User Manual On Issuance of Record of Title (Mutation) by NKDA for State-wise Rollout of e-District MMP in West Bengal



TCS LTD

User Manual On Issuance of Record of Title (Mutation) by NKDA 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-DistrictUser-Manual
Version No.	0.1
Prepared By	TCS Limited
Release Date	
Template Effective Date	28 th December, 2001
Template Version	05

Revision Control Information

File Name	:	WB_eDistrict_User_Manual_Applicant_Issuance_of_Record_of_Title_(Mutation) by_NKDA_0.1
File Creation Date	:	
Author(s) Approver(s)	:	Naresh Chandra Porel Tarun Kar

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

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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 Issuance of Record of Title (Mutation) by NKDA. Scope of the system mainly includes Issuance of the Record and approval Generation by following approved workflow. 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 the Issuance of Record of Title (Mutation) by NKDA

- CSC
- Kiosks
- Citizen Portal

Approval of the application will be done at NKDA. 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

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Kole	Create	Read	Update	Delete	
CEO	X	 Submitted Request 	Write Comment	Х	
Estate Manager	Х	Submitted Request	• Approve / Sent Back / Reject	Х	
Finance Officer	Х	Submitted Request	Write Comment	Х	
Superviso r	Х	Submitted Request	Write Comment	Х	
Kiosk/CS C/ Citizen	• New Request	Saved RequestRequest Status	 Save Draft Request Update documents for sent back application 	Х	

1.4 Document Usage Description

This User Manual describes the step-wise process for Issuance of Record of Title (Mutation) by NKDA 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 (SUP, EM, CEO, FO) approve or reject or send back the application after verification.

1.5 Related Documents

Software Requirement Specifications

1.6 Customer Support

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1.7 Acronyms and Abbreviations

ADM(G)	Additional District Magistrate	
AIN	Application Identification Number	
ALC	Assistant Labour Commissioner	
AR	Additional Registrar	
ASO	Assistant Statistical Officer	
BCW	Backward Class Welfare	
BCWI	Backward Class Welfare Inspector	
BDO	Block Development Officer	
BI	Block Inspector	
CEO	Chief Executive Officer	
CSC	Common Service Centre	
DA	Dealing Agent	
DTO	District Level Treasury Officer	
DM	District Magistrate	
E-District	Electronic District	
EO	Enquiry Officer	
ETaal	Electronic Transaction Aggregation & Analysis Layer	
LWFC	Labour Welfare Facilitation Centre	
MED	Municipal Engineering Directorate	
MMP	Mission Mode Project	
MSDG	Mobile Services Delivery Gateway	
RLO	Regional Labour Offices	
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	
ULB	Urban Local Bodies	
WEBEL	West Bengal Electronic Industry Development Corporation Limited	

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.

2 Issuance of Record of Title (Mutation) by NKDA– 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:



Figure 2.1: 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. Issuance of Record of Title (Mutation) by NKDA is a service under the Department Category as shown below:

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Figure 2.2: Home Page

2.3 Apply to Services

Click on 'Apply to Services' to view the list of services under different modules. The user needs to select the proper services

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Figure 2.3: Apply to services

2.4 Apply for Issuance of Record of Title (Mutation) by NKDA

To apply for Issuance of Record of Title (Mutation) by NKDA, 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:

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Figure 2.4: Instruction and Requirements Issuance of Record of Title (Mutation) by NKDA Page-1



Figure 2.5: Instruction and Requirements Issuance of Record of Title (Mutation) by NKDA Page-2

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



Figure 2.6: Applicants Applying for Issuance of Record of Title (Mutation) by NKDA

2.5 Applicant's Basic Information

Upon clicking the Apply Button the following screen appears:

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Figure 2.7: Entering Applicant's Basic Information

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

• Salutation:

This is a mandatory field. The applicant has to selected the salutation(Mr./ Mrs./Dr. Etc.) from the drop-down list.

• First Name:

This is a mandatory text box field. The applicant has to manually enter the address 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 Birth:

This is a mandatory date field. The applicant has to select the date of birth in this text box.

• Age:

The field will display the age of then applicant as calculated from date of birth.

• Gender:

This is a mandatory drop-down field. The applicant has to Select the gender from drop down list.

• 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.

2.5.1 Address of the Property

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Figure 2.8: Address of the Property

The next Section is designed to capture the Address of Site Details 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.

• 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.

• Action Area:

This is a mandatory numeric field. The applicant has to manually enter the action area 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.

2.5.2 Communication Address

The user is then required to enter the Postal Address of the applicant. The option '**Same as Previous Address**' is applicable. The user may select the option if suitable. Else the user can proceed to enter the Postal address which is different from the previous address. The following screen displays the option when the user Checks the option '**Same as Previous address**'. The system populates the previously entered address data appropriately.

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Figure 2.9: Communication Address

2.5.3 Communication Number and Property Details

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			Area of the Property		

Figure 2.10: Communication Number and Property Detail

• Office:

This is an optional numeric field. The applicant has to manually enter the office number in this field.

• Residence:

This is an optional numeric field. The applicant has to manually enter the residence number in this field.

• Type of the Property:

This is a mandatory drop-down field. The applicant has to select the type of property from the drop-down list.

• Premise Number:

This is a mandatory numeric field. The applicant has to manually enter the premise number in this field.

• Deed Value:

This is a mandatory numeric field. The applicant has to manually enter the deed value in this field.

2.5.4 Area of the Property and Purpose of application

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		Rec	orded owners detail	5		

Figure 2.11: Area of the Property and Purpose of application

• Total Area:

This is an optional numeric field. The applicant has to manually enter the area in this field.

• Purpose of the application:

This is a mandatory drop-down field. The applicant has to select the type of purpose from the drop-down list.

• Availability of RoT:

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

2.5.5 Recorded Owners Details and Previous Owners Details

The user can then enter the Recorded Owners Details as depicted below:

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Figure 2.12: Recorded Owners Details (Scrolled View)

Issuance of Record of Title (Mutation) by NKDA

West Bengal e-District

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Figure 2.13: Previous Owners Details (Scrolled View)

2.5.6 Person or Body or Organization etc. liable to Property Tax

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Figure 2.14: Person or Body or Organization etc. liable to Property Tax (Scrolled View)

West Bengal e-District

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Figure 2.15: Cooperative Member Details (Scrolled View)

2.5.7 Other Details

West Bengal e-District

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Figure 2.16: Other Details (Scrolled View)

• 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.

2.5.8 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.

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Figure 2.17: 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.

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Figure 2.18: Attaching the Supporting Documents

Once the user selects the option the following screen is displayed:

West Bengal e-District

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Figure 2.19: Uploading Supporting Documents

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:

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Figure 2.20: 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:

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Figure 2.21: Upload Confirmation for Document Upload

2.5.9 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:

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Aure	27	
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	Supporting Document List	

Figure 2.22: Application View

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Figure 2.23: Submitting completed Application

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

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		Date of the Application	: 06/00/2017			
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Figure 2.24: Generate AIN

The user should note down the AIN and then click on **Finish** button to complete the process and is directed to the Home Screen.



Figure 2.25: Finishing Application Process

3 Hearing Application

Once the applicant gets the confirmation over SMS regarding the Hearing, the applicant attend the hearing process. For this, the applicant needs to Re-login to the e-District application

The applicant 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:



Figure 3.1: 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**.

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Figure 3.2: Hearing Notice Option for Application under Applicant Login

3.1 Selecting a Service for Hearing Notice

On selecting the option the following screen appears.

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Figure 3.3: Hearing Ready Applications for a Service under Applicant Login

3.2 Hearing Notice Page

The user will have to click on the 'PDF' icon for a application to get the 'FORM C'.

FORMC
(See Regulation 9)
NOTICE OF HEARING FOR RECORDING TITLE OF LAND, BUILDING, ETC.
AllN : 0111621713000245 Date : 17/03/2017
Premises No. : 200
Please note that an application having been received for recording Title of the land/building/dwelling unlt/shop/establishment/any other unit in the register of the Development Authority against premises No. As mentioned above and this will be taken up for hearing for such recording in the register of the Development Authority by inserting the name of Smt. Ms. Arpita of demokest, Plincode - 787787, as owner.
If you have any objection to the proposed recording of the title, you are requested to appear before the undersigned either personally or through authorised agent with evidence, oral and documentary in support of your claim, at 17:30 HRs. on 18/03/2017 (date) and to wait till the clase is disposed of. If you fail to be present at the time when the matter will be taken up for hearing, the same will be decided ex-parte.
Parties interested, if any, will also be heard on the same date and time.

Figure 3.4: Form C

4 Payment Process

Once the applicant gets the confirmation over SMS regarding the payment submission, the applicant needs to pay the appropriate payment. For this, the applicant needs to Re-login to the e-District application

The applicant 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:



Figure 4.1: 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**.

Once the user logs into the application the following screen appears. The user needs to navigate to the Payment Pending Application option as highlighted below:

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inansaam waaliens kenediaap kegekination kenewal	La parate action of arms license				
uilding and other Construction Nonke strend transport Worke st Denetits Dabursement	Evension of area vanitor of Ar ins ocerae				
Negishatian of Firme, Societias and Nari Trading Corporatoris	Empounding of Annia Decise during elections				
Amendment of Signatoriza of Socialias	Issuance of Pinoshorsen manufacturing license (Factory License)				

Figure 4.2: Payment Option for Application under Applicant Login

4.1 Selecting a Service for Payment

On selecting the option the following screen appears. The user is allowed to select the service and search for the applications which are approved for payment as depicted below:

Bone	Apply in services 👻	Menz Status · Denv	ndasels =	Abund Services	ULA Polle	Websene Naroda Glandic Refol. Les
		Griefence Solutor e	Actace Hearin	ç Natice Insproved Application	Periment Pending Application Ser	the For Viewskon Application - Unait Application Account
		List o	of Paym	nent Pending	Applications	
		Piecee Belet I Service N	lane*.	Pleas Jes.l	• Nesarch	
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Figure 4.3 : Searching Payment Ready Applications for a Service under Applicant Login

4.2 List of Applications Ready for Payment

The system retrieves the list of applications which are complete and for which the applicant can make the payment. The same is depicted below:

Home	Apply to services 👻	View Status 📼	Cownloads ÷	About Services	- User Profile	Webr	arre Neverli Theodox Parel	otar e
		Discourse Solo	dior e-Nouvel Hearing N	oles Auroad/pilia	dan) Seyment Bendint, Applice	Usin Sent For Remains Apul	cation Ena LAppication A	icola Sidera
		1	List of Paym	ent Pendin	g Applications			1
		Tease Selec	Ces vice Neme	associate (cf.7.expont (c)	Tile (Matalian) by	Searce		
Show TE	• ortinos				2000		Search:	
SUNG	Service N	ime (AIN 0	Name Of Beneficiary	Remortes	Date for acceptance of payment	Application liste	Action 👈
×.	Issuance o Record o The	e Mualten) by NKDA	0111521710000102	Vr. Nareshi Norel	Application vertied and application vertied and	07/03/2017	06/03/2017/05/49-148	15
Showing 11	ic 1 of 1 antrois						Hand Herroup 1 No	at Lad

Figure 4.4: List of Applications Ready for Payment

4.3 Payment Options

e-District application two payment modes:

- Integrated **GRIPS** payment
- Offline payment

The applicant needs to click on the action icon against the particular application to proceed. In case of Offline Payment, the User needs to submit the softcopy of the receipt by selecting the **Choose File** button and then selecting **Upload** button.

The following screen shows the offline mode (Through the upload of Treasury Challan).

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	Fibilit Application Unition	ed Solution d Notice Dicting Notice Act	ention Application. Lowisional andres Application. Conf. 4	r Romaion Application - Uraft Application Account Stat					
	Payment for Issuance of Record of Title (Mutation) by NKDA								
	-	earsTrain wante							
	0111521713300224	Hr. Naresh Fore	Application vertified and accept	već, please pav					
	Dulline p	sery as excl	Offline Payment						
	4	2							
		Olifini: Paymend							
	Pravieus Pay	ment Receipt	No Documen	nt					
	Government T	ses :: Ra. 109/	Choose File. Simple voc.pdf Aplacet						

Figure 4.5: Uploading Payment details

Once the file is successfully uploaded, the appropriate confirmation message is displayed and the applicant needs to click on the **Submit** button to complete the process as shown below.



Figure 4.6: Completing Payment Process

5 Getting the Certificate for Issuance of Record of Title (Mutation) by NKDA

In order to get the certificate for Issuance of Record of Title (Mutation) by NKDA, 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' (refer to the highlighted part in the screen).



Figure 5.1: West Bengal e-District Login Page

The 'List of Approved Applications' page opens as below, where the applicant will have to select the service name from 'Please Select Service Name' list field.

Home	Apply to advicta 📼	View Status 🔫	Downloads +	About Services +	Hace Profile.	- Maria onde Monach Chardina Rosal - Dopa d 👘
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			List of	approved app	lications	Î
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Figure 5.2: Selecting the Service Name for List of Approved Applications

After the applicant selects 'Issuance of Record of Title (Mutation) by NKDA' as service name and clicks on 'Search' button, the list of approved applications for the service will be displayed as below:

Home	Apply to services -	View Status -	Cownloads -	About Services -	User Profile	n,	elcone Narest, Chandra	wiel Lugua, I
	Track N	oo califan - Orlovance Solu	tion le Necce Hearing	les col Approved / policada) Fayment Fanding Applie	ction Sant For Dovision Ap	ial cation ErafeApplicatio	n //ccount Stator
			List of a	pproved app	lications			
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• 50W 3)) ELN9,	nymmee Borndoo Ha		. AIN	Nama Or Applicant	Date of approval	Application Date •	Securit: Romank o	Cortificato -
•.000 [3]) ELNo. 1	Annue Econico Ha Source of Record of Title	ime (Wutahan) by NATee	AIN 011152/171300022	Nama Of Applicant 4 Mr. Namer Pore	Date of approval nyoa.27 17 0a 13 FM	Application Data	Secondic Romans c Appallication Approved	Contilleato

Figure 5.3: List of Approved Applications

The user will have to click on the 'Certificate' icon for a particular application to get the certificate for 'Issuance of Record of Title (Mutation) by NKDA.

	MEDA (
	FORM G
CERTIFICATE OF RECORD OF TITLE OF	LAND, BUILDING OR DWELLING-UNIT OR SHOP OR OTHER UNIT
Certificate No. : 0111521713000321.	Issuance Date : The 30th day of Mar, 2017
It is hereby Certified that the title of land /building/dwell Register of the New Town Kolkata Development Autho	ing unit/shop/establishment/any other unit has been recorded in the rity in the following manner:-
1. Name of the Owner/Lessee/Sub-Lessee as record	led in the register : Ms. Riyasa
2. Address of the property as recorded in the regist	er : demoisd
3. Premises No.: 01-0107	
4. Assessees No. : 001-0107-0-00-00005-III(Sub-CBD	No
5. Holding No. : NA	
8. Total Area : 123sqmt	
a. Flat : NIA	
b. Car Parking Space : N/A	
c. Utility Room : N/A	
d. Unit/Shop : N/A	
e. Terrace : N/A	
1. Two Wheeler Space : N/A	
	Signature of ESTATE MANAGER
	NEW TOWN KOLKATA DEVELOPMENT AUTHORITY
14	

Figure 5.4: Certificate for Issuance of Record of Title (Mutation) by NKDA

6 System Set-up

6.1 System Start up Parameters

NA

6.2 Master File Set-up

NA

6.3 Business Rules

As per the SRS related to 'Issuance of Record of Title (Mutation) by NKDA'.

6.4 Print Set-up

7 Application Details

7.1 Module Name

7.1.1 Function Name

7.1.1.1 Purpose

7.1.1.2 Menu Navigation

7.1.1.3 User Group

7.1.1.4 Form Layout

7.1.1.5 Activation Options

7.1.1.6 Form Description

8 Reports / Query

8.1 Report / Query Title

NA

8.1.1 Selection Rules

NA

8.1.2 Description

NA

8.1.3 Report / Query Layout

9 Interfaces

9.1 Interfaces to other systems

NA

9.2 Data Files Upload / Down Load

9.2.1 Description

NA

9.2.2 File Format

10 Messages and Corresponding Action

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