

GOVERNMENT OF WEST BENGAL
LABOUR DEPARTMENT
EAST INDIA HOUSE, 20B ABDUL HAMID STREET (2ND. FLOOR),
KOLKATA – 700 069

No: 01 – GE
G/4P-15/15

Date : 04-01-2016

ORDER

Government of West Bengal has decided to introduce a citizen centric, inclusive, efficient and transparent work environment through re-engineering of existing processes by leveraging the use of Information & Communication Technology (ICT). e- District project has been envisaged by GoWB as enabler for automation of workflow and internal processes of District Administration for providing services to the citizens. The e-District Project roll-out in State is expected to Go-Live with effect from 14-01-2016. The present manual process for delivering services will also continue till the new electronic process matures and relevant Acts/Rules/Government Notifications/ Orders already in force pertaining to the services shall be followed. Amendments, changes, modifications, etc. in the existing relevant Acts and Rules, if so required, will be incorporated in due course. For e-District project, the re-engineered process flow of the following services as detailed below will be followed.

List of Services to be rolled out under Labour Department:

1. **Registration of Shops and Establishments**
2. **Renewal of Registration of Shops and Establishments**
3. **Notice of Change in Registration Certificate of Shops and Establishment**
4. **Building and Other Construction Workers' Beneficiary Registration.**
5. **Building and Other Construction Workers' Subscription collection**
6. **Transport Workers Beneficiary Registration**
7. **Transport Workers' Beneficiary Registration Renewal**
8. **Building and Other Construction Workers Benefit Disbursement**

Channels for on-line Application:

Application from citizen shall be acceptable in electronic form through

- 1) Web/ internet (<https://edistrict.wb.gov.in>)
- 2) Citizen kiosk constructed at the District HQ and the outline Sub-division HQs
- 3) Any of the Common Service Centres (Tathya- Mitra Kendras)

The Government officials shall accept application coming from any of the above mentioned channels.

The process for providing the service to the citizen will be followed as mentioned below.

The processes for providing the above mentioned eight services are mostly automated except signing and handing over the hard copy of downloaded application and collection of certificate wherever necessary, ensuring more transparent and efficient delivery of services.

The service wise detailed work flow along with the Actor wise responsibility is narrated below:

