the citizen is intimated through web, CSC-status tracking module and district office kiosks as to the reasons for rejection. ▪ No response from concerned party: - In case the department has not replied to the notice in the first 15 days the e-district portal generates an alert reminding the Grievance cell officer in Charge about the delay in the providing the information. - In case the concerned department does not reply back even after the first reminder the e-district portal generates a notice the concerned department that the non compliance has been notified to higher authorities. The e-district also generates e-notices to be sent to the District Magistrate about the non compliance.
Post-condition	A successful submission and workflow will lead to the generation of a corrective action being taken as per the grievance
Primary Actor	Grievance cell officer in charge
Supporting Actors	Concerned department officials, Citizen

6.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Grievance Cell OC	■	■	■	■
CSC Operator	■	■	■	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

6.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1	Name
2	Son of/ Wife of/Daughter of
3	District
4	Block

S.No	Fields Description of the form
5	Full Address
6	Post Office
7	Concerned Department/Officer/Party
8	Details of Grievance

6.2.5 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Receipt of Hard Copy of Supporting Documents	4 days (from submission)	4th Day
4.	Concerned Department/Party/Officer Response	Within 30 day	30th Day
5.	Approval and dispatch of information to the applicant	1day	31st Day

6.2.6 Digital Signature Requirement

No digital signature is required for delivering the service.

6.2.7 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						

5.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

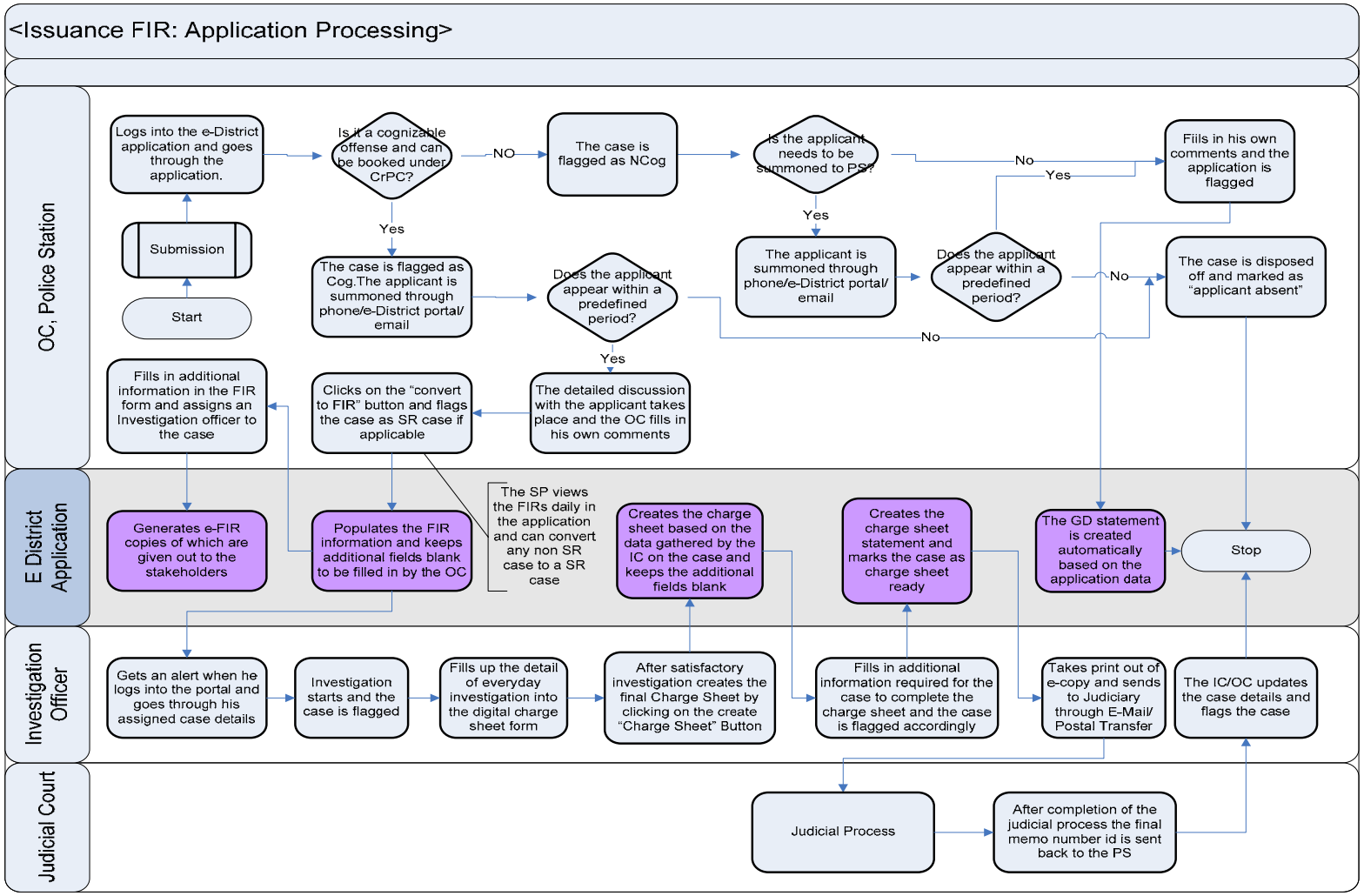
6.2.8 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	Grievance cell OC	1 day	DM	1 day	-	-	-	-
2.	• Concerned Department reply	Concerned Department/ Officer/ Party	Within 30 days	Grievance cell OC	1 day	-	-	-	-
3.	• Dispatch information to the applicant	Grievance cell OC	1day	DM	1 day	-	-	-	-

7 Police

7.1 FIR Issuance

7.1.1 Process Map



7.1.2 Use Case Table

Use Case Name	Issuance of FIR processing
Trigger	Submission of FIR Form by the Citizen
Pre-condition	The citizen applies for FIR through Web, CSC or approach the Police Station directly. The following are the necessary pre-conditions. • All the fields in the FIR Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • Based on the data provided by the applicant the e-District Application automatically assigns a Police Station/OC of the Police Station to the case • The OC Police Station logs into the e-District Portal using his/her username and password. • The OC goes through the pending cases and selects a case by clicking on it. • The OC police station goes through the case details and decides whether it's a cognizable or non cognizable offense as per the CrPC. • If it is a non cognizable offense the case is converted to a General Diary by clicking on the "Create General Diary" button. The e-district portal fetches case information from the application and creates a general diary based on a pro forma general diary. The case is then updated by the e-district portal as over by flagging it accordingly for status tracking and keeps the pro forma general diary for service delivery. • In case the OC Police station finds that the offense in cognizable as per the CrPC Act the OC goes through the case details and provides his own comments in the text area provided for his feedback. • The OC provides a date of hearing to the applicant. The portal generates an alert to the applicant through e-mail and creates a pro forma letter to be printed. • The OC summons the applicant by posting the letter by getting the printout using the "print" button. • The applicant appears for the hearing on the specified date of the hearing. The OC police station conducts the hearing and decides whether to convert the case to a FIR or not • In case the applicant doesn't appear for the hearing on the specified, e-district generates an alert to remind the OC about the hearing. The OC clicks on the generate reminder button to generate reminder. In case the applicant doesn't appear for hearing even after the second reminder the case is disposed off mentioning that the applicant has not arrived for hearing twice. • If the application is converted to FIR additional information is feed in the portal as obtained by the applicant during hearing. • The OC then assigns an Investigating Officer to the case and clicks on the "Generate FIR" button. The OC flags the case as SR case in case the case belongs to the SR category. • The SP views the FIRs daily by logging in to the portal with his/her username and password. The

	SP can convert any non SR case to a SR case in case the SP feels so by overriding the flag by the OC. • The e-district portal generates e-FIR based on the details from the case and flags the case for application tracking and service delivery. • The Investigating officer logs into the portal using the e-district portal using the username and password. • The investigating officer goes through all the pending cases and clicks on a case to go through the details. The IO goes through the application and then starts the investigation. • The daily investigation details are updated to the portal by the IO by clicking on the pending cases. • When the case investigation is complete the IO updates the portal and then clicks on the "Create Charge Sheet" button and the IO also provides any additional details required for creating charge sheet. • The Charge sheet is created by the e-district portal using the FIR details and details provided by the IO. • The Charge sheet is created and the alert is sent to the OC and the case is flagged accordingly for application tracking. • The OC gets the alert after logging into the portal and click on the case to go through the investigation details and add his own comments and clicks on the "Endorse" button to endorse the charge sheet. • The Portal creates a e-Charge Sheet based on the case details and flags the case accordingly for application tracking.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Officer in charge/Investigating Officer Police Station. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the officer in charge Police Station.
Post-condition	A successful submission and workflow will lead to the generation of either General Diary/ FIR for the applicant and the Charge Sheet for Judicial Process.
Primary Actor	Officer in Charge, Police Station; Investigating Officer, Police Station
Supporting Actors	Citizen

7.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Special officer IGSCRB	■	■	■	■

Superintendent in Police	■(District)	■(District)	■(District)	■(District)
Deputy Superintendent in Police	■(District)	■(District)	■(District)	■(District)
Office in Charge, Police Station	■(Police Station)	■(Police Station)	■(Police Station)	X
Investigating Officer, Police Station	■(Police Station)	■(Police Station)	■(Police Station)	X
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X

7.1.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	Date/Year of Birth
4.	Passport no. and date of issue
5.	Nationality
6.	Occupation
7.	District
8.	Block/Municipality
9.	Complete Address
10.	Place of event Occurrence
11.	Date of event Occurrence
12.	Details of the incidence
13.	Details of Known/ Suspected/ unknown accused with full particulars
14.	Reasons for delay in reporting by the complainant/informant
15.	Particulars of properties stolen/involved
16.	Total value of properties stolen

7.1.5 Output Form (Fields)

FIR Format

S.No	Fields Description of the form
1.	District
2.	Police Station
3.	Year
4.	FIR no.
5.	Acts and Sections
6.	Occurrence of Offence: Date From To Time Period From To Application date:
7.	Type of Information: Portal, Written or Oral
8.	Place of Occurrence Direction and Distance from P.S. Address
9.	Name
10.	Son of/ Wife of/Daughter of
11.	Date/Year of Birth
12.	Passport no. and date of issue
13.	Nationality
14.	Occupation
15.	District
16.	Block/Municipality
17.	Complete Address
18.	Details of the incidence
19.	Details of Known/ Suspected/ unknown accused with full particulars
20.	Reasons for delay in reporting by the complainant/informant
21.	Particulars of properties stolen/involved
22.	Total value of properties stolen

Case Diary Format

S.No	Fields Description of the form

1.	District
2.	Police Station
3.	Year
4.	FIR no.
5.	Acts and Sections
6.	Arrested and Sent up
7.	Arrested and released on bail
8.	At large
9.	Particulars of Enquiry No. and hours of entry Place of entry Synopsis of entry

Final Report Format

S.No	Fields Description of the form
1.	District
2.	Police Station
3.	Year
4.	FIR no.
1.	Type of Final Form/Report: Charge Sheet/ Not Charge sheeted for want of evidence/FRT Undetected/ FRT offence abated/FR unoccurred
1.	FR Unoccurred: False/Mistake of fact/Mistake of law/Non Recognizable/ Civil Nature
1.	Name of IO
1.	Rank
1.	No.
2.	Name
3.	Son of/ Wife of/Daughter of
4.	Details of Properties/Articles/Documents recovered/seized during investigation and relied upon No. Property Description

	Estimated Value P.S. Property Register No. Reference From whom/where seized Disposal
5.	Number of accused persons charge sheeted
6.	Number of accused persons not charge sheeted
7.	Particulars of accused persons charge sheeted Name: Name verified: Yes/No Father's/Husband's name Date/year of Birth Nationality Passport No. Date of Issue Place of Issue Religion Whether SC/ST Occupation Address Whether verified Provisional Criminal Number Regular Criminal Number (If Know) Date of Arrest Date of release on bail Date on which forwarded to court Under Section and Act: Name of Bailers/Sureties and Address(es) Previous Convicts with case reference Status of the accused: Forwarded/bailed by Police/ bailed by court/in judicial Custody/ Absconding/Proclaimed offender
8.	Particulars of accused persons- not charge sheeted (Suspect) Name: Name verified: Yes/No Father's/Husband's name Date/year of Birth Nationality Passport No. Date of Issue Place of Issue Religion

	Whether SC/ST Occupation Address Whether verified Provisional Criminal Number Suspicion Approved: Yes/No Status of the accused: Bailed by Police/ bailed by court/ in judicial custody/ not arrested Under Acts and Sections Any special remarks including reasons for not charges heeting
9.	Particulars of witnesses to be examined Sl no. Name Father's/Husband's Name Date/year of birth Occupation Address Type of evidence to be tendered
10.	If F.R. is false, indicate action plan taken or proposed to be taken u/s 182/211 I.P.C
11.	Result of Laboratory Analysis
12.	Brief Facts of the case
13.	Refer notice served: Yes/No
14.	Date
15.	Dispatched on

7.1.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Summoning for the FIR	4 days (from submission)	4th Day
4.	Investigation	Case Specific	Case Specific

7.1.7 Digital Signature Requirement

No digital signature is required for delivering the service.

7.1.8 Monitoring Report Formats

Review of Crime (Monthly)

Police Station	Dacoit	Robbery	Burglary	Theft					Electricity Act.	Murder	Culpable Homicide	Rioting	Crime against woman	Other Cog Cases	Total	DEB/EB	Total
				H.T./O.T.	M.Cycle	Idol	DVC	SEB/Mat									

Case Pending more than 3 months

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Case Pending more than 2 months

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Case Pending more than 1 month

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Reported cases during the month:

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Pending case of DEB

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Pending case of EB

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

Pending case of CEB

Police Station	Case Reference Number	Name of P.O.	Name of I.O.	Current Status

I.O. wise list of pending cases

Name of I.O.	Police Station	Case Reference Number	C.S.	FRT/FRMT/FRML

DRBTM and other statement (PS wise)

Crime head	Case pending in previous month	Case reported during the month	Total cases	Cases Disposed off as CS			Disposes off total cases	Case Pending at the end of the month
				CS	FRT/FRMF/FRML	Otherwise		
Dacoit								
Robbery								
Burglary								
Theft								
Murder								
Culpable Homicide								
Rioting								
Crime Against woman								
Other Cog cases								
DEB								
Total								
CID								
EB/CEB								

7.1.9 Escalation Matrix

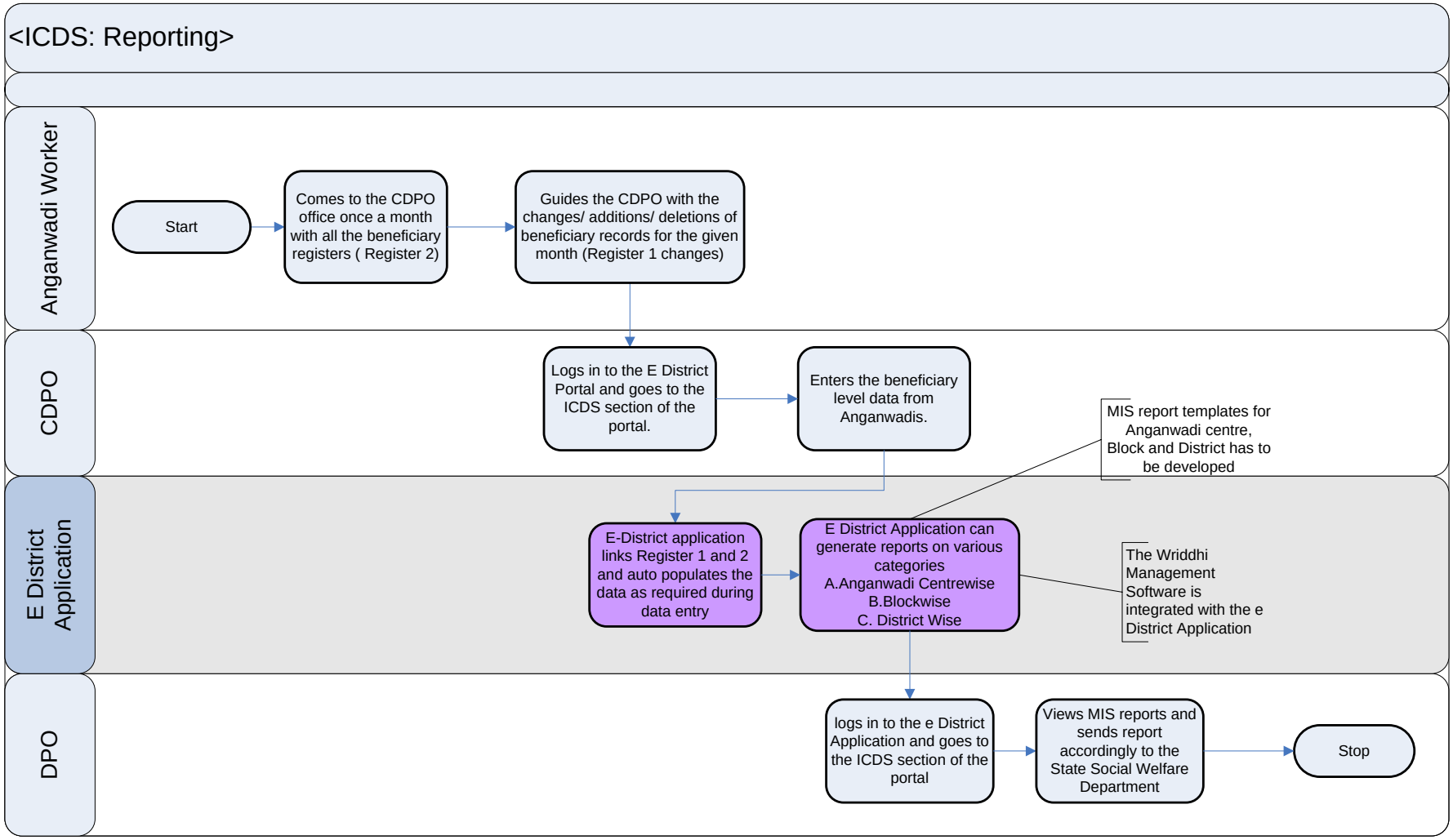
Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of case details. • Add comments to	Officer in Charge, Police	1 day	SP/DSP	1 day	-	-	-	-

	the case	Station							
2.	• Investigation	Investigating Officer	Case Specific	OC, Police Station/SP/DSP	1 day	-	-	-	-

8 ICDS

8.1 Supplementary Nutrition

8.1.1 Process Map



8.1.2 Use Case Table

Use Case Name	ICDS Reporting Process
Trigger	Submission of Data to the CSC Personnel or CDPOs by the Aanganwadi Worker
Pre-condition	The Aanganwadi worker submits data to the portal through Web, CSC or approach the CDPOs directly. The following are the necessary pre-conditions. • All the fields in the Report Form need to be filled up properly.
Basic Path	In case of successful submission the following sequence of activities take place • The CSC operator/Aanganwadi worker logs into the e-district portal using the username and password • Goes to the ICDS section of the portal and provides details of the service as per the information required in the portal • The CDPO logs into the portal using his username and password. The CDPO goes through the section and finds all the information provided by the Aanganwadi workers. In case the Aanganwadi worker approaches the CDPO directly, the CDPO submits the data to the portal for the Aanganwadi worker. • The CDPO goes through the Information provided by the Aanganwadi workers and if he/she finds any inconsistency in the data he points it out by adding his/her comments to the Aanganwadi data. • The CDPO clicks on the generate MIS reports button. • The e-District Portal generates MIS reports in prescribed formats from the data provided by different Aanganwadis. (Smart Watch by Wriddhi Management software is used for the purpose) • The e-district portal prompts the user to save the analysis file to the Hard disk. • The CDPO can then send the file to the DPO through mail or can click on the send to DPO button. The DPO logs into the Portal using his username and password. • The DPO goes through the ICDS section and the data provided by the CDPOs. • The DPO clicks on the generate reports button to generate analytics report to be send to State. The reports can be made Anganwadi wise, block wise and district wise to be sent to the State. (Smartwatch is used for the purpose). • The e-district portal prompts the DPO to save the file to the hard disk so that the DPO can send the file to state level through mail or can keep it for further analysis at the district level
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by CDPO or DPO: The respective users can click on the “Forgot Username/ Password” link and request for a fresh username password from the Administrator. • Incorrect/ incoherent data provided by the Aanganwadi worker as per the form. In such cases alerts are generated and the Aanganwadi worker is asked to provide more details

Post-condition	A successful submission and workflow will lead to the generation of online Aanganwadi data right from the CDPO level which can be used to generate progress reports Aanganwadi, Block and District wise.
Primary Actor	CDPO, DPO
Supporting Actors	Aanganwadi Workers

8.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Secretary, Social Welfare Department	■	■	■	■
Director, ICDS	■	■	■	■
District Magistrate (DM)	■	■	■	■
DPO	■	■	■	■
CDPO	**■(Block)**	**■(Block)**	**■(Block)**	**X**
Aanganwadi Worker	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

8.1.4 Service Request Form (Fields)

The following data needs to be filled in by the Anganwadi worker

REGISTER 1 : PART A: INDIVIDUAL SURVEY REGISTER (FOR IDENTIFICATION OF TARGET GROUP CHILDREN)

Date of last updation _____

Date of First survey : _____

Sl. No.	House No.	Name	Father/ Mother 's Name	Caste Category (SC/ ST/ Others)	Sex (Female/ Male)	Date of Birth (DD/MM/ YYYY)	Age at the time of survey (in years)	Type of disability among childrern 0 - 6 years, if any 1.Locomotor 2.Mental 3.Visual. 4.Hearing 5.Speech	Vital events with date 1=Admission to Primary School 2=Death, 3=Migration, 4=Other (specify) (Note: Please enter date of the vital event under the relevant code column)			
									1	2	3	4
1	2	3	4	5	6	7	8	9	10			
CHILDREN BELOW SIX YEARS												

PRICEWATERHOUSECOOPERS

REGISTER 1 : PART B : INDIVIDUAL SURVEY REGISTER [FOR IDENTIFICATION OF PREGNANT & LACTATING WOMEN, ADOLESCENT GIRLS AND WOMEN (15-45 YEARS)]

Sl. No.	House No.	Name	Father/ Husband 's Name	Caste Category (SC/ ST/ Others)	Sex (Female/ Male)	Date of Birth (DD/MM/ YYYY)	Age at the time of survey (in years)	ICDS Target Groups: PW=Pregnant Women; LM=Lactating Mother; W=Women (15-44 years) and AG : Adolescent Girls	No. of children	Vital events with date 1=Marriage, 2=Migration, 3=Death, 4=Other (specify) (Note: Please enter date of the vital event under the relevant code column)			
										1	2	3	4
1	2	3	4	5	6	7	8	9	10	11			

Note :

1. Information may be written by pencil.
2. AW Survey register may be updated every month. AWW may do so from the information she collects from the household visits
3. If any death, marriage, migration reported, please indicate in vital events column
4. Refer pages 3-4 of ICDS Monitoring Manual for instructions to fill

REGISTER 1 A : INDIVIDUAL SURVEY REGISTER : ANNUAL SUMMARY

Year ending 31st March	Total no. of Children										Total no. of Adolescent Girls (11-18 years)	Total no. of Women		Total no. of children admitted to primary school	Total Number of children (0-6 years) with following disability				
	below 6 months		6-12 months		12-36 months		36-60 months		60-72 months			Pregnant	Lactating		Locomotor	Mental	Visual	Hearing	Speech
	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys	Girls	Boys									
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16a	16b	16c	16d	16e

Note: Refer ICDS Monitoring Manual for instructions to fill

2

PRICEWATERHOUSECOOPERS

REGISTER 2: SUPPLEMENTARY FEEDING & PRE-SCHOOL EDUCATION SERVICES

Month & Year: _____

Serial No. as per AW survey register	Name	Caste (SC/ ST/ OBC / Other)	Disabled (Y for Yes and N for No)	Total no. of days Supplementary Feeding received in a month	Total no. of days PSE service attended in a month (for 3-6 years children only)	Days of Supplementary Feeding distributed (for all) and Pre-School Education Attended *(only for Children aged 36-72 months) [Please enter **S** for Both SN & PSE and **P** for PSE only or write 'A' for Absent)]*																															Nutritional Grade
1	2	3	4	5	6	7																															8
						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
I) CHILDREN (6-36 MONTHS) :																																					
GIRLS																																					
BOYS																																					
	Total person feeding days---- >>>>>>																																				
II) CHILDREN (36-72 MONTHS) :																																					
GIRLS																																					
BOYS																																					
		Total feeding days>																																			
		Total PSE attendence days >																																			
III) PREGNANT WOMEN :																																					
		Total Feeding Days>																																			
IV) LACTATING MOTHERS																																					
		Total Feeding Days>																																			
V) ADOLESCENT GIRLS (11-18 YEARS)																																					
		Total Feeding Days>																																			

Note :
1. All Children (6 months - 6 years) in the anganwadi area are aligible for supplementary nutrition
2. All Children (3-6 years) in the anganwadi area are eligible for pre-school education.
3. Refer ICDS Monitoring Manual for instructions to fill.

REGISTER 2A: SUPPLEMENTARY FEEDING AND PSE MONTHLY SUMMARY

Month and Year	Category	6-36 months (Supplementary Feeding)			36-72 months						Women		Adolescent Girls (11-18 years)
		Girls	Boys	Total	Supplementary feeding			PSE			Preg-nant	Lacta-ting	
					Girls	Boys	Total	Girls	Boys	Total			
	1	2 (a)	2 (b)	2 (c)	3 (a)	3 (b)	3 (c)	4 (a)	4 (b)	4 (c)	5	6	7
	SC												
	ST												
	OTHERS												
	TOTAL												
	DISABLED												
	SC												
	ST												
	OTHERS												
	TOTAL												
	DISABLED												
	SC												
	ST												
	OTHERS												
	TOTAL												
	DISABLED												

Note: Refer ICDS Monitoring Manual for instructions to fill

Anganwadi level details

The XL sheet with the above registers is embedded here.

8.1.5 Workflow Service Levels

The data has to be filled in by all the Anganwadi workers every month in the last week.

8.1.6 Digital Signature Requirement

No digital signature is required for delivering the service.

8.1.7 Monitoring Report Formats

The Monitoring reports are prepared by scaling up the Aanganwadi level data and then using “Smart Watch”.
Some sample Analysis from Jalpaiguri districts using smart watch is shown below:

Consolidated Monthly Progress Report: Jalpaiguri Code: 2509

Reporting Month and Year: June'2008 Format1

Code	District	Name of the ICDS project (R/T/U)	No. of AWCs sanct.	No. of AWCs operational	No. of AWCs reporting	NO. of CDPOs		NO. of ACDPOs		No. of Supervisors		No. of AWWs		No. of AWHs		ICDS General(Financial)			
						Sanctioned	In position	Sanctioned	In position	Sanctioned	In position	Sanctioned	In position	Sanctioned	In position	Opening balance as on 1st April	Total fund released by GOI cumulative	Expenditure during the month	cumulative expenditure
		MAL	768	764	764	1	1	2	0	34	10	768	762	768	755				
		KUMARGRAM	508	508	488	1	1	0	0	21	5	508	508	508	490				
		ALIPURDUAR-II	280	280	277	1	1	1	0	12	9	280	279	280	274				
		KALCHINI	745	727	727	1	1	2	0	36	19	745	578	745	641				
		MADARIHAT	540	540	540	1	1	0	0	22	9	540	535	540	533				
		MOYNAGURI	308	307	307	1	0	1	0	14	11	308	301	308	297				
		DHUPGURI	606	595	595	1	1	2	0	26	16	606	601	606	596				
		MATIALI	221	221	220	1	1	1	0	10	6	221	209	221	218				
		RAJGANJ	356	346	346	1	1	1	0	16	12	356	347	356	347				
		JALPAIGURI SADAR	367	367	367	1	1	2	1	18	15	367	365	367	350				
		FALAKATA	324	324	323	1	1	2	0	15	9	324	321	324	321				
		ALIPURDUAR-I	231	231	231	1	0	1	1	10	8	231	229	231	223				
		NAGRAKATA	351	350	350	1	1	0	0	15	4	351	335	351	332				
		ALIPURDWAR	56	56	56	1	1	0	0	2	2	56	56	56	50				
		JALPAIGURI	76	76	76	1	1	0	0	3	3	76	75	76	75				
		TOTAL	5737	5692	5667	15	13	15	2	254	138	5737	5501	5737	5502				

PART B

Project Name		MAL	KUMARGRAM	ALIPURDUAR-II	KALCHINI	MADARIHAT	MOYNAGURI	DHUPGURI	MATIALI	RAJGANJ	LPAIGURI SAD/	FALAKATA	ALIPURDUAR-I	NAGRAKATA	ALIPURDW	JALPAIGURI
CDPO	Sanctioned	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	In-position	1	1	1	1	1	0	1	1	1	1	1	0	1	1	1
	Vacant	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0
	Trained	1	1	1	1	1	0	1	1	1	1	1	0	1	1	0
ACDPO	Sanctioned	2	0	1	2	1	1	2	1	1	2	2	1	0	0	0
	In-position	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
	Vacant	2	0	1	2	1	1	2	1	1	1	2	0	0	0	0
	Trained	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Supervisors	Sanctioned	34	21	12	36	22	14	26	10	16	18	15	10	15	2	3
	In-position	10	5	9	19	9	11	16	6	12	15	9	8	4	2	3
	Vacant	24	16	3	17	13	3	10	4	4	3	6	2	11	0	0
	Trained	10	5	9	19	9	11	16	6	12	15	9	8	4	2	3
AWWs	Sanctioned	768	508	280	745	540	308	606	221	356	367	324	231	351	56	77
	In-position	762	508	279	578	535	301	601	209	347	365	321	229	335	56	75
	Vacant	6	0	1	167	5	7	5	12	9	2	3	2	16	0	2
	Trained	213	127	198	248	94	188	284	39	193	250	155	150	204	35	20
Helpers	Sanctioned	768	508	280	745	540	308	606	221	356	367	324	231	351	56	77
	In-position	755	490	274	641	533	297	596	218	347	350	321	223	332	50	75
	Vacant	13	18	6	104	7	11	10	3	9	17	3	8	19	6	2
	Trained	150	100	190	215	0	128	186	0	174	100	155	153	36	0	20
Ministerial Posts	Sanctioned	4	3	3	5	3	4	5	4	4	5	5	4	3	2	2
	In-position	3	3	3	5	3	3	4	3	3	3	4	4	3	2	2
	Vacant	1	0	0	0	0	1	1	1	1	2	1	0	0	0	0
	Trained	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Driver	Sanctioned	1	1	1	1	1	1	1	1	1	2	2	1	1	0	0
	In-position	1	1	1	0	1	1	1	1	1	2	1	1	1	0	0
	Vacant	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0
	Trained	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Peon	Sanctioned	2	1	1	1	1	2	3	2	2	3	3	2	1	1	1
	In-position	2	0	1	1	1	2	3	2	2	3	3	2	1	1	1
	Vacant	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	Trained	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18.No. of joint meetings of Health and non-		0	2	0	0	1	0	0	0	0	0	0	11	0	0	0
19.Funds received by CDPO for-POL (Yes-		0	0	0	0	1	0	0	1	0	0	1	1	1	0	0
20.Problems faced in Project																
a)Non-availability of Funds		0	0	1	0	0	0	1	1	1	0	1	1	0	0	1
b)Irregular Food Supply		0	1	1	0	1	1	1	0	1	0	0	1	1	0	1
c) Non Availability of medicine		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
d) Non Availability of Medicine Kit		0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
e)Non Availability of PSE material		0	1	0	0	0	0	0	0	0	0	0	1	0	0	1
f) Irregular Health Check-up		0	0	0	0	0	0	1	1	1	1	1	0	1	0	1
g) Irregular Immunisation		0	0	0	0	0	0	1	1	0	0	0	0	0	0	1
h) Appratus not in working condition		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
I) Any other (Specify)		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Projected level supplies (Yes-1, No-0)																

PRICEWATERHOUSECOOPERS

a) Jeep	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	0	1	1	0	1	1	1	1	1	1	1	1	0	0
	Received earlier needs	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0
b) Trailor	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier needs	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
c) Mopeds	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
d) Cycles	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
e) Typewriter	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	1	1	1	0	1	1	1	1	1	1	1	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0
f) Duplicator	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	1	1	1	0	1	1	0	1	1	0	0	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
g) Slide Projector	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	0	1	1	0	0	0	0	0	1	1	0	0	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
h) Film Strips	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
i) Weighing Scales	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	1	1	1	0	1	1	1	1	1	1	1	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
j) Weighing Trousers	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	1	1	1	0	1	1	1	1	1	1	1	1	0	0
	Received earlier needs	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0
k) Growth Charts	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0
	Received earlier needs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
l) Nested Beaker	Received during the	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received earlier in	1	0	0	1	0	1	1	0	0	0	0	0	1	0	0
	Received earlier needs	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0

Visits to AWCs /
Not even once + once + Twice + More than once = Functioning AWCs

CDPOs	ACDPOs	Supervisors	ANMs	LHVs	MOs
MAL	KUMARGRAM	MAL	KALCHINI	MAL	MAL
KUMARGRAM	ALIPURDUAR-II	KUMARGRAM	MADARIHAT	ALIPURDUAR-II	ALIPURDUAR-II
KALCHINI	KALCHINI	KALCHINI	JALPAIGURI SADAR	KALCHINI	KALCHINI
JALPAIGURI SADAR	MADARIHAT	MADARIHAT	ALIPURDUAR-I	MADARIHAT	MADARIHAT
	MOYNAGURI	MATIALI		MOYNAGURI	MOYNAGURI
	DHUPGURI	JALPAIGURI SADAR		JALPAIGURI SADAR	JALPAIGURI SADAR
	MATIALI	NAGRAKATA		ALIPURDUAR-I	ALIPURDUAR-I
	RAJGANJ				
	JALPAIGURI SADAR				
	ALIPURDUAR-I				
	NAGRAKATA				

No. of AWCs provided SNP for 0 + 1-14 + 15-20 + 21 days or more = Functioning AWCs	No. Eligible < No. Enrolled								No. Enrolled < No. receiving SNP for 15 days or more							
	Pregnant Women	Nursing Mother	Boys (6 months -1year)	Girls (6 months -1year)	Boys (1-3 Years)	Girls (1-3 Years)	Boys (3-6 Years)	Girls (3-6 Years)	Pregnant Women	Nursing Mother	Boys (6 months -1year)	Girls (6 months -1year)	Boys (1-3 Years)	Girls (1-3 Years)	Boys (3-6 Years)	Girls (3-6 Years)
KUMARGRAM			ALIPURDUAR-I													
MOYNAGURI																
DHUPGURI																
JALPAIGURI SADAR																

/

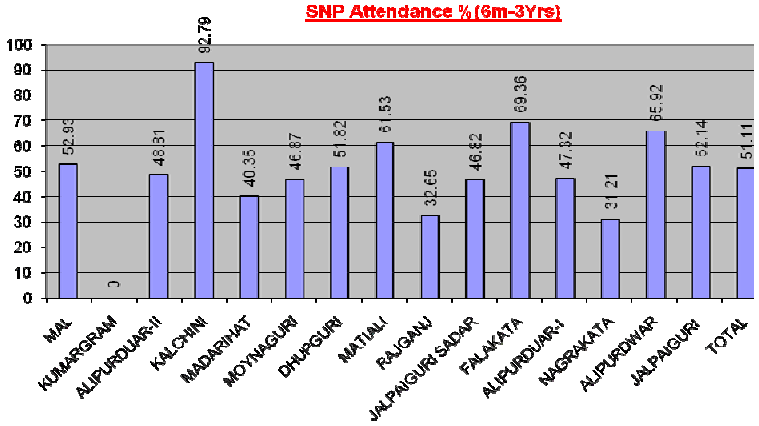
PRICEWATERHOUSECOOPERS

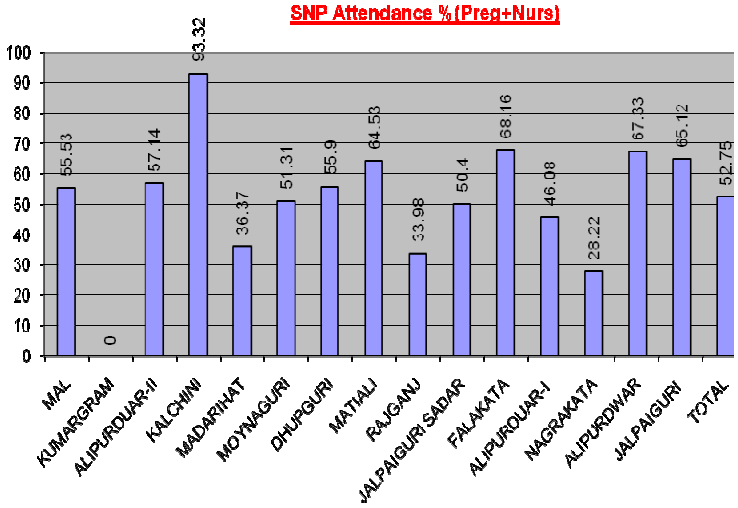
Total Children weighed = Children in Normal + Gr I + Gr II + Gr III + Gr IV

SNP	PMGY
ALIPURDUAR-II	
KALCHINI	
MADARIHAT	
MATIALI	
JALPAIGURI SADAR	
ALIPURDUAR-I	

Indicators

PROJECT	ENR(0-3)	WGT(0-3)	MSM(0-3)	SM(0-3)	ENR(3-6)	WGT(3-6)	MSM(3-6)	SM(3-6)	PSATT(3-6)	PSENR(3-6)	Death < 1 Yr	Death 1-3 Yrs	Death 3-6 Yrs	Gr III + IV (0-3)	Gr III + IV (3-6)	No. of Visits-CDPO	No. of Visits-ACDPO	No. of Visits-Super	Average no. of Super Visit	AWC Visit% of Super	Rate of Feeding %	SNP Attendance %(Preg+Nurs)	SNP Attendance %(6m-3Yrs)
MAL	99.74	28.16	16.4	0.5	98.9	22.76	18.88	0.57	65.68	98.9	2	2	1	29	24	10	0	180	18	23.56	72.12	55.53	52.93
KUMARGRAM	58.93	38.55	14.57	0.05	58.64	37.89	15.59	0.03	32.05	58.64	11	0	0	2	1	0	0	52	10.4	10.24	54.92	0	0
ALIPURDUAR-II	89.71	49.22	16.23	0.69	87.06	47.44	14.02	0.22	50.74	87.06	0	0	0	39	11	12	0	134	14.89	47.86	58.57	57.14	48.81
KALCHINI	98.29	55.45	14.91	0.17	97.61	55.22	16.76	0.09	87.1	97.61	1	0	0	15	8	13	0	424	22.32	58.32	97.25	93.32	92.79
MADARIHAT	85.92	30.87	14.7	1.02	81.14	26.43	8.86	0.34	34.18	81.14	2	0	0	42	13	9	0	217	24.11	40.19	50.19	36.37	40.35
MOYNAGURI	66.1	38.58	14.78	0.28	63.91	34.46	17.39	0.57	27.29	63.91	5	0	0	20	33	0	0	164	14.91	53.42	77.2	51.31	46.87
DHUPGURI	82.37	19.35	14.37	0.58	82.48	14.99	15.42	0.69	43.28	82.46	1	2	0	31	27	5	0	271	16.94	45.55	95.13	55.9	51.82
MATIALI	99.71	16.78	11.6	0.95	97.61	14	15.79	0.53	73.37	97.61	2	2	0	11	5	5	0	118	19.67	53.39	43.44	64.53	61.53
RAJGANJ	73.38	31.54	15.45	1.05	70.46	292.16	16.35	0.6	309.6	704.88	9	2	4	63	31	13	0	208	17.33	60.12	53.18	33.98	32.65
JALPAIGURI SADAR	83.04	86.84	10.39	0.38	77.01	74.26	11.79	0.07	37.51	77.01	2	1	3	52	8	10	12	230	15.33	62.67	69.75	50.4	46.82
FALAKATA	66.45	53.21	11.43	0.44	64.61	45.38	13.11	0.3	43.63	64.61	4	1	1	39	22	15	0	180	20	55.56	88.58	68.16	69.36
ALIPURDUAR-I	79.87	39.4	13.06	0.14	78.41	33.04	11.59	0.03	45.76	78.41	0	0	0	6	1	10	5	153	19.13	66.23	100	46.08	47.32
NAGRAKATA	96.79	18.63	19.92	1.03	95.45	13.52	19.75	0.67	73.88	95.45	2	4	1	16	7	9	0	66	16.5	18.86	30.29	28.22	31.21
ALIPURDWAR	65.74	0	0	0	61.19	0	0	0	36.03	61.19	0	0	0	0	0	12	0	56	28	100	100	67.33	65.92
JALPAIGURI	85.18	1.55	3.85	0	80.54	0.87	3.57	0	35.8	80.54	0	0	0	0	0	76	0	76	25.33	100	97.37	65.12	52.14
TOTAL	82.18	38.06	13.81	0.48	80.18	36.49	14.58	0.3	51.83	87.53	41	14	10	365	191	199	17	2529	18.33	44.43	71.42	52.75	51.11





Smart Watch Sample 1 Smart Watch Sample 2

Similar graphs and reports are formed using Smart Watch. Sample Xl Sheets are embedded

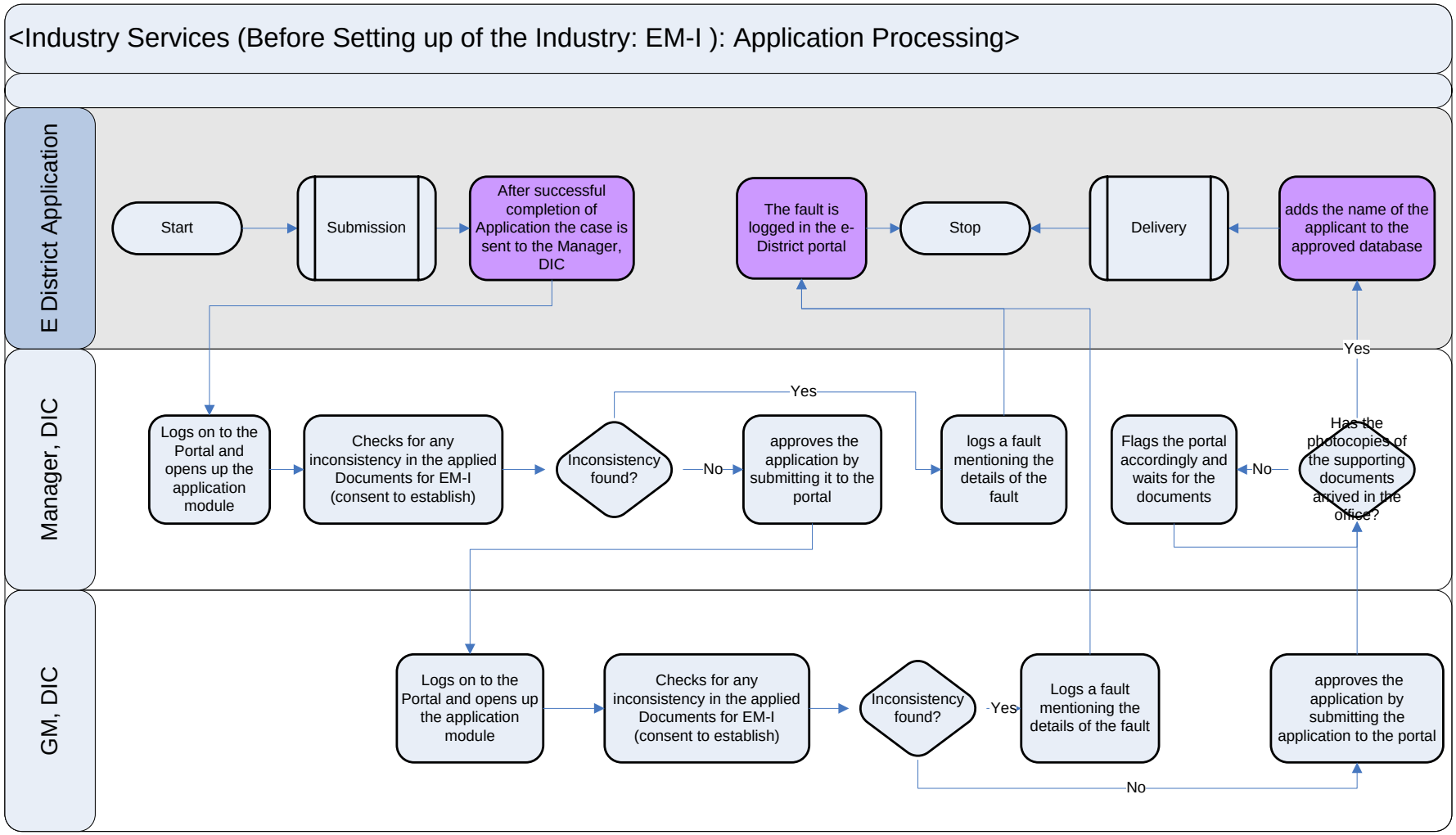
8.1.8 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Provide data to the CDPO	Aanganwadi Worker	1 day	CDPO	1 day	-	-	-	-
2.	• Provide analyzed data to the DPO	CDPO	1 day	DPO	1 day	-	-	-	-

9 Industry Services

9.1 Services before setting up (EM-I and Consent to Establish)

9.1.1 Process Map



9.1.2 Use Case Table

Use Case Name	Issuance of EM- I and consent to establish
Trigger	Submission of application form for the Issuance of EM-I and consent to establish by the Citizen
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Manager. • The Manager logs into the portal using his username and password. • The e-district application shows the pending cases to the Manager in a tabular form. • The Manager clicks on a case to see the details of the case. The Manager goes through the case details and the supporting documents. • In case the manager feels that the supporting documents or information provided is not sufficient the manager can provide his/her comments in the case asking for more information or documents. In such a case the application is flagged accordingly by the e-district application for application tracking • In case the Manager feels the information provided by the applicant is good enough the manager provides his comments in the space provide for the same and then clicks on the “Endorse to GM” button. • By clicking the button the e-district portal flags the case accordingly and the case is added to the pending case list of the General Manager (GM). • The General Manger logs into the portal using his username and password. • The e-district application lists the pending cases in a tabular format. • The General Manager clicks on any case and goes through the case details and verifies the details. In case any inconsistency is found the GM adds his comments to the case and the application generate e-notices based on it and flags the case accordingly for application tracking. • In case the details provided by the applicant are satisfactory the GM clicks on the “Approve” button to approve the case and then provides his digital signature. • The e-district portal flags the case accordingly for application tracking and then generates EM-I and pollution control certificate (Consent to establish) for service delivery.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Manager, DIC. The respective users can click on the “Forgot Username/

	Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Manager/General Manager.
Post-condition	A successful submission and workflow will lead to the generation of EM-I and Pollution Control (Consent to establish) certifications
Primary Actor	Manager DIC, General Manager DIC
Supporting Actors	Citizen, IDO

9.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, MSSE	■	■	■	■
General Manger	■	■	■	■
Manger	■	■	■	**X**
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

9.1.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name of the Applicant
2.	Address of Communication Telephone Number Fax Number Cell Phone Number e-mail Web site
3.	Permanent residential address Telephone Number Fax Number Cell Phone Number e-mail Web site
4.	Name of the proposed Enterprise
5.	Proposed location of enterprise (Complete Address)
6.	Category of Enterprise: Micro/Small/medium
7.	Nature of operation

8.	Whether the unit will be an ancillary
9.	Proposed Schedule of Installation of plant and machinery
10.	Type of Organization
11.	Main Manufacturing Service Activity Name Code(NIC 98*)
12.	Product to be manufactured/service to be provided Name Code (ASICC 2000*)
13.	Code for activities and products/service as per classification specified from time to time by the development commissioner (Small Scale industries) , government of India to be filled in by the district industries center or the office where the entrepreneur's memorandum is submitted
14.	Proposed investment in fixed assets
15.	Installation Capacity
16.	Power Load
17.	Other Surcharge of energy/power
18.	Expected Employment
19.	Entrepreneur profile (of all partners/director of the organization) Name Gender Category Knowledge level Equity participation Stake in other manufacturing enterprises
20.	Expected Schedule for Commencement of production/activity

Pollution Control (Consent to Establish)

S.No	Fields Description of the form
1.	Name of the Applicant Designation:
2.	Name of the Unit
3.	Address of the Unit
4.	Telephone number

5.	Fax
6.	Fee paid as demand draft/challan
7.	Scale
8.	Number of Staff
9.	Raw Material(s): Frame, Handle, gear, Chain, Tyre, Tube etc. Quantity/day:
10.	Product(s): Quantity/day:
11.	Water consumption (KLD): Industrial Domestic
12.	Waste water quantity (KLD): Industrial Domestic
13.	Treatment facility, if any:
14.	Final Discharge to:
15.	Air emission sources
16.	Air Pollution control devices: Solid water: Nature Quantity/day

9.1.5 Output Form (Fields)

EM-I Certificate:

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the unit
3.	Pin
4.	Proposed Commence date
5.	Application reference number
6.	Details of the items to be manufactured/service to be provided Sl no Item of manufacture/service to be rendered Capacity in case of manufacture

7.	Date of Issue
8.	Nature of activity
9.	Category of Enterprise
10.	Entrepreneur's memorandum number

Pollution Control (Consent to Establish)

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Unit
3.	Purpose of the unit

9.1.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by Manager	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Verification of Case Details by General Manager	1 day	2nd Day
4.	Add comments to the application		2nd Day
5.	Issuance of EM-I and Pollution control certificate		2nd Day

9.1.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	General Manger, DIC	2

9.1.8 Monitoring Report Formats

EM-I

		Achivement of the month			Cumulative since April - '07		
		EM - I issues (Nos)	Expected Empl. (Nos)	Proposed Inv. In P&M/equip(Rs in	EM - I issues (Nos)	Expected Empl. (Nos)	Proposed Inv. In P&M/equip(Rs in
Micro Entreprise	Mfg						
	Service						
	Subtotal(1)						
Small Scale Enterprise	Mfg						
	Service						
	Subtotal(2)						
Grand Total (1+2)							

Pollution Control:

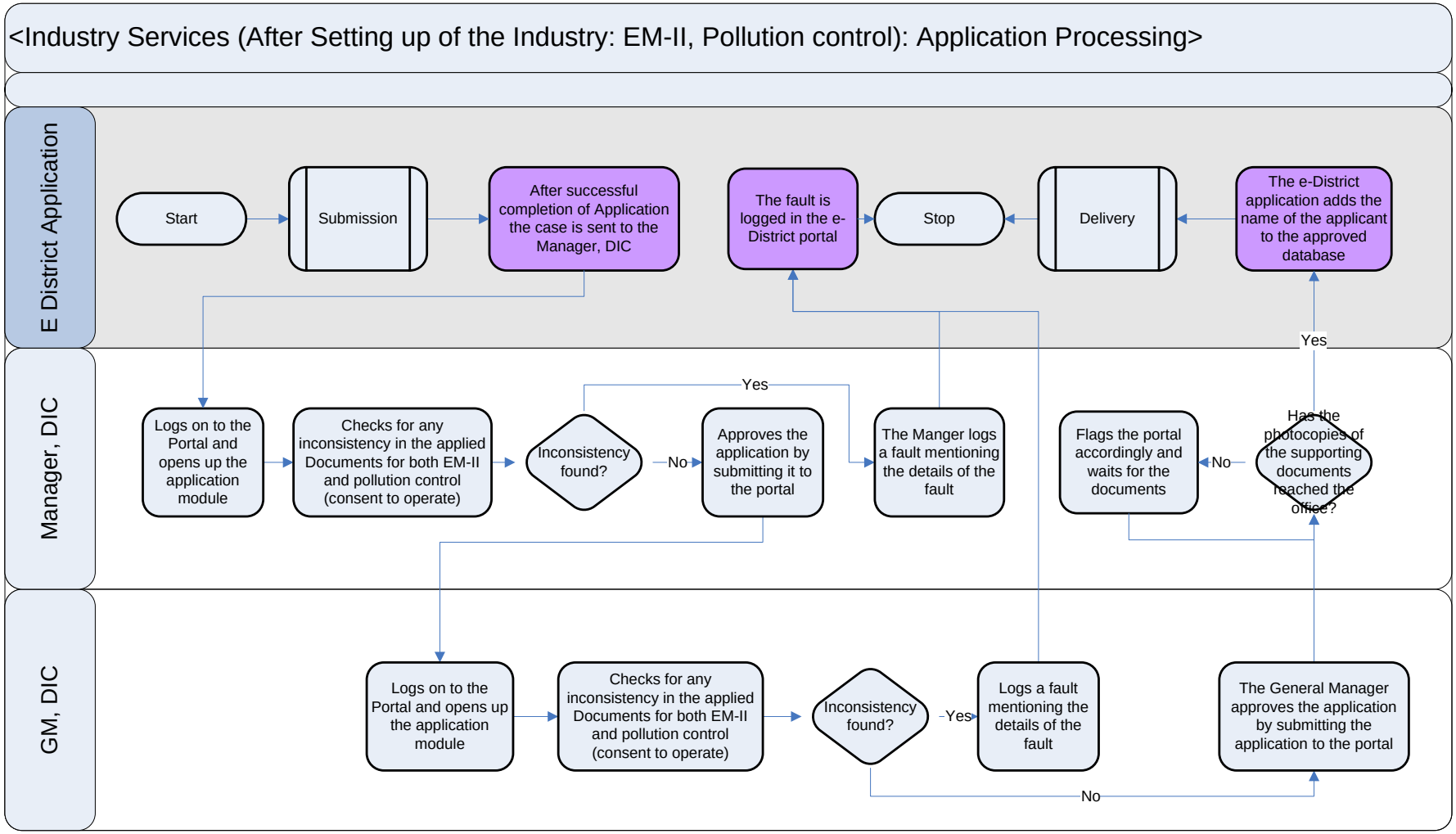
Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

9.1.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	Manager, DIC	1 day	General Manger, DIC	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case	General Manager, DIC	1 Day	District Magistrate	1 day	-	-	-	-

9.2 Services before setting up (EM-II and Consent to Operate)

9.2.1 Process Map



9.2.2 Use Case Table

Use Case Name	Issuance of EM- II and Consent to Operate
Trigger	Submission of application form for the Issuance of EM-II and Consent to Establish by the Citizen
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry Center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Manager. • The Manager logs into the portal using his username and password. • The e-district application shows the pending cases to the Manager in a tabular form. • The Manager clicks on a case to see the details of the case. The Manager goes through the case details and the supporting documents. • In case the manager feels that the supporting documents or information provided is not sufficient the manager can provide his/her comments in the case asking for more information or documents. In such a case the application is flagged accordingly by the e-district application for application tracking • In case the Manager feels the information provided by the applicant is good enough the manager provides his comments in the space provide for the same and then clicks on the “Endorse to GM” button. • By clicking the button the e-district portal flags the case accordingly and the case is added to the pending case list of the General Manager (GM). • The General Manger logs into the portal using his username and password. • The e-district application lists the pending cases in a tabular format. • The General Manager clicks on any case and goes through the case details and verifies the details. In case any inconsistency is found the GM adds his comments to the case and the application generate e-notices based on it and flags the case accordingly for application tracking. • In case the details provided by the applicant are satisfactory the GM clicks on the “Approve” button to approve the case and then provides his digital signature. • The e-district portal flags the case accordingly for application tracking and then generates EM-II and pollution control certificate (Consent to Operate) for service delivery.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Manager, DIC. The respective users can click on the “Forgot Username/ Password” link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide

	clarifications as per the instructions of the Manager/General Manager.
Post-condition	A successful submission and workflow will lead to the generation of EM-I and Pollution Control (Consent to establish) certifications
Primary Actor	Manager DIC, General Manager DIC
Supporting Actors	Citizen, IDO

9.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, MSSE	■	■	■	■
General Manger	■	■	■	■
Manger	■	■	■	**X**
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

9.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Entrepreneur's Memorandum Number
2.	Date of issue
3.	Month of Commencement of Production
4.	Name of the Applicant
5.	Address of Communication Telephone Number Fax Number Cell Phone Number e-mail Web site
6.	Permanent residential address Telephone Number Fax Number Cell Phone Number e-mail Web site
7.	Name of the Enterprise (Mention if it has changed from EM-I application)
8.	Proposed location of enterprise (Complete Address)

9.	Category of Enterprise: Micro/Small/medium
10.	Nature of operation
11.	Whether the unit is an ancillary
12.	Month of Installation of plant and machinery
13.	Type of Organization
14.	Main Manufacturing Service Activity Name Code(NIC 98*)
15.	Product to be manufactured/service to be provided Name Code (ASICC 2000*)
16.	Code for activities and products/service as per classification specified from time to time by the development commissioner (Small Scale industries) , government of India to be filled in by the district industries center or the office where the entrepreneur's memorandum is submitted
17.	Investment in fixed assets
18.	Installation Capacity
19.	Power Load
20.	Other Surcharge of energy/power
21.	Employment
22.	Entrepreneur profile (of all partners/director of the organization) Name Gender Category Knowledge level Equity participation Stake in other manufacturing enterprises
23.	Expected Schedule for Commencement of production/activity

Pollution Control (Consent to Operate)

S.No	Fields Description of the form
1.	Name of the Applicant Designation:

2.	Name of the Unit
3.	Address of the Unit
4.	Telephone number
5.	Fax
6.	Fee paid as demand draft/challan
7.	Scale
8.	Number of Staff
9.	Raw Material(s): Frame, Handle, gear, Chain, Tyre, Tube etc. Quantity/day:
10.	Product(s): Quantity/day:
11.	Water consumption (KLD): Industrial Domestic
12.	Waste water quantity (KLD): Industrial Domestic
13.	Treatment facility, if any:
14.	Final Discharge to:
15.	Air emission sources
16.	Air Pollution control devices: Solid water: Nature Quantity/day

9.2.5 Output Form (Fields)

EM-II Certificate:

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the unit
3.	Pin
4.	Commence date
5.	Application reference number

6.	Details of the items to be manufactured/service to be provided Sl no Item of manufacture/service to be rendered Capacity in case of manufacture
7.	Date of Issue
8.	Nature of activity
9.	Category of Enterprise
10.	Entrepreneur's memorandum number

Pollution Control (Consent to Operate)

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Unit
3.	Purpose of the unit

9.2.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by Manager	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Verification of Case Details by General Manager	1 day	2nd Day
4.	Add comments to the application		2nd Day
5.	Issuance of EM-II and Pollution control certificate		2nd Day

9.2.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	General Manger, DIC	2

9.2.8 Monitoring Report Formats

EM-I

		Achivement of the month			Cumulative since April - '07		
		EM - I issues (Nos)	Expected Empl. (Nos)	Proposed Inv. In P&M/equip(Rs in	EM - I issues (Nos)	Expected Empl. (Nos)	Proposed Inv. In P&M/equip(Rs in
Micro Entreprise	Mfg						
	Service						
	Subtotal(1)						
Small Scale Enterprise	Mfg						
	Service						
	Subtotal(2)						
Grand Total (1+2)							

Pollution Control:

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						

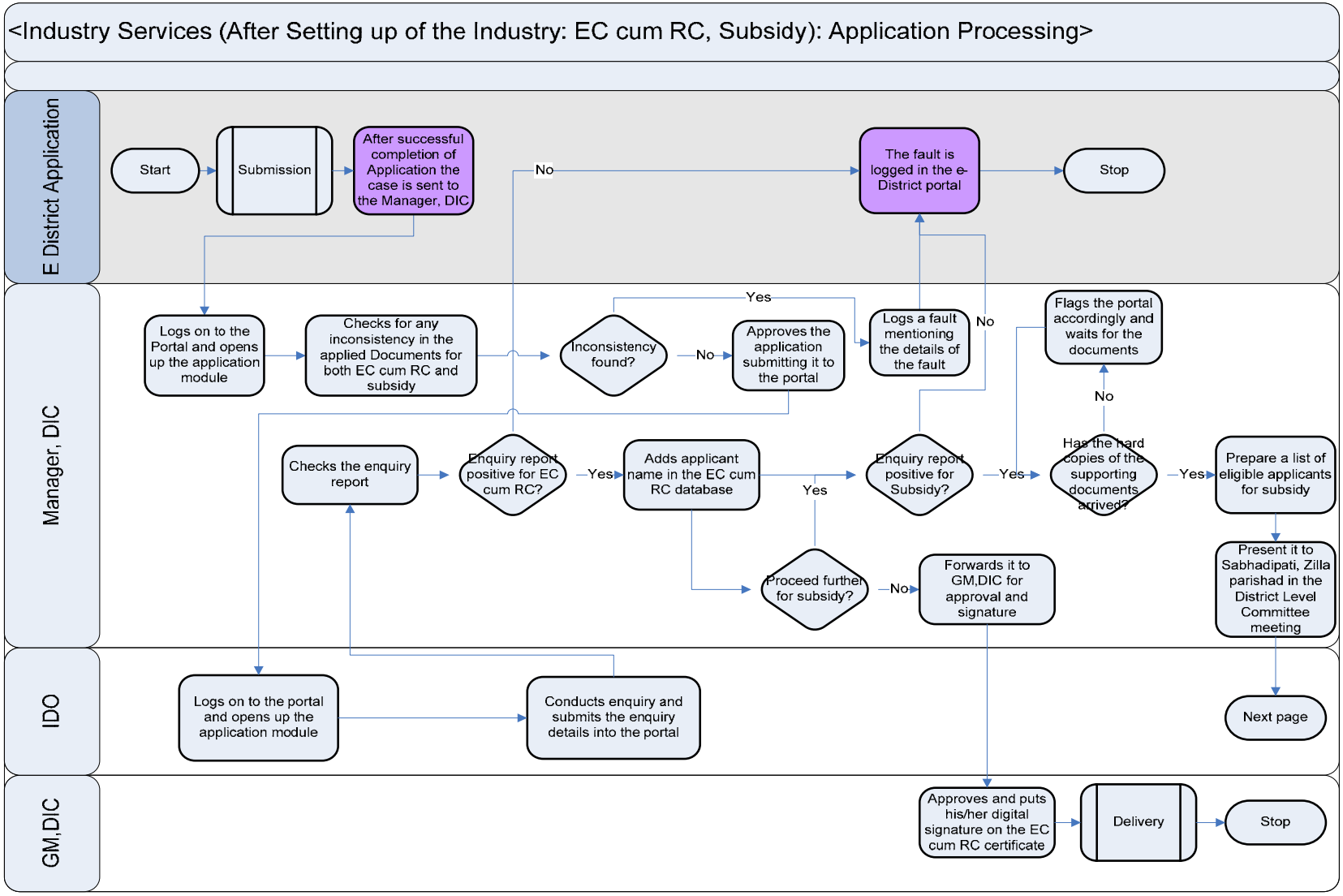
2.						
3.						
4.						
5.						

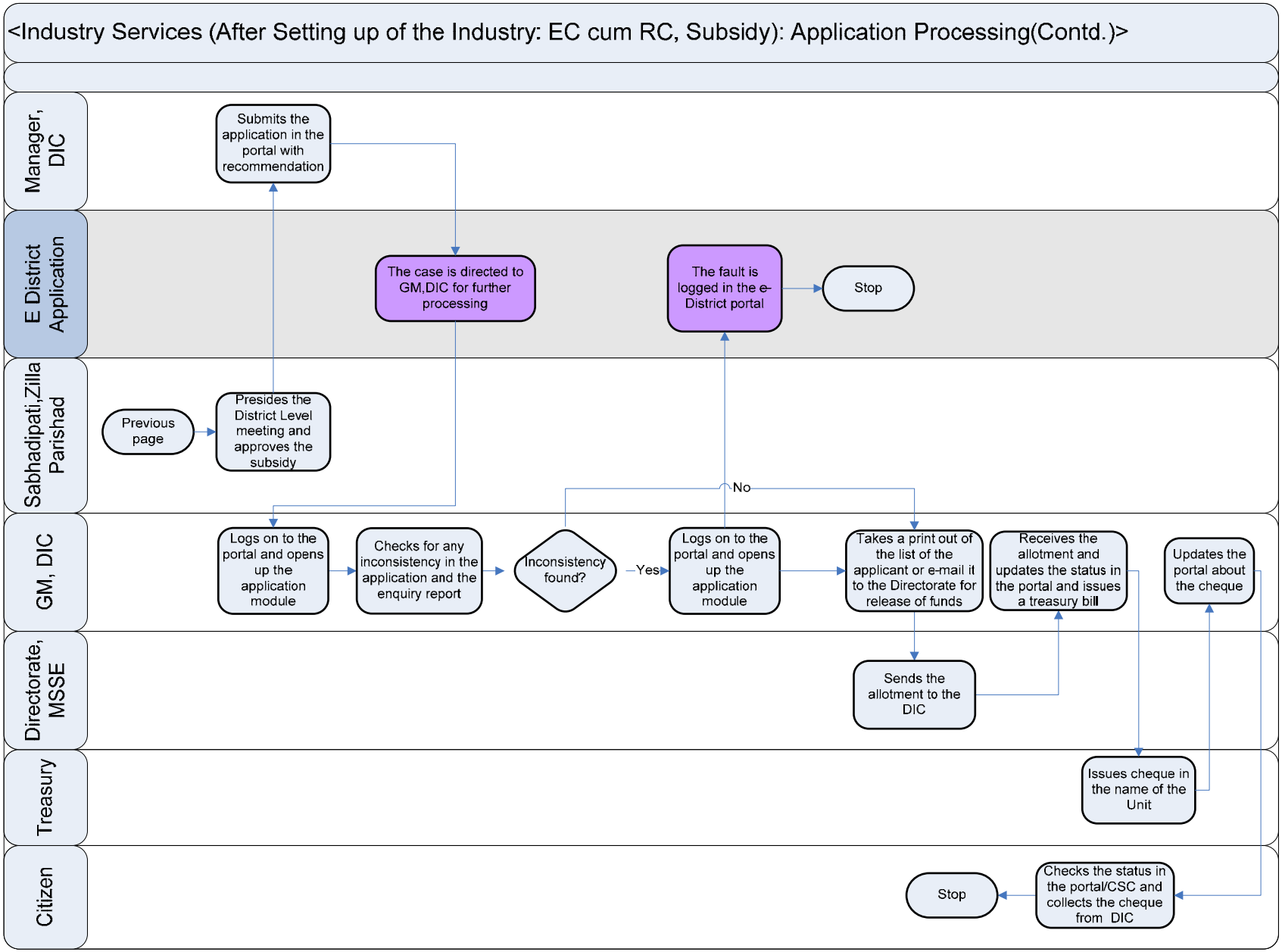
9.2.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	Manager, DIC	1 day	General Manger, DIC	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case	General Manager, DIC	1 Day	District Magistrate	1 day	-	-	-	-

9.3 Application for EC cum RC and Subsidy

9.3.1 Process Map




<Industry Services (After Setting up of the Industry: EC cum RC, Subsidy): Application Processing(Contd.)>
Manager, DIC
E District Application
Sabhadipati,Zilla Parishad
GM, DIC
Directorate, MSSE
Treasury
Citizen
Submits the application in the portal with recommendation
The case is directed to GM,DIC for further processing
The fault is logged in the e-District portal
Stop
Previous page
Presides the District Level meeting and approves the subsidy
No
Logs on to the portal and opens up the application module
Checks for any inconsistency in the application and the enquiry report
Inconsistency found?
Yes
Logs on to the portal and opens up the application module
Takes a print out of the list of the applicant or e-mail it to the Directorate for release of funds
Receives the allotment and updates the status in the portal and issues a treasury bill
Updates the portal about the cheque
Sends the allotment to the DIC
Issues cheque in the name of the Unit
Stop
Checks the status in the portal/CSC and collects the cheque from DIC

9.3.2 Use Case Table

Use Case Name	Issuance of Eligibility Certificate, Registration Certificate and Subsidy
Trigger	Submission of application form for the EC cum RC and Subsidy
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry Center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Manager. • The Manager logs into the portal and goes through the pending cases which are represented in a tabular format in the application. • The Manager clicks on any case and goes through the case details and goes through the supporting documents and verifies the requirements. If the Manager feels that some additional documents are required or if more information is required then he/she can add comments to the case asking for more information or documents. The application is updated and flagged accordingly for application tracking. • In case the Manager feels that the application is complete and the supporting documents are sufficient he approves the case and by clicking on the “Send to IDO” button. The case is flagged accordingly for application tracking by the applicant. • The IDO log into the portal using his username and password. The case approved by the Manager appears to the respective IDO as a pending case in a tabular format. • The IDO goes through the case and assigns an enquiry date to the case. The case is flagged accordingly for application tracking. • The IDO conducts an enquiry on the specified date and checks the application according to the guidelines of issuing EC cum RC certificate and Subsidy. • The IDO logs into the portal and access the case from the application and fills in the enquiry details in the application. • The IDO also specifies his recommendation of the applicant in a specific Yes or No format. This enquiry details and endorsement is sent to the Manger by clicking on the “Submit to Manager” button. The case is flagged accordingly for application tracking. • The Manager logs into the portal and goes views the case in a tabular format. The Manager goes through the application and enquiry by IDO details by clicking on the case. • In case the IDO has not recommended the case the Manger verifies the enquiry details and rejects the application for the service citing exact reasons for rejection. The e-district application is updated and the case is flagged accordingly for application tracking. • In case the application has been endorsed by the IDO as positive the Manger checks if the case

	has been endorsed for EC cum RC or not. In case the application is endorsed for EC cum RC but not for Subsidy the Manger endorses the case for EC cum RC and send to GM for his approval. - For cases which are approved by the GM for EC cum RC the case is added to the pending cases for General Manager (GM) who clicks on the application and goes through the case and enquiry details. If the GM is satisfied he clicks on "Issue Certificate" button, puts his digital Signature and the e-District application creates an EC cum RC certificate and adds it to the delivery section of the applicant and flags the application for application tracking as well • In case the applicant is approved for both EC cum RC and Subsidy by the IDO the Manger approves the case and waits for the Photocopies of the Supporting documents to reach the DIC and the e-district application flags the case accordingly for application tracking • After the photocopies have been received, the Manger selects a set of applications and prepares a report by clicking on the "Consolidate Applications" button. The e-District application creates a report with the list of candidates and their case details for the District level Committee meeting. • The list is taken to into account at the DLC meeting which is presided by the Sabhadipati, Zilla Parishad. • After the meeting the General Manager logs into the e-District portal goes through the case and then add comments to the applicant updating the portal with the DLC meeting details. • The General Manger provides reasons of rejection in the portal for cases which are rejected from the DLC meeting and the e-district portal flags the case for application tracking. • For cases which are approved the GM provides his digital signature to the cases and approves the cases and the e-district portal flags the case accordingly for application tracking. • For the purpose of disbursal of incentives the GM clicks on the "Create Fund Request" button. The e-district portal based on the applications approved in the DLC meeting generates a fund request report. The e-district flags the selected cases accordingly for application tracking. • The GM sends the printout of the report to the Directorate MSSE through Fax and Post and emails the soft copy through the application. • After receiving the allotment for the applicants the GM updates the portal with the status and issues a treasury bill. • After receiving the cheques from treasury the GM updates the portal about the cheques and the e-district application generates alerts to the applicants. • The applicant after getting the information of the cheques collects the cheque from the DIC.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Manager, DIC. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Manager/General Manager.

Post-condition	A successful submission and workflow will lead to the generation of EM cum RC or EC cum RC and Subsidy
Primary Actor	Manager DIC, IDO, General Manager DIC
Supporting Actors	Sabhadipati, Directorate MSSE, Treasury, Citizen

9.3.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, MSSE	■	■	■	■
General Manger	■	■	■	■
Manger	■	■	■	**X**
IDO	■ **(Own Block)**	■**(Own Block)**	■**(Own Block)**	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

9.3.4 Service Request Form (Fields)

Form no. I: EC cum RC

S.No	Fields Description of the form
1.	Name of the Applicant Unit
2.	Local office Address: Telephone Number: e-mail
3.	Address of the registered office
4.	Name and designation of the contact person Telephone no: Fax no: e-mail Address
5.	Whether the project (against which the applicant for incentive registration and issue of Eligibility Certificate is being made) a. Establishment of a new unit b. Expansion project in the existing unit c. Expansion project in a new location d. Existing unit (before 01-04-2007) not availing any subsidy under any previous WBIS
6.	a. Constitution (tick whichever is applicable): Private Ltd./Public ltd./Co-Operative/Partnership/SHO/others b. Date of establishment/incorporation c. Date of Commencement of commercial production

7. Location of project against which Registration is sought
   A) Name of Location
      Police Station
      Municipality/Block
      Post Office
      District
      Telephone No.
      Fax No.
   B) Location of other unit (if any in West Bengal)
      Location:
      District:

8. Project Cost

9. New Scheme:

	Estimated Cost	As approved by banks/financial Institution	Investment already made on or after 01-04-2006
Plant and Machinery			
Engineering Fees			
Preliminary and Pre-operative expenses			
Margin Money for working capital			
Total			

10.

	Estimated Cost	Approved
Share Capital: promoters/Financial Institution/Public		
Term Loan: Financial Institution/banks		
Unsecured Loans		
Other(if any)		
Total		

11. New Scheme:

	Estimated Cost	As approved by banks/financial Institution	Investment already made on or after 01-04-

				2006
	Plant and Machinery			
	Misc. Fixed Assets			
	Engineering fee			
	Preliminary and preoperative expenses			
	Margin Money for Working Capital			
	Total			

12.	Means of Finance		
		Estimated Cost	Approved
	Share Capital: promoters/Financial Institution/Public		
	Term Loan: Financial Institution/banks		
	Unsecured Loans		
	Other(if any)		
	Total		
13.	Name of Proposed item (for which registration is sought) Item of Manufacture: Annual Capacity:		
14.	In case of expansion by manufacturing an existing item: Item of manufacture Existing Capacity Additional Capacity Total Capacity		
15.	Factory Registration No.		
16.	Power requirement (KVA)		
17.	Employment potential in the project Managerial Factory workers Other workers		
18.	Whether the location conforms to WBPCB norms		
19.	Category under which the project falls Green/orange/red/special		

20.	Estimated daily requirement of water and source of supply
21.	Specific incentives claimed for sanction under WBIS, 2007 for MSE Capital Investment subsidy Interest subsidy Employment generation subsidy Waiver of electricity duty Refund on stamp duty and regn. Fees Others
22.	Whether the applicant was accorded registration certificate and eligibility certificate by the district industries centre: (Year)
23.	Date of filing of EM (Part I and II)
24.	DIC Registration Certificate No. and date
25.	Whether any incentive(s) has (have) been obtained under the above certificate

Supporting Documents:

(a) A copy of the Memorandum of Association and Articles of Association, authenticated by the Registrar of Companies (wherever applicable)

(b) A statement on the names and addresses of the Directors/Partners/Owners of the Company /Members of Cooperative or Self-Help Group.

(c) A Project Report, wherever necessary, including pollution control measures envisaged.

(d) Photocopy of sanction letter from Financial Institutions/Banks sanctioning loan and other financial assistance, if any.

(e) Copy of audited balance sheet for last 2 years (in case expansion project).

(f) A list of plant and machinery required for the project, with value.

(g) Existing manufacturing sector activities in West Bengal stating items, annual approved capacity, annual installed

Subsidy Forms:

Form No. II: Application for Grant of State Capital Investment Subsidy under the WBIS 2007 for MSEs

S.No	Fields Description of the form
1.	Name of the Unit

2.	Address of the unit
3.	Name of Applicant/Partner(s)
4.	Father's Name
5.	State Capital Investment Subsidy of Rs.
6.	EM-I No., EM-II No.
7.	Project Cost

Total Fixed Capital Investment	Approved Cost	Actuals
(i) Plant and Machinery		
(ii) Land.		
(iii) Building.		
Total		

8. Means of Finance

	Approved Cost	Actuals
(i) Equity Share Capital		
(ii) Preference Share Capital		
(iii) Term loans		
(iv) Unsecured loans		
(v) Internal cash accruals		
(vi) Others, if any		
Total		

9. Details of fixed capital investment made under the following items:-
(a) Plant & Machinery(new/existing)
(i) Direct purchase
(ii) On lease.

10	Amount of State Capital Investment Subsidy claimed in terms of the provisions of the Scheme
11	a) Expected date of Commercial production of the unit /enterprise b) Date of commercial production/operation of the unit/enterprise. c) Expected/actual employment generated.

Supporting Documents:
1) A copy of the Techno-Economic Feasibility Report.
2) A copy of loan sanction letter issued by the Financial Institution/Bank.
3) Auditor's/ Chartered Accountant's Certificate for utilization of fund.
4) A certificate from a Chartered Accountant as per Annexure – A.
5) A certificate in respect of fixed assets as per Annexure – B.
6) Copies of Entrepreneurs Memorandum (Parts I / II).
7) Copies of Registration Certificate under WBIS 2007 for MSEs issued by DIC/ Sub DIC.
8) Copies of Eligibility Certificate issued by DIC/Sub DIC.

Form No. III: Application for Interest Subsidy under West Bengal Incentive Scheme 2007 for Micro and Small Scale Enterprises

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the unit
3.	Name of Applicant/Partner(s)
4.	Father's Name
5.	Interest Subsidy of Rs
6.	EM-I No., EM-II No.
7.	Date of commencement of commercial production.
8.	Loans disbursed by bank(s)/financial institutions (a) Term Loan: Amount- Date
9.	Name(s) and Address(es) of the banks/financial institution(s)/ sanctioning/disbursing the loan.
10	Payment of interest made to bank/FI
11	Amount paid _____ on _____

Supporting Documents:
A certificate from bank/financial institution is to be furnished as per the following format:

Certificate to be issued by Bank/Financial Institution

It is certified that M/s.....enjoying manufacture of

..... of capacity..... located

at.....from.....

(FI/Bank) is maintaining a satisfactory account and paying interest on due dates. The annual interest paid by

M/s.....

to..... is as follows :-

Type of Assistance	Period	Amount of Interest Paid
Term Loan		
Total		

Date **Signature**

Form No. IV: Application for Subsidy of Electricity Charges under the West Bengal Incentive Scheme 2007 for Micro & Small Scale Enterprises

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Manufacturing/service item of the approved project.
8.	Commencement of commercial production
9.	Name of the Agency from which electrical supply is taken
10	Period for which waiver of Electricity Duty is claimed
11	Present status of the unit.

Supporting Documents:
i) Copy of Registration Certification under WBIS 2007 for MSEs issued by DIC/Sub DIC.
ii) Copies of Entrepreneurs Memorandum (Parts I / II)
iii) Copy of document regarding supply of electricity to the unit/enterprise.
iv) Copy of last Electricity Bill.

Form No. V: Application for Grant of Employment Generation Subsidy under the West Bengal Incentive Scheme 2007 for Micro and Small Scale Enterprise

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Employment Generation Subsidy Rs.
8.	Commencement of commercial production
9.	Employment created in the Project

Category	General	Woman	SC	ST
Managerial				
Factory Workers				
Other Workers				
Total				

10	Details of Code No allotted to the employer by: Regional Provident Fund Commissioner Director, Employees State Insurance
11	Contribution made by the employer to: Employees State Insurance (ESI) Employees provident Fund (EPF)

Month	ESI	EPF

12	Percentage of employees recruited through employment exchange of the state

Supporting Documents:

- Copies of Documents regarding contributions made to ESI/EPF
- A Statement showing the name of workers, their age, date of appointment, nature of appointment and nature of work, employment exchange card number and attested copies of the employment exchange card.
- Certificate from the regional provident fund commissioner/director, ESI

Form No. VI: Application for Refund of Stamp Duty and Registration Fee under the West Bengal Incentive Scheme 2007 for Micro and Small Scale Enterprises

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Schedule of fund : Area Mouza J.L.No. Dag No. Khatian No.
8.	Description of building
9.	Stamp Duty paid
10	Registration fee paid

Supporting Documents:
1. Scheduled of the land
2. Sketch map of the land/building
3. Documents showing payment of Stamp Duty and Registration Fee

Form No. VII: Application for subsidy against conversion of furnace for use of piped gas under the West Bengal Incentive Scheme 2007 for Micro and Small Scale Enterprises

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Type of unit/enterprise
8.	Purpose (a) Conversion of furnace (b) Installation of plant facilities
9.	Date of commissioning of plant with town gas for commercial operation
10	Registration details with Greater Calcutta Gas Supply Corporation Ltd
11	Details of claim: i) Towards gas connection/restoration cost Rs. ii) Towards utilization of gas for the system Rs. iii) Paid to supplier/manufacturer/contractor towards utlisation of gas Rs. iv)Payment made towards gas bill Rs. TOTAL Rs.

12	Details of previous clam, if any Period: From: To:

Supporting Documents:
a) Copies of E.M.
b) Copy of registration certificate under WBIS 2007 for MSEs
c) Copy of eligibility certificate issued by DIC/Sub-DIC
d) Copy of registration certificate with Greater Calcutta Gas Supply Corporation Ltd.
e) Original documents on proof of expenditure incurred to install gas line and to undertake allied conversion work
f) Photocopy of gas bills against which the subsidy is claimed
g) Any other document, if necessary

Form No. VIII: Application for assistance to leather units/enterprises on relocation to Calcutta Leather Complex with modernization under West Bengal Incentive Scheme 2007 for Micro and Small Scale Enterprises

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Type of unit/enterprise
8.	Date of Commencement of Production
9.	Investment for modernization of the unit on relocation to Calcutta Leather Complex

	Sl. No.	Name and. specification	Quantity	Unit Cost(as per quotation supply proforma invoice)	Source of supply	Total cost
10	The details of modernization scheme with anticipated benefits. a) b) c) d)					

Supporting Documents:
(i) Appraisal Memorandum
(ii) Letter of sanction
(iii) Papers on the machines procured for modernization

Form No. IX: Application for subsidy for Quality Improvement

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Type of unit/enterprise
8.	Date of Commencement of Production

9.	Type of unit/enterprise (micro/small)
10	Investment for procuring ISI/BSI/ISO 9000/ISO 14001 Certification
11	Details of claim i) For obtaining ISI Certificate : Rs. ii) For obtaining BSI Certificate : Rs. iii) For obtaining ISO 9000 Certificate : Rs iv) For obtaining ISO14001 Certificate : Rs

Supporting Documents:

a) Copies of E.M.
b) Copy of registration certificate under WBIS 2007 for MSEs
c) Copy of eligibility certificate issued by DIC/Sub-DIC
d) Copies of ISI/BSI/1SO9000/ISO14001 Certificate
e) Copy of payment made for obtaining ISI/BSI/1SO9000/ISO14001 Certificate

Form No. X: Application for subsidy for Patent Registration

S.No	Fields Description of the form
1.	Name of the Unit
2.	Address of the Office Tel no: Fax no: e-mail:
3.	Address of the unit Tel no: Fax no: e-mail:
4.	Name of Applicant/Partner(s)
5.	Father's Name
6.	EM-I No., EM-II No.
7.	Type of unit/enterprise

8.	Date of Commencement of Production
9.	Type of unit/enterprise (micro/small)
10	Investment for patent registration with appropriate authority Rs
11	Patent Registration Number

Supporting Documents:
a) Copies of E.M.
b) Copy of registration certificate under WBIS 2007 for MSEs
c) Copy of eligibility certificate issued by DIC/Sub-DIC
d) Copy of document on fees paid for patent registration
e) Copy of Patent Registration Certificate

9.3.5 Output Form (Fields)

EC cum RC:

S.No	Fields Description of the form
12.	Name of the Unit
13.	Address of the unit
14.	Name of Applicant
15.	Application reference Number
16.	Application date
17.	Types of Subsidy eligible for Capital Investment Subsidy Interest Subsidy Employment Generation Subsidy Waiver of electricity duty Refund of stamp duty and registration fee Others (Specify)
18.	Entrepreneur's memorandum number

9.3.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by IDO	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Verification of Case Details by Manager	2nd day	2nd Day
4.	Add comments to the application		2nd Day
5.	Enquiry b IDO and team	10 days	22nd day
6.	DLC Meeting	Variable (upto 30 days)	23rd – 52nd Day
7.	Fund Release	10 days	62nd day

9.3.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	General Manger, DIC	2

9.3.8 Monitoring Report Formats

EC cum RC and Subsidy:

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						

4.						
5.						

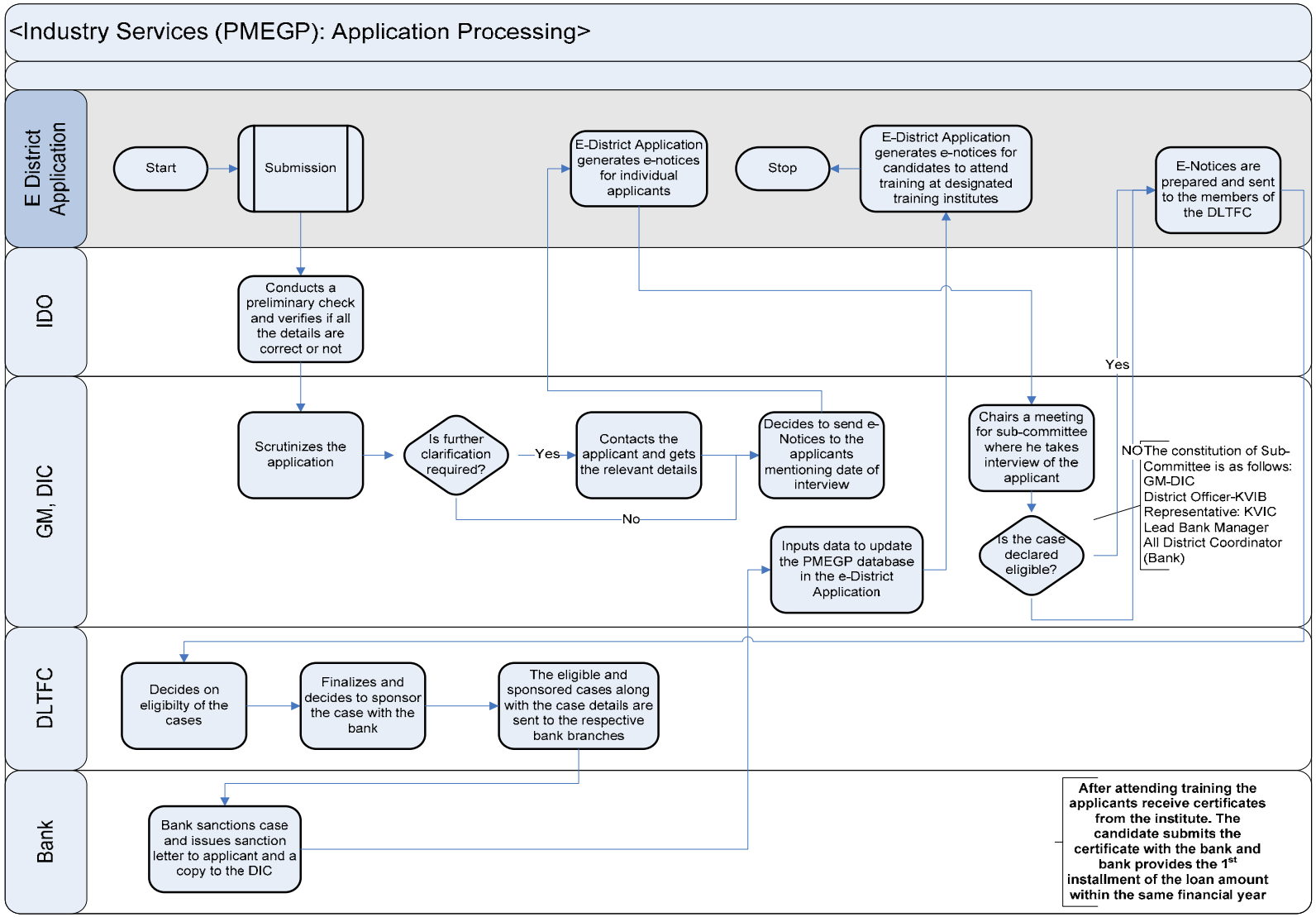
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

9.3.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	Manager, DIC	1 day	General Manger, DIC	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case	General Manager, DIC	1 Day	District Magistrate	1 day	-	-	-	-

9.4 Application for PMEGP

9.4.1 Process Map



9.4.2 Use Case Table

Use Case Name	Pradhan Mantri Employment Generation Programme
Trigger	Submission of application form for the PMEGP
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry Center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the IDO. • The IDO logs into the portal using his username and password. Goes to the PMEGP section and finds the list of application in a tabular format. • The IDO clicks on an applicant to go through the details and checks if there is any detail or supporting documents missing or not. • The IDO then send the applications to the GM by clicking on the “Submit to GM” button. • The GM logs into the portal and finds the applications in a tabular format, clicks on a case and goes through the details and checks for any inconsistency in the documents or case details. In case there is inconsistency found the application is marked accordingly and the applicant is informed through the portal, post and email. • In case the application details and supporting documents provided are sufficient the GM the GM provided an interview date to the case and clicks on the “Issue Notice” button. The e-district application based on the case details and the interview date provided by the GM creates a notice which is sent to the applicant through post, email and the application. • The GM, DIC chairs meeting for subcommittee (the constitution of Sub-Committee is as follows: GM-DIC, District Officer-KVIB, Representative: KVIC, Lead Bank Manager, all District Coordinator Bank) where he takes interview of the applicant and decides whether the applicant is eligible or not. The GM sends the case to the District level task force committee by clicking on the “approve” button and then making the list of eligible candidates through the application and then sending the list to the DLTFC. • The DLTFC decides on the eligibility of the applicant and finalize and decided on the sponsor the case with the bank. The eligible and sponsored cases along with the case details are sent to the respective bank branches. • The bank sanctions cases and issues sanction letter to applicant and a copy to DIC. • The GM inputs the data of the sanction letter to the application case wise. The case is flagged accordingly by the e-district application accordingly for application tracking. • E-District Application generates e-notices for candidates to attend training at designated training institutes and this notice is sent to the applicant through post, email and the e-district application.

Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Manager, DIC. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Manager/General Manager.
Post-condition	A successful submission and workflow will lead to the generation of EM cum RC or EC cum RC and Subsidy
Primary Actor	Manager DIC, IDO, General Manager DIC
Supporting Actors	DLTFC, Bank Manager, Citizen

9.4.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, MSSE	■	■	■	■
General Manger	■	■	■	■
Manger	■	■	■	**X**
IDO	**■ (Own Block)**	**■(Own Block)**	**■(Own Block)**	**X**
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

9.4.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name of the Applicant
2.	Date of Birth
3.	Son of/ Wife of/Daughter of
4.	District
5.	Block
6.	Full Address
7.	Address of proposed location of unit
8.	Name of the preferred bank and name and address in the area of project sanction
9.	Qualification
10.	Whether Entrepreneur Development Programme (EDP) undergone Name of the Training Institute Period of Training

11.	Category: SC/ST/OBC/PHC/Ex-servicemen/Minority/Hill Border Area/General
12.	Project type: Manufacturing/ Service
13.	Name of the project/business activity proposed
14.	Amount of loan required Building types(own/lease/rented) Capital Expenditure Loan Work Shed, Building etc Machinery & Equipment Pre-operative cost Working Capital/cash credit limit Total
15.	Details of earlier or current loan/grant and subsidy availed from central/state govt. scheme/ or any other similar scheme Activity of the project with address Amount Year of Sanction

9.4.5 Output Form (Fields)

S.No	Fields Description of the form
1.	Name of the Applicant
2.	Date of Birth
3.	Son of/ Wife of/Daughter of
4.	District
5.	Block
6.	Full Address
7.	Address of proposed location of unit
8.	Name of training Institute assigned
9.	Date of commencement of the training
10.	Bank Name

9.4.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by IDO	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Verification of Case Details by GM	2nd day	2nd Day
4.	Add comments to the application		2nd Day
5.	GM Chairs subcommittee meeting	Upto 60 days	62nd day
6.	Sends the eligible candidate names to DLTFC	1 day	63rd day
7.	DLTFC Meeting	Upto 10 days	73rd day
8.	Bank sanctions the application	variable	---
9.	GM updates the data in the portal and e-district generates e-notices mentioning the designated training institutes and training schedule.	1 day	---

9.4.7 Digital Signature Requirement

No Digital Signature is required for the service

9.4.8 Monitoring Report Formats

Name of the Bank	District Industries Centre					
	Sponsored		Sanctioned		Disbursed	
	No.	M.M. Amt	No	MM Amt	No.	M.M. Amt
SBO						
CBI						
UBI						
UCO						
PNB						
BOI						
IOB						

ALB						
Syndcate						
UBKGB						
IB						
BOB						
CCoB						
ARDB						

Name of the Bank	K.V.I.C					
	Sponsored		Sanctioned		Disbursed	
	No.	M.M. Amt	No.	M.M. Amt	No.	M.M. Amt
SBO						
CBI						
UBI						
UCO						
PNB						
BOI						
IOB						
ALB						
Syndcate						
UBKGB						
IB						
BOB						
CCoB						
ARDB						

Name of the Bank	K.V.I.B					
	Sponsored		Sanctioned		Disbursed	
	No.	M.M. Amt	No.	M.M. Amt	No.	M.M. Amt
SBO						
CBI						
UBI						
UCO						

PNB						
BOI						
IOB						
ALB						
Syndcate						
UBKGB						
IB						
BOB						
CCoB						
ARDB						

Name of the Bank	TOTAL					
	No.	M.M. Amt	No.	M.M. Amt	No.	M.M. Amt
SBO						
CBI						
UBI						
UCO						
PNB						
BOI						
IOB						
ALB						
Syndcate						
UBKGB						
IB						
BOB						
CCoB						
ARDB						

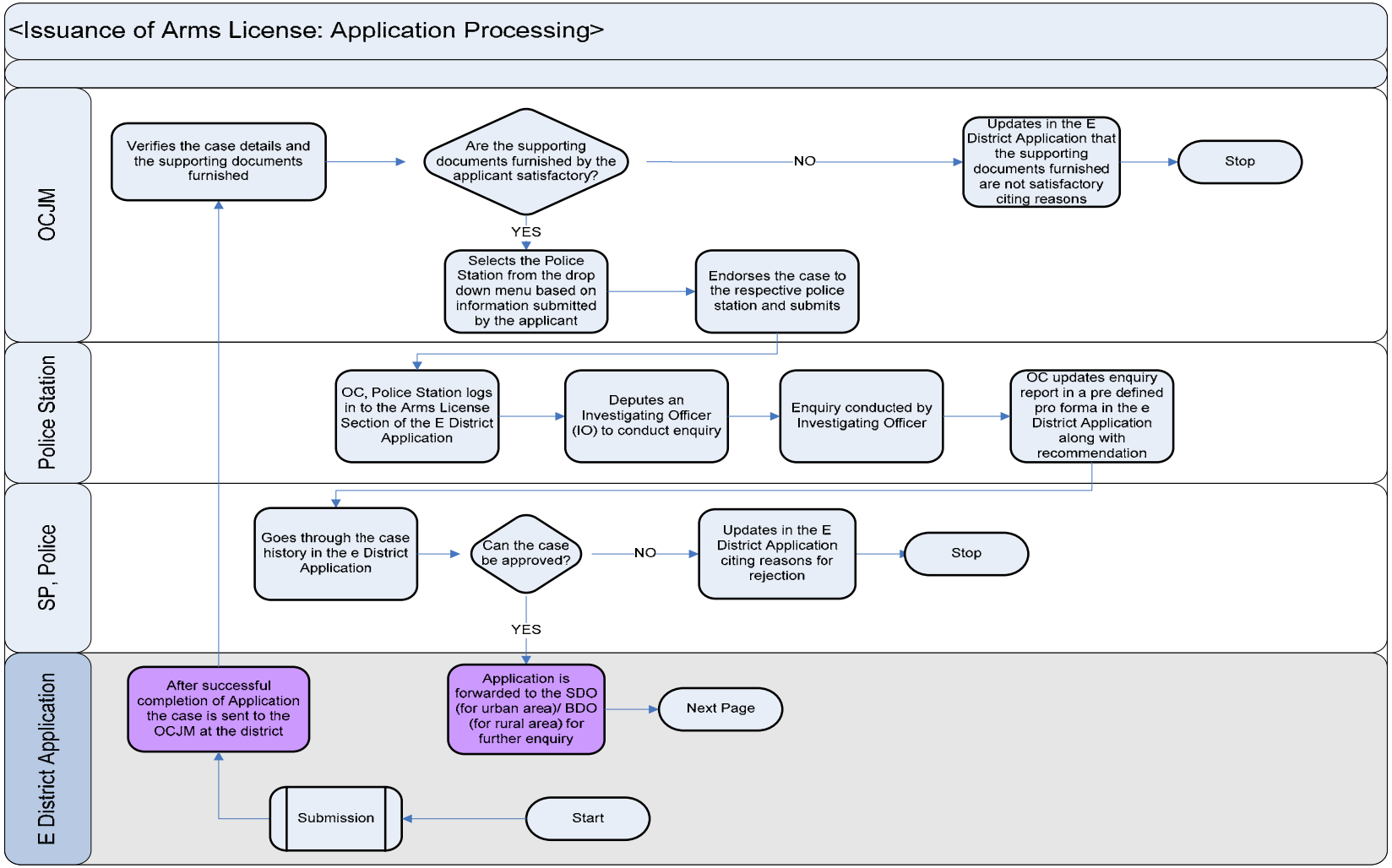
9.4.9 Escalation Matrix

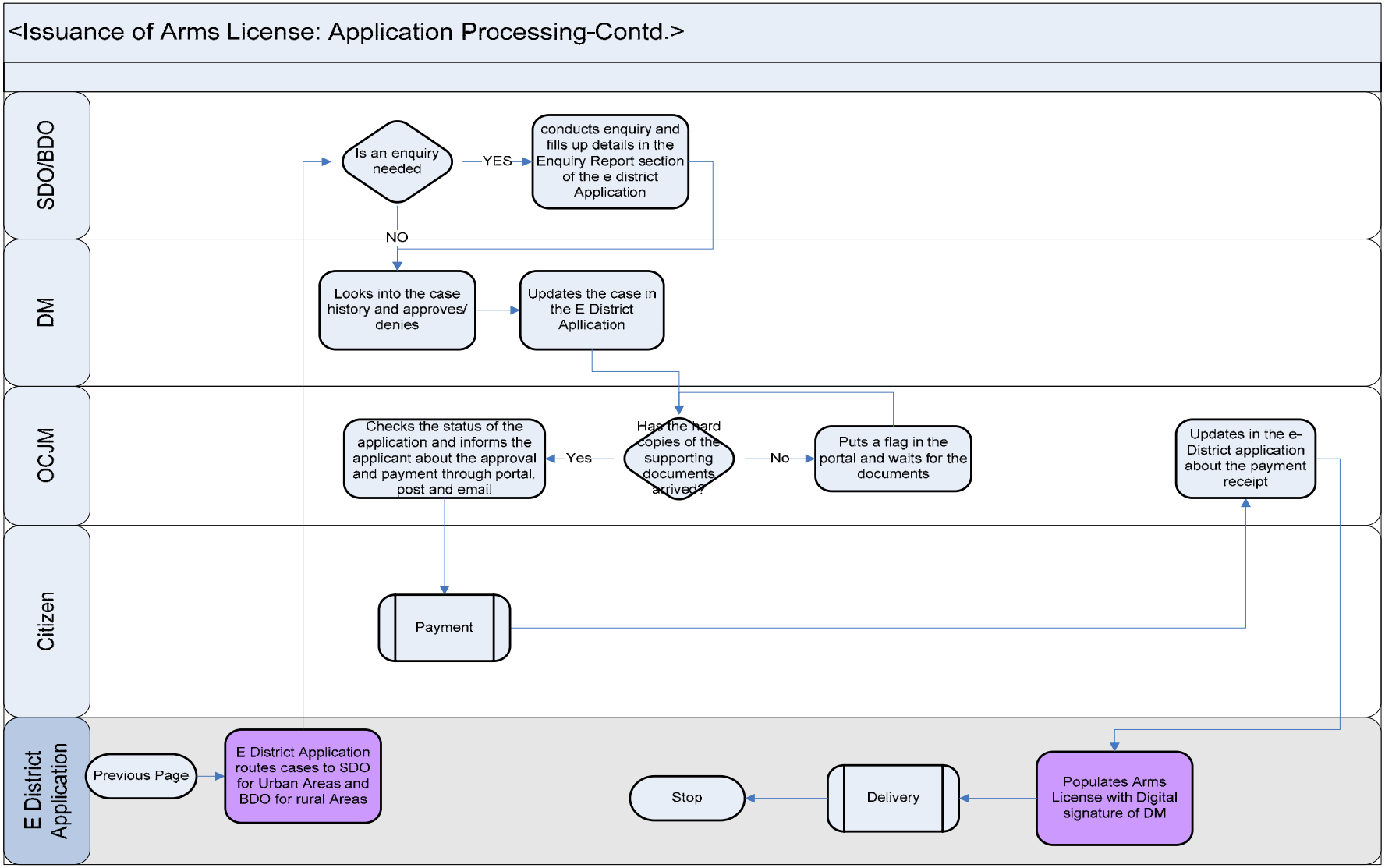
Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	Manager, DIC	1 day	General Manger, DIC	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case	General Manager, DIC	1 Day	District Magistrate	1 day	-	-	-	-
3.	• Approve the applications	DLTFC	1 day	Director, MSSE	1 day				

10 Licenses

10.1 Fire Arm License Issuance

10.1.1 Process Map




<Issuance of Arms License: Application Processing-Contd.>
SDO/BDO
DM
OCJM
Citizen
E District Application
Is an enquiry needed
YES
conducts enquiry and fills up details in the Enquiry Report section of the e district Application
NO
Looks into the case history and approves/ denies
Updates the case in the E District Apllication
Checks the status of the application and informs the applicant about the approval and payment through portal, post and email
Yes
Has the hard copies of the supporting documents arrived?
No
Puts a flag in the portal and waits for the documents
Updates in the e-District application about the payment receipt
Payment
Previous Page
E District Application routes cases to SDO for Urban Areas and BDO for rural Areas
Stop
Delivery
Populates Arms License with Digital signature of DM

10.1.2 Use Case Table

Use Case Name	Issuance of Fire Arm License
Trigger	Submission of application form for the Issuance of Fire Arm License by the Citizen
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM). • The OCJM logs into the e-district application and goes to the License section of the application. The OCJM views the pending cases in a tabular format and then clicks on an application to view the case details of the applicant. • The OCJM checks if the case details and supporting documents are sufficient or not. in case the application case details and supporting documents are not sufficient the OCJM provides his comments to the case and the portal is updated accordingly and the case is flagged for application tracking. • In case the supporting documents and case details are sufficient the OCJM selects a Police station from the portal based on the address of applicant and then clicks on the “Send to Police” button. The e-district portal creates notice based on the case details and comments provided by the OCJM and the OCJM can send the notice to Police station through the e-district application, post and email. • The Officer in charge of the police station logs into the e-district portal and finds out the list of applicants whose name has been sent by the OCJM for enquiry. • The OC police station deputes an Investigating officer who conducts enquiry as per the Fire Arm license guideline. • The OC police station updates the portal with the enquiry details and sends it to the SP for approval. • The SP logs into the portal and goes through the application case details, supporting documents and the enquiry details. In case the enquiry is negative or the SP is not satisfied the SP can reject the application and the portal updates the case accordingly and the case is flagged accordingly. • In case the SP is satisfied with the case he/she approves the case by clicking on the “approve” button. • The e-district portal adds the case as a pending case to the corresponding SDO/BDO. • The responsible SDO/BDO logs into the e-district portal and goes through the pending cases for enquiry. He/she clicks on the case and goes through the case details, supporting documents and police enquiry details. • The SDO/BDO deputes an enquiry officer who conducts the enquiry and the enquiry details are

	updated in the application by the SDO/BDO. • In case the enquiry result in negative the application is rejected with reasons and the application is update and flagged accordingly for application tracking. • In case the application is approved the SDO/BDO clicks on the "Send to DM" button to send the application to DM for final approval. • The case is then added to the pending cases of the DM. The DM logs into the e-district portal and goes through the case details, supporting documents, police enquiry details and SDO/BDO enquiry details. • The DM can either approve or reject the case. In case the DM is not satisfied with the case the DM can reject the case with comments and reasoning. Otherwise the DM approves the case by clicking on "Issue License" button. • The e-district creates pro forma license based on the application details and adds it to the delivery section of the applicant. • The applicant can access the license by paying the required license fee. The applicant can pay the fee either at the CSC, online or the traditional way to access the license.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by OCJM, SDO/BDO, OC police station, DM. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the OCJM.
Post-condition	A successful submission and workflow will lead to the generation of Fire Arm License
Primary Actor	OCJM, OC Police Station, SP, SDO/BDO and the DM
Supporting Actors	Citizen

10.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
DM	■	■	■	■
OCJM	■	■	■	■
OC Police Station	**X**	■	■	**X**
SP	**X**	■	■	**X**
SDO/BDO	**X**	**■(Own SDO/BDO)**	**■(Own SDO/BDO)**	**X**
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

10.1.4 Service Request Form (Fields)

S.No	Fields Description of the form (F-A-01)
1.	Name
2.	Father's/ Husband's/ Mother's Name
3.	Place of Birth
4.	Nationality
5.	Date of Birth
6.	District
7.	Block
8.	Full Address
9.	Residing Since
10.	Post Office
11.	Police Station
12.	Occupation
13.	Telephone Office
14.	Telephone Residence
15.	Telephone Mobile
16.	Permanent Address
17.	Police Station near Permanent Address
18.	Have you been convicted If yes, give the offence(s), the sentence and date of sentence
19.	Have you been ordered to execute a bond under chapter VIII of Cr. P.C. 1973(2 of 1974) for keeping the peace or for good behavior If yes, when and for what period, give details
20.	Have you been prohibited under the Arms Act 1959, for any other law from possessing arms and ammunition If yes, give details
21.	Have you applied for a license before anywhere in India If yes, when, to whom and with what result
22.	Have License ever been Suspended Cancelled

S.No	Fields Description of the form (F-A-01)
	Revoked If yes, when, by whom and on what account
23.	Does anyone in your family possess a Fire Arm License If yes, provide details of the name and license number
24.	Have you ever been exempted of any Firearm If yes, give description and serial number of the fire arm held
25.	Do you have a safe place to keep the firearm
26.	Were you arrested or involved in any criminal case
27.	Are you a bonafide tourist If yes, give the name of the country and the probable/actual date of arrival in india Whether he is prohibited by the law of his country from having in his possession any arm/ ammunition (yes/no)
28.	Type of Weapon for which license is required (NPB/PB/ Revolver/ Pistol/ Rifle/ S.B/ D.B/ Others)
29.	Need for the weapon
30.	Details of earlier weapons held(if any)
31.	Details of arms/ammunition
32.	Any claim for special considerations
33.	Description of Arms/ Ammunition
34.	Place where arms/ ammunition will be kept/ manufactured
35.	Place/ route of import/export/ transport
36.	Others particulars required as in the relevant license form
37.	Any claim for special consideration
38.	Place
39.	Date

10.1.5 Output Forms

S.No	Fields Description of the form
1.	Serial Number of License
2.	Name, Description, Residence of License
3.	Arms and Ammunition the license in entitled to possess

S.No	Fields Description of the form
4.	Brief Description of each weapon with details, e.g. identification marks, register number etc.
5.	Quantity and description of each kind of ammunition a. Maximum to be possessed at any one time b. Maximum purchasable during the year
6.	Name, father's name and address of retainer (if any) covered by the license
7.	Arms
8.	Ammunition
9.	Area within which the license is valid
10.	Date on which the license expires
11.	Date on which the license or the arm or both shall be produced for inspection under rule 52 (2)
12.	Signature of Licensing Authority
13.	Designation
14.	Place

10.1.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Verification of Case Details by OC, PS	1 day	2nd Day
4.	Enquiry by the IO, PS	12 days	14th day
5.	Verification of Case Details by SDO/BDO	1 day	15th day
6.	Enquiry of SDO/BDO	12 days	27th day
7.	Verification of Case Details by DM	1 day	28th day
8.	Payment of license fee	1 day	29th day
9.	Permissible buffer	3 days	32nd day

10.1.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	District Magistrate	2

10.1.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

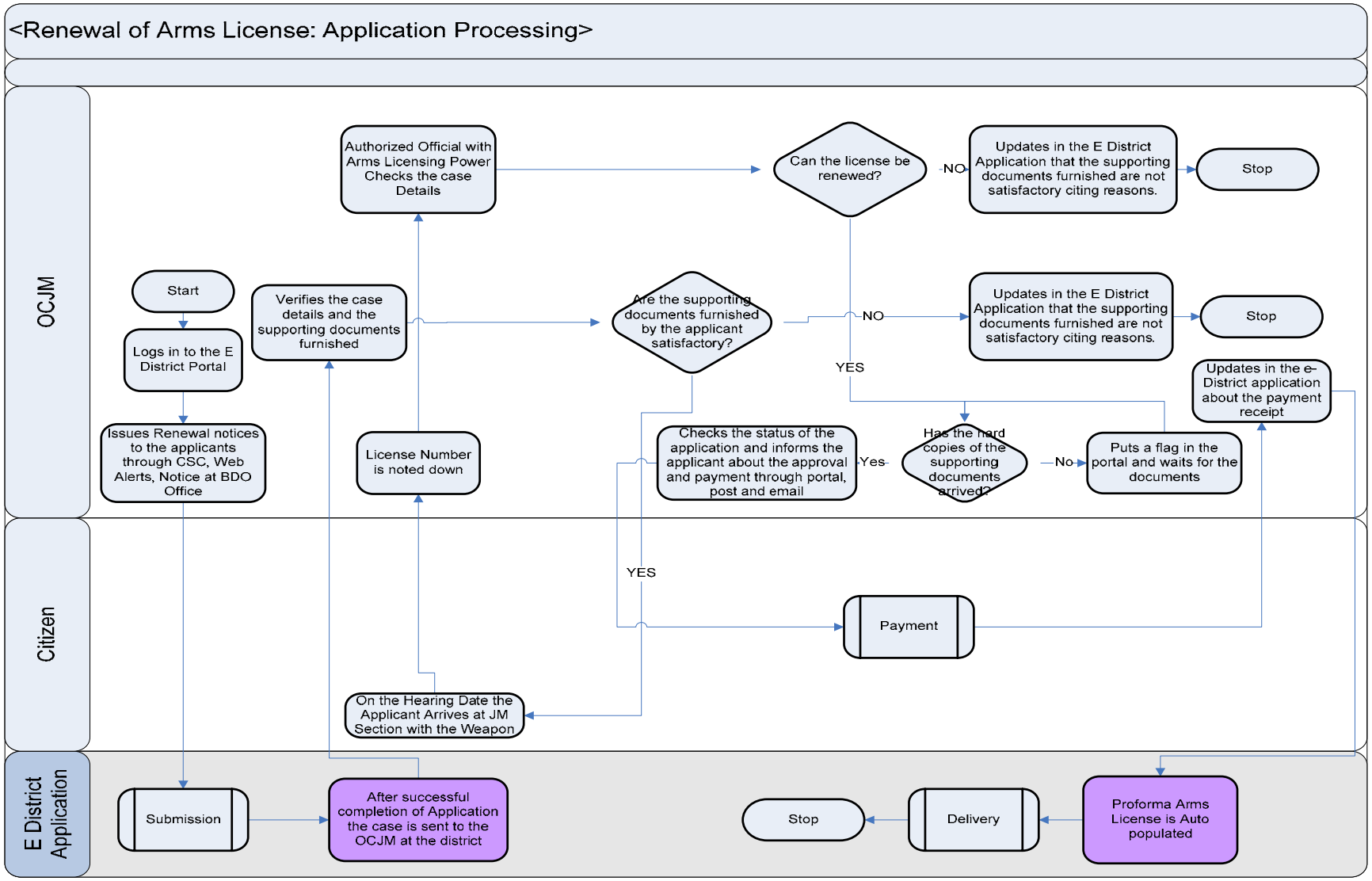
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

10.1.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	OCJM	1 day	District Magistrate	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Enquiry	Police	1 Day	District Magistrate	1 day	-	-	-	-
3.	• Verification of Supporting Documents. • Enquiry	SDO/BDO	1 Day	District Magistrate	1 day	-	-	-	-

10.2 Fire Arm License Renewal

10.2.1 Process Map



10.2.2 Use Case Table

Use Case Name	Renewal of Fire Arm License
Trigger	Submission of application form for the Renewal of Fire Arm License by the Citizen
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM). • The OCJM logs into the e-district portal and views the cases in a tabular format. The OCJM clicks on a case to view the case details and the supporting documents. • In case the OCJM feels that the case details or the supporting documents are not satisfactory the OCJM adds his comments to the case and the e-district application flags the case accordingly for status tracking. • The OCJM assigns a hearing date in the space provided and the OCJM clicks on the "issue notice" button which creates a notice for the hearing from the case details and the hearing date. This notice is updated in the e-district application and is mailed to the applicant as well. The applicant can get the same information from the CSCs as well. • The applicant approaches the OCJM office with the fire arm and the old license. • The OCJM accesses the application from the e-district application and decides whether the license can be renewed or not. in case the OCJM feels that the license cannot be renewed the OCJM updates the case details accordingly the e-district flags the case accordingly. • In case the OCJM feels that the applicant can be provided with a renewed license the OCJM checks if the photocopies of the supporting documents have been submitted to the office or not. in case the supporting documents have been submitted the OCJM clicks on the "Renew License" button and the e-district portal generates the renewed license based on the application data and the hearing by the OCJM. • The OCJM provides his Digital signature to the application as the renewal authority. • The Renewed License is created and added to the delivery section of the applicant login. • The Applicant can access the portal himself/herself and get a print of the license or it can be obtained from any CSC or the setup in the District office.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by OCJM. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide

	clarifications as per the instructions of the OCJM.
Post-condition	A successful submission and workflow will lead to the generation of Fire Arm License Renewal
Primary Actor	OCJM
Supporting Actors	Citizen

10.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
OCJM	■	■	■	■
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

10.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
15.	License Number
16.	Date
17.	Valid From (previous)
18.	Valid To (previous)
19.	Valid From (requested)
20.	Valid to (requested)
21.	Son of/ Wife of/Daughter of
22.	District
23.	Block
24.	Full Address
25.	Residing Since
26.	Post Office
27.	Police Station
28.	Occupation
29.	During the last two years Whether convicted/ sentenced for any offence (yes/no) Whether executed any bond under Chapter VIII of the CrPC 1973 Whether license issued was cancelled/ not renewed previously
30.	Date
31.	Place

10.2.5 Output Forms

S.No	Fields Description of the form
32.	Serial Number of License
33.	Name, Description, Residence of License
34.	Arms and Ammunition the license in entitled to possess
35.	Brief Description of each weapon with details, e.g. identification marks, register number etc.
36.	Quantity and description of each kind of ammunition c. Maximum to be possessed at any one time d. Maximum purchasable during the year
37.	Name, father's name and address of retainer (if any) covered by the license
38.	Arms
39.	Ammunition
40.	Area within which the license is valid
41.	Date on which the license expires
42.	Date on which the license or the arm or both shall be produced for inspection under rule 52 (2)
43.	Signature of Licensing Authority
44.	Designation
45.	Place

10.2.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Hearing and Renewal of the License	1 day	2nd Day

10.2.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Officer in Charge, Judicial Munchikhana	2

10.2.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

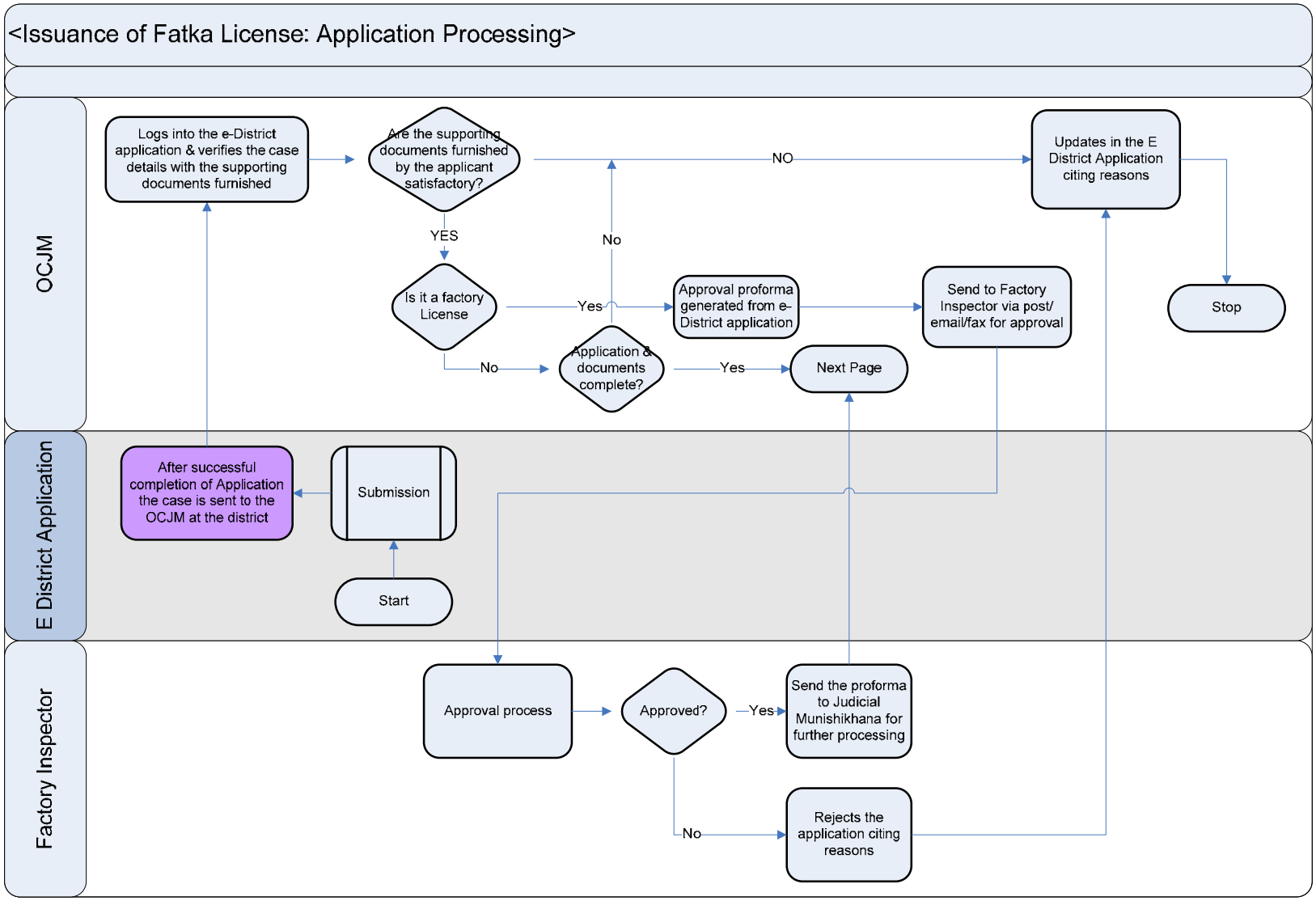
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

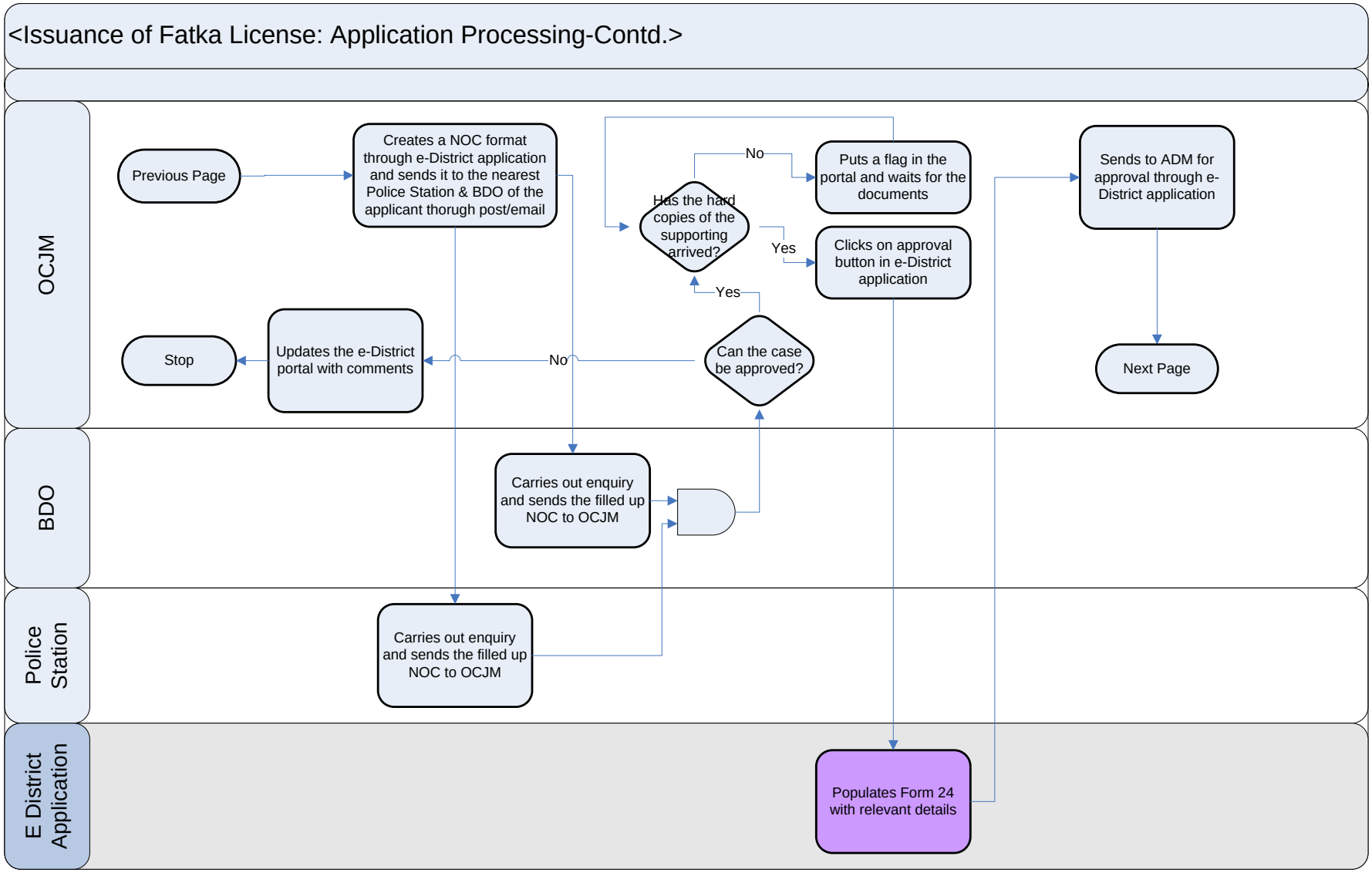
10.2.9 Escalation Matrix

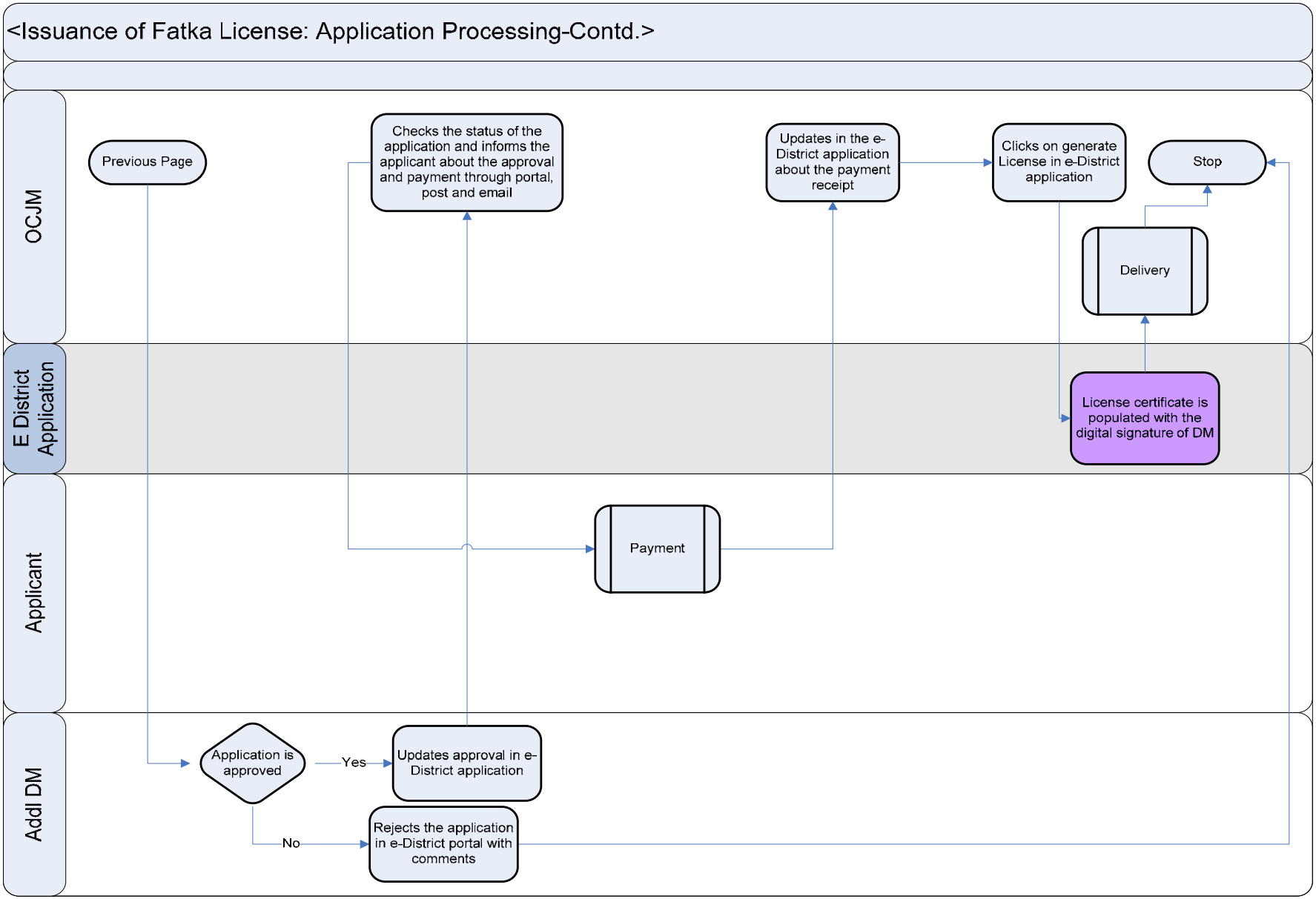
Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Hearing and renewal of license	OCJM	1 day	District Magistrate	1 day	-	-	-	-

10.3 Explosives License Issuance

10.3.1 Process Map (Fatka/Firecracker License)




<Issuance of Fatka License: Application Processing-Contd.>
OCJM
BDO
Police Station
E District Application
Previous Page
Creates a NOC format through e-District application and sends it to the nearest Police Station & BDO of the applicant thorugh post/email
Has the hard copies of the supporting arrived?
No
Puts a flag in the portal and waits for the documents
Yes
Clicks on approval button in e-District application
Sends to ADM for approval through e-District application
Yes
Can the case be approved?
No
Updates the e-District portal with comments
Stop
Next Page
Carries out enquiry and sends the filled up NOC to OCJM
Carries out enquiry and sends the filled up NOC to OCJM
Populates Form 24 with relevant details


<Issuance of Fatka License: Application Processing-Contd.>
OCJM
E District Application
Applicant
Addl DM
Previous Page
Checks the status of the application and informs the applicant about the approval and payment through portal, post and email
Updates in the e-District application about the payment receipt
Clicks on generate License in e-District application
Stop
Delivery
License certificate is populated with the digital signature of DM
Payment
Application is approved
Yes
No
Updates approval in e-District application
Rejects the application in e-District portal with comments

10.3.2 Use Case Table

Use Case Name	Issuance of Fatka/Firecracker License
Trigger	Submission of application form for the Fatka/Firecracker Licenses
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application

Basic Path	In case of successful submission the following sequence of activities take place
	• After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM).
	• The OCJM logs into the e-district portal and views the pending cases in a tabular format.
	• The OCJM clicks on a case and finds the case details and the supporting documents. The OCJM checks if the license requested is for Manufacturing (Factory License) or for possession and selling.
	  • In case the application is for Factory the OCJM clicks on the "Create Notice" for Factory Inspector.
	  • The e-district application creates an notice based on the case details and comments from the OCJM to generate a Notice for the Factory Inspector for his/her inspection.
	  • The notice is sent to the factory inspector and OCJM waits for the factory inspection report. The e-district portal flags the case accordingly for application tracking
	  • After the enquiry report is received by the Factory Inspector the OCJM accesses the application form the e-district application and then updates the enquiry details in the application details. In case the application is rejected, necessary reasons are provided in the case and then the case is rejected. In case the application is approved e-district application OCJM flags the case with the tag of approved by Factory Inspector.
	The following actions take place when the application is for Possession and selling of firecracker and in cases where factory license is approved by the factory inspector.
	• The OCJM clicks on a case and then clicks on the "Create NOC" button which directs the e-district portal to generate a NOC based on the case details to be send to the Police Station and the BDO.
	• The e-district creates necessary NOCs. The OCJM sends out the NOCs to respective BDOs and Police Stations via mail, post or e-district application.
	• The OCJM waits for the enquiry reports from BDO and Police Stations.
	• After receiving the enquiry reports the OCJM goes through the reports and decides whether the license can be issued or not. In case the enquiry reports are received by post or in hard copy then the OCJM has to first access the case and then the update the case with the enquiry details. The e-district portal flags the case accordingly for application tracking.
	• In case the enquiry reports are negative the application is rejected by the OCJM by clicking on the "Reject Application" button. The OCJM provides the necessary details of rejection before rejecting

	the case and the case is updated accordingly. • In case the application has returned positive enquiry reports the OCJM approves the license by clicking on the "Issue License" button. • The e-district portal updates the case by flagging the case accordingly and also asking for the required service fee. • The Applicant comes to know the status of the case through the portal and the details of the fee as well. The applicant submits the requisite fee at the CSC, web or the district office. The e-district updates the case as fee paid. • The OCJM goes through the case and finds the fee to be paid and then the OCJM clicks on the "Release License" button and the e-district portal. • The case is then added to the ADMG account. The ADMG gets an alert when he/she signs it and he/she then goes through the case details and then accepts or rejects the case. In case the case is rejected necessary reasons are provided and in case it is accepted the e-district creates a License based on the case details and adds it to the delivery section of the applicant.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by OCJM. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the OCJM.
Post-condition	A successful submission and workflow will lead to the generation of Firecracker/fatka Manufacturing or Possession and selling Licensel
Primary Actor	OCJM, Factory Inspector, BDO, Police, ADMG
Supporting Actors	Citizen

10.3.3 CRUD Matrix

Designation	Create	Read	Update	Delete
OCJM	■	■	■	■
BDO	■ **(Own Block)**	■**(Own Block)**	■**(Own Block)**	**X**
OC Police Station	■ **(Own PS)**	■**(Own PS)**	■**(Own PS)**	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

10.3.4 Service Request Form (Fields)

10.3.4.1 Firecracker manufacturing License

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	District
4.	Block
5.	Full Address
6.	Police Station
7.	Qualification and Experience of applicant and the technical personnel employed
8.	Situation of premises for storage
9.	Explosive proposed to be stored for use Sl. No. Name and Description Class Division Quantity at any one time
10.	Whether the premise was previously licensed? If yes Previous license Number Name and address of previous license Reasons for cancellation/ non renewal of previous license
11.	Explosive proposed to be used everyday Sl. No. Name and Description Class Division Qualification
12.	Details of site where explosives will be used
13.	Distance of site where the explosive will be used from the storage premise mentioned
14.	Mode of transport of explosive
15.	License no. of Road Van, if used

S.No	Fields Description of the form
16.	Has the applicant been convicted under any offense or ordered to execute any bond under chapter VIII of code at Criminal Procedure 1973, during the last 10 years If yes give details
17.	Particulars of other license if any under explosives Act, held by the applicant during the last years Was the license cancelled/not renewed If yes give details
18.	Details of amendment proposed/Additional information, if any

10.3.4.2 Firecracker Possessing and selling License

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	District
4.	Block
5.	Full Address
6.	Police Station
7.	Qualification and Experience of applicant and the technical personnel employed
8.	Situation of premises for storage
9.	Explosive proposed to be stored for use Sl. No. Name and Description Class Division Quantity at any one time
10.	Whether the premise was previously licensed? If yes Previous license Number Name and address of previous license Reasons for cancellation/ non renewal of previous license
11.	Explosive proposed to be used everyday Sl. No.

S.No	Fields Description of the form
	Name and Description Class Division Qualification
12.	Details of site where explosives will be used
13.	Distance of site where the explosive will be used from the storage premise mentioned
14.	Mode of transport of explosive
15.	License no. of Road Van, if used
16.	Has the applicant been convicted under any offense or ordered to execute any bond under chapter VIII of code at Criminal Procedure 1973, during the last 10 years If yes give details
17.	Particulars of other license if any under explosives Act, held by the applicant during the last years Was the license cancelled/not renewed If yes give details
18.	Details of amendment proposed/Additional information, if any

10.3.5 Output Forms

10.3.5.1 Explosives Possession and Selling

S.No	Fields Description of the form
1.	Name
2.	Date of Expiry
3.	Postal Address of Licensee
4.	Description of Licensed Premises No _____ Dated_____
5.	Location
6.	Consisting of
7.	Date of Renewal
8.	Signature of ADM General

10.3.5.2 Explosives Manufacturing and Selling

S.No	Fields Description of the form
1.	License No
2.	Fees (Rs/year)
3.	Name
4.	Conditions Number
5.	Expiry Date
6.	Description of Licensed Premises No_____ Dated _____
7.	Postal Address of Licensee
8.	Date of renewal
9.	Date of expiry
10.	Signature of Licensing Authority

10.3.6 Workflow Service Levels

10.3.6.1 Manufacturing and selling:

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Send Application to Factory Inspector	1 day	2nd Day
4.	Enquiry by the Factory Inspector	30 days	32nd Day
5.	Enquiry report updation by OCJM	1 day	33rd day
6.	Enquiry of BDO and Police	20 days	53rd Day
7.	Application updation by OCJM	1 day	54th Day
8.	Citizen Payment and Delivery	1 day	55th Day

10.3.6.2 Possession and selling:

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Send Application to BDO and Police	1 day	2nd Day
4.	Enquiry of BDO and Police	20 days	22nd Day
5.	Application updation by OCJM	1 day	23rd Day
6.	Citizen Payment and Delivery	1 day	24th Day

10.3.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Additional District Magistrate	2

10.3.8 Monitoring Report Formats

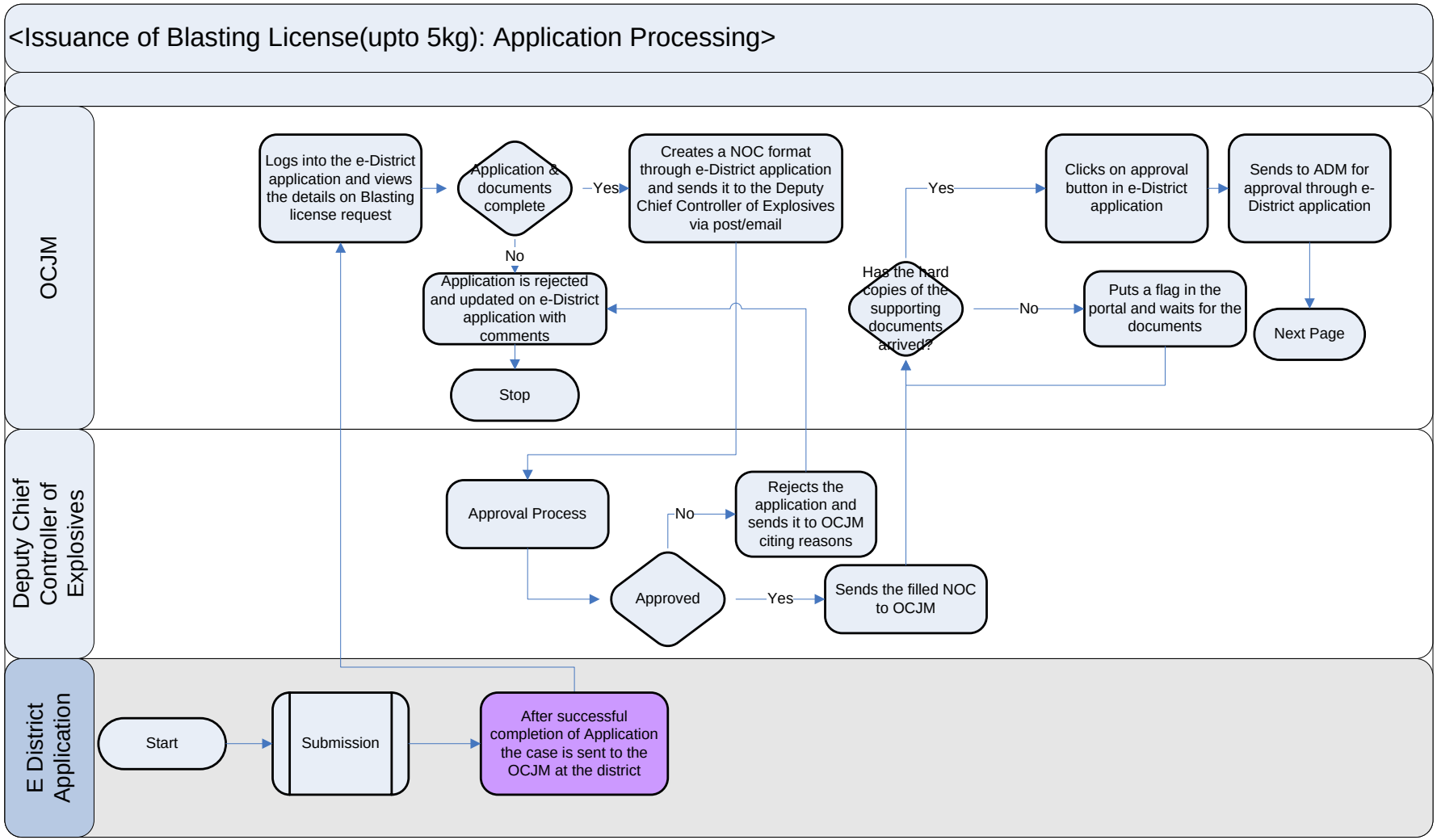
Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
6.						
7.						
8.						
9.						
10.						

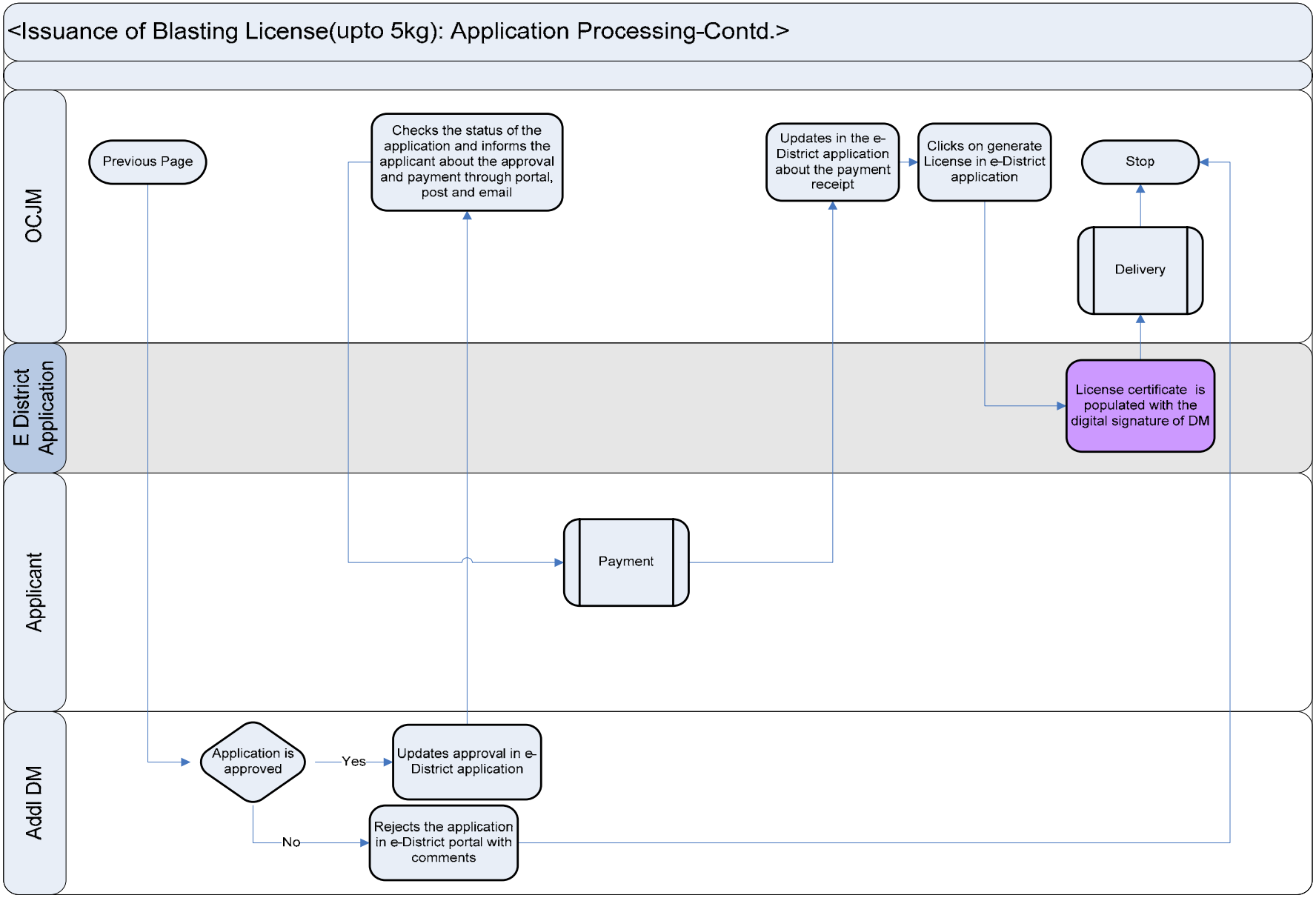
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

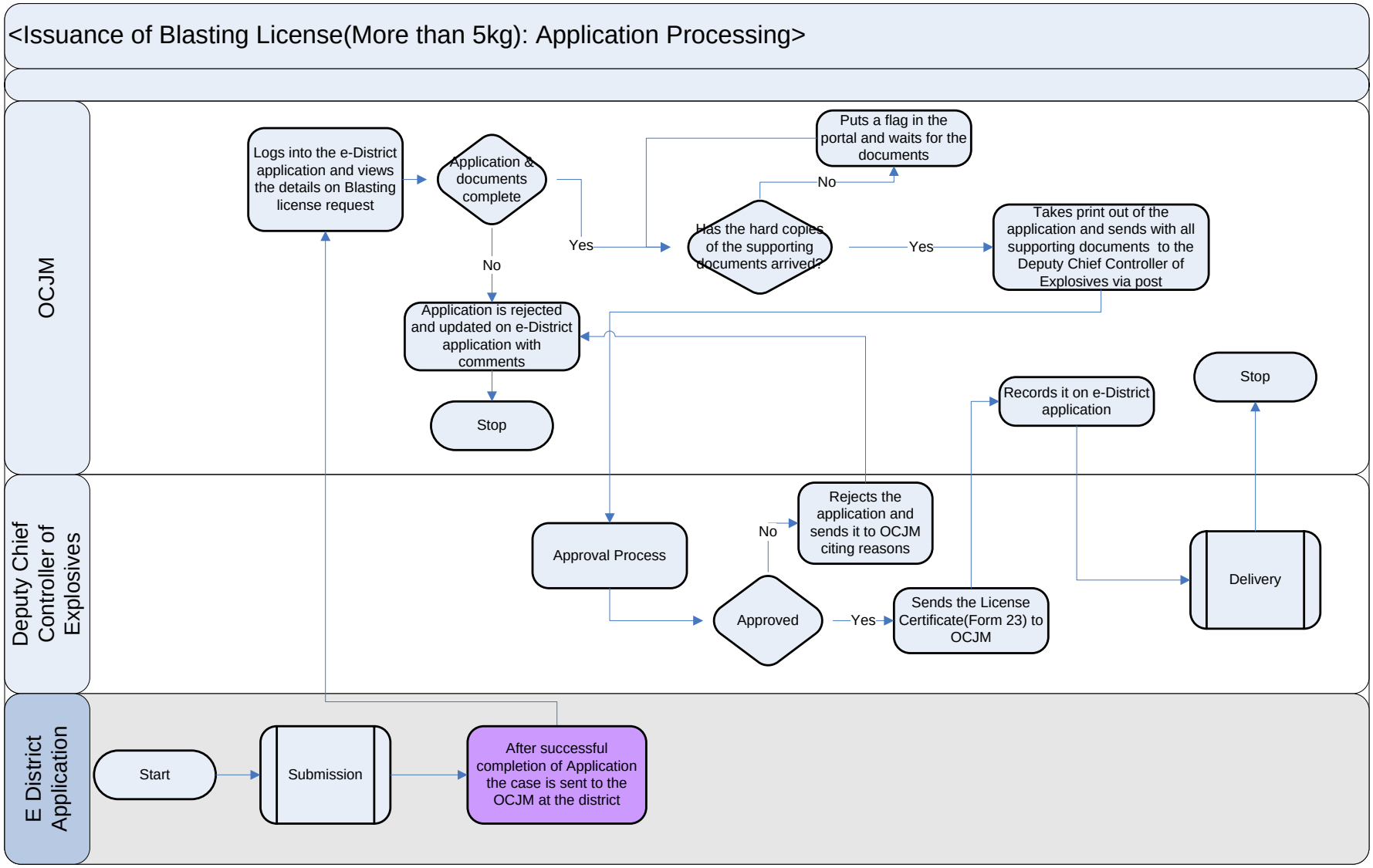
10.3.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Send for enquiry	OCJM	1 day	District Magistrate	1 day	-	-	-	-
2.	• Enquiry by BDO	BDO	1 day	District Magistrate	1 day	-	-	-	-
3.	• Enquiry by Police	OC, Police Station	1 day	District Magistrate	1 day	-	-	-	-
4.	• Enquiry by Factory Inspector	Factory Inspector	1 day	OCJM	1 day	-	-	-	-

10.3.10 Process Map (Blasting License)




<Issuance of Blasting License(upto 5kg): Application Processing-Contd.>
OCJM
E District Application
Applicant
Addl DM
Previous Page
Checks the status of the application and informs the applicant about the approval and payment through portal, post and email
Updates in the e-District application about the payment receipt
Clicks on generate License in e-District application
Stop
Delivery
License certificate is populated with the digital signature of DM
Payment
Application is approved
Yes
No
Updates approval in e-District application
Rejects the application in e-District portal with comments


<Issuance of Blasting License(More than 5kg): Application Processing>
OCJM
Deputy Chief Controller of Explosives
E District Application
Logs into the e-District application and views the details on Blasting license request
Application & documents complete
Yes
No
Application is rejected and updated on e-District application with comments
Stop
Puts a flag in the portal and waits for the documents
No
Has the hard copies of the supporting documents arrived?
Yes
Takes print out of the application and sends with all supporting documents to the Deputy Chief Controller of Explosives via post
Records it on e-District application
Stop
Approval Process
No
Rejects the application and sends it to OCJM citing reasons
Approved
Yes
Sends the License Certificate(Form 23) to OCJM
Delivery
Start
Submission
After successful completion of Application the case is sent to the OCJM at the district

10.3.11 Use Case Table

Use Case Name	Issuance of Blasting (Upto 5 kgs and More than 5 kgs) License
Trigger	Submission of application form for the Blasting Licenses
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place for Blasting License of Upto 5 kgs: • After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM). • The OCJM logs into the e-district portal and views the pending cases in a tabular format. • The OCJM clicks on a case and finds the case details and the supporting documents. • The OCJM clicks on a case and then clicks on the "Create NOC" button which directs the e-district portal to generate a NOC based on the case details to be send to the Deputy Chief Controller of Explosives. • The e-district creates necessary NOCs. The OCJM sends out the NOCs to the Deputy Chief Controller of Explosives via e-mail or post. • The OCJM waits for the enquiry report. • After receiving the enquiry reports the OCJM goes through the reports and decides whether the license can be issued or not. The OCJM first access the case and then updates the case with the enquiry details. The e-district portal flags the case accordingly for application tracking. • In case the enquiry reports are negative the application is rejected by the OCJM by clicking on the "Reject Application" button. The OCJM provides the necessary details of rejection before rejecting the case and the case is updated accordingly. • In case the application has returned positive enquiry reports the OCJM approves the license by clicking on the "Issue License" button after receiving the photocopies of the supporting documents. • The e-district portal updates the case by flagging the case accordingly and also asking for the required service fee. • The Applicant comes to know the status of the case through the portal and the details of the fee as well. The applicant submits the requisite fee at the CSC, web or the district office. The e-district updates the case as fee paid. • The OCJM goes through the case and finds the fee to be paid and then the OCJM clicks on the "Release License" button and the e-district portal. • The case is then added to the DM account. The DM gets an alert when he/she signs it and he/she then goes through the case details and then accepts or rejects the case. In case the case is rejected necessary reasons are provided and in case it is accepted the e-district creates a License based on the case details and adds it to the delivery section of the applicant.

	In case of successful submission the following sequence of activities take place for Blasting License of More than 5 kgs: • After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM). • The OCJM logs into the e-district portal and views the pending cases in a tabular format. • The OCJM clicks on a case and finds the case details and the supporting documents. • The OCJM clicks on a case and then clicks on the "Create NOC" button which directs the e-district portal to generate a NOC based on the case details to be send to the Deputy Chief Controller of Explosives after receiving the photocopies of the supporting documents. • The e-district creates necessary NOCs. The OCJM sends out the NOCs to the Deputy Chief Controller of Explosives via e-mail or post. • The OCJM waits for the enquiry report. • After receiving the enquiry reports the OCJM goes through the reports and decides whether the license can be issued or not. The OCJM first access the case and then updates the case with the enquiry details. The e-district portal flags the case accordingly for application tracking. • In case the enquiry reports are negative the application is rejected by the OCJM by clicking on the "Reject Application" button. The OCJM provides the necessary details of rejection before rejecting the case and the case is updated accordingly. • In case the application has returned positive enquiry reports the Deputy Chief Controller sends Form 23 which is the license. The OCJM clicks on the "Issue license" button. • The Applicant comes to know the status of the case through the and receives the License in the Delivery Section.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by OCJM: The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the OCJM.
Post-condition	A successful submission and workflow will lead to the generation of Blasting License
Primary Actor	OCJM, Deputy Chief Controller of Explosives
Supporting Actors	Citizen

10.3.12 CRUD Matrix

Designation	Create	Read	Update	Delete
OCJM	■	■	■	■
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

10.3.13 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	District
4.	Block
5.	Full Address
6.	Police Station
7.	Qualification and Experience of applicant and the technical personnel employed
8.	Situation of premises for storage
9.	Explosive proposed to be stored for use Sl. No. Name and Description Class Division Quantity at any one time
10.	Whether the premise was previously licensed? If yes Previous license Number Name and address of previous license Reasons for cancellation/ non renewal of previous license
11.	Explosive proposed to be used everyday Sl. No. Name and Description Class Division Qualification
12.	Details of site where explosives will be used
13.	Distance of site where the explosive will be used from the storage premise mentioned
14.	Mode of transport of explosive
15.	License no. of Road Van, if used
16.	Has the applicant been convicted under any offense or ordered to execute any bond under chapter VIII of code at Criminal Procedure 1973, during the last 10 years

S.No	Fields Description of the form
	If yes give details
17.	Particulars of other license if any under explosives Act, held by the applicant during the last years Was the license cancelled/not renewed If yes give details
18.	Details of amendment proposed/Additional information, if any

10.3.14 Output Forms

S.No	Fields Description of the form
1.	License No
2.	Fees (Rs/year)
3.	Name
4.	Conditions Number
5.	Expiry Date
6.	Description of Licensed Premises No_____ Dated _____
7.	Postal Address of Licensee
8.	Date of renewal
9.	Date of expiry
10.	Signature of Licensing Authority

10.3.15 Workflow Service Levels

10.3.15.1 Upto 5 kgs:

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Send Application to Deputy Controller of Explosives	1 day	2nd Day

4.	Enquiry by the Deputy Controller	30 days	32nd Day
5.	Application updation by OCJM	1 day	33rd Day
9.	Citizen Payment and Delivery	1 day	34th Day

10.3.16 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	District Magistrate	2

10.3.17 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
11.						
12.						
13.						
14.						
15.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

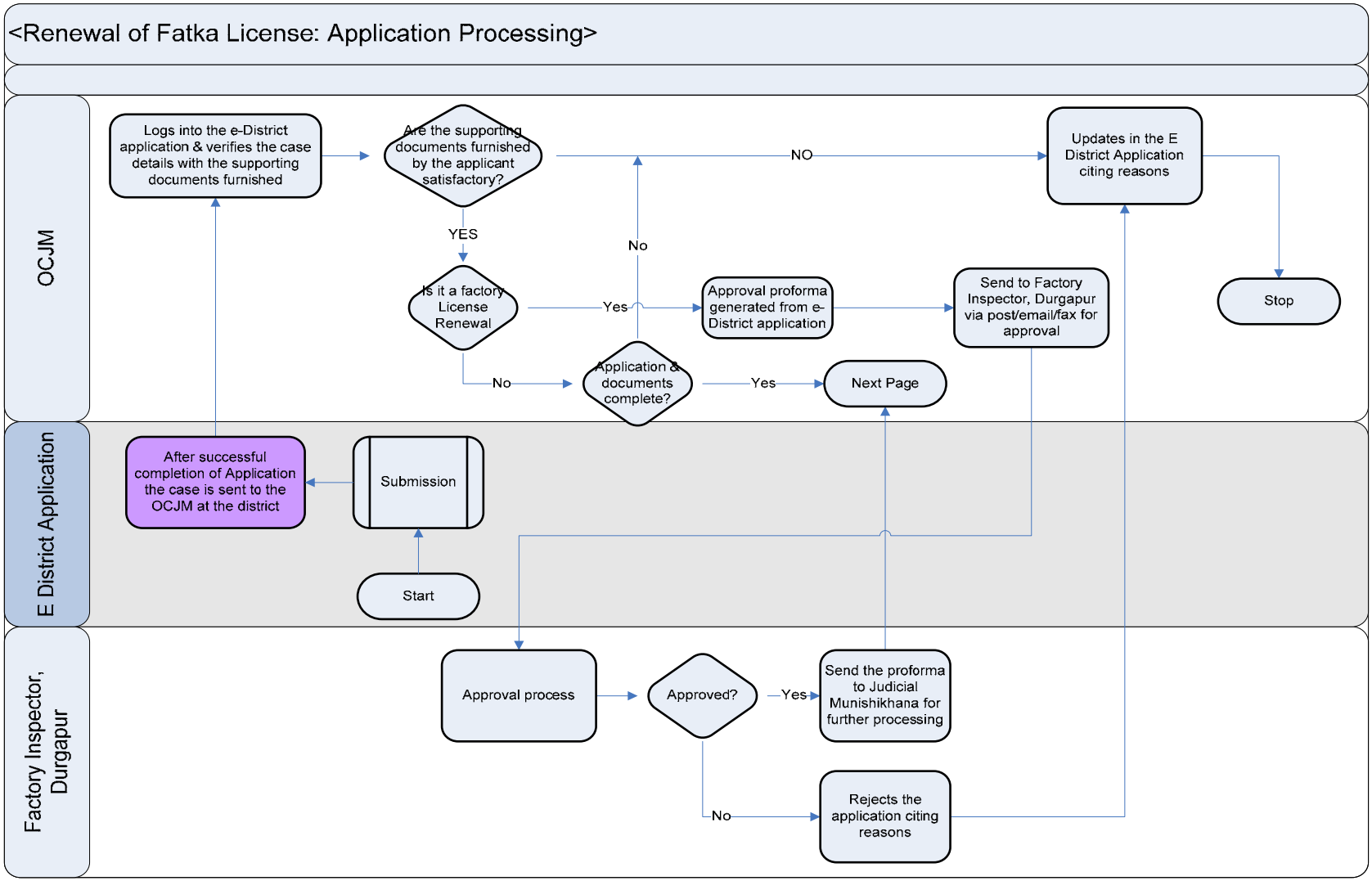
10.3.18 Escalation Matrix

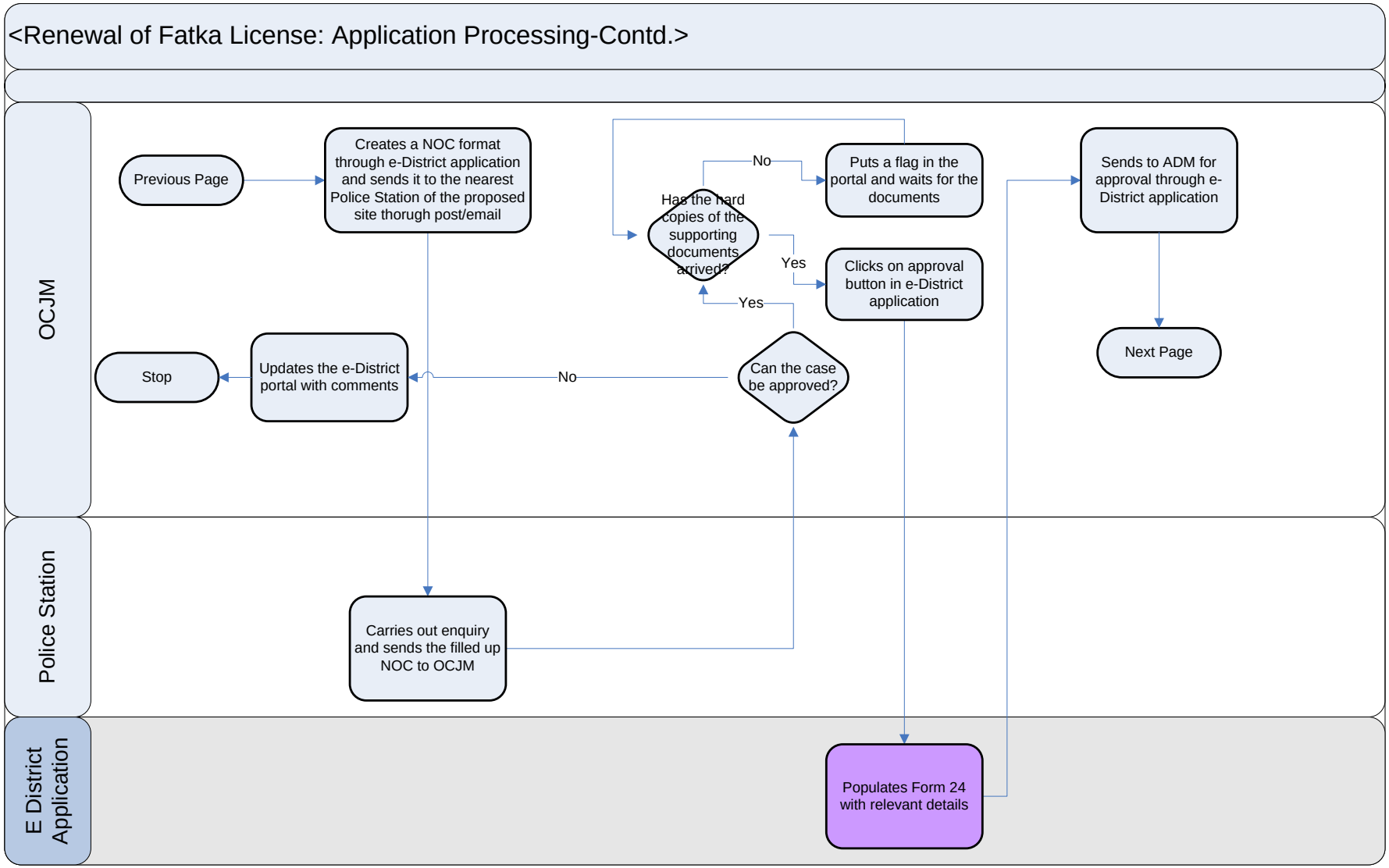
Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case	OCJM	1 day	District Magistrate	1 day	-	-	-	-

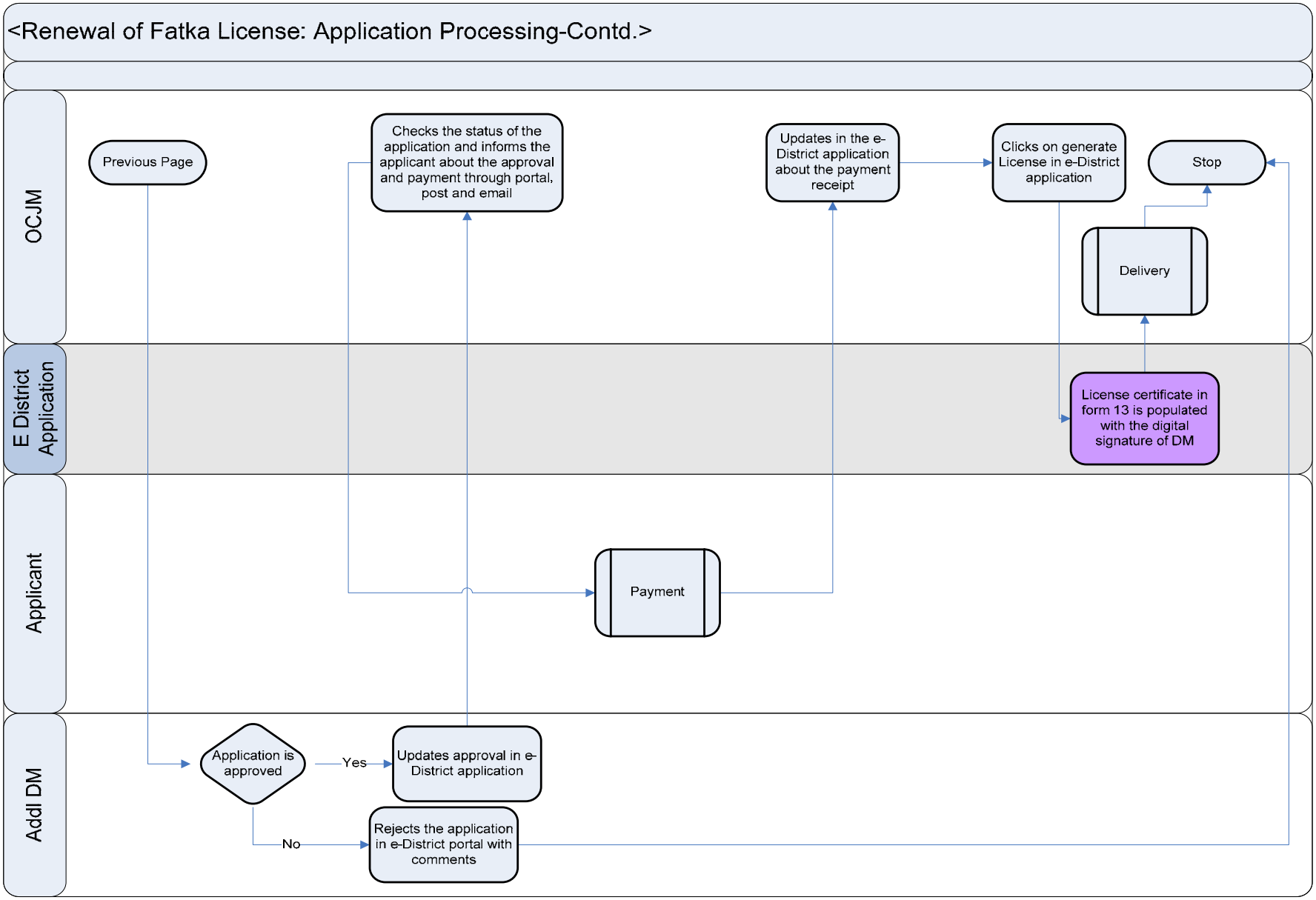
	• Send for enquiry								
2.	• Enquiry by Deputy Controller of Explosives	Deputy Controller of Explosives	1 day	District Magistrate	1 day	-	-	-	-

10.4 Explosives License Renewal

10.4.1 Process Map (Fatka/Firecracker License)




<Renewal of Fatka License: Application Processing-Contd.>
OCJM
Previous Page
Creates a NOC format through e-District application and sends it to the nearest Police Station of the proposed site thorugh post/email
Has the hard copies of the supporting documents arrived?
No
Puts a flag in the portal and waits for the documents
Yes
Clicks on approval button in e-District application
Sends to ADM for approval through e-District application
Next Page
Yes
Can the case be approved?
No
Updates the e-District portal with comments
Stop
Police Station
Carries out enquiry and sends the filled up NOC to OCJM
E District Application
Populates Form 24 with relevant details


<Renewal of Fatka License: Application Processing-Contd.>
OCJM
E District Application
Applicant
Addl DM
Previous Page
Checks the status of the application and informs the applicant about the approval and payment through portal, post and email
Updates in the e-District application about the payment receipt
Clicks on generate License in e-District application
Stop
Delivery
License certificate in form 13 is populated with the digital signature of DM
Payment
Application is approved
Yes
Updates approval in e-District application
No
Rejects the application in e-District portal with comments

10.4.2 Use Case Table

Use Case Name	Renewal of Fatka/Firecracker License
Trigger	Submission of application form for the Fatka/Firecracker Licenses
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application

Basic Path	In case of successful submission the following sequence of activities take place
	• After the submission of the application the case is added to the pending cases for the Officer in charge, Judicial Munchikhana (OCJM).
	• The OCJM logs into the e-district portal and views the pending cases in a tabular format.
	• The OCJM clicks on a case and finds the case details and the supporting documents. The OCJM checks if the license requested is for Manufacturing (Factory License) or for possession and selling.
	  • In case the application is for Factory the OCJM clicks on the "Create Notice" for Factory Inspector.
	  • The e-district application creates an notice based on the case details and comments from the OCJM to generate a Notice for the Factory Inspector for his/her inspection.
	  • The notice is sent to the factory inspector and OCJM waits for the factory inspection report. The e-district portal flags the case accordingly for application tracking
	  • After the enquiry report is received by the Factory Inspector the OCJM accesses the application form the e-district application and then updates the enquiry details in the application details. In case the application is rejected, necessary reasons are provided in the case and then the case is rejected. In case the application is approved e-district application OCJM flags the case with the tag of approved by Factory Inspector.
	The following actions take place when the application is for Possession and selling of firecracker and in cases where factory license is approved by the factory inspector.
	• The OCJM clicks on a case and then clicks on the "Create NOC" button which directs the e-district portal to generate a NOC based on the case details to be send to the Police Station.
	• The e-district creates necessary NOCs. The OCJM sends out the NOCs to respective Police Stations via mail, post or e-district application.
	• The OCJM waits for the enquiry reports from Police Stations.
	• After receiving the enquiry reports the OCJM goes through the reports and decides whether the license can be issued or not. The OCJM first access the case and then the update the case with the enquiry details. The e-district portal flags the case accordingly for application tracking.
	• In case the enquiry reports are negative the application is rejected by the OCJM by clicking on the "Reject Application" button. The OCJM provides the necessary details of rejection before rejecting the case and the case is updated accordingly.

	• In case the application has returned positive enquiry reports the OCJM approves the renewal of the license by clicking on the "Renew License" button. • The e-district portal updates the case by flagging the case accordingly and also asking for the required service fee. • The Applicant comes to know the status of the case through the portal and the details of the fee as well. The applicant submits the requisite fee at the CSC, web or the district office. The e-district updates the case as fee paid. • The OCJM goes through the case and finds the fee to be paid and then the OCJM clicks on the "Renew License" button and the e-district portal. • The case is then added to the ADMG account. The ADMG gets an alert when he/she signs it and he/she then goes through the case details and then accepts or rejects the renewal. In case the case is rejected necessary reasons are provided and in case it is accepted the e-district creates a Renewed License based on the case details and adds it to the delivery section of the applicant.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by OCJM, ADMG. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the OCJM.
Post-condition	A successful submission and workflow will lead to the renewal of Firecracker/fatka Manufacturing or Possession and selling License
Primary Actor	OCJM, Factory Inspector, Police, ADMG
Supporting Actors	Citizen

10.4.3 CRUD Matrix

Designation	Create	Read	Update	Delete
OCJM	■	■	■	■
OC Police Station	■ **(Own PS)**	■**(Own PS)**	■**(Own PS)**	**X**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**

10.4.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	District
4.	Block
5.	Full Address
6.	Residing Since
7.	Post Office
8.	Police Station
9.	Occupation
10.	Previous License Number

10.4.5 Output Forms

S.No	Fields Description of the form
1.	License No
2.	Fees (Rs/year)
3.	Name
4.	Conditions Number
5.	Expiry Date
6.	Description of Licensed Premises No_____ Dated _____
7.	Postal Address of Licensee
8.	Date of renewal
9.	Date of expiry
10.	Signature of Licensing Authority

10.4.6 Workflow Service Levels

10.4.6.1 Manufacturing and selling:

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Send Application to Factory Inspector	1 day	2nd Day
4.	Enquiry by the Factory Inspector	30 days	32nd Day
5.	Enquiry report updation by OCJM	1 day	33rd day
6.	Enquiry of Police	20 days	53rd Day
7.	Application updation by OCJM	1 day	54th Day
8.	Citizen Payment and Delivery	1 day	55th Day

10.4.6.2 Possession and selling:

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by OCJM	1 day	1st Day
2.	Add comments/hearing date to the application		1st Day
3.	Send Application to Police	1 day	2nd Day
4.	Enquiry of Police	20 days	22nd Day
5.	Application updation by OCJM	1 day	23rd Day
6.	Citizen Payment and Delivery	1 day	24th Day

10.4.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Additional District Magistrate	2

10.4.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
16.						
17.						
18.						
19.						
20.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

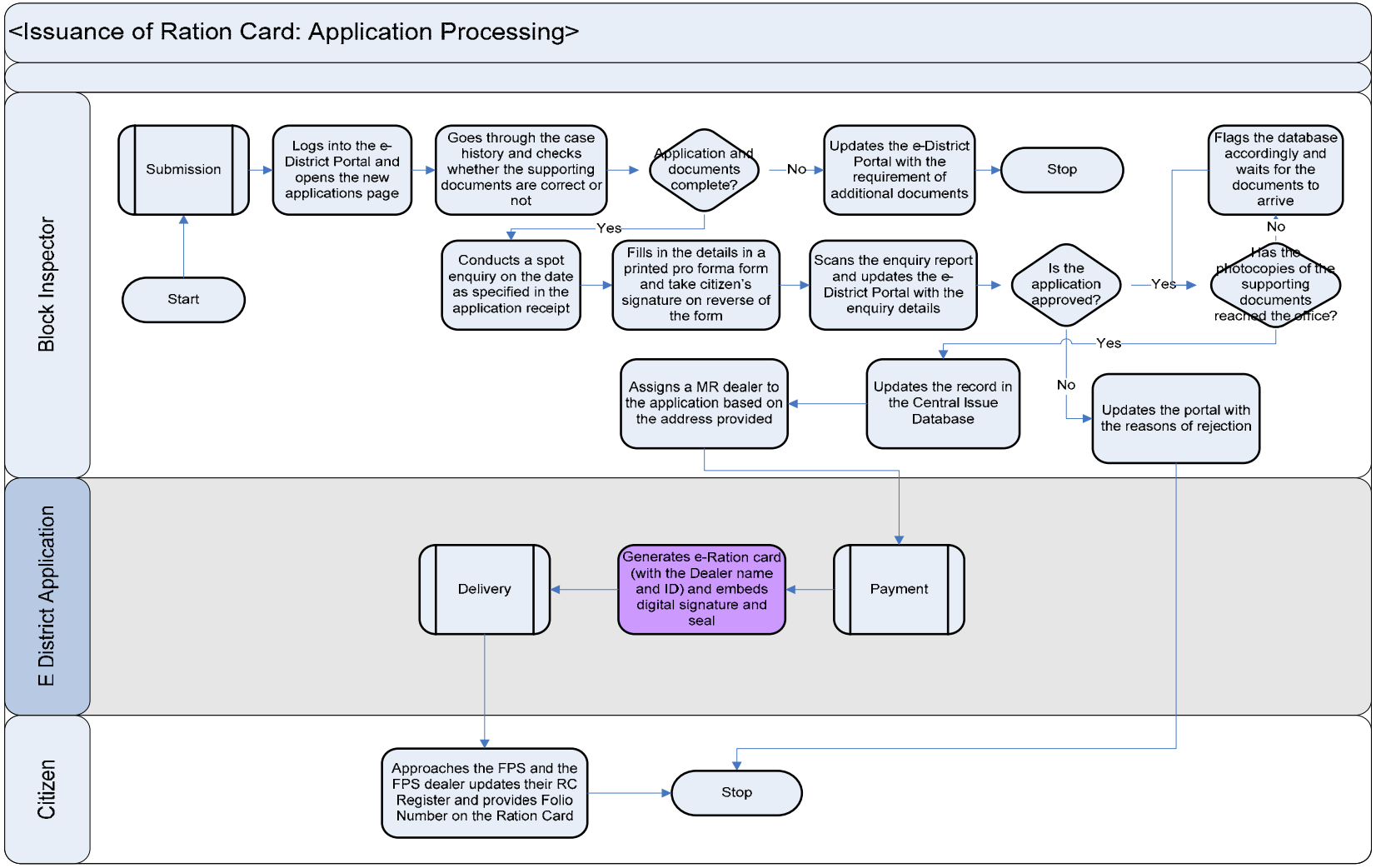
10.4.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Send for enquiry	OCJM	1 day	District Magistrate	1 day	-	-	-	-
2.	• Enquiry by Police	OC, Police Station	1 day	District Magistrate	1 day	-	-	-	-
3.	• Enquiry by Factory Inspector	Factory Inspector	1 day	OCJM	1 day	-	-	-	-

11 Public Distribution System

11.1 Ration Card Issuance

11.1.1 Process Map



11.1.2 Use Case Table

Use Case Name	Issuance of Ration Card
Trigger	Submission of application form for the Issuance of Ration Card
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Respective Block Inspector. • The Block Inspector, Food and Civil Supplies Department (BI) logs into the e-district application and goes to the PDS section of the application. The Block Inspector views the pending cases in a tabular format and then clicks on an application to view the case details of the applicant. • The Block Inspector checks if the case details and supporting documents are sufficient or not. In case the application case details and supporting documents are not sufficient the BI provides his comments to the case and the portal is updated accordingly and the case is flagged for application tracking. • In case the supporting documents and case details are sufficient the BI provides a enquiry date to the case. • The enquiry date is informed to the applicant via mail and e-district application. • The BI conducts the enquiry on the specified date and then updates the enquiry details in the portal by accessing the case and updating it. • In case the enquiry report is negative the BI provides sufficient reasoning and clicks on the reject application button, the e-district portal is updated accordingly. • In case the enquiry report is positive the BI assigns an MR dealer to the application and then creates the ration card by clicking on the “Issue button” after receiving the photocopies of the supporting documents. • The applicant gets to know about the Issuance and the details of the fee and pays the fee at the CSC or through web or at the Block Office to the Block Inspector. • After the BI finds that the fee has been paid through the portal the Block Inspector clicks in the Release Ration card button by providing his digital signature and then printing the Ration card on a Ration card by clicking on the print button. The e-district application adds the case to the central Ration Card Databse. • The printed ration card is provided to the applicant upon demand.
Alternative Paths	The alternate paths for the workflow are provided as follows.

	• Log-in failure by Block Inspector. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Block Inspector
Post-condition	A successful submission and workflow will lead to the generation of Ration Card
Primary Actor	Block Inspector
Supporting Actors	Citizen

11.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Inspector	■**(Own Block)**	■**(Own Block)**	■**(Own Block)**	■**(Own Block)**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
Sub-Divisional Controller	■ **(Own Sub-division)**	■**(Own Sub-Division)**	■**(Own Sub-Division)**	**X**
District Controller	■	■	■	■
Joint Secretary FCS	■	■	■	■

11.1.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Form Serial Number
2.	Applicant's Name
3.	House Number
4.	Flat Number
5.	Ward Number
6.	Street/ Road/ Lane
7.	Area
8.	Village/ Municipality
9.	Post Office
10.	Pin-code
11.	Police Station
12.	Name of Head of Family
13.	Serial No | Name of | Age | Relationshi | Father's/ | Occupatio | Whether | Previous | Reason for | Preferred

S.No	Fields Description of the form
	<table><tr><td></td><td>family member</td><td></td><td>p with head of family</td><td>Mother's/ Husband's name</td><td>n</td><td>Indian Citizen</td><td>Address</td><td>not having Ration Card</td><td>MR Shop Number</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>
14.	Category: APL/BPL/AAY/Annapurna
15.	District
16.	Block
17.	Mention Staple food
18.	How long have you been staying in India

11.1.5 Output Form

S.No	Fields Description of the Form
1.	MR PP Number
2.	Folio Number
3.	District
4.	Applicant's Name
5.	Age
6.	Applicant's Father/ Husband's Name
7.	Applicant's Address
8.	Village
9.	Anchal
10.	City
11.	Municipality
12.	Police Station
13.	Name of the Head of the family

14.	Ration shop name and number
15.	Ration Shop Address
16.	Applicant's Signature
17.	Date
18.	Block Inspector's Digital Signature and Seal

11.1.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by BI	1 day	1st Day
2.	Add comments to the application		1st Day
3.	Enquiry by the BI	6 days	7th day
4.	Updation of e-district application	1 day	8th day
5.	Payment of fee and delivery	1 day	9th day

11.1.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Block Inspector, Food and Civil Supplies Department	26+16=42

11.1.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

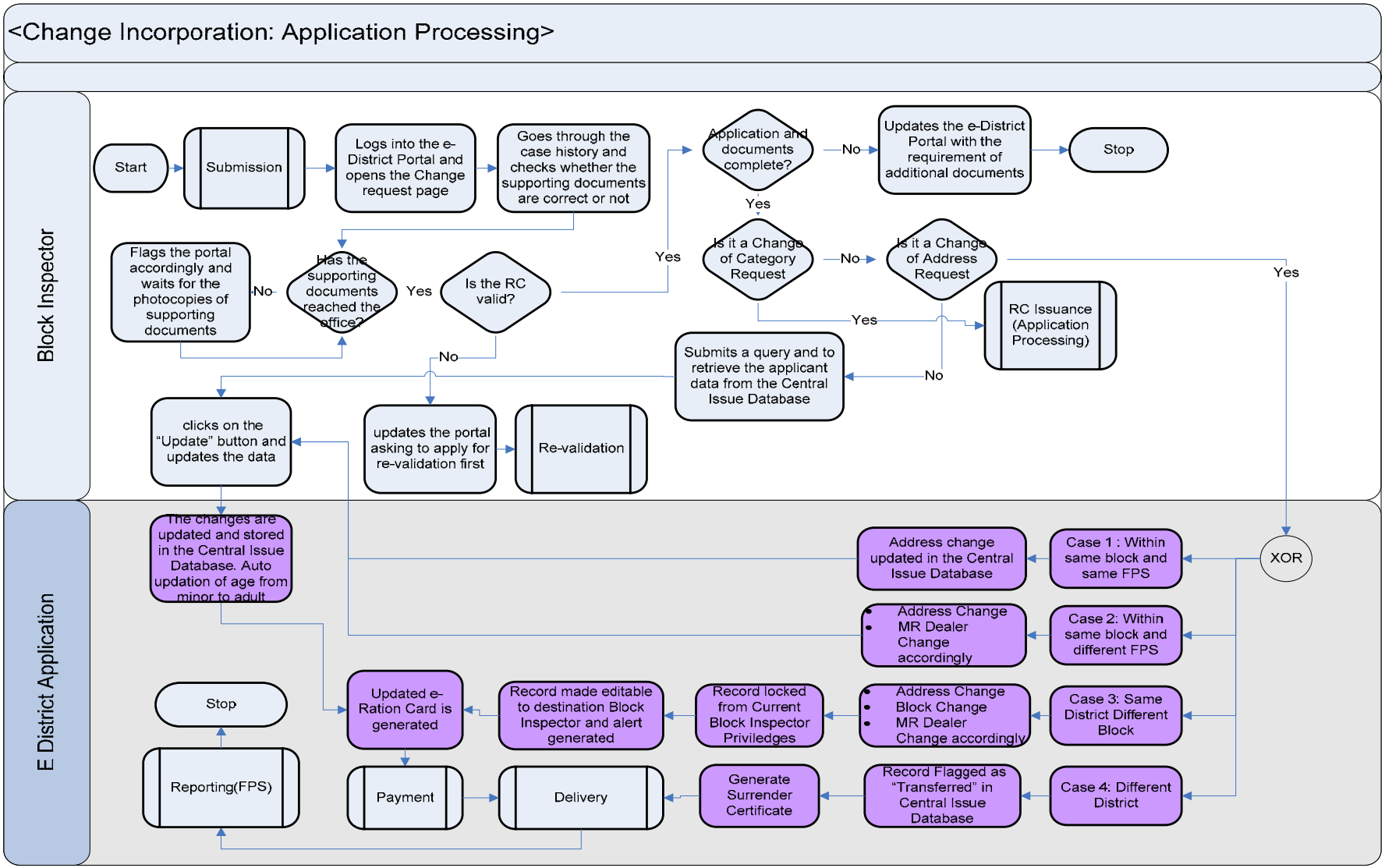
Sub Division	Category	Opening Balance of R.C.		R.C. Registered		R.C. Cancelled		Total	
		Adult	Minor	Adult	Minor	Adult	Minor	Adult	Minor
	A.P.L.								
	B.P.L.								
	Antodaya								
	Annapurna								

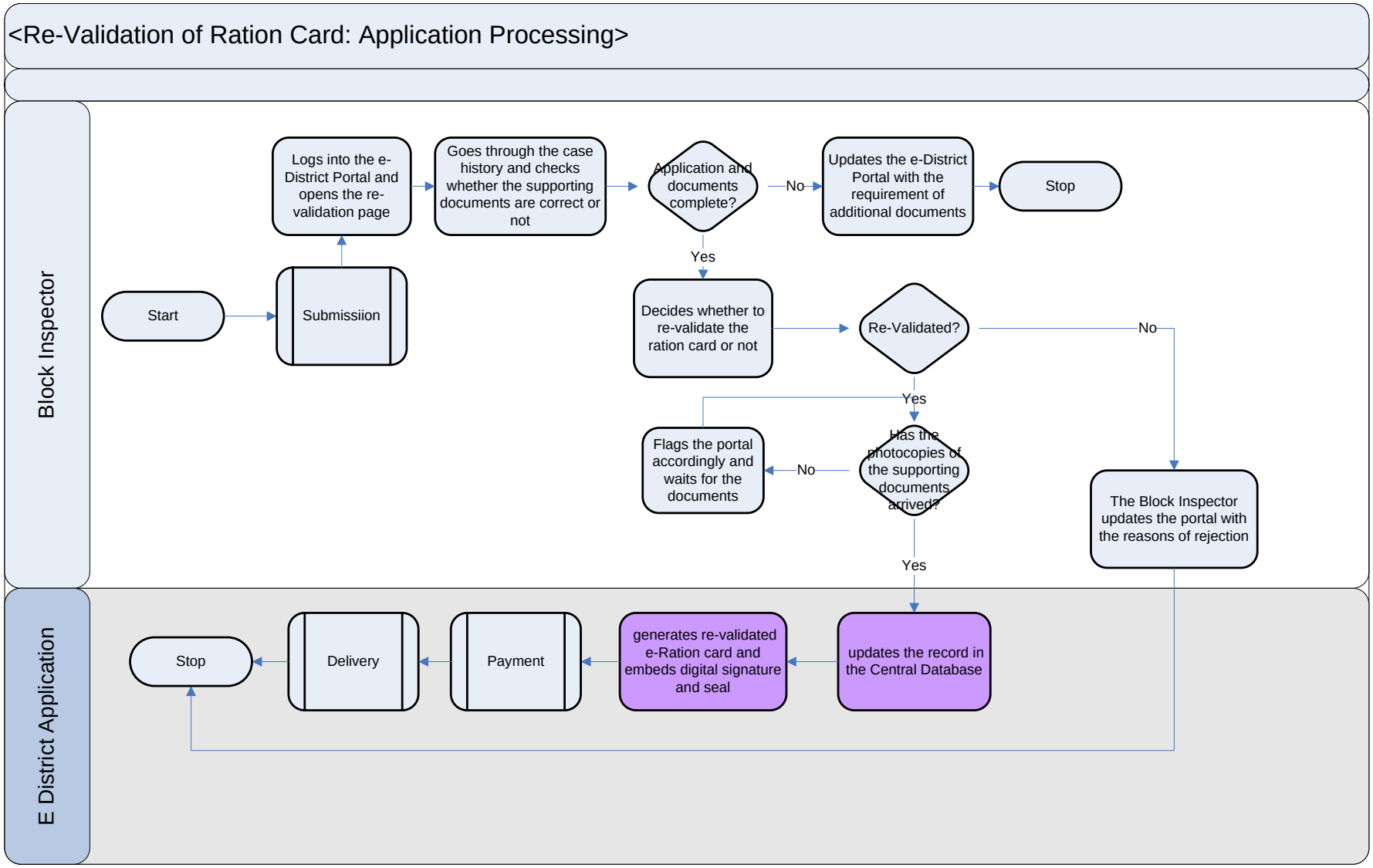
11.1.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Enquiry	BI	1 day	Sub Divisional Controller, Food and Supplies Department	1 day	-	-	-	-

11.2 Ration Card Change Incorporation

11.2.1 Process Map




<Re-Validation of Ration Card: Application Processing>
Block Inspector
E District Application
Start
Submissiion
Logs into the e-District Portal and opens the re-validation page
Goes through the case history and checks whether the supporting documents are correct or not
Application and documents complete?
No
Updates the e-District Portal with the requirement of additional documents
Stop
Yes
Decides whether to re-validate the ration card or not
Re-Validated?
No
Yes
Has the photocopies of the supporting documents arrived?
No
Flags the portal accordingly and waits for the documents
The Block Inspector updates the portal with the reasons of rejection
Yes
updates the record in the Central Database
generates re-validated e-Ration card and embeds digital signature and seal
Payment
Delivery
Stop

11.2.2 Use Case Table

Use Case Name	Ration Card Change Incorporation
Trigger	Submission of application form for the change incorporation in ration card
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Respective Block Inspector. • The Block Inspector, Food and Civil Supplies Department (BI) logs into the e-district application and goes to the PDS section of the application. The Block Inspector views the pending cases in a tabular format and then clicks on an application to view the case details of the applicant. • The first thing that the block inspector checks s the validity of the Ration Card. In case the Ration Card is not valid the following actions take place - The BI logs a fault in the case asking the applicant to revalidate the Ration Card - The Applicant submits all necessary forms and supporting documents and applies for a Revalidation of the Ration Card. - The BI logs in and the checks the case in the portal and then goes thru the case details. In case the BI feels that the ration card cannot be revalidated the BI provides necessary reasoning and clicks on the “Reject Revalidation” Button otherwise he puts his digital signature on the case and revalidates it. - The applicant can get the revalidated ration card from the BI after paying the requisite fee • The Block Inspector checks if the case details and supporting documents are sufficient or not. In case the application case details and supporting documents are not sufficient the BI provides his comments to the case and the portal is updated accordingly and the case is flagged for application tracking. • In case the supporting documents and case details are sufficient the BI checks if the change requested is anything other than Address the BI goes through the supporting documents and then validates the change or rejects it. The BI updates the case details and the new ration card with changes is digitally signed by the BI • In case the change requested is a change of address the BI checks if the change is inter block or inter district change. • In case it is a inter district change the BI clicks on the “Issue Surrender certificate” button and the e-district generates a surrender certificate based on the case details of the applicant. The Surrender certificate is added to the delivery section of the applicant. • In case the applicant is changing the address to a different block the BI clicks on the “Block

	Transfer button" and provides the target block with it. The e-district portal adds the case to the target Block's BI. The e-district application flags the case accordingly for application tracking. • The target BI logs into the e-district portal and views the change request. • The Applicant approaches the target BI with the old ration card and the BI takes the ration card and clicks on the "Issue Ration Card" against the case. The e-district application adds the name to the Database of the target BI and creates a ration card with the new address. The e-district portal make necessary changes in the central issue database. • The applicant pays the requisite fee and takes the modified Ration Card.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Block Inspector. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Block Inspector • In case the change request is any other than address change request, the Block Inspector generates a query to search the data of the applicant from the central issue database. Based on the case data and the supporting documents furnished by the applicant the Block Inspector updates the necessary fields in the central issue register. • For the cases on updation of age from Minor to Adult the e-District Application automatically updates the same on receipt of application request. • The Block Inspector then clicks on the generate new ration card button and the e-District application populates the updated details in the new ration card so that the applicant can take the printout of the same from any of the delivery centers like Web/ District or Sub-Division Kiosk/ CSCs.
Post-condition	A successful submission and workflow will lead to the any Change Incorporation in the Ration Card.
Primary Actor	Block Inspector(s)
Supporting Actors	Citizen

11.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Inspector(s)	■**(Own Block)**	■**(Own Block)**	■**(Own Block)**	■**(Own Block)**
Citizen	■ **(Own Case)**	■**(Own Case)**	■**(Own Case)**	**X**
Sub-Divisional Controller	■ **(Own Sub-division)**	■**(Own Sub-Division)**	■**(Own Sub-Division)**	**X**
District Controller	■	■	■	■
Joint Secretary FCS	■	■	■	■

11.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1	Name
2	Son of/ Wife of/Daughter of
3	District
4	Block
5	Full Address
6	Post Office
7	Occupation
8	Ration Card Number
9	MR Shop Number
10	Folio Number
11	Current Address
12	New Address
13	Current Ration Shop
14	New Ration Shop
15	Current Age/Name/ Surname
16	New Age/ Name/Surname
17	Current Head of Family
18	New Head of Family
19	Reasons for Change
20	Name of Ration Card Holder
21	Ration Card Number
22	MR Shop Number
23	Folio Number

11.2.5 Output Forms

S.No	Fields Description of the Form
1.	MR PP Number

S.No	Fields Description of the Form
2.	Folio Number
3.	District
4.	Applicant's Name
5.	Age
6.	Applicant's Father/ Husband's Name
7.	Applicant's Address
8.	Village
9.	Anchal
10.	City
11.	Municipality
12.	Police Station
13.	Name of the Head of the family
14.	Ration shop name and number
15.	Ration Shop Address
16.	Applicant's Signature
17.	Date
18.	Block Inspector's Digital Signature and Seal

11.2.6 Workflow Service Levels

11.2.6.1 Changes other than Address Change

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by BI	1 day	1st Day
1.	Add comments to the application	1 day	1st Day
2.	Add changes to the Ration Card	1 day	1st Day

3.	Applicant fee payment and delivery	1 day	2nd Day

11.2.6.2 Change of Address to other Blocks

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by BI	1 day	1st Day
2.	Add comments to the application	1 day	1st Day
3.	Send the case to target BI	1 day	1st Day
4.	Applicant approach the Target BI	Case Specific	***
5.	Verification of Case Details by Target BI	1 day	2nd day*
6.	Applicant payment and Delivery	1 day	2nd Day*

* In addition to the service level the applicant will take time to approach the Target Block Inspector which is not included in the given service level

11.2.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Block Inspector, Food and Civil Supplies Department	26+16=42

11.2.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						

3.						
4.						
5.						

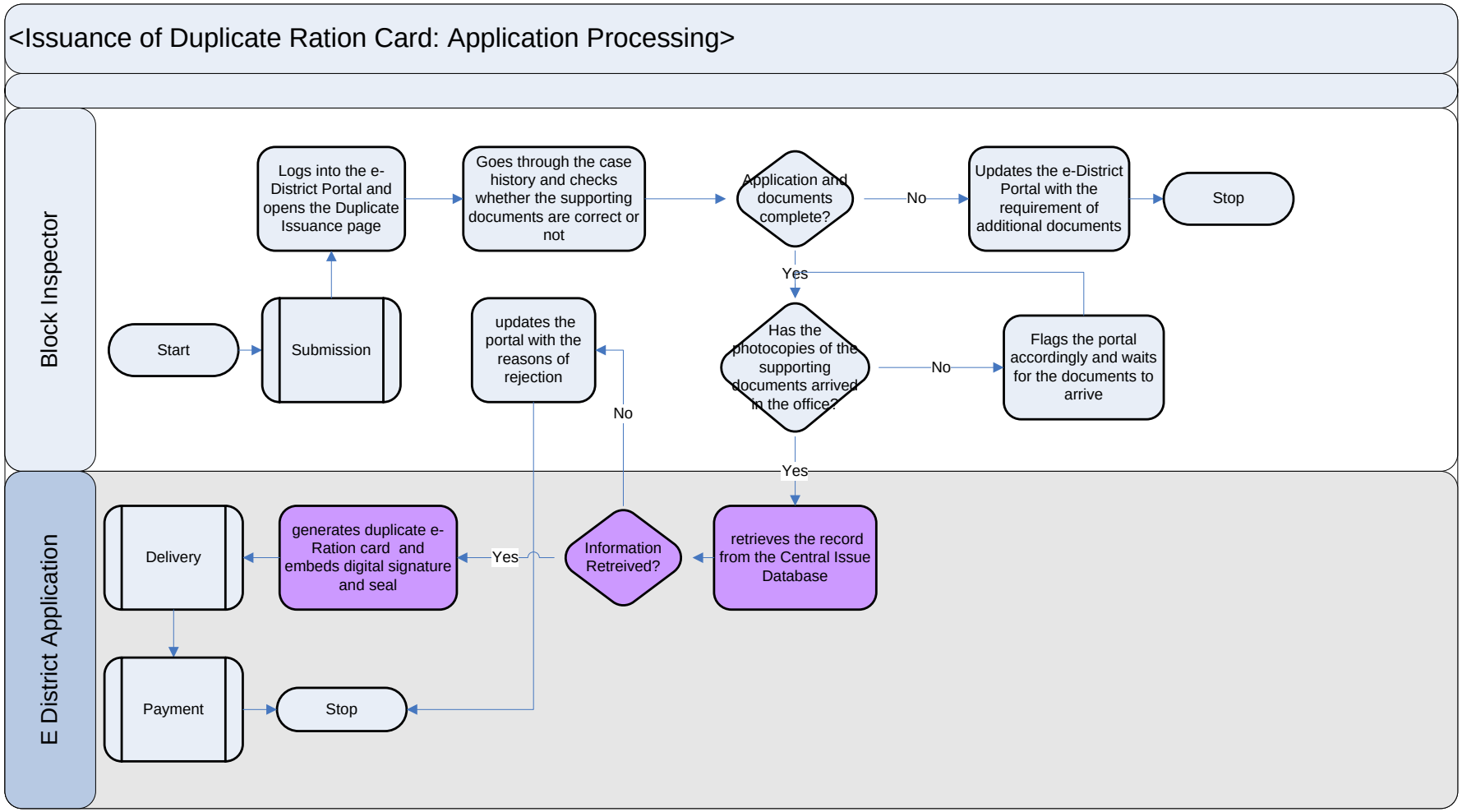
S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

11.2.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Enquiry	BI	1 day	Sub Divisional Controller, Food and Supplies Department	1 day	-	-	-	-

11.3 Issuance of Duplicate Ration Card

11.3.1 Process Map



11.3.2 Use Case Table

Use Case Name	Issuance of Duplicate Ration Card
Trigger	Submission of application form for the Issuance of Duplicate Ration Card
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the Respective Block Inspector. • The Block Inspector, Food and Civil Supplies Department (BI) logs into the e-district application and goes to the PDS section of the application. The Block Inspector views the pending cases in a tabular format and then clicks on an application to view the case details of the applicant. • The Block Inspector checks if the case details and supporting documents are sufficient or not. In case the application case details and supporting documents are not sufficient the BI provides his comments to the case and the portal is updated accordingly and the case is flagged for application tracking. • In case the supporting documents and case details are sufficient the BI checks if the photocopies of the supporting documents have reached the office or not. in case the photocopies have not reached the BI flags the case accordingly and waits. • In case the photocopies of the supporting documents have reached the office the BI clicks on the "Issue Duplicate" Button. • The e-district application updates the portal and creates a Duplicate Ration Card based on the case details • The applicant collects the duplicate ration card by paying a requisite fee to the BI.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Block Inspector. The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the Block Inspector
Post-condition	A successful submission and workflow will lead to the issuance of Duplicate Ration card.
Primary Actor	Block Inspector(s)
Supporting Actors	Citizen

11.3.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Block Inspector(s)	■(Own Block)	■(Own Block)	■(Own Block)	■(Own Block)
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X
Sub-Divisional Controller	■ (Own Sub-division)	■(Own Sub-Division)	■(Own Sub-Division)	X
District Controller	■	■	■	■
Joint Secretary FCS	■	■	■	■

11.3.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Son of/ Wife of/Daughter of
3.	District
4.	Block
5.	Full Address
6.	Post Office
7.	Head of the family
8.	Brief Description of the lost ration card
9.	Ration card Number
10.	Names of Members of the family
11.	Name of the head of the family
12.	Staple food
13.	Folio Number
14.	MR Shop Number

11.3.5 Output Forms

S.No	Fields Description of the Form
1.	MR PP Number
2.	Folio Number

S.No	Fields Description of the Form
3.	District
4.	Applicant's Name
5.	Age
6.	Applicant's Father/ Husband's Name
7.	Applicant's Address
8.	Village
9.	Anchal
10.	City
11.	Municipality
12.	Police Station
13.	Name of the Head of the family
14.	Ration shop name and number
15.	Ration Shop Address
16.	Applicant's Signature
17.	Date
18.	Block Inspector's Digital Signature and Seal

11.3.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by BI	1 day	1st Day
2.	Add comments to the application	1 day	1st Day
3.	Issue Duplicate Ration Card	1 day	1st Day

11.3.7 Digital Signature Requirement

S.No	Designation	Details (Nos.)
1.	Block Inspector, Food and Civil Supplies Department	(26+16)*2=84

11.3.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
6.						
7.						
8.						
9.						
10.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

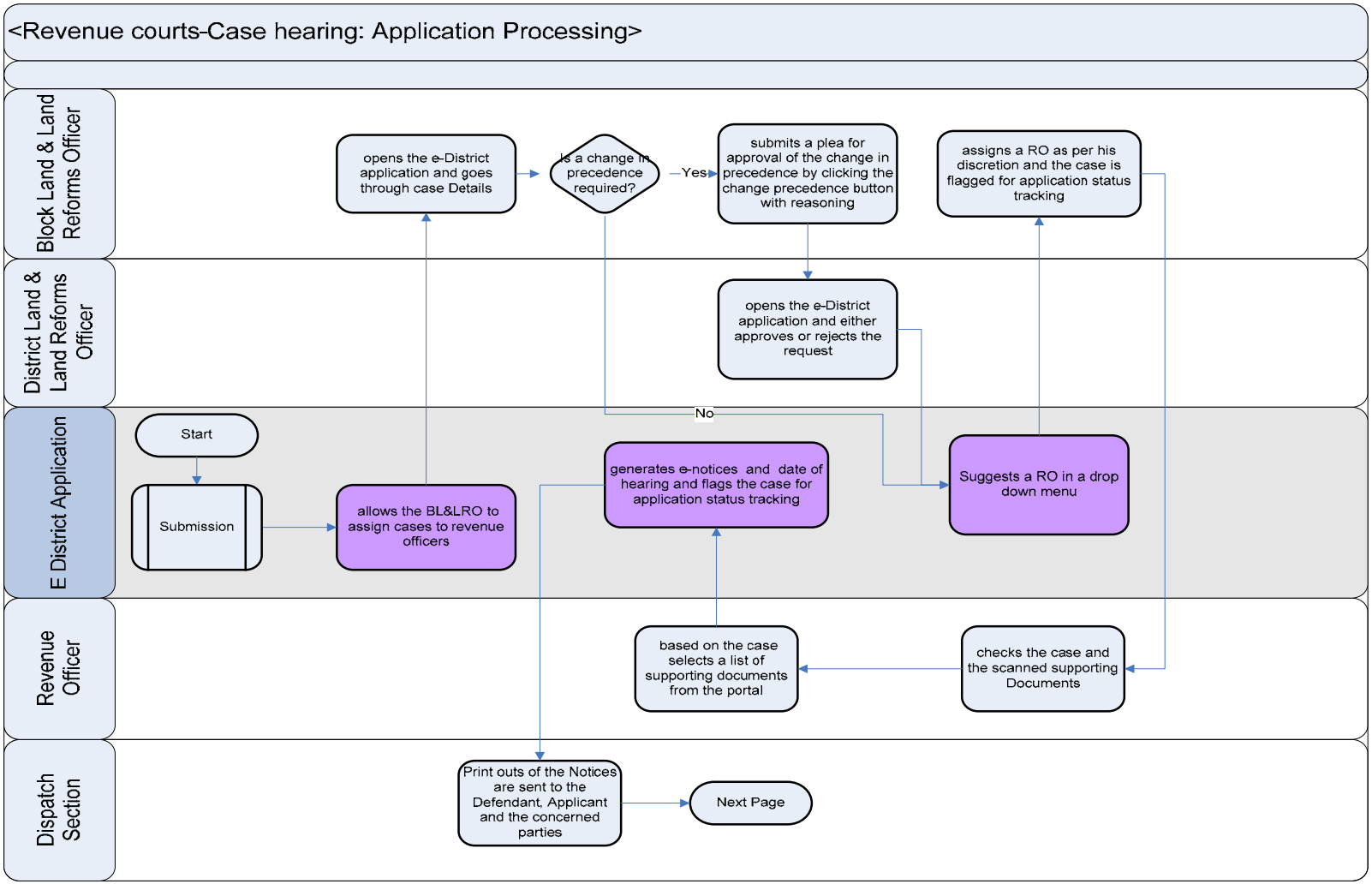
11.3.9 Escalation Matrix

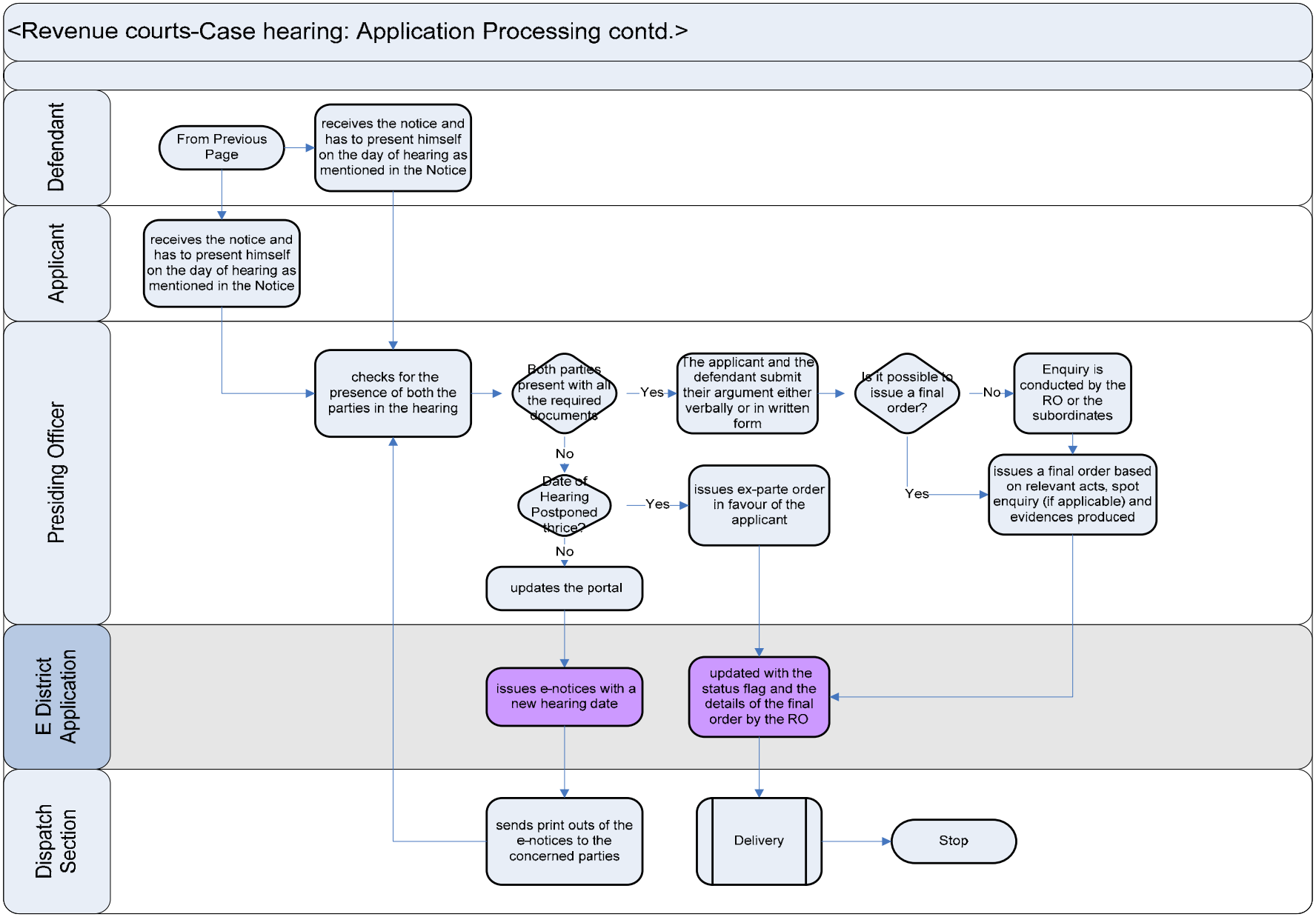
Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
2.	• Verification of Supporting Documents. • Add comments to the case • Enquiry	BI	1 day	Sub Divisional Controller, Food and Supplies Department	1 day	-	-	-	-

12 Revenue Courts

12.1 Case Hearing

12.1.1 Process Map




<Revenue courts-Case hearing: Application Processing contd.>
Defendant
Applicant
Presiding Officer
E District Application
Dispatch Section
From Previous Page
receives the notice and has to present himself on the day of hearing as mentioned in the Notice
receives the notice and has to present himself on the day of hearing as mentioned in the Notice
checks for the presence of both the parties in the hearing
Both parties present with all the required documents
Yes
The applicant and the defendant submit their argument either verbally or in written form
Is it possible to issue a final order?
No
Enquiry is conducted by the RO or the subordinates
Yes
issues a final order based on relevant acts, spot enquiry (if applicable) and evidences produced
No
Date of Hearing Postponed thrice?
Yes
issues ex-parte order in favour of the applicant
No
updates the portal
issues e-notices with a new hearing date
updated with the status flag and the details of the final order by the RO
sends print outs of the e-notices to the concerned parties
Delivery
Stop

12.1.2 Use Case Table

Use Case Name	Case Hearing in Revenue court
Trigger	Submission of application form for the Case Hearing in Revenue Courts
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application

Basic Path	In case of successful submission the following sequence of activities take place
	• After the submission of the application the case is added to the pending cases for the Respective Block Land and Land Reforms Officer.
	• BLLRO logs into the e-district application and goes to the Revenue courts section of the application. The BLLRO views the pending cases in a tabular format and then clicks on an application to view the case details of the applicant.
	• The BLLRO checks if the case details and supporting documents are sufficient or not. In case the application case details and supporting documents are not sufficient the BLLRO provides his comments to the case and the portal is updated accordingly and the case is flagged for application tracking.
	• The cases are added to the pending case list in a First come first serve basis. In case the BLLRO feels that one case has to be pushed up the queue because of urgency the BLLRO just clicks on the case and then click on “Change precedence” button. The e-district portal sends the case to the DLLRO.
	• The DLLRO logs into the portal and goes through the Revenue courts section and clicks on the change precedence request and then goes thorough the case and checks if the need for change precedence is justified or not.
	• In case the change in precedence is justified the DLLRO approves it by clicking on the change precedence button and the case is added to the BLLRO pending cases with a higher priority.
	• In case the change in precedence is not required the following takes place
	  • The BLLRO goes through the case details and then decides a Revenue Officer (RO) to be assigned to the case. The BLLRO assigns a RO to the case by choosing an RO from a dropdown menu or mentioning the name in a text box.
	  • The RO is intimated about the case through the e-district portal.
	  • The RO logs into the portal and goes through the revenue courts section and views the cases assigned to him/her by the BLLRO. The RO clicks on a case and then based on the type do case puts the necessary documents required for the case in the application

	• The e-district application creates an alert in the applicant login and the RO sends the same information by creating a notice with the list of supporting documents and the date of hearing and sending the printout to Applicant, Defendant and other concerned parties (if any). • The Applicant, defendant and the concerned parties come to the RO o the specified date for the hearing. If the defendant doesn't appear for the hearing one the first day the RO access the case and provides the details that the defendant was absent and creates a Notice to be send to Defendant about the next hearing. This is repeated three times in case of absence of the defendant, after which the ex-parte order is issued in favor of the applicant by providing the necessary details in the e-district application and clicking on the "Issue Final Order" button. • In case every concerned party arrives on the date of hearing. The RO presides the hearing and based on the supporting documents and the arguments decides the final order. • In case the final decision cannot be reached without an enquiry a field enquiry is conducted with the help of Revenue Inspectors. In such a case the e-district portal is updated and the status of the application is updated in it including the next hearing date. • The RI conducts the enquiry as per required by the RO. • The Hearing is resumed on the next date as decided in the last hearing and the final order is decided. • The RO accesses the case and types in the details of the case hearing and the final order as well. The RO clicks on the "Issue Final Order" button and the e-district portal based on the case details and details from the RO issues a final order. The RO takes a print out of the final order and signs the final order. The e-district application provides an alert to the applicant through the generation of e-notice. The applicant approaches the RO and takes the final order.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by Block Land and Land Reforms Officer (BLLRO). The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BLLRO
Post-condition	A successful submission and workflow will lead to the case hearing. Stay order, final order and status tracking for all the above.
Primary Actor	Block Land and Land Reforms Officer, Revenue Officer
Supporting Actors	Citizen, District land and land reforms officer, Revenue Inspector

12.1.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, Directorate of	■	■	■	■

land records and surveys				
BL&LRO	■(Own Block)	■(Own Block)	■(Own Block)	■(Own Block)
DL&LRO	■(District)	■(District)	■(District)	■(District)
Revenue officer	■(Assigned cases)	■(Assigned cases)	■(Assigned cases)	■(Assigned cases)
Citizen	■ (Own Case)	■(Own Case)	■(Own Case)	X

12.1.4 Service Request Form (Fields)

12.1.4.1 Objection under Section 51 A(4) (WBLR Act 1951)

S.No	Fields Description of the form
1.	Objection Number
2.	Mouza number
3.	Police Station
4.	District
5.	Name of the Complainant
6.	Father's Name Address
7.	Name of Defendant Address
8.	Defendant's father's name (if Known)
9.	Khatiyan Number Defendant (If Known)
10.	Specific Khatiyan fields against which the complain is lodged
11.	Name of the respective daag number against which complaint is lodged
12.	Type of Objection: possession related/revenue related/etc
13.	Details of objection and desirable outcome
14.	Does applicant belongs to SC/ST/OBC

12.1.4.2 Objection under Section 50/50A/50B (WBLR Act 1951)

S.No	Fields Description of the form
1.	Complainant's Name
2.	Father/Husband's Name
3.	Address of the Complainant Police Station
4.	Legal heir of (If applicable) Inherited on : (Date) Inherited because of:
5.	Purchased From: (If applicable) Deed number: Deed date:
6.	Residing on the Land since
7.	Current Rayat's Name Rayat's Father/Husband Name Address of the Rayat
8.	Designated Rayat's Name Rayat's Father/Husband Name Address of the Rayat Designated Rayat's Khatiyan Number
9.	The Land Details Mouza Number J.L. Number Police Station District Sheet Number Daag Number Khatiyan Number Quantity Category Bought Area Total area Sold Area in acres

12.1.5 Output Form (Fields)

Final order

S.No	Fields Description of the form
1.	Name
2.	Address
3.	Defendant Name and Address
4.	Dispute land Identifier Number
5.	Issue Brief
6.	Act and rules
7.	Final Order
10.	Application reference Number and date
11.	Date of final order issue

Notice Proforma for hearing objection under 51A and Section 50 of WBLR Act 1952 (vide Rule 24)

S.No	Fields Description of the form
1.	Mouza Name and Number
2.	Objection Number
3.	Police Station
4.	District
5.	Applicant
6.	Defendant
7.	Date of Hearing
8.	Time of hearing
9.	Place of Hearing
10.	Date of Issue

12.1.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
1.	Verification of Case Details by BLLRO	1 day	1st Day
2.	Add comments to the application and assign case to a RO		1st Day
3.	Hearing and enquiry	Case Specific	Case Specific
4.	Final order Issue	1 day	------

12.1.7 Digital Signature Requirement

No Digital Signature is required for the service.

12.1.8 Monitoring Report Formats

Period	Number of cases at the beginning of the month (a)	Number of cases received in the period (b)	Total of (a) and (b)	Number of cases disposed during the period	Number of pending cases	Number of pending applications for more than 30 days and reasons thereof
1.						
2.						
3.						
4.						
5.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				

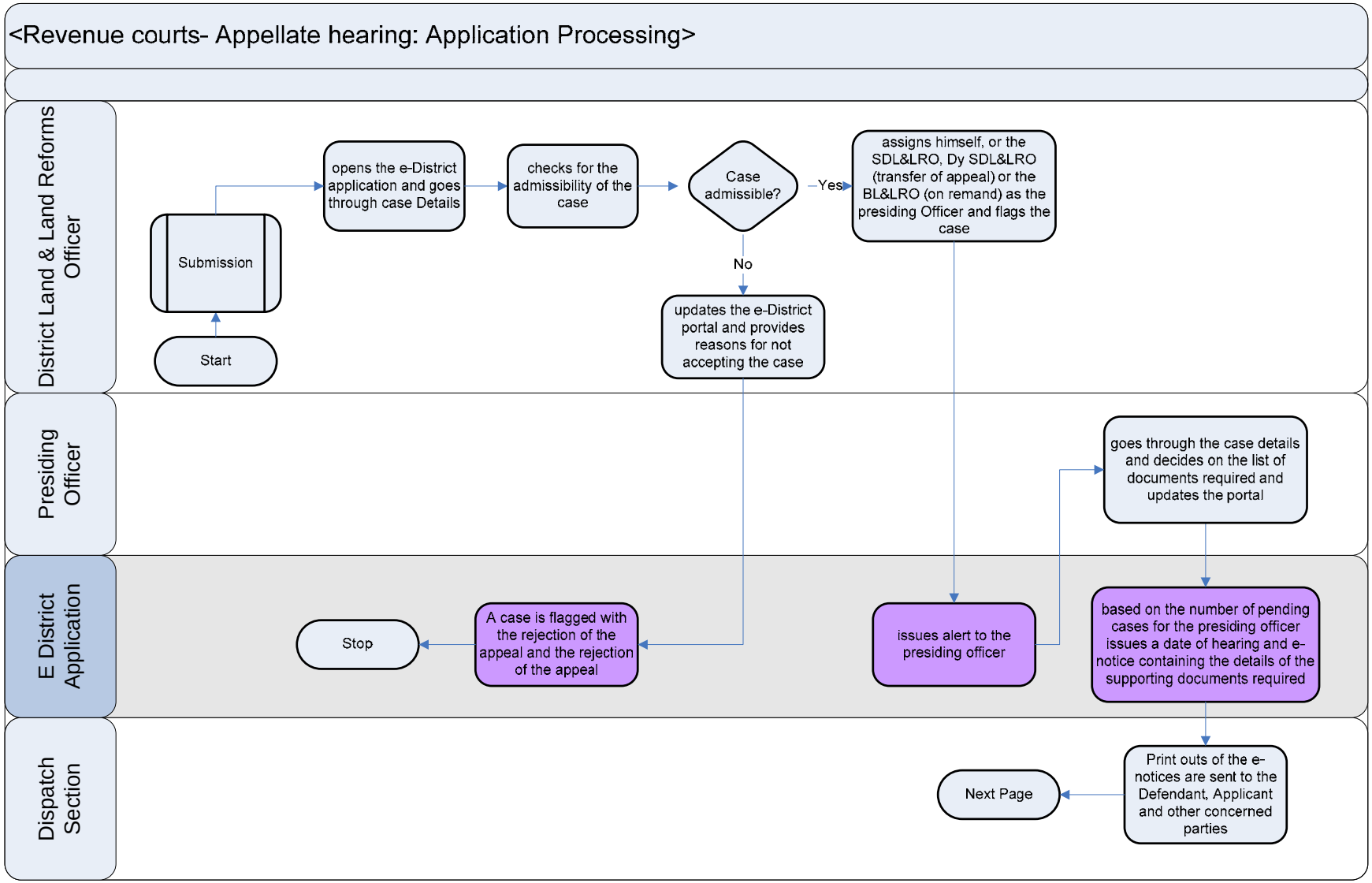
2				
3				

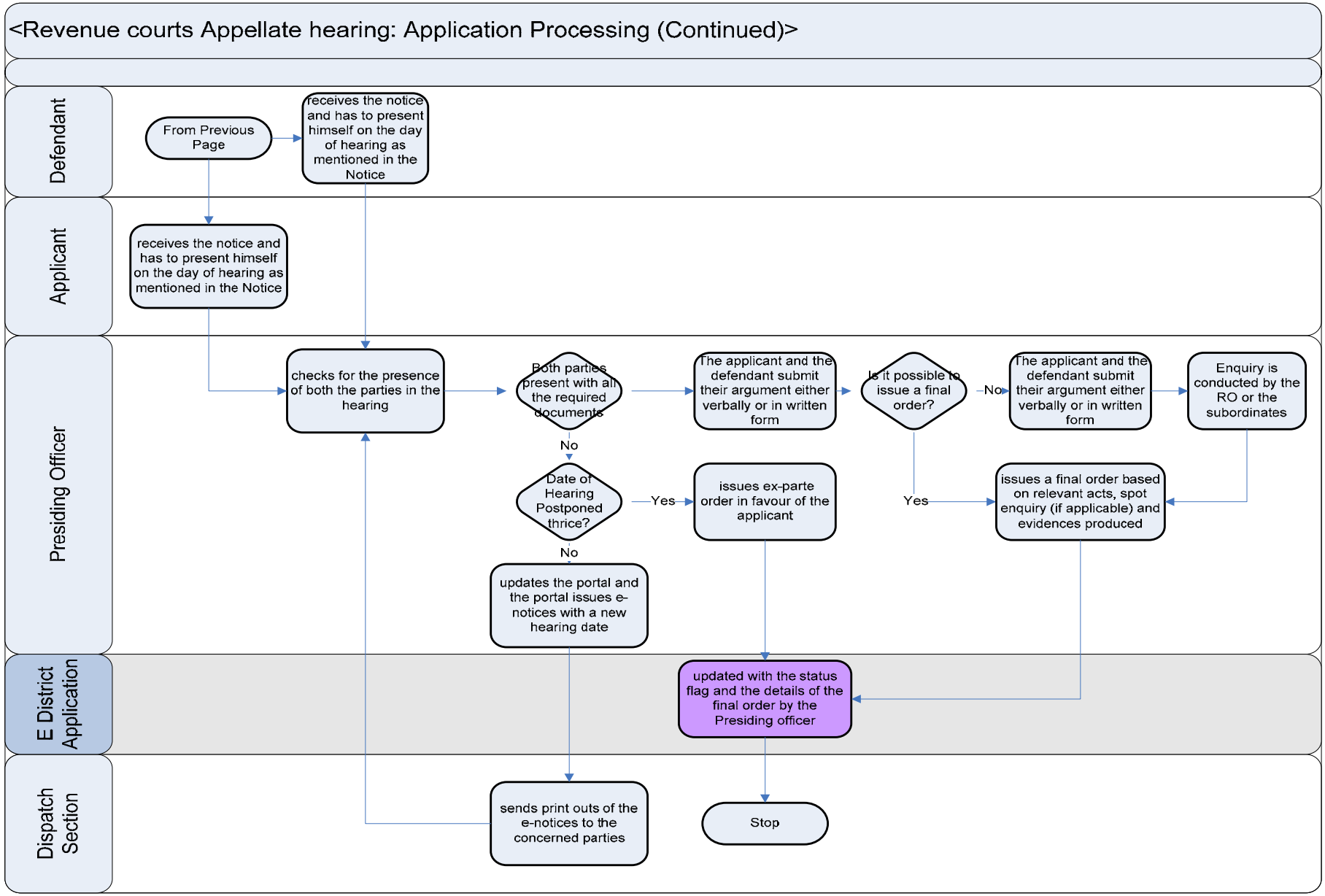
12.1.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Assign RO	BL&LRO	1 day	DL&LRO	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case • Hearing	RO	1 day	BL&LRO	1 day				
3.	• Spot Enquiry	RI	1 day	RO	1 day				

12.2 Appellate Hearing

12.2.1 Process Map




<Revenue courts Appellate hearing: Application Processing (Continued)>
Defendant
Applicant
Presiding Officer
E District Application
Dispatch Section
From Previous Page
receives the notice and has to present himself on the day of hearing as mentioned in the Notice
receives the notice and has to present himself on the day of hearing as mentioned in the Notice
checks for the presence of both the parties in the hearing
Both parties present with all the required documents
No
Date of Hearing Postponed thrice?
Yes
No
updates the portal and the portal issues e-notices with a new hearing date
The applicant and the defendant submit their argument either verbally or in written form
Is it possible to issue a final order?
No
Yes
The applicant and the defendant submit their argument either verbally or in written form
Enquiry is conducted by the RO or the subordinates
issues ex-parte order in favour of the applicant
issues a final order based on relevant acts, spot enquiry (if applicable) and evidences produced
updated with the status flag and the details of the final order by the Presiding officer
sends print outs of the e-notices to the concerned parties
Stop

12.2.2 Use Case Table

Use Case Name	Appellate Hearing in Revenue court
Trigger	Submission of application form for the Appellate Hearing in Revenue Courts
Pre-condition	The citizen applies for the service through Web, CSC or approach the District Industry center directly. The following are the necessary pre-conditions. • All the fields in the Service Request Form need to be filled up properly. • All the supporting documents required for the service need to be scanned and uploaded in the e-District Application
Basic Path	In case of successful submission the following sequence of activities take place • After the submission of the application the case is added to the pending cases for the District Land and Land Reforms Officer (DL&LRO). • DLLRO logs into the e-district application and goes to the Revenue courts section of the application. The DLLRO views the pending appellate cases in a tabular format and then clicks on an application to view the case details of the applicant. • The DLLRO checks for the admissibility of the case. Basically the DLLRO decides whether the application against the Final order by lower court is correct or not. • In case the DLLRO feels that the case is not justified the DLLRO provides the counter arguments and the reasons for not admitting the application and update the e-district portal accordingly. • In case the application against the lower court is justified the DLLRO assigns a presiding officer to the appellate case which can be the SD&LRO, Dy SDL&LRO (transfer of appeal) or BLLRO (on remand) by clicking on the presiding officer from a list. • Te e-district portal generates a notice to be sent to the presiding officer. • The presiding officer logs into the e-district portal and goes through the case assigned by the DLLRO by clicking on the case. • The Presiding officer goes through the case details and decides what supporting documents are required and then based on the type do case puts the necessary documents required for the case in the application • The e-district application creates an alert in the applicant login and the Presiding officer sends the same information by creating a notice with the list of supporting documents and the date of hearing and sending the printout to Applicant, Defendant and other concerned parties (if any). • The Applicant, defendant and the concerned parties come to the Presiding officer on the specified date for the hearing. If the defendant doesn't appear for the hearing one the first day the Presiding officer access the case and provides the details that the defendant was absent and creates a Notice to be send to Defendant about the next hearing. This is repeated three times in case of absence of the defendant, after which the ex-parte order is issued in favor of the applicant by providing the necessary details in the e-district application and clicking on the "Issue Final Order" button. In case every concerned party arrives on the date of hearing. The Presiding officer conducts the hearing and based on the supporting documents and the arguments decide the final order.

	• In case the final decision cannot be reached without an enquiry a field enquiry is conducted with the help of Revenue Inspectors. In such a case the e-district portal is updated and the status of the application is updated in it including the next hearing date. • The presiding officer conducts enquiry himself/herself or through other officials. • The Hearing is resumed on the next date as decided in the last hearing and the final order is decided. • The Presiding Officer accesses the case and types in the details of the case hearing and the final order as well. The Presiding Officer clicks on the "Issue Final Order" button and the e-district portal based on the case details and enquiry details issues a final order. The presiding officer takes a printout of the final order and signs the order. The applicant is informed about the final order through e-notice generated through the e-district application. • The applicant approaches the presiding officer and collects the final order copy. • The e-district portal also sends an alert to the DL&LRO regarding the disposal of the case and the final order as well. The DL&LRO can access the case results by clicking on the alert.
Alternative Paths	The alternate paths for the workflow are provided as follows. • Log-in failure by DL&LRO, SDL&LRO, Dy SDL&LRO, BL&LRO: The respective users can click on the "Forgot Username/ Password" link and request for a fresh username password from the Administrator. • Incorrect/ incoherent case details or supporting documents as filled up by the citizen as per Service Request Form. In such cases e-notices are sent to the citizen mentioning them to provide clarifications as per the instructions of the BLLRO
Post-condition	A successful submission and workflow will lead to the Appellate case hearing. Stay order, final order and status tracking for all the above.
Primary Actor	DLLRO, SDL&LRO, Dy SDL&LRO, BL&LRO
Supporting Actors	Citizen, Enquiry officer

12.2.3 CRUD Matrix

Designation	Create	Read	Update	Delete
Director, Directorate of land records and surveys	■	■	■	■
DL&LRO	**■(District)**	**■(District)**	**■(District)**	**■(District)**
SDL&LRO	**■(Assigned Case)**	**■(Assigned Case)**	**■(Assigned Case)**	**■(Assigned Case)**
Dy SDL&LRO	**■(Assigned Case)**	**■(Assigned Case)**	**■(Assigned Case)**	**■(Assigned Case)**
BL&LRO	**■(Assigned case)**	**■(Assigned case)**	**■(Assigned case)**	**■(Assigned case)**
Citizen	**■ (Own Case)**	**■(Own Case)**	**■(Own Case)**	**X**

12.2.4 Service Request Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Address
3.	Nationality
4.	Occupation
5.	Issue Against: Name: Address:
6.	Appeal against final order issued by: Date of final order: Block: Final Order Number
7.	Type of Issue
8.	Dispute land location
9.	Details of the issue

12.2.5 Output Form (Fields)

S.No	Fields Description of the form
1.	Name
2.	Address
3.	Defendant Name and Address
4.	Dispute land location
5.	Issue Brief
6.	Act and rules
7.	Final Order
8.	Application reference Number and date
9.	Date of final order issue

12.2.6 Workflow Service Levels

S.No	Activity	Service Level in days	Service Level after Submission
5.	Verification of Case Details by DL7LRO	1 day	1st Day
6.	Add comments to the application and assign case to a presiding officer		1st Day
7.	Hearing and enquiry	Case Specific	Case Specific
8.	Final order Issue	1 day	------

12.2.7 Digital Signature Requirement

No Digital Signature is required for the service.

12.2.8 Monitoring Report Formats

Period	Number of application at the beginning of the month (a)	Number of Applications received in the period (b)	Total of (a) and (b)	Number of Applications disposed during the period	Number of pending applications	Number of pending applications for more than 30 days and reasons thereof
6.						
7.						
8.						
9.						
10.						

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

12.2.9 Escalation Matrix

Sl.No	Activity	Activity Owner	Service Level	L1		L2		L3	
				Designation	Time	Designation	Time	Designation	Time
1.	• Verification of Supporting Documents. • Add comments to the case • Assign RO	DL&LRO	1 day	DM	1 day	-	-	-	-
2.	• Verification of Supporting Documents. • Add comments to the case • Hearing	Presiding Officer	1 day	DL&LRO	1 day				
3.	• Spot Enquiry	Enquiry Officer	1 day	Presiding officer	1 day				

13 Enclosure I

The input forms and enquiry formats are provided as enclosure in an addendum document.

14 Proof of Concept

A Proof of Concept has been prepared by the e-District Team. It is appended here as icon in a soft copy format. The following are the instructions for use.

Instruction 1: Click on the base file "at POC/e-District/index_ticker.html"

Instruction 2: The following is the list of users created with the user name and password.

Instruction 3: Please allow the Java Script by clicking on the "Pop-ups Okay" button in the Internet Explorer

Username	Password
Citizen/ User: Jogiraj	e-district
Backward Class Welfare Officer: BCWO	e-district
Block Development Officer: BDO	e-district
Sub-Divisional Officer: SDO	e-district
Superintendent of Police District Intelligence Bureau: SPDIB	e-district
Block Welfare Officer: BWO	e-district
District Social Welfare Officer: DSWO	e-district
District Magistrate: DM	e-district
Officer in Charge Police Station: OCPS	e-district
Investigating Officer: IOPS	e-district
Child Development Program Officer: CDPO	e-district
District Program Officer: DPO	e-district
Block Land and Land Reforms Officer: BLLRO	e-district
Revenue Officer: RO	e-district
District Land and Land Reforms Officer: DLLRO	e-district
Officer in Charge RTI Cell: RTIOC	e-district
Officer in Charge Grievance Cell: GOC	e-district
Officer in Charge Judicial Munshikhana: OCJM	e-district
Manager District Industry Center: MDIC	e-district
General Manager District Industry Center: GMDIC	e-district
District Panchayat and Rural Development Officer: DPRDO	e-district
Block Inspector Public Distribution System: BIPDS	e-district

The link for e-District Proof of Concept is provided in a separate folder.

15 Enclosure II

The following are the list of offices for which the e-District Application will be running.

Service Category	Service	Concerned office to which the Hard copies of supporting documents should be sent
Certificate		
1	Caste	Block Inspector (BCWO Dept.) BDO Office
2	Domicile	SDO, Sub Division Office
3	Income	BDO Office
NSSS		
1	IGNOAPS	BDO Office
2	NFBS	BDO Office
Pensions		
1	Old Age, Widow, Disability	BWO, BDO Office
ICDS		
1	Supplementary Nutrition	N.A.
Revenue Court		
1	Case Hearing	BL&LRO, Block Land and Land Reforms Office
2	Appellate Hearing	DL&LRO, District Land and Land Reform office
PDS		
1	Issuance of Ration Card	Block inspector (FS), Block Office/Sub Division Food and Supplies office
2	Change Incorporation of RC	Block inspector (FS), Block Office/Sub Division Food and Supplies office

Service Category	Service	Concerned office to which the Hard copies of supporting documents should be sent
3	Duplicate RC	Block inspector (FS), Block Office/Sub Division Food and Supplies office
Licenses		
1	Fire Arm Issuance	OC Judicial Munchikhana District Office
2	Fire Arm Renewal	OC Judicial Munchikhana District Office
3	Explosive License	OC Judicial Munchikhana District Office
4	Explosive License Renewal	OC Judicial Munchikhana District Office
Industry Services		
1	Issuance of EM-I and pollution certificate	Manager, District Industries Office
2	Issuance of EM-II and pollution certificate	Manager, District Industries Office
3	EC cum RC and Subsidy	Manager, District Industries Office
4	PMEGP	Manager, District Industries Office
Police		
1	Issuance of FIR	OC, Police Station
RTI and Greivance		
1	RTI services	RTI OC, District office
2	Greivance Redressal	Greivance Cell OC, District Office

15.1 Jalpaiguri Office Addresses

Sl. No.	Office	Address
District Office		
1	District Magistrate Office	The District Magistrate, Collectorate Building Dist-Jalpaiguri, West Bengal-735101
Sub Division Office		
1	Jalpaiguri Sadar Sub division Office	The Sub Division Office, Jalpaiguri West Bengal- 735101
2	Alipurdura Sub Division Office	The Sub Divisional Office, Alipurduar
3	Malbazar Sub division Office	The Sub Divisional Office, Malbazar
Block Office		
1	ALIPURDUAR-I BLOCK DEVELOPMENT OFFICE	ALIPURDUAR-I BLOCK DEVELOPMENT OFFICE P.O. - PANCHKALGURI JALPAIGURI PIN - 736121 WEST BENGAL OFFICE PHONE - 03564-246249/255226 Mobile - FAX - 03564-246249/255226

Sl. No.	Office	Address
2	ALIPURDUAR-II BLOCK DEVELOPMENT OFFICE	ALIPURDUAR-II BLOCK DEVELOPMENT OFFICE P.O. - JOSODANGA JALPAIGURI PIN - 736122 WEST BENGAL OFFICE PHONE - 03564-224202/225226 Mobile - FAX - 03564-224202/225226
3	DHUPGURI BLOCK DEVELOPMENT OFFICE	DHUPGURI BLOCK DEVELOPMENT OFFICE P.O. - DHUPGURI JALPAIGURI PIN - 735210 WEST BENGAL OFFICE PHONE - 03563-250024 Mobile - FAX - 03563-250024
4	FALAKATA BLOCK DEVELOPMENT OFFICE	FALAKATA BLOCK DEVELOPMENT OFFICE P.O. - FALAKATA JALPAIGURI PIN - 735211 WEST BENGAL OFFICE PHONE - 03563-260238 Mobile - FAX - 03563-260238

Sl. No.	Office	Address
5	JALPAIGURI SADAR BLOCK DEVELOPMENT OFFICE	JALPAIGURI SADAR BLOCK DEVELOPMENT OFFICE P.O. - ALPAIGURI JALPAIGURI PIN - 735101 WEST BENGAL OFFICE PHONE - 03561-230449/221160 Mobile - FAX - 03561-230449/221160
6	KALCHINI BLOCK DEVELOPMENT OFFICE	KALCHINI BLOCK DEVELOPMENT OFFICE P.O. - HAMILTANGANJ JALPAIGURI PIN - 735211 WEST BENGAL OFFICE PHONE - 03566-240205/240741 Mobile - FAX - 03566-240205/240741
7	KUMARGRAM BLOCK DEVELOPMENT OFFICE	KUMARGRAM BLOCK DEVELOPMENT OFFICE P.O. - KUMARGRAM JALPAIGURI PIN - 735203 WEST BENGAL OFFICE PHONE - 03564-252239 Mobile - FAX - 03564-252239

Sl. No.	Office	Address
8	MADARIHAT BIRPARA BLOCK DEVELOPMENT OFFICE	MADARIHAT BIRPARA BLOCK DEVELOPMENT OFFICE P.O. - MADARIHAT JALPAIGURI PIN - 735220 WEST BENGAL OFFICE PHONE - 03563-262224 Mobile - FAX - 03563-262224
9	MAL BLOCK DEVELOPMENT OFFICE	MAL BLOCK DEVELOPMENT OFFICE P.O. - MAL JALPAIGURI PIN - 735201 WEST BENGAL OFFICE PHONE - 03562-255126 Mobile - FAX - 03562-255126
10	MATIALI BLOCK DEVELOPMENT OFFICE	MATIALI BLOCK DEVELOPMENT OFFICE P.O. - CHALSA JALPAIGURI PIN - 735206 WEST BENGAL OFFICE PHONE - 03562-260281/255291 Mobile - FAX - 03562-260281/255291

Sl. No.	Office	Address
11	MAYNAGURI BLOCK DEVELOPMENT OFFICE	MAYNAGURI BLOCK DEVELOPMENT OFFICE P.O. - MAYNAGURI JALPAIGURI PIN - 735224 WEST BENGAL OFFICE PHONE - 03561-233052 Mobile - FAX - 03561-233052
12	NAGRAKATA BLOCK DEVELOPMENT OFFICE	NAGRAKATA BLOCK DEVELOPMENT OFFICE P.O. - NAGRAKATA JALPAIGURI PIN - 735225 WEST BENGAL OFFICE PHONE - 03563-272050/272308 Mobile - FAX - 03563-272050/272308
13	RAJGANJ BLOCK DEVELOPMENT OFFICE	RAJGANJ BLOCK DEVELOPMENT OFFICE P.O. - RAJGANJ JALPAIGURI PIN - 735234 WEST BENGAL OFFICE PHONE - 03561-254229 Mobile - FAX - 03561-254229
Police Stations		

Sl. No.	Office	Address
1	Bhaktinagar PS	OC Bhaktinagar PS, PO Ektishal, Distt. Jalpaiguri-735101,
2	Rajganj P.S.	OC RajganjPS, PO Rajganj, Distt. Jalpaiguri-734008,
3	Kotwali P.S.	IC Kotwali PS, PO Jalpaiguri, Distt. Jalpaiguri-735134,
4	Maynaguri P.S.	IC Maynaguri PS, PO Maynaguri, Distt. Jalpaiguri-735224,
5	Mal P.S.	OC Mal PS, PO Mal, District Jalpaiguri-735210,
6	Metalli P.S.	OC Metalli PS, PO Metalli, Distt. Jalpaiguri-735221,
7	Nagrakata P.S.	OC Nagrakata PS, PO Nagrakata, Distt. Jalpaiguri-735223,
8	Banarhat P.S.	OC Banarhat PS, PO Banarhat, Distt. Jalpaiguri-735225,
9	Dhupguri P.S.	IC Dhupguri PS, PO Banarhat, Distt. Jalpaiguri-735202,
10	Falakata P.S.	IC Falakata PS, PO Falakata, Distt. Jalpaiguri-735211,

Sl. No.	Office	Address
11	Birpara P.S.	OC Birpara PS, PO Birpara, Distt. Jalpaiguri-736121,
12	Madarihat P. S.	OC Madarihat PS, PO Mqadarihat, Distt. Jalpaiguri-735217,
13	Jaigaon P.S.	OC Jaigaon PS, PO Jaigaon, Distt. Jalpaiguri-736206,
14	Kalchini P.S.	OC Kalchini PS, PO Kalchini, Distt. Jalpaiguri-736205,
15	Alipurduar P.S.	IC Alipurduar PS, PO Alipurduar, Distt. Jalpaiguri-736182,
16	Samuktala P.S.	OC Samuktala PS, PO Samuktala, Distt. Jalpaiguri-735220,
17	Kumargram P.S.	IC Kumargram PS, PO Kumargram, Distt. Jalpaiguri-735204,
District Industries Center		
1	District Industries Center	Club Road, P.O. Jalpaiguri, Pin-735101
Block Land and Land Reforms Offices		

Sl. No.	Office	Address
1	ALIPURDUAR-I BLOCK LAND AND LAND REFORMS OFFICE	ALIPURDUAR-I BLOCK LAND AND LAND REFORMS OFFICE P.O. - PANCHKALGURI JALPAIGURI PIN - 736121 WEST BENGAL
2	ALIPURDUAR-II BLOCK LAND AND LAND REFORMS OFFICE	ALIPURDUAR-II BLOCK LAND AND LAND REFORMS OFFICE P.O. - JOSODANGA JALPAIGURI PIN - 736122 WEST BENGAL
3	DHUPGURI BLOCK LAND AND LAND REFORMS OFFICE	DHUPGURI BLOCK LAND AND LAND REFORMS OFFICE P.O. - DHUPGURI JALPAIGURI PIN - 735210 WEST BENGAL
4	FALAKATA BLOCK LAND AND LAND REFORMS OFFICE	FALAKATA BLOCK LAND AND LAND REFORMS OFFICE P.O. - FALAKATA JALPAIGURI PIN - 735211 WEST BENGAL

Sl. No.	Office	Address
5	JALPAIGURI SADAR BLOCK LAND AND LAND REFORMS OFFICE	JALPAIGURI SADAR LAND AND LAND REFORMS OFFICE P.O. - ALPAIGURI JALPAIGURI PIN - 735101 WEST BENGAL
6	KALCHINI BLOCK LAND AND LAND REFORMS OFFICE	KALCHINI BLOCK LAND AND LAND REFORMS OFFICE P.O. - HAMILTANGANJ JALPAIGURI PIN - 735211 WEST BENGAL
7	KUMARGRAM BLOCK LAND AND LAND REFORMS OFFICE	KUMARGRAM BLOCK LAND AND LAND REFORMS OFFICE P.O. - KUMARGRAM JALPAIGURI PIN - 735203 WEST BENGAL
8	MADARIHAT BIRPARA BLOCK LAND AND LAND REFORMS OFFICE	MADARIHAT BIRPARA BLOCK LAND AND LAND REFORMS OFFICE P.O. - MADARIHAT JALPAIGURI PIN - 735220 WEST BENGAL

Sl. No.	Office	Address
9	MAL BLOCK LAND AND LAND REFORMS OFFICE	MAL BLOCK LAND AND LAND REFORMS OFFICE P.O. - MAL JALPAIGURI PIN - 735201 WEST BENGAL
10	MATIALI BLOCK LAND AND LAND REFORMS OFFICE	MATIALI BLOCK LAND AND LAND REFORMS OFFICE P.O. - CHALSA JALPAIGURI PIN - 735206 WEST BENGAL
11	MAYNAGURI BLOCK LAND AND LAND REFORMS OFFICE	MAYNAGURI BLOCK LAND AND LAND REFORMS OFFICE P.O. - MAYNAGURI JALPAIGURI PIN - 735224 WEST BENGAL
12	NAGRAKATA BLOCK LAND AND LAND REFORMS OFFICE	NAGRAKATA BLOCK LAND AND LAND REFORMS OFFICE P.O. - NAGRAKATA JALPAIGURI PIN - 735225 WEST BENGAL

Sl. No.	Office	Address
13	RAJGANJ BLOCK LAND AND LAND REFORMS OFFICE	RAJGANJ BLOCK LAND AND LAND REFORMS OFFICE P.O. - RAJGANJ JALPAIGURI PIN - 735234 WEST BENGAL

15.2 Bankura Office Addresses

Sl. No.	Office	Address
District Office		
1	District Magistrate Office	Office of District Magistrate Collectorate, Bankura, West Bengal-722101
Sub Division Office		
1	Bankura Sub Division	Office of Sub Divisional Officer, Bankura Sadar Subdivision, West Bengal- 722101
2	Bishnupur Subdivision	Office of Sub Divisional Officer, Bishnupur Subdivision
3	Khatra Subdivision	Office of Sub Divisional Officer, Khatra Subdivision
Block Office		
1	BANKURA-1 BLOCK DEVELOPMENT OFFICE	BANKURA-1 BLOCK DEVELOPMENT OFFICE P.O. - BANKURA BANKURA PIN - 722101 WEST BENGAL OFFICE PHONE - 03242-259362/251330 Mobile - FAX - 03242-251330

2	BANKURA-II BLOCK DEVELOPMENT OFFICE	BANKURA-II BLOCK DEVELOPMENT OFFICE P.O. - KASHIAKOL BANKURA PIN - 722101 WEST BENGAL OFFICE PHONE - 03242-254627 Mobile - FAX - 03242-254627
3	BARJORA BLOCK DEVELOPMENT OFFICE	BARJORA BLOCK DEVELOPMENT OFFICE P.O. - BARJORA BANKURA PIN - 722202 WEST BENGAL OFFICE PHONE - 03241-257227 Mobile - FAX - 03241-257227
4	BISHNUPUR BLOCK DEVELOPMENT OFFICE	BISHNUPUR BLOCK DEVELOPMENT OFFICE P.O. - BISHNUPUR BANKURA PIN - 722122 WEST BENGAL OFFICE PHONE - 03244-252057/252055 Mobile - FAX - 03244-252057

5	CHHATNA BLOCK DEVELOPMENT OFFICE	CHHATNA BLOCK DEVELOPMENT OFFICE P.O. - CHHATNA BANKURA PIN - 722132 WEST BENGAL OFFICE PHONE - 03242-277233 Mobile - FAX - 03242-277233
6	GANGAJALGHATI BLOCK DEVELOPMENT OFFICE	GANGAJALGHATI BLOCK DEVELOPMENT OFFICE P.O. - AMARKANAN BANKURA PIN - 722133 WEST BENGAL OFFICE PHONE - 03241-265228 Mobile - FAX - 03241-265228
7	HIRBANDH BLOCK DEVELOPMENT OFFICE	HIRBANDH BLOCK DEVELOPMENT OFFICE P.O. - HIRBANDH BANKURA PIN - 0 WEST BENGAL OFFICE PHONE - 03243-252332/ 255243 Mobile - FAX - 03242-2602221

8	INDPUR BLOCK DEVELOPMENT OFFICE	INDPUR BLOCK DEVELOPMENT OFFICE P.O. - INDPUR BANKURA PIN - 722133 WEST BENGAL OFFICE PHONE - 03243-260222/03242-260222 Mobile - FAX - 03243-260222/03242-260222
9	INDUS BLOCK DEVELOPMENT OFFICE	INDUS BLOCK DEVELOPMENT OFFICE P.O. - INDUS BANKURA PIN - 722205 WEST BENGAL OFFICE PHONE - 03244-263231 Mobile - FAX - 03244-263231
10	JOYPUR BLOCK DEVELOPMENT OFFICE	JOYPUR BLOCK DEVELOPMENT OFFICE P.O. - JOYPUR BANKURA PIN - 722138 WEST BENGAL OFFICE PHONE - 03244-249222/256222/252231 Mobile - FAX - 03244-249222

11	KHATRA BLOCK DEVELOPMENT OFFICE	KHATRA BLOCK DEVELOPMENT OFFICE P.O. - KHATRA BANKURA PIN - 722140 WEST BENGAL OFFICE PHONE - 03243-255239 Mobile - FAX - 03243-255239
12	KOTULPUR BLOCK DEVELOPMENT OFFICE	KOTULPUR BLOCK DEVELOPMENT OFFICE P.O. - KOTULPUR BANKURA PIN - 722141 WEST BENGAL OFFICE PHONE - 03244-240234 Mobile - FAX - 03244-240234
13	MEJIA BLOCK DEVELOPMENT OFFICE	MEJIA BLOCK DEVELOPMENT OFFICE P.O. - MEJIA BANKURA PIN - 722143 WEST BENGAL OFFICE PHONE - 03241-250221 Mobile - FAX - 03241-250221

14	ONDA BLOCK DEVELOPMENT OFFICE	ONDA BLOCK DEVELOPMENT OFFICE P.O. - ONDA BANKURA PIN - 722144 WEST BENGAL OFFICE PHONE - 03242-266236 Mobile - FAX - 03242-266236
15	PATRASAYER BLOCK DEVELOPMENT OFFICE	PATRASAYER BLOCK DEVELOPMENT OFFICE P.O. - PATRASAYER BANKURA PIN - 722206 WEST BENGAL OFFICE PHONE - 03244-266232 Mobile - FAX - 03244-266232
16	RAIPUR BLOCK DEVELOPMENT OFFICE	RAIPUR BLOCK DEVELOPMENT OFFICE P.O. - GAR RAIPUR BANKURA PIN - 722134 WEST BENGAL OFFICE PHONE - 03243-267224 Mobile - FAX - 03243-267224

17	RANIBANDH BLOCK DEVELOPMENT OFFICE	RANIBANDH BLOCK DEVELOPMENT OFFICE P.O. - RANIBANDH BANKURA PIN - 722148 WEST BENGAL OFFICE PHONE - 03243-250236/37 Mobile - FAX - 03243-250236
18	SALTORA BLOCK DEVELOPMENT OFFICE	SALTORA BLOCK DEVELOPMENT OFFICE P.O. - SALTORA BANKURA PIN - 722158 WEST BENGAL OFFICE PHONE - 03241-273224 Mobile - FAX - 03241-273224
19	SARENGA BLOCK DEVELOPMENT OFFICE	SARENGA BLOCK DEVELOPMENT OFFICE P.O. - SARANGA BANKURA PIN - 722150 WEST BENGAL OFFICE PHONE - 03243-269243 Mobile - FAX - 03243-269243

20	SIMLAPAL BLOCK DEVELOPMENT OFFICE	SIMLAPAL BLOCK DEVELOPMENT OFFICE P.O. - SIMLAPAL BANKURA PIN - 722151 WEST BENGAL OFFICE PHONE - 03243-262222 Mobile - FAX - 03243-262222
21	SONAMUKHI BLOCK DEVELOPMENT OFFICE	SONAMUKHI BLOCK DEVELOPMENT OFFICE P.O. - SONAMUKHI BANKURA PIN - 722207 WEST BENGAL OFFICE PHONE - 03244-275240/ 275340 Mobile - FAX - 03244-275240
22	TALDANGRA BLOCK DEVELOPMENT OFFICE	TALDANGRA BLOCK DEVELOPMENT OFFICE P.O. - TALDANGRA BANKURA PIN - 722152 WEST BENGAL OFFICE PHONE - 03243-265347, 245231 Mobile - FAX - 03243-265347
Police Stations		
1	Bankura PS	I/C Bankura PS, POBankura, Distt.- Bankura-722101,

2	Onda PS	O/C Onda PS, POOnda, Distt.- Bankura-722144,
3	Gangajalghati PS	O/C Gangajalghati PS, POGangajalghati, Distt.-Bankura-722133,
4	Chhatna PS	O/C Chhatna PS, POChhatna, Distt.- Bankura-722132,
5	Saltora PS	O/C Saltora PS, POSaltora, Distt.- Bankura-722158, West Bengal
6	Mejhia PS	O/C Mejhia PS, POMejhia, Distt.- Bankura-722143,
7	Beliatore PS	O/C Beliatore PS, PO-Beliatore, Distt.- Bankura-722203,
8	Barjora PS	I/C Barjora PS, POBarjora, Distt.- Bankura-722202,
9	Bishnupur PS	I/C Bishnupur PS, PO-Bishnupur. Distt.- Bankura-722122,
10	Joypur PS	O/C Joypur PS, POJoypur, Distt.- Bankura-722138,
11	Kotulpur PS	O/C Kotulpur PS, PO-Kotulpur, Distt.- Bankura-722141,

12	Sonamukhi PS	O/C Sonamukhi PS, PO-Sonamukhi, Distt.-Bankura-722207,
13	Patrasayer PS	O/C Patrasayer PS, PO-Patrasayer, Distt.-Bankura-722206,
14	Indus PS	O/C Indus PS, POIndus, Distt.-Bankura-722205,
15	Khatra PS	I/C Khatra PS, POKhatra, Distt.-Bankura-722140,
16	Raipur PS	I/C Raipur PS, PORaipur, Distt.-Bankura-722134,
17	Ranibandh PS	I/C Ranibandh PS, PO-Ranibandh, Distt.-Bankura-722148,
18	Simlapal PS	I/C Simlapal PS, POSimlapal, Distt.-Bankura-722151,
19	Indpur PS	O/C Indpur PS, POIndpur, Distt.-Bankura-722136,
20	Taldangra PS	O/C Taldangra PS, PO-Taldangra, Distt.-Bankura-722152,

21	Sarenga PS	I/C Sarenga PS, POSarenga, Distt.- Bankura-722150,
22	Barikul PS	O/C Barikul, POBarikul, Distt.- Bankura-722162,
District Industries Center		
	District Industries Center	Machantola, Shilpa Bhavan, Pin-722101
Block Land and Land Reforms Offices		
1	BANKURA-1 BLOCK LAND AND LAND REFORMS OFFICE	BANKURA-1 BLOCK LAND AND LAND REFORMS OFFICE P.O. - BANKURA BANKURA PIN - 722101 WEST BENGAL
2	BANKURA-II BLOCK LAND AND LAND REFORMS OFFICE	BANKURA-II BLOCK LAND AND LAND REFORMS OFFICE P.O. - KASHIAKOL BANKURA PIN - 722101 WEST BENGAL
3	BARJORA BLOCK LAND AND LAND REFORMS OFFICE	BARJORA BLOCK LAND AND LAND REFORMS OFFICE P.O. - BARJORA BANKURA PIN - 722202 WEST BENGAL

4	BISHNUPUR BLOCK LAND AND LAND REFORMS OFFICE	BISHNUPUR BLOCK LAND AND LAND REFORMS OFFICE P.O. - BISHNUPUR BANKURA PIN - 722122 WEST BENGAL
5	CHHATNA BLOCK LAND AND LAND REFORMS OFFICE	CHHATNA BLOCK LAND AND LAND REFORMS OFFICE P.O. - CHHATNA BANKURA PIN - 722132 WEST BENGAL
6	GANGAJALGHATI BLOCK LAND AND LAND REFORMS OFFICE	GANGAJALGHATI BLOCK LAND AND LAND REFORMS OFFICE P.O. - AMARKANAN BANKURA PIN - 722133 WEST BENGAL
7	HIRBANDH BLOCK LAND AND LAND REFORMS OFFICE	HIRBANDH BLOCK LAND AND LAND REFORMS OFFICE P.O. - HIRBANDH BANKURA PIN - 0 WEST BENGAL

8	INDPUR BLOCK LAND AND LAND REFORMS OFFICE	INDPUR BLOCK LAND AND LAND REFORMS OFFICE P.O. - INDPUR BANKURA PIN - 722133 WEST BENGAL
9	INDUS BLOCK LAND AND LAND REFORMS OFFICE	INDUS BLOCK LAND AND LAND REFORMS OFFICE P.O. - INDUS BANKURA PIN - 722205 WEST BENGAL
10	JOYPUR BLOCK LAND AND LAND REFORMS OFFICE	JOYPUR BLOCK LAND AND LAND REFORMS OFFICE P.O. - JOYPUR BANKURA PIN - 722138 WEST BENGAL
11	KHATRA BLOCK LAND AND LAND REFORMS OFFICE	KHATRA BLOCK LAND AND LAND REFORMS OFFICE P.O. - KHATRA BANKURA PIN - 722140 WEST BENGAL

12	KOTULPUR BLOCK LAND AND LAND REFORMS OFFICE	KOTULPUR BLOCK LAND AND LAND REFORMS OFFICE P.O. - KOTULPUR BANKURA PIN - 722141 WEST BENGAL
13	MEJIA LAND AND LAND REFORMS OFFICE	MEJIA BLOCK LAND AND LAND REFORMS OFFICE P.O. - MEJIA BANKURA PIN - 722143 WEST BENGAL
14	ONDA BLOCK LAND AND LAND REFORMS OFFICE	ONDA BLOCK LAND AND LAND REFORMS OFFICE P.O. - ONDA BANKURA PIN - 722144 WEST BENGAL
15	PATRASAYER BLOCK LAND AND LAND REFORMS OFFICE	PATRASAYER BLOCK LAND AND LAND REFORMS OFFICE P.O. - PATRASAYER BANKURA PIN - 722206 WEST BENGAL

16	RAIPUR BLOCK LAND AND LAND REFORMS OFFICE	RAIPUR BLOCK LAND AND LAND REFORMS OFFICE P.O. - GAR RAIPUR BANKURA PIN - 722134 WEST BENGAL
17	RANIBANDH BLOCK LAND AND LAND REFORMS OFFICE	RANIBANDH BLOCK LAND AND LAND REFORMS OFFICE P.O. - RANIBANDH BANKURA PIN - 722148 WEST BENGAL
18	SALTORA BLOCK LAND AND LAND REFORMS OFFICE	SALTORA BLOCK LAND AND LAND REFORMS OFFICE P.O. - SALTORA BANKURA PIN - 722158 WEST BENGAL
19	SARENGA BLOCK LAND AND LAND REFORMS OFFICE	SARENGA BLOCK LAND AND LAND REFORMS OFFICE P.O. - SARANGA BANKURA PIN - 722150 WEST BENGAL
20	SIMLAPAL BLOCK LAND AND LAND REFORMS OFFICE	SIMLAPAL BLOCK LAND AND LAND REFORMS OFFICE P.O. - SIMLAPAL BANKURA PIN - 722151 WEST BENGAL

21	SONAMUKHI BLOCK LAND AND LAND REFORMS OFFICE	SONAMUKHI BLOCK LAND AND LAND REFORMS OFFICE P.O. - SONAMUKHI BANKURA PIN - 722207 WEST BENGAL
22	TALDANGRA BLOCK LAND AND LAND REFORMS OFFICE	TALDANGRA BLOCK LAND AND LAND REFORMS OFFICE P.O. - TALDANGRA BANKURA PIN - 722152 WEST BENGAL

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