User Manual on Settlement of Dispute cases by the Registrar of Co-operative Societies for State-wise Rollout of e-District MMP in West Bengal
User Manual

On

Settlement of Dispute cases by the Registrar of Co-operative Societies

For

State-wise Roll Out of e-District MMP in West Bengal

Prepared By:
TCS Ltd., Kolkata
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</tbody>
</table>
# Table of Contents

1  INTRODUCTION ........................................................................................................... 10

    1.1 Application Overview .......................................................................................... 10

    1.2 Functional Scope of the System ......................................................................... 10

    1.3 User Role and Access Rights ............................................................................. 10

    1.4 Document Usage Description .......................................................................... 10

    1.5 Related Documents ....................................................................................... 10

    1.6 Customer Support ......................................................................................... 10

    1.7 Acronyms and Abbreviations ........................................................................... 11

2  SETTLEMENT OF DISPUTE CASES BY THE REGISTRAR OF CO-OPERATIVE SOCIETIES– APPLICATION PROCESS ........................................................................... 12

    2.1 Login to the Application .................................................................................. 12

    2.2 Home Page ..................................................................................................... 13

    2.3 Instruction and Requirements of Settlement of Dispute cases by the Registrar of Co-operative Societies .................................................................... 13

    2.4 Settlement of Dispute cases by the Registrar of Co-operative Societies ....... 15

    2.5 Address of Applicant ................................................................................... 16

    2.5.1 Area of operation or membership and Details of Primary Plaintiff or Applicant ................................................................. 18

    2.5.2 Details of Primary Defendant or Respondent ............................................ 19

    2.5.3 Dispute Details ............................................................................................ 20

    2.5.4 Application View and Attaching Supporting Documents ........................................... 21

    2.5.5 Final Application View and Final Submission ....................................... 24

3  TRACK APPLICATION FOR SETTLEMENT OF DISPUTE CASES BY THE REGISTRAR OF CO-OPERATIVE SOCIETIES ........................................................................... 26

4  SYSTEM SET-UP ........................................................................................................ 27

    4.1 System Start up Parameters ............................................................................. 27

    4.2 Master File Set-up ........................................................................................... 27

    4.3 Business Rules ................................................................................................ 27

    4.4 Print Set-up ..................................................................................................... 27

5  APPLICATION DETAILS ......................................................................................... 28

    5.1 Module Name .................................................................................................... 28

    5.1.1 Function Name ............................................................................................ 28

    5.1.1.1 Purpose .................................................................................................. 28

    5.1.1.2 Menu Navigation ..................................................................................... 28

    5.1.1.3 User Group ............................................................................................. 28

    5.1.1.4 Form Layout .......................................................................................... 28

    5.1.1.5 Activation Options .................................................................................. 28

    5.1.1.6 Form Description ................................................................................... 28

6  REPORTS / QUERY ............................................................................................... 29

    6.1 Report / Query Title ........................................................................................ 29

    6.1.1 Selection Rules ............................................................................................. 29

    6.1.2 Description .................................................................................................. 29

    6.1.3 Report / Query Layout ............................................................................... 29

7  INTERFACES ............................................................................................................. 30

    7.1 Interfaces to other systems ........................................................................... 30

    7.2 Data Files Upload / Down Load ...................................................................... 30

    7.2.1 Description ................................................................................................ 30

    7.2.2 File Format ................................................................................................ 30

8  MESSAGES AND CORRESPONDING ACTION ......................................................... 31
List of Figures

Figure 1: West Bengal e-District Login Page .................................................................................. 12
Figure 2: Home Page .................................................................................................................. 13
Figure 3: Instruction and Requirements of Settlement of Dispute cases by the Registrar of Co-operative Societies page 1 ......................................................................................... 14
Figure 4: Instruction and Requirements of Settlement of Dispute cases by the Registrar of Co-operative Societies page 2 .......................................................................................... 14
Figure 5: Applicant’s Basic Information .................................................................................... 15
Figure 6: Address of Applicant .................................................................................................. 16
Figure 7: Area of operation or membership and Details of Primary Plaintiff or Applicant .......... 18
Figure 8: Details of Primary Defendant or Respondent ............................................................... 19
Figure 9: Dispute Details .......................................................................................................... 20
Figure 10: Application View ...................................................................................................... 21
Figure 11: Uploading Supporting Documents .......................................................................... 22
Figure 12: Upload Process ........................................................................................................ 22
Figure 13: Upload Confirmation for Document Upload ............................................................ 23
**Figure 14: Application View and Submitting Application** ..................................................... 24
Figure 15: Generate AIN ......................................................................................................... 25
Figure 16: Track Application Option for Application under Applicant Login ......................... 26
Figure 17: Track Application .................................................................................................... 26
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 for electronification of the Settlement of Dispute cases by the Registrar of Co-operative Societies. Scope of the system mainly includes application submission, Approval, Certificate Generation and Report Generation Process. The System also allows the status inquiry for the application Submitted and maintaining of an Electronic Register.

System will be accessed at following places for Settlement of Dispute cases by the Registrar of Co-operative Societies.

• CSC
• Kiosks
• Citizen Portal

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

1.3 Document Usage Description

This User Manual describes the step-wise process for Settlement of Dispute cases by the Registrar of Co-operative Societies 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 (Chief Arbitrator, State Register and Sub-ordinate Officer) approve or reject or send back the application after verification.

1.4 Related Documents

Software Requirement Specifications

1.5 Customer Support

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1.6 Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADM(G)</td>
<td>Additional District Magistrate</td>
</tr>
<tr>
<td>AIN</td>
<td>Application Identification Number</td>
</tr>
<tr>
<td>ALC</td>
<td>Assistant Labour Commissioner</td>
</tr>
<tr>
<td>AR</td>
<td>Additional Registrar</td>
</tr>
<tr>
<td>ASO</td>
<td>Assistant Statistical Officer</td>
</tr>
<tr>
<td>BCW</td>
<td>Backward Class Welfare</td>
</tr>
<tr>
<td>BCWI</td>
<td>Backward Class Welfare Inspector</td>
</tr>
<tr>
<td>BDO</td>
<td>Block Development Officer</td>
</tr>
<tr>
<td>BI</td>
<td>Block Inspector</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>CSC</td>
<td>Common Service Centre</td>
</tr>
<tr>
<td>DA</td>
<td>Dealing Agent</td>
</tr>
<tr>
<td>DTO</td>
<td>District Level Treasury Officer</td>
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<tr>
<td>DM</td>
<td>District Magistrate</td>
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<tr>
<td>E-District</td>
<td>Electronic District</td>
</tr>
<tr>
<td>EO</td>
<td>Enquiry Officer</td>
</tr>
<tr>
<td>ETaal</td>
<td>Electronic Transaction Aggregation &amp; Analysis Layer</td>
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<tr>
<td>LWFC</td>
<td>Labour Welfare Facilitation Centre</td>
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<tr>
<td>MED</td>
<td>Municipal Engineering Directorate</td>
</tr>
<tr>
<td>MMP</td>
<td>Mission Mode Project</td>
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<tr>
<td>MSDG</td>
<td>Mobile Services Delivery Gateway</td>
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<tr>
<td>RLO</td>
<td>Regional Labour Offices</td>
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<td>SDC</td>
<td>State Data Centre</td>
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<td>SDO</td>
<td>Sub-Divisional Officer</td>
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<tr>
<td>SMS</td>
<td>Short Messaging Service</td>
</tr>
<tr>
<td>SRS</td>
<td>Software Requirement Specifications</td>
</tr>
<tr>
<td>SSDG</td>
<td>State e-Governance Services Delivery Gateway</td>
</tr>
<tr>
<td>SWAN</td>
<td>State Wide Area Network</td>
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<tr>
<td>UAIA</td>
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<td>ULB</td>
<td>Urban Local Bodies</td>
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WB e-District application notifies the applicant about the status of the application via SMS and email. Similarly the approver gets notification from the system for the pending applications.
Settlement of Dispute cases by the Registrar of Co-operative Societies– 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:

![Login Page](image)

**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 homepage 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 column. The Settlement of Dispute cases by the Registrar of Co-operative Societies is a service under the Co operation Category as shown below:

![Home Page]

Figure 2: Home Page

2.3 Instruction and Requirements of Settlement of Dispute cases by the Registrar of Co-operative Societies

To apply for Settlement of Dispute cases by the Registrar of Co-operative Societies, 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:
To proceed with the application the user needs to selecting the check box ‘I hereby authorise the approving authority of the applied service to view my Aadhaar and other personal information as provided during submission of application’ click on Apply button.

Upon clicking the Apply Button the following screen appears:
2.4 Settlement of Dispute cases by the Registrar of Co-operative Societies

The user should enter the Applicant’s Basic Information which are briefly described below:

- **Salutation:**
  This is a mandatory drop-down field. The applicant has to select the Salutation from the drop-down list.

- **First Name:**
  This is a mandatory text box field. The applicant has to manually enter the first name in this text box.

- **Middle Name:**
  This is an optional text field. The applicant has to manually enter the middle name in this text box if required.

- **Last Name:**
  This is an optional text box field. The applicant has to manually enter the last name in this text box if required.

- **Date of Application:**
  This is a mandatory date field. The field automatically takes system date and time.

- **Mobile No.:**
  This is a mandatory numeric field. The applicant has to manually enter the ten digit mobile number in this text box.

- **E-mail:**
  This is an optional text box field. The applicant has to manually enter the e-mail ID in this text box if required.

- **Aadhaar Card No.:**
  This is an optional text box field. The applicant has to manually enter the aadhaar number in this text box if required.

Figure 5: Applicant’s Basic Information
2.5 Address of Applicant

The next Section is designed to capture the Address of applicant for the user. The important fields are mentioned below:

- **Country:**
  This is a mandatory drop-down field. Since, the address of registered office of the association should always be in **India, the Country field is set as India by default.**

- **State:**
  This is a mandatory drop-down field. Since, the address of registered office of the association should always be in **West Bengal, the State field is set as West Bengal by default.**

- **District:**
  This is a mandatory drop-down field. The applicant has to select the district from the drop-down list.

- **Sub-division:**
  This is a conditional mandatory drop-down field. The list appears as per the district selected. The applicant has to select the sub-division from the list.

- **Rural or Urban:**
  This is a mandatory drop-down field. The applicant has to select either rural or urban from the list for the present address.

- **Block/ Municipality/ Corporation:**
  This is a conditional mandatory drop-down field. The applicant has to select either block or municipality or corporation from the list for the present address. If the applicant has selected ‘Rural’ for the previous field, it will only display ‘Block’, but if the applicant has selected ‘Urban’ for the previous field, it will display ‘Municipality / Corporation’.
• **Block/ Municipality/ Corporation Name:**
This is a conditional mandatory field. The list displays the names of block/ municipality/ corporation as per the sub-division selected. The applicant has to select the appropriate name from the list.

• **Village or Word:**
This is an optional text box field. The applicant has to manually enter the name of the village or word in this text box.

• **Police Station:**
This is an optional text box field. The applicant has to manually enter the name of the Police Station in this text box.

• **Post Office:**
This is an optional text box field. The applicant has to manually enter the name of the Post Office in this text box.

• **Enter Address Line1:**
This is a mandatory text box field. The applicant has to manually enter the address line 1 in this text box.

• **Enter Address Line2:**
This is an optional text box field. The applicant has to manually enter the Address Line 2, if required.

• **Pin Code:**
This is a mandatory numeric field. The applicant has to manually enter the 6 digit pin code in this field.

• **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.
2.5.1 Area of operation or membership and Details of Primary Plaintiff or Applicant

The user should enter the details of and Details of Primary Plaintiff or Applicant which are briefly described below:

- **Type of Plaintiff(Applicant):**
  This is a mandatory drop-down field. The applicant has to select the type of applicant from the drop-down list.

- **Designation of the Applicant:**
  This is a mandatory drop-down field. The applicant has to select the designation of the applicant from the drop-down list.

- **Registration Number of Society or Bank:**
  This is a mandatory field. The applicant needs to enter the Registration No. of Co-operative society.

- **Address of Applicant:**
  This is a mandatory text box field. The applicant has to manually enter the address of applicant in this text box.

- **Pin code:**
  This is a mandatory numeric field. The applicant has to manually enter the 6 digit pin code of the applicant in this field.

- **E-mail ID for Correspondence:**
  This is a mandatory text box field. The applicant has to manually enter the e-mail ID in this text box.
• **Mobile Number for Correspondence**
  This is a mandatory numeric field. The applicant has to manually enter the ten digit mobile number in this text box.

### 2.5.2 Details of Primary Defendant or Respondent

**Figure 8: Details of Primary Defendant or Respondent**

- **Type of Defendant:**
  This is a mandatory drop-down field. The applicant has to select the type of defendant from the drop-down list.

- **Registration Number of Society or Bank:**
  This is a mandatory field. The applicant needs to enter the Registration No. of Co-operative society.

- **Address of Defendant:**
  This is a mandatory text box field. The applicant has to manually enter the address of defendant in this text box.

- **Pin code:**
  This is a mandatory numeric field. The applicant has to manually enter the 6 digit pin code of the defendant in this field.

- **E-mail ID:**
  This is a mandatory text box field. The applicant has to manually enter the e-mail ID in this text box.

- **Mobile Number:**
  This is a mandatory numeric field. The applicant has to manually enter the ten digit mobile number in this text box.
2.5.3 Dispute Details

The applicant / operator have to fill the dispute details. All fields marked with asterisk are mandatory.

- **Dispute Type:**
  This is a mandatory drop-down field. The applicant has to select the type of dispute from the drop-down list.

- **Amount of Claim(Rs):**
  This is a mandatory numeric field. The applicant has to enter the claim amount in this field.

- **Whether any prayer for interlocutory Order:**
  This is a mandatory drop-down field. The applicant has to select the proper option (yes/no) from the drop-down list.

- **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.

- **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.

- **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.
2.5.4 Application View and Attaching Supporting Documents

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

![Application View](image)

**Figure 10: 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.
All the mandatory documents are highlighted with the (*) asterisk symbol. The user needs to click on the Upload button and then select the file to upload as shown below:

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 13: Upload Confirmation for Document Upload
2.5.5 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:

![Figure 14: Application View and Submitting Application](image)

On Clicking Submit button, the application is submitted. The AIN is generated and displayed as shown below:
The user should note down the AIN and then click on **Finish** button to complete the process and is directed to the Home Screen. The applicant may print the Application Acknowledgement page containing the AIN no by clicking on the **Print** button.

**Figure 15: Generate AIN**
3 Track Application for Settlement of Dispute cases by the Registrar of Co-operative Societies

The applicant (Citizen/ CSC/ Kiosk Operator) will have to login to the system again by typing the 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 ‘Track Application’.

![Track Application Option for Application under Applicant Login](image1.png)

**Figure 16: Track Application Option for Application under Applicant Login**

The ‘Track Applications’ page opens as below, where the applicant will have to enter the Application Identification Number and Click Search Application.

![Track Application](image2.png)

**Figure 17: Track Application**
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
Glossary
Index