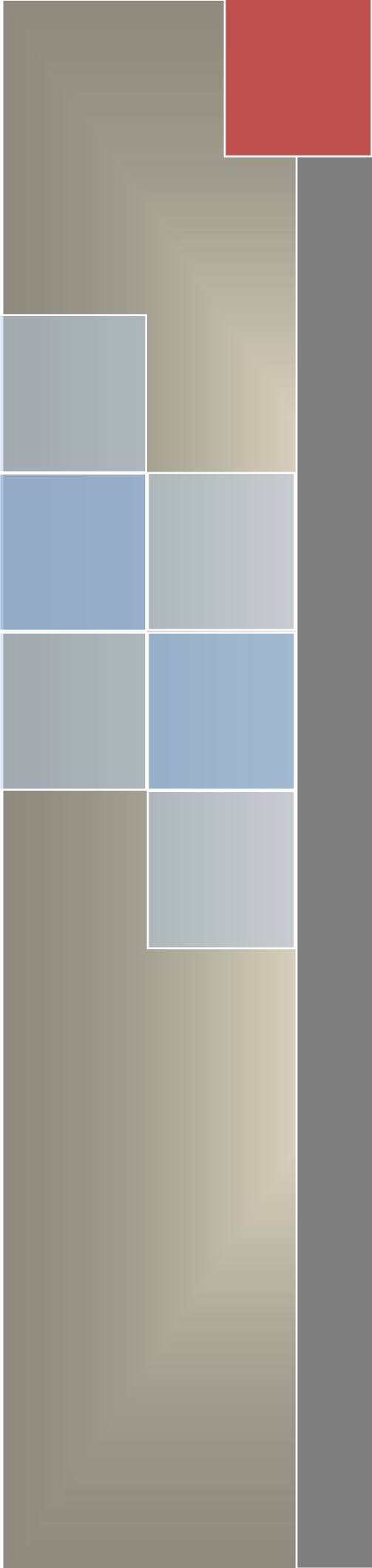




User Manual on Conversion of Provisional to Permanent Trade License in Municipal Areas for State-wise Rollout of e-District MMP in West Bengal



**User Manual
On
Conversion of Provisional to
Permanent Trade License in
Municipal Areas
For
State-wise Roll Out
of
e-District MMP
in
West Bengal**

Prepared By:
TCS Ltd., Kolkata



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Document Control:

Document No.	TCS-WB-e-District--User-Manual
Version No.	1
Prepared By	TCS Limited
Release Date	
Template Effective Date	27/02/2017
Template Version	1

Revision Control Information

File Name : WB
_eDistrict_User_Manual_Applicant_Conversion_of_Provisional_to_Permanent_Trade
_License_in_Municipal_Areas
File :
Creation
Date
Author(s) :
Approver(s) :

Sr. No.	Section Number	Nature of Amendment	Document Version No.	Document Release Date	Remarks
1	-	Draft	0.1		Sent for Review

Table of Contents

1	INTRODUCTION.....	11
1.1	Application Overview.....	11
1.2	Functional Scope of the System	11
1.3	User Role and Access Rights	11
1.4	Document Usage Description	11
1.5	Related Documents.....	12
1.6	Customer Support	12
1.7	Acronyms and Abbreviations.....	12
2	CONVERSION OF PROVISIONAL TO PERMANENT TRADE LICENSE IN MUNICIPAL AREAS– APPLICATION PROCESS.....	12
2.1	Login to the Application.....	13
2.2	Home Page	14
2.3	Apply for Conversion of Provisional to Permanent Trade License in Municipal Areas...	14
2.4	Filling the form for Conversion of Provisional to Permanent Trade License in Municipal Areas	15
2.4.1	Applicant's Basic Information.....	15
2.4.2	Application Process Continued	17
2.4.3	Details of Business.....	17
2.4.4	Details of Owner(s) or Authorised Persons.....	18
		18
2.4.5	Application View	19
2.4.6	Final Application View and Final Submission	21
3	GETTING THE CERTIFICATE FOR CONVERSION OF PROVISIONAL TO PERMANENT TRADE LICENSE IN MUNICIPAL AREAS	23
4	SYSTEM SET-UP	25
4.1	System Start up Parameters	25
4.2	Master File Set-up.....	25
4.3	Business Rules	25
4.4	Print Set-up	25
5	APPLICATION DETAILS	27
5.1	Module Name	27
5.1.1	Function Name.....	27
5.1.1.1	Purpose	27
5.1.1.2	Menu Navigation.....	27
5.1.1.3	User Group	27
5.1.1.4	Form Layout	27
5.1.1.5	Activation Options.....	27
5.1.1.6	Form Description	27
6	REPORTS / QUERY	28
6.1	Report / Query Title.....	28
6.1.1	Selection Rules	28
6.1.2	Description	28
6.1.3	Report / Query Layout.....	28
7	INTERFACES	29
7.1	Interfaces to other systems	29
7.2	Data Files Upload / Down Load	29
7.2.1	Description	29
7.2.2	File Format.....	29

8	MESSAGES AND CORRESPONDING ACTION.....	30
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List of Figures

Figure 1: West Bengal e-District Login Page	13
Figure 2: Home Page	14
Figure 3: General Instructions for Applicants Applying for Conversion of Provisional to Permanent Trade License in Municipal Areas	14
Figure 4: Applicants Applying for Conversion of Provisional to Permanent Trade License in Municipal Areas	15
Figure 5: Searching for the Application	15
Figure 6: Applicant's Details	16
Figure 7: Address of Business or establishment or trade	16
Figure 8: Communication Address of Applicant	17
Figure 9: Details of Business.....	17
Figure 10 : Details of Owner(s) or authorised Persons	18
Figure 11 : Application view.....	19
Figure 12 : Attaching the Supporting Documents.....	19
Figure 13 : Upload Documents.....	20
Figure 14 : Upload Process	20
Figure 15 : Upload Confirmation for Document Upload	21
Figure 16 : Proceeding after Uploading Supporting documents	21
Figure 17 : Final Application View and Submission	22
Figure 18 : AIN generated after finishing Application	22
Figure 19 : Home Page	23
Figure 20 : Selecting the Service Name for List of Approved Applications	23
Figure 21 : List of Approved Applications	24
Figure 22 : Certificate for Conversion of Provisional to Permanent Trade License in Municipal Areas	24

1 Introduction

1.1 Application Overview

e-District is the project that aims at electronic delivery of identified high volume citizen centric services, at district and sub district level by utilizing the four pillars of infrastructure namely, SDCs, SWANs, SSDGs, Kiosks and CSCs, optimally to deliver public services electronically to citizens at their door steps.

e-District has been envisaged by Government of West Bengal as automation of workflow and internal processes of District Administration for providing services to the citizens. This project is of paramount importance to the State as it would help in moving towards electronic workflow system for the district administration and help in providing efficient individual department services through Common Service Centres (CSCs) and Kiosk Centres, which would be the primary front end channels as envisaged in the project.

1.2 Functional Scope of the System

The system is intended at electrification of the Conversion of Provisional to Permanent Trade License in Municipal Areas process. Scope of the system mainly includes Registration, processing, Approval, Certificate Generation and Report Generation Process. The System also allows the status inquiry for the application Submitted and maintaining Electronic Register. System will be accessed at following places for the Conversion of Provisional to Permanent Trade License in Municipal Areas

- CSC
- Kiosks
- Citizen Portal

Approval of the application will be done at Municipal office. The generated certificate can be availed either from CSCs, Kiosk or by the applicant for download/print.

1.3 User Role and Access Rights

This section describes the roles and access rights of various users that WB e-District Application supports for the service under consideration

Designation	Create	Read	Update	Delete
Concerned ULB Authority	X	• Submitted Request	• Write Comment on verified Cases	X
Inspector	X	• Submitted Request	• Write Comment on verified Cases	X
Applicant	• New Request	• Saved Request • Request Status	• Save Draft Request • Update documents for sent back application	X

1.4 Document Usage Description

This User Manual describes the step-wise process for Conversion of Provisional to Permanent Trade License in Municipal Areas in West Bengal e-District Application. It explains how the citizen can apply for the sanction by himself or with the help of CSC / Kiosk Operator and how the back end actors (Inspector and ULB) approve or reject or send back the application after verification.

1.5 Related Documents

Software Requirement Specifications

1.6 Customer Support

Delivery Head – State Project, West Bengal
TCS Limited
28, Camac Street,
Kolkata – 700 016

1.7 Acronyms and Abbreviations

AO	Admin Officer
ADM(G)	Additional District Magistrate
AIN	Application Identification Number
AR	Additional Registrar
ASO	Assistant Statistical Officer
BDO	Block Development Officer
CEO	Chief Executive Officer
CSC	Common Service Centre
E-District	Electronic District
EO	Enquiry Officer
ETaal	Electronic Transaction Aggregation & Analysis Layer
FO	Finance Officer
MMP	Mission Mode Project
MSDG	Mobile Services Delivery Gateway
SDC	State Data Centre
SDO	Sub-Divisional Officer
SMS	Short Messaging Service
SRS	Software Requirement Specifications
SSDG	State e-Governance Services Delivery Gateway
SWAN	State Wide Area Network
UAIN	Unique Application Identification Number
Webel	West Bengal Electronic Industry Development Corporation Limited
NKDA	New Town Kolkata Development Authority

2 Conversion of Provisional to Permanent Trade License in Municipal Areas– Application Process

2.1 Login to the Application

In order to log in to the West Bengal e-District Application, the user should open an internet browser, type the URL in the address bar and press Enter. West Bengal e-District Application login page appears as below:

Welcome

e-District is a Mission Mode Project with the objective of making the State's services available to the citizens through a computerized system. The services may be availed of through Internet or by visiting any CSC-s (Common Service Center) or a Kiosk. It may not be necessary to visit the Government Offices for submitting the application, knowing the status or receiving certificate / license etc.

Highest Transaction Count (Nov-2017)	
Application submitted	Action taken by Govt.
Hooghly:16212	Hooghly:14279

Login

English

UserName

Password

Captcha e45kw

Login Entrepreneur CSCConnect

Citizen Registration | Forgot Password

Inspection Report | Verification of Digitally Signed Document | Download Forms | FAQ | Dashboard | WBT | CATS

Contact Helpdesk

Designed and developed by TCS Limited

Figure 1: West Bengal e-District Login Page

The login page contains 'Welcome' message for the users of West Bengal e-District application. Login option is for Admin/ Kiosk User and Other User. The user should select the General Login. It is the default option.

The user can select the language (English/ Bengali) from the drop down. Enter User Name and Password and type the Captcha as it appears in the screen. Press **Login** to enter the home page of the application.

If the applicant is registering into the system for the first time, he/ she will have to click on **Citizen Registration**. If the applicant has forgotten the password, click **Forgot Password**.

2.2 Home Page

After login to West Bengal e-District, the Home page appears. It shows the comprehensive list of services under Department and District column. The Conversion of Provisional to Permanent Trade License in Municipal Areas is a service under the Department Category as shown below:

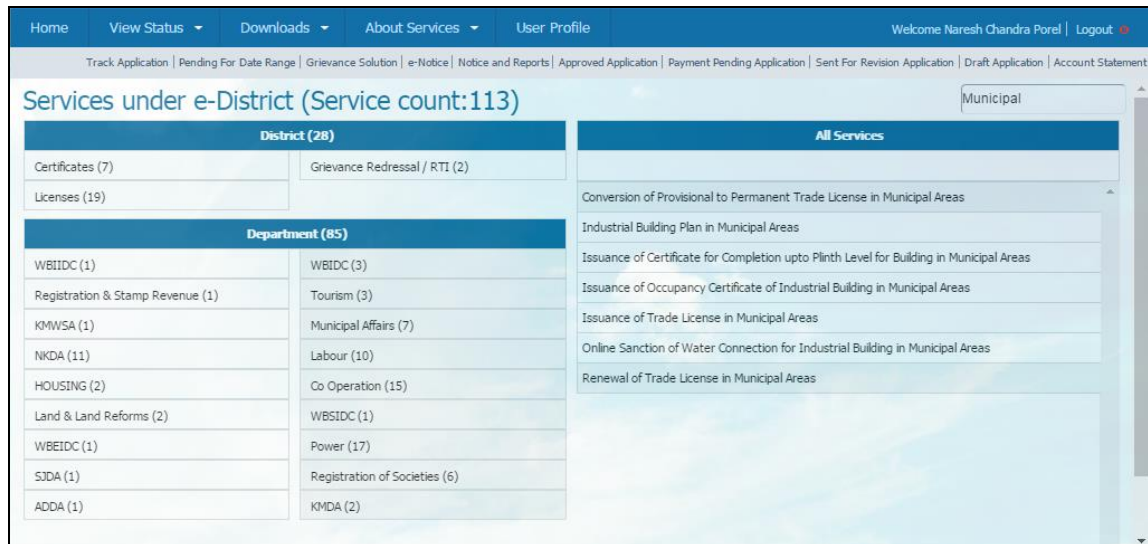


Figure 2: Home Page

2.3 Apply for Conversion of Provisional to Permanent Trade License in Municipal Areas

To apply for Conversion of Provisional to Permanent Trade License in Municipal Areas, the user needs to select the correct option under services provided and user is directed to the Home screen which contains basic instructions for the user as shown below:

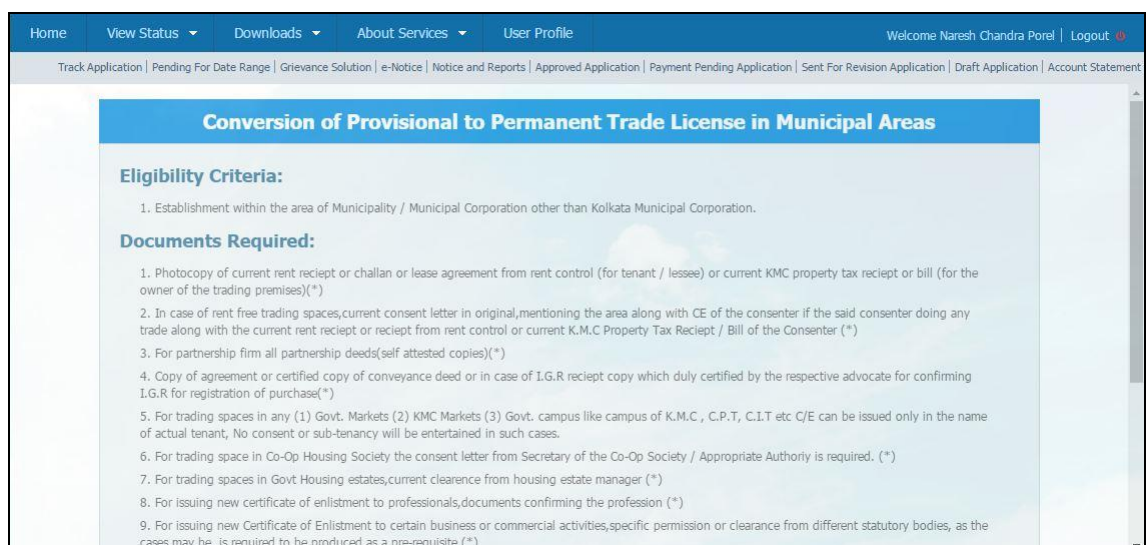


Figure 3: General Instructions for Applicants Applying for Conversion of Provisional to Permanent Trade License in Municipal Areas

To proceed with the application the user needs to click on Apply button. The following screen appears.

The screenshot shows a web application interface. At the top, there is a navigation bar with links: Home, View Status, Downloads, About Services, and User Profile. On the right, it says 'Welcome Naresh Chandra Porel' and 'Logout'. Below the navigation bar is a secondary bar with links: Track Application, Pending For Date Range, Grievance Solution, e-Notice, Notice and Reports, Approved Application, Payment Pending Application, Sent For Revision Application, Draft Application, and Account Statement. The main content area has a light blue background with a list of guidelines for applying. The guidelines include requirements for partnership firms, conveyance deeds, trading spaces in various markets, Co-Op Housing Societies, Govt Housing estates, and professional enlistment. There are also sections for 'Fee Details' and 'Guideline' with links. At the bottom right, there are 'Print' and 'Apply' buttons.

Figure 4: Applicants Applying for Conversion of Provisional to Permanent Trade License in Municipal Areas

The applicant will have to click on **Apply** button in order to apply for 'Conversion of Provisional to Permanent Trade License in Municipal Areas'.

The screenshot shows a search page titled 'Application for Conversion of Provisional to Permanent Trade License in Municipal Areas'. Below the title is a section 'Provisional Trade License Search Details'. It contains three input fields: 'Provisional Trade License No.:', 'Trade License No.', and 'Name of the Firm or Company:'. There is a 'Search' button below the fields.

Figure 5: Searching for the Application

In Order to search for the Conversion of Provisional to Permanent Trade License in Municipal Areas the user needs to enter the following fields:

- **Provisional Trade License No. :** This is a mandatory field. The applicant needs to enter the License No. received after applying for Issuance Trade License by Municipal Areas.
- **Name of the Firm or Company:** This is a mandatory field. The applicant needs to enter the **Name of the firm or company** that was entered during application for Issuance Trade License by Municipal Areas.
- **Search:** By clicking on this button the applicant searches for his/her details that were filled earlier.

2.4 Filling the form for Conversion of Provisional to Permanent Trade License in Municipal Areas

2.4.1 Applicant's Basic Information

Upon clicking the Search Button the following screen appears:

The screenshot shows a web application interface for the conversion of a provisional trade license to a permanent one in municipal areas. The top navigation bar includes links for Home, View Status, Downloads, About Services, and User Profile. A welcome message for Naresh Chandra Porel is displayed. Below the navigation bar, a breadcrumb trail shows the current path: Track Application > Pending For Date Range > Grievance Solution > e-Notice > Notice and Reports > Approved Application > Payment Pending Application > Sent For Revision Application > Draft Application > Account Statement. The main heading is 'Application for Conversion of Provisional to Permanent Trade License in Municipal Areas'. The form is divided into two sections: 'Applicant's Basic Information' and 'Address of business or establishment or trade'. The 'Applicant's Basic Information' section contains the following fields: Salutation (Ms.), First Name (Aishwarya), Middle Name (Rr), Last Name (Roy), Date of Birth (22/06/1993), Age (23), Gender (Female), Date of Application (06/11/2017 13:17:50), Mobile No (8888888888), E-mail (a@t.com), and Aadhaar Card No (126656554544).

Figure 6: Applicant's Details

The Applicant's Basic Information of the applicant is displayed here, as entered during Application of Issuance Trade License by Municipal Areas.

The next Section is designed to capture the **Address of Business or establishment or trade** for the user as shown below:

The screenshot shows the 'Address of business or establishment or trade' section of the form. The 'Aadhaar Card No' field is pre-filled with 126656554544. The address section contains the following fields: Country (India), State (West Bengal), District (Purba Bardhaman), Sub-division (Burdwan Sadar(North)), Rural or Urban (Urban), Block/Municipality/Corporation (Municipality), Block/Municipality/Corporation Name (aa12), Village or Ward (aa12), Police Station (aa13), Post Office (aa14), Address Line 1 (aa15), Address Line 2 (aqa16), Pin Code (777777), and Holding No (12234556666). At the bottom of the form, there are three buttons: Reset, Cancel, and Save & Next.

Figure 7: Address of Business or establishment or trade

The address of business or establishment or trade is displayed here, as entered during Application of Issuance Trade License by Municipal Areas.

- **Reset:**

If the user clicks on this button, all the values entered in the field will be automatically reset.

- **Cancel:**

The applicant will have to press this button in order to cancel the application.

- **Save and Next:**

The applicant has to click this button to save the data entered and move to the next page.

2.4.2 Application Process Continued

This part displays the communication address of the applicant as entered during Application of Issuance Trade License by Municipal Areas. The option '**Same as Previous Address**' is applicable. The user may select the option if suitable. Else the user can proceed to enter the communication address which is different from the previous address. The following screen displays the option when the user Checks the option '**Same as Previous address**'.

Communication Address of Applicant		Same as previous address	
Country *	India	State *	West Bengal
District *	Purba Bardhaman	Sub Division *	Burdwan Sadar(North)
Rural or Urban *	Urban	Block or Municipality or Corporation *	Municipality
Block or Municipality or Corporation Name *	Burdwan	Village or Ward Name :	aa12
Police station :	aa13	Post Office :	aa14
Address Line 1 *	aa15	Address Line 2 :	aaa16
PIN Code *	777777		

Details of Business

Figure 8: Communication Address of Applicant

2.4.3 Details of Business

Details of Business	
Name of Firm or Company *	Aishwarya
Date of Commencement of Business *	30/05/2017
Rent or Annual Valuation of the Business Site (Rs) *	122332
Nature of Trade or Profession or Calling *	BOATING RESORT(WITH FOOD)
Workshop Address :	aa11
Godown Address :	Godown Address
License applied for (Years) *	1
License Fees (Rs.) *	1500
License Valid Till *	2018-03-31
Additional Information, if any :	aaa

Details of Owner(s) or Authorised Persons

Figure 9: Details of Business

The Details of Business of the applicant is displayed here, as entered during Application of Issuance Trade License by Municipal Areas.

2.4.4 Details of Owner(s) or Authorised Persons

Home View Status Downloads About Services User Profile Welcome Naresh Chandra Porel Logout

Track Application | Pending For Date Range | Grievance Solution | e-Notice | Notice and Reports | Approved Application | Payment Pending Application | Sent For Revision Application | Draft Application | Account Statement

License applied for (Years) : 1 License Fees (Rs.) : 1500

License Valid Till : 2018-03-31 Additional Information, if any : aaa

Details of Owner(s) or Authorised Persons

Type of Ownership : Please Select Name : Name Mobile No : Mobile No Email : Email Address : Address

Sl. No.	Type of Ownership	Name	Mobile No.	Email	Address	Action
1	Proprietor	Ash	8888888888	a@tcom	awer	Delete

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

Reset Save Draft Save & Next

Figure 10 : Details of Owner(s) or authorised Persons

The Details of Owner(s) or authorised Persons of the applicant is displayed here, as entered during Application of Issuance Trade License by Municipal Areas.

☐ **Declaration of Acceptance:**

The user has to click on the check box **'I Accept'** to provide declaration that the information provided in the application form is true to the best of his/ her knowledge and belief.

☐ **Reset:**

If the user wants to reset the data entered, it is required to click on **'Reset'** button.

☐ **Save Draft:**

Click on **'Save Draft'** to save the entered details. User can access the drafted application from "Draft application" section of the home page.

☐ **Save and Next:**

If the user wants to save the data entered and proceed to the next step of application, he/ she will have to select **'Save & Next'** button.

2.4.5 Application View

The User needs to click on **Save & Next** to proceed further with the process of Application. The following screen appears.

View Application Details for Conversion of Provisional to Permanent Trade License in Municipal Areas	
Application Number	23923
Applicant's Basic Information	
Name of the Applicant	Ms. Aishwarya Rr Roy
Date of Application	06/11/2017
Date of Birth	22/06/1993
Age	23
Gender	Female
Mobile No	8888888888
E-mail	a@t.com
Aadhaar Card No	126656554544
Address of business or establishment or trade	

Figure 11 : Application view

The following options are available:

- **Attach Supporting Documents**
- **Edit Basic Information**
- **Edit Application**
- **Print**
- **Cancel**

The user can click on **Attach Supporting Document** to include the necessary supporting documents along with the application

Address of business or establishment or trade	
Country	India
State	West Bengal
District	Purba Bardhaman
Sub-division	Burdwan Sadar(North)

[Attach Supporting Document](#)
[Edit Basic Information](#)
[Edit Application](#)
[Print](#)
[Cancel](#)

Figure 12 : Attaching the Supporting Documents

Once the user selects the “**Attach Supporting Documents**” option the following screen is displayed.

Document View	Supporting Document Type	Supporting Document Name	Upload File
Not Uploaded	Photocopy of current rent receipt or challan or lease agreement from rent control or current Municipality/Corporation Property Tax receipt or bill *	Photocopy of current rent receipt or challan or le...	Upload
Not Uploaded	In case of rent free trading spaces,current consent letter in original,mentioning the area along with CE of the consenter doing any trade along with the current rent receipt *	In case of rent free trading spaces,current conse...	Upload
Not Uploaded	For partnership firm all partnership deeds(self attested) *	for partnership firm all partnership deeds(self atti...	Upload
Not Uploaded	Copy of agreement or certified copy of conveyance deed *	Copy of agreement or certified copy of conveyan...	Upload
Not Uploaded	For trading spaces in CO OP housing Society the consent letter from secretary of the CO OP society *	For trading spaces in CO OP housing Society the...	Upload
Not Uploaded	For trading spaces in govt housing estates,current clearance from housing manager *	For trading spaces in govt housing estates,curre...	Upload

Figure 13 : Upload Documents

All the mandatory documents are highlighted with the (*) asterisk symbol. The user may modify any documents if it is required. After clicking on the Modify button, the following screen is displayed.

Document View	Supporting Document Type	Supporting Document Name	Upload File
Not Uploaded	Photocopy of current rent receipt or challan or lease agreement from rent control or current Municipality/Corporation Property Tax receipt or bill *	Photocopy of current rent receipt or challan or le...	Upload
Not Uploaded	In case of rent free trading spaces,current consent letter in original,mentioning the area along with CE of the consenter doing any trade along with the current rent receipt *	In case of rent free trading spaces,current conse...	Upload
Not Uploaded	For partnership firm all partnership deeds(self attested) *	for partnership firm all partnership deeds(self atti...	Upload
Not Uploaded	Copy of agreement or certified copy of conveyance deed *	Copy of agreement or certified copy of conveyan...	Upload
Not Uploaded	For trading spaces in CO OP housing Society the consent letter from secretary of the CO OP society *	For trading spaces in CO OP housing Society the...	Upload
Not Uploaded	For trading spaces in govt housing estates,current clearance from housing manager *	For trading spaces in govt housing estates,curre...	Upload

Figure 14 : Upload Process

Clicking on **Upload** button, completes the uploading of document against the selected option.

The system acknowledges the successful uploading of the file by displaying the following message:

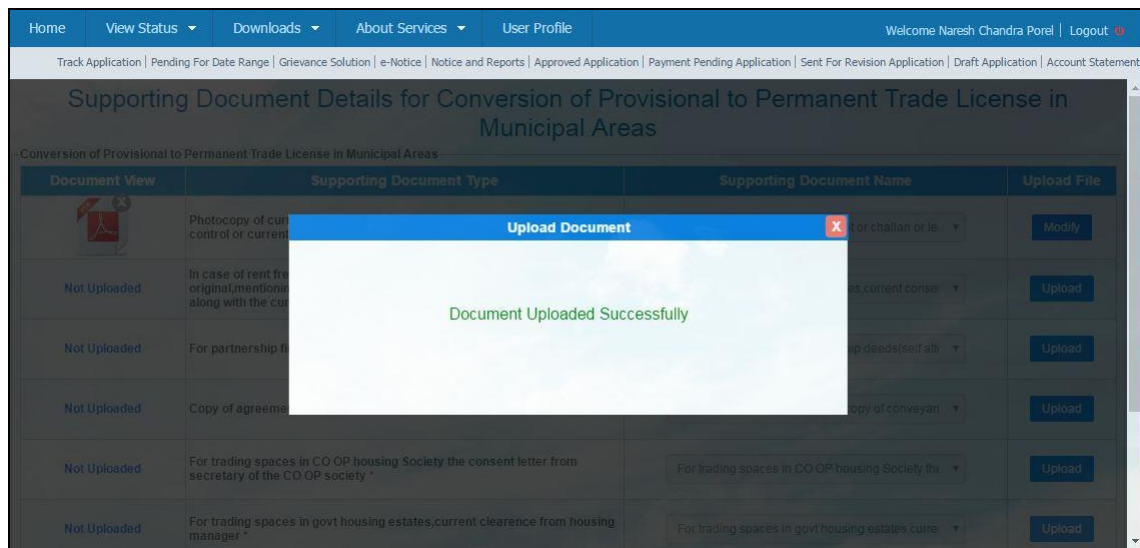


Figure 15 : Upload Confirmation for Document Upload

After upload the required documents. The user clicks on the Save & Next button to Proceed.

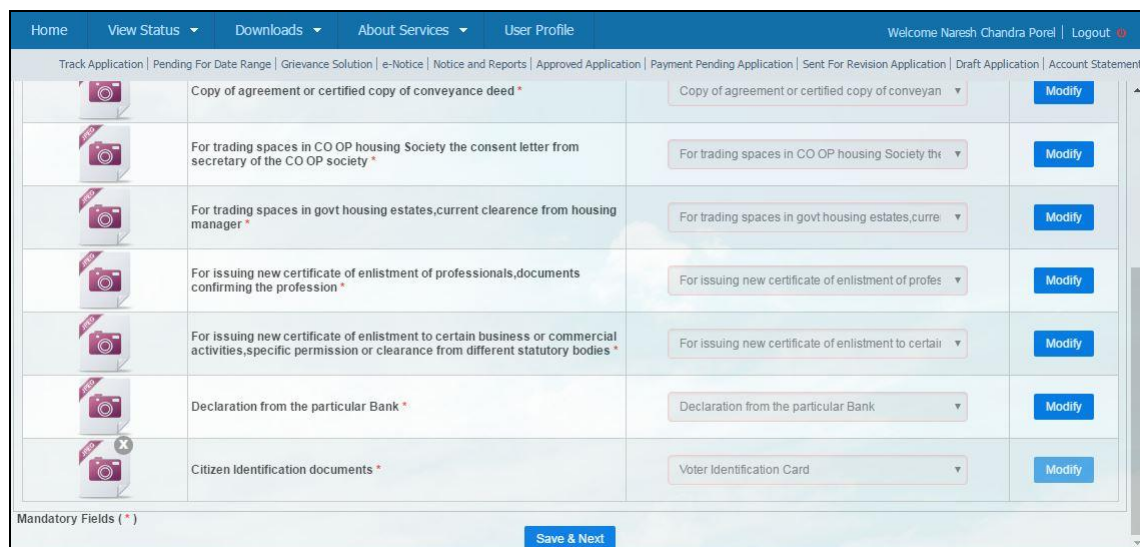


Figure 16 : Proceeding after Uploading Supporting documents

2.4.6 Final Application View and Final Submission

Once the uploading of all the necessary documents is complete the user needs to complete the application process finally and click on **Save and Next** to proceed further and then click on **Submit** button to submit the application finally as shown below:

Date of Application	06/11/2017
Date of Birth	22/06/1993
Age	23
Gender	Female
Mobile No	8888888888
E-mail	a@t.com
Aadhaar Card No	126656554544
Address of business or establishment or trade	

Supporting Document List	
	Photocopy of current rent receipt or challan or lease agreement from rent
	In case of rent free trading spaces, current consent letter in
	For partnership firm all partnership deeds (self attested)
	Copy of agreement or certified copy of conveyance deed
	For trading spaces in CO OP housing Society the consent letter from

Buttons: Submit, Edit Basic Information, Edit Application, Edit Supporting Document, Print, Cancel

Figure 17 : Final Application View and Submission

On Clicking **Submit** button, the application is submitted. The AIN is generated and displayed as Shown below:

Application Acknowledgment

Dear Ms. Aishwarya Rr Roy,
Thank you for using West Bengal e-District System.
Your application for Conversion of Provisional to Permanent Trade License in Municipal Areas under Government of West Bengal has been successfully submitted.

Application Summary

AIN	: 0109891703000222
Name of the Applicant	: Ms. Aishwarya Rr Roy
Date of the Application	: 06/11/2017
Address	: aa15, aa16, aa12, Post Office: aa14, Police Station: aa13, Purba Bardhaman , West Bengal, India Pin Code: 777777

For any query please contact your nearest Kiosk operator or the following contact details:

Figure 18 : AIN generated after finishing Application

3 Getting the Certificate for Conversion of Provisional to Permanent Trade License in Municipal Areas

In order to get the certificate for Conversion of Provisional to Permanent Trade License in Municipal Areas, the applicant (Citizen/ CSC/ Kiosk Operator) will have to login to the system again by typing the <site url> in the address bar of an internet browser and entering correct user id and password. The Home Page appears as below. In order to get the certificate, the applicant will have to click on 'Approved Application'.



Figure 19 : Home Page

The 'List of Approved Applications' page opens as below, where the applicant will have to select Department/ District Name, service name, Application Date Range from the list and click 'Search'.

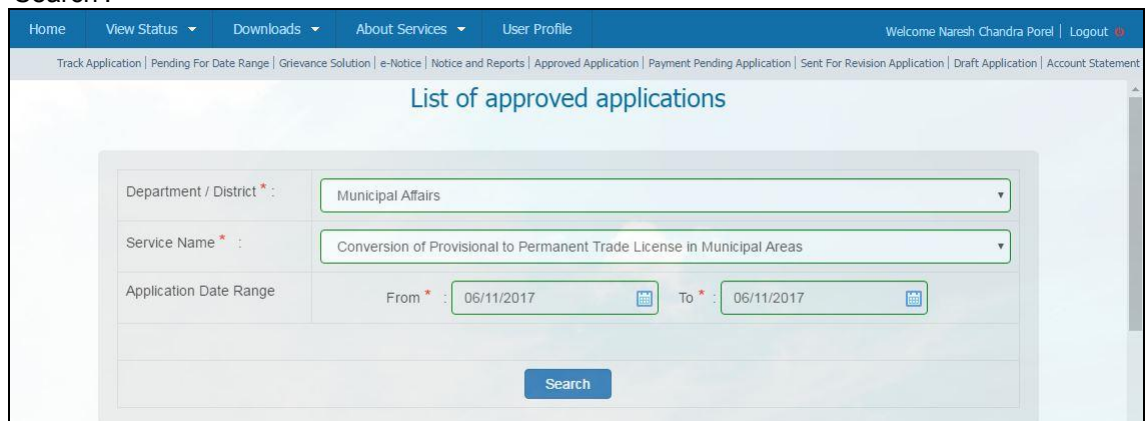


Figure 20 : Selecting the Service Name for List of Approved Applications

After the applicant clicks on 'Search' button, the list of approved applications for the service will be displayed as below:

Home

View Status

Downloads

About Services

User Profile

Welcome Naresh Chandra Porel

Logout

Track Application

Pending For Date Range

Grievance Solution

e-Notice

Notice and Reports

Approved Application

Payment Pending Application

Sent For Revision Application

Draft Application

Account Statement

Department / District

Municipal Affairs

Service Name

Conversion of Provisional to Permanent Trade License in Municipal Areas

Application Date Range

From

06/11/2017

To

06/11/2017

Search

AIN	Service Name	Applicant Name	Application Date	Application Status	Download Acknowledgement	View
0109891703000222	Conversion of Provisional to Permanent Trade License in Municipal Areas	Ms. Aishwarya Rr Roy	06/11/2017	Approved	Download	View

Figure 21 : List of Approved Applications

The user will have to click on the 'PDF' icon for a particular application to get the certificate for 'Conversion of Provisional to Permanent Trade License in Municipal Areas'.

PERMANENT CERTIFICATE FOR ENLISTMENT

The West Bengal Municipal Act, 1993
[See section 118]
(Duplicate to be filled up)

Burdwan Municipality
Burdwan Sadar(North), Purba Bardhaman

Trade License No. : 0617PD14170072 Dated : The 6th day of November, 2017

Year/ Years for which the certificate of enlistment relates 1st April, 2017 - 31st March, 2018.

The Board of Councillors of Burdwan Municipality hereby grant unto Ash, the proprietor of Aishwarya, residing and or carrying on or intending to carry on business at holdings premises No. 12234556666 in Ward No. aa12 and exercising or intending to exercise the profession, Trade or Callings of BOATING RESORT(WITH FOOD) this Permanent Certificate of enlistment under section 118 of the West Bengal Municipal Act, 1993 and acknowledge to have received in consideration therefore, an application fee of Rs. 1500 only.

This Certificate of enlistment will be in force until the 31st day of March, 2018 and to be produced at the time of renewal.

ULB
Burdwan Municipality

The authenticity of this document can be verified by accessing the URL: www.bardhaman.gov.in and then clicking on the "Verification of Digitally Signed Document" link and keying in the unique number - 0109891703000222.

Page : 1

Figure 22 : Certificate for Conversion of Provisional to Permanent Trade License in Municipal Areas

4 System Set-up

4.1 System Start up Parameters

NA

4.2 Master File Set-up

NA

4.3 Business Rules

As per the SRS

4.4 Print Set-up

NA

5 Application Details

5.1 Module Name

5.1.1 Function Name

NA

5.1.1.1 Purpose

NA

5.1.1.2 Menu Navigation

NA

5.1.1.3 User Group

NA

5.1.1.4 Form Layout

NA

5.1.1.5 Activation Options

NA

5.1.1.6 Form Description

NA

6 Reports / Query

6.1 Report / Query Title

NA

6.1.1 Selection Rules

NA

6.1.2 Description

NA

6.1.3 Report / Query Layout

NA

7 Interfaces

7.1 Interfaces to other systems

NA

7.2 Data Files Upload / Down Load

7.2.1 Description

NA

7.2.2 File Format

NA

8 Messages and Corresponding Action

NA

Bibliography

Glossary

Index