

**FAQ for Excel Upload Tool feature for  
Services under Department of Fire & ES**

**Version 2.2**

**Created On: 06-Oct-2020**

**Revised On: 10-Oct-2020**

## **FAQ for ExcelUploadTool of Fire Services**

### **1. What is the URL for Excel Upload tool portal?**

A: To access the Excel Upload tool portal, the user needs to visit the URL <https://edistrict.wb.gov.in/ExcelUploadTool/login.html>

**Note: The URL is case-sensitive.**

### **2. What is the link to access the citizen interface of WB eDistrict portal?**

A: Applicant can visit the citizen interface of WB eDistrict Portal by accessing the following URL

<https://edistrict.wb.gov.in/PACE/login.do>

**Note: The URL is case-sensitive.**

### **3. How to find the link to access the Excel Upload tool portal?**

A: Following steps must be followed:

- Visit the citizen interface of WB eDistrict Portal. (<https://edistrict.wb.gov.in/PACE/login.do>)
- Click on the Useful Links menu present in the extreme Left.
- Click on the Excel Upload Tool link. Excel Upload tool opens up in a new browser tab.

### **4. I intend to avail online services related to Fire License and Fire Safety from Fire & Emergency Department, Govt. of West Bengal. What should I do?**

A: Following 08 Services are provided to Citizens by Fire & Emergency Department vide the WB eDistrict portal, the G2C Service Delivery platform of Govt. of West Bengal. The list of these 8 services is as follows:

<b>Service Category</b>	<b>Name of the Service</b>
Services Related to Fire License	Grant of Fire License
	Renewal of Fire License
	Grant of Fire Crackers Selling License
	Renewal of Fire Crackers Selling License
Services Related to Fire Safety	Issuance of Fire Safety Recommendation (FSR)
	Issuance of Revised Fire Safety Recommendation (RSFR)
	Issuance of Fire Safety Certificate (FSC)
	Renewal of Fire Safety Certificate (RFSC)

**5. My previous License / Certificate obtained from F&ES department were issued in offline manner. How to upload legacy data pertaining to my license/certificate under WB eDistrict portal?**

A: WB eDistrict provides the Excel Upload tool feature using which an applicant can upload the legacy data. The following steps may be executed:

- Access the excel upload tool portal.
- Locate the link named "Download Excel Template" available in the menu at the top right corner
- Click on the desired Service Group and select the service to download the excel template for that particular service.
- Fill up the data in the Excel Template.
- Login as "Citizen", using individual credentials (created to access the citizen interface of WB eDistrict portal).
- Select the service and Upload the filled-up template back in the excel upload tool portal.

**6. The validity of my existing Fire License is over. I want to apply for the *Renewal of Fire License*. Can I get the same from West Bengal eDistrict portal?**

A: Yes. Existing holders of Fire License can be classified under two categories.

- a. Fire License issued through previous online portal (SSDG portal)
- b. Fire License issued manually by the authority

In both cases, existing Fire License holders can get the *Renewal of Fire License* from **West Bengal eDistrict portal**.

**7. My existing fire license was obtained through previous online portal (SSDG portal). I am trying to submit my application for renewal through the citizen interface of WB eDistrict portal (PACE) but the system is responding with "No Data Found" after I provide my existing Fire License Memo number?**

A: This can happen in case the data from old SSDG portal has not been migrated to WB eDistrict portal. In such a scenario, the license holder should take steps to upload the earlier record related to the existing Fire License using the relevant Excel file in the excel upload tool portal. Once the record is successfully processed, the License holder can then proceed with the renewal application through the citizen interface of WB eDistrict portal.

**8. Department authorities had issued a manual license in response to my earlier application related to the issuance of Fire License, the validity of which is now over. I am trying to submit**

**my application for renewal through the citizen interface of WB eDistrict portal (PACE) but the system is responding with “No Data Found” after I provide my existing Fire License Memo number?**

A: This happens because the data pertaining to the previous issuance of the License is not available with the WB eDistrict portal. In such a scenario, the license holder should take steps to upload the earlier record related to the existing Fire License using the Excel Upload Tool portal. Once the record is successfully processed, the License holder can then proceed with the renewal application through the citizen interface of WB eDistrict portal.

**9. I had renewed my Fire License offline with a three-year validity ending in Nov-2020. I am trying to renew the same via the West Bengal eDistrict Portal. However, while submitting the online application, I am getting the error message “No Data Found”. What needs to be done in this scenario?**

A: In this case since the license was issued manually by the authority, one has to upload the filled-up relevant excel template for the initial *Grant of Fire License and the subsequent Renewal of Fire License* in the ExcelUploadTool portal.

**10. The validity of my existing Fire Crackers Selling License is over. I need to apply for the *Renewal of Fire Crackers Selling License*. Can I get the same from West Bengal eDistrict portal?**

A: Yes. Existing holders of Fire Crackers Selling License can be classified under two categories.

- a. Holders for whom, Fire Crackers Selling License was issued through previous online portal (SSDG portal)
- b. Holders for whom, Fire Crackers Selling License was issued manually by the authority

In both cases, existing License holders can obtain the *Renewal of Fire Crackers Selling License* from **West Bengal eDistrict portal**.

**11. My existing fire crackers license was obtained through previous online portal (SSDG portal). I am trying to submit my application for renewal through the citizen interface of WB eDistrict portal (PACE) but the system is responding with “No Data Found” after I provide my existing Fire Crackers Selling License Memo number?**

A: This can happen in case the data from old SSDG portal has not been migrated to WB eDistrict portal. In such a scenario, the license holder should take steps to upload the earlier record related to the existing Fire Crackers Selling License using the relevant Excel file in the excel

upload tool portal. Once the record is successfully processed, the License holder can then proceed with the renewal application through the citizen interface of WB eDistrict portal.

**12. Department authorities had issued a manual license in response to my earlier application related to the issuance of Fire Crackers Selling License, the validity of which is now over. I am trying to submit my application through the citizen interface of WB eDistrict portal (PACE) but the system is responding with “No Data Found” after I provide my existing Fire Crackers Selling License Memo number?**

A: This happens because the data pertaining to the previous issuance of the License is not available with the WB eDistrict portal. In such a scenario, the license holder should take steps to upload the earlier record related to the existing Fire Crackers Selling License using the Excel Upload Tool portal. Once the record is successfully processed, the License holder can then proceed with the renewal application through the citizen interface of WB eDistrict portal.

**13. I had renewed my Fire Crackers Selling License offline whose validity is ending in Nov-2020. I am trying to renew the same via the West Bengal eDistrict Portal. However, while submitting the online application, I am getting the error message “No Data Found”. What needs to be done in this scenario?**

A: In this case since the license was issued manually by the authority, one has to upload the filled-up relevant excel template for the initial *Grant of Fire Crackers Selling License and the subsequent Renewal of Fire Crackers Selling License* in the ExcelUploadTool portal.

**14. My existing FSR was obtained through previous online portal (SSDG portal). I am trying to submit my application for RFSR through the citizen interface of WB eDistrict portal (PACE) but the system is responding with “No Data Found” after I provide my existing FSR Memo number?**

A: This can happen in case the data from old SSDG portal has not been migrated to WB eDistrict portal. In such a scenario, the applicant should take steps to upload the earlier record related to the existing FSR using the Excel file in the excel upload tool portal. Once the record is successfully processed, the applicant can then proceed with the renewal application i.e. application for RFSR, through the citizen interface of WB eDistrict portal.

**15. My FSR was issued manually by the authorities. Can I obtain the FSC online via West Bengal eDistrict Portal?**

A: Yes. However, since the earlier FSR was issued manually, the applicant should take steps to upload the earlier record related to FSR using the relevant Excel file in the excel upload tool portal. Once the record is successfully processed, the applicant can proceed with the FSC application through the citizen interface of WB eDistrict portal.

**16. My FSR was issued online via the SSDG portal. Can I obtain the FSC online via West Bengal eDistrict Portal??**

A: Yes. Since the earlier FSR was issued online, the applicant should take steps to check whether the details are available under the **Issuance of Fire Safety Certificate** service of WB eDistrict portal. If the record is available, then the applicant can proceed with filling up of online application straight away. Else, the applicant should take steps to upload the earlier record related FSR using the relevant Excel file in the excel upload tool portal. Once the record is successfully processed, the applicant can proceed with the FSC application through the citizen interface of WB eDistrict portal.

**17. My FSR was issued online via the SSDG portal. Can I obtain the RFSC online via West Bengal eDistrict Portal??**

A: Yes, this is possible, provided the applicant has a valid FSC issued either in the online or offline mode by the department.

**18. What will be the status of the application after the Legacy data of any service is uploaded successfully vide the ExcelUploadTool?**

A: Every Legacy application uploaded through ExcelUploadTool will have a status as **Approved** by default.

**19. Whether any certificate will be generated once an application is uploaded successfully through ExcelUploadTool?**

A: No certificate will be generated through ExcelUploadTool on any successful upload. Applicant would be provided with a File number which can be used for knowing the further status of the data submitted.

**20. What should I do with the File number generated after every upload for any service in the ExcelUploadTool?**

A: One has to note down the File number generated, to get the Log file against the same file number under File Status tab after 24 hrs.

**21. What is to be done if you have uploaded an excel file successfully for any service by mistake through ExcelUploadTool?**

A: One has to raise a call in CATS mentioning the same with the AIN (Application Identification Number) generated, so that the application can be cancelled.

**22. How to understand whether my data has been successfully registered under WB eDistrict portal and I can avail a service from the WB eDistrict portal?**

A: Applicant should re-visit the Excel Upload Tool portal after 24 hours post the successful upload, in-order to verify the status. The status can be tracked using the File Number generated during the submission of the filled-up excel template. Following cases may arise:

- A Log file is generated confirming the upload
- The Log file shows error in a row wise manner in relation to the data provided in the main sheet (i.e. Application Details) of the corresponding Excel file for the service. Only check the row which had your data in the main sheet and ignore errors shown against rest of the rows.

**23. What needs to be done, if I get an error message in the Log file?**

A: One has to perform the required changes in the excel file according to the error mentioned in the Log file and then upload the revised excel template in the ExcelUploadTool again.

**24. Where should I check for the Log file?**

A: To check the Log file: Login to Excel Upload Tool portal and go to Home -> File Status.

**25. What to do if any value of any field of any service is found to be wrong after successful upload?**

A: One has to raise a call in CATS mentioning the fields along with its actual value. The relevant certificate also needs to be attached while raising such call. The necessary update shall be done accordingly by the back-end support team.

**26. I want to renew my Fire Crackers selling License. For which CATS team has asked me to submit my legacy data using Excel Template for Fire Crackers Selling License. Which excel template should I use?**

A: In this scenario the following steps may be followed:

- Visit the Excel Upload Tool portal.
- Download the corresponding excel template (Blank Template file). For this case, go to the Download Excel Template link and then select Fire & ES, and click on Fire Crackers Selling License to download the template.

**27. I want to renew my Fire License. For which CATS team has asked me to submit my legacy data using Excel Template for Fire License. Which excel template should I use?**

A: In this scenario the following steps may be followed:

- Visit the Excel Upload Tool portal.
- Download the corresponding excel template (Blank Template file). For this case, go to the Download Excel Template link and then select Fire & ES, and click on Grant of Fire License to download the template.

**28. I want to renew my Fire Crackers Selling License. My previous Fire Crackers Selling License was issued and renewed in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for Fire Crackers Selling License. Which excel template should I use?**

A: In this scenario the template for **Fire Crackers Selling License** should be downloaded and used to submit the data.

**29. I want to renew my Fire License. My previous Fire License was issued and renewed in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for Fire License. Which excel template should I use?**

A: In this scenario the template for **Grant of Fire License** should be downloaded and used to submit the data.

**30. I want to obtain FSC against a FSR which was issued in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for FSR. Which excel template should I use?**

A: In this scenario the template for **Fire Safety Recommendation** should be downloaded and used to submit the data.

**31. I want to obtain RFSC against a FSC which was issued in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for FSR and FSC. Which excel template should I use?**

A: In this scenario the template for **Fire Safety Recommendation** should be downloaded and used to submit the data for the already available FSR. Then the template for FSC should be downloaded to upload the data for existing FSC.

**32. I want to obtain RFSR against an earlier RFSR which was issued in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for the earlier FSR and RFSR. Which excel template should I use?**

A: In this scenario the template for **Fire Safety Recommendation** should be downloaded and used to submit the data for the already available FSR and RFSR.

To upload data for RFSR, the User needs to select Revised in the REGISTRATION/REVISED column of the Main Sheet i.e. the Application Details sheet of the excel template.

**33. I want to obtain RFSR against an earlier RFSR which was issued in an offline manner. I got in touch with CATS team and they asked me to submit my previous data using Excel Template for the earlier FSR and RFSR. Do I need to upload two Excel files?**

A: No, the data can be uploaded via a single uploaded file. Download the template for **Fire Safety Recommendation** and use it to submit the data for the already available FSR and RFSR.

**34. I want to obtain RFSC against a FSC which was issued in an offline manner. I got in touch with CATS team and they asked me to submit my previous FSR, RFSR and FSC using Excel Template for FSR. Do I need to upload two Excel files?**

A: Yes, the data for the already available FSR and RFSR can be uploaded using the Excel Template for Fire Safety Recommendation. Data for the earlier FSC has to be uploaded via the excel template for Fire Safety Certificate.

**35. I want to avail a Fire License/Fire Crackers Selling License / FSR online for the first time. Do I need to use the Excel upload utility?**

A: In all the above cases for obtaining **New Fire License/Fire Crackers Selling License / FSR**, application can be directly submitted through the citizen interface of the WB eDistrict portal (PACE). The following table may be referred:

Name of Service	Remarks
Grant of Fire License	For obtaining New Fire License (First time issuance in online mode)
Grant of Fire Crackers Selling License	For obtaining New Fire Crackers Selling License (First time issuance in online mode)
Issuance of Fire Safety Recommendation (FSR)	For obtaining New Fire Safety NOC (First time issuance in online mode)

**36. What are the services, for which I can use the Excel Upload tool to upload legacy data of services related to Dept. of Fire & ES, Govt. of West Bengal?**

A: Following table may be referred to:

Service Category	Name of the Service	Legacy Upload possible using Excel Upload Tool
Services Related to Fire License	Grant of Fire License	No
	Renewal of Fire License	Yes
	Grant of Fire Crackers Selling License	No
	Renewal of Fire Crackers Selling License	Yes
Services Related to Fire Safety	Issuance of Fire Safety Recommendation (FSR)	No
	Issuance of Revised Fire Safety Recommendation (RSFR)	Yes
	Issuance of Fire Safety Certificate (FSC)	Yes
	Renewal of Fire Safety Certificate (RFSC)	Yes

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