

e-District Public Portal users guide

Congratulations!... You have successfully logged on to edistrict Portal.

You can avail the following Services in this portal

- Certificate Services(from Taluk/Village offices)
- RTI services w.r.to the notified departments/offices
- Public Grievance services w.r.to the notified departments/offices
- Payment Services (Electricity Bill, BSNL Phone Bills, Water Bills, Motor Vehicle Fees, Police-e-challan, Calicut University fee, M.G University fee and Cultural welfare subscription payment)

Onetime Registration

To avail certificate services, RTI services and Public Grievances services, the applicant has to do a onetime registration. This can be done by clicking the menu 'Onetime Registration'. After filling all details, click <Check Duplicate> button. This will find out if you have already registered through Akshaya centres or so and enable you to pick the details. After successful duplicate check, the <Submit> button will be enabled. Click the <Submit> button to register. The registered details can be edited later by clicking 'Edit Registration'.

How to Apply for a certificate?

- ❖ One time Registration is pre-requisite.
- ❖ Click the 'Certificate service' menu .
- ❖ Select Language (English/Malayalam) and enter registration number. Your details will be displayed. Fill up all details and click <verify & submit> button. If details are not correct, you may < Edit> the details and submit again. You may also take a print out of your application using <print> button. If all details are correct, click **<Make Payment>** button. You will be directed to the Payment Gateway. Follow the instructions there in. After completing the process, you will be redirected to the e-District portal where you can print the receipt which will have all details.

How to use Payment Services?

- ❖ Select the < Payment Service> Option from the menu.
- ❖ Select the required service from the menu.
- ❖ **Electricity Bill-** Select the electrical Section, enter bill number and Consumer number. Click on **<Fetch>** button to get your bill details. If the details are displayed correctly, click **<Make Payment>** button which will take you to Payment gateway. Follow the instructions there in After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

- ❖ **Water Bill (Centralised Bills)** -Bill details can be displayed (a) By entering the Bill number or (b) select section name and enter the consumer number as printed in the bill (area code/ consumer no/category (eg:TMA/8585/D) and by clicking the <Fetch> button.

If the details are displayed correctly, Click <**Make Payment**> button which will take you to Payment gateway. Follow the instructions there in. After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

- ❖ **BSNL Phone Bills (Land Phone Bills, Mobile bills and Wireless)-** Enter the phone number and Press <Search Button> to get the details.

If the details are displayed correctly, click <**Make Payment**> button which will take you to Payment gateway. Follow the instructions there in. After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

- ❖ **E-challan (Police) -** Enter Challan number, Vehicle number and customer name and amount to be paid.

Click <**Make Payment**> button which will take you to Payment gateway. Follow the instructions there in. After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

- ❖ **Motor vehicle department Fees-**Select the service (Licence/Non Transport/One time cess/Permit/General). Select the transaction ,vehicle type and enter consumer name. Fee will be displayed. If the amount is correct, click <**Make Payment**> button which will take you to Payment gateway. Follow the instructions there in. After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

- ❖ **Cultural welfare Subscription payment** - Enter Member Id and click <**Fetch**> button to get your member details. If the details are displayed correctly, click <**Make Payment**> button which will take you to Payment gateway. Follow the instructions there in. After completing the process, you will be redirected to the edistrict portal where you can print the receipt which will have all details.

RTI Services

Submitting an RTI question - One time registration is pre-requisite. Select 'RTI Services' from main menu, select 'Normal Application' and select 'English' / 'Malayalam'. Select the registration number from the list of registrations made by you. The details will be displayed. Fill the RTI specific details like department, district, office, the question etc. Verify all details and if not correct, you may < Edit> the details and submit again. You may also take a print out of your application using <print> button. If all details are correct, click **<Make Payment>** button. You will be directed to the Payment Gateway. Follow the instructions there in . After completing the process, you will be redirected to the e-District portal where you can print the receipt which will have all details.

All departments/offices are not listed. Only those departments/offices are listed wherever RTI service has been online enabled. More departments/offices will be added as and when RTI service enabled in such departments/offices.

Public Grievance Services

Submitting a Grievance - One time registration is pre-requisite. Select 'PG Services' from main menu and select 'English' / 'Malayalam'. Select the registration number from the list of registrations made by you. The details will be displayed. Fill the Grievance specific details like Grievance Category, department, district, office, the complaint / Grievance etc. Verify all details and if not correct, you may < Edit> the details and submit again. You may also take a print out of your application using <print> button. If all details are correct, click **<Make Payment>** button . You will be directed to the Payment Gateway. Follow the instructions there in. After completing the process, you will be redirected to the e-District portal where you can print the receipt which will have all details.

All departments/offices are not listed. Only those departments/offices are listed wherever Public Grievance service has been online enabled. More departments/offices will be added as and when Public Grievance service is enabled in such departments/offices.

Portal charges w.e.f. 18-10-2013

(a) Service Charges - e-district Public Portal

The service charges for availing various e-services through e-district portal are as follows:

SI No	Payment Type	Fees (Excluding Applicable Taxes)
1.	Certificates	➤ Rs. 15 as Service Charge for all categories except SC/ST and Service charge of Rs. 10 for SC/ST + Payment Gateway charges
2.	Right to Information (RTI)	➤ <u>Information under RTI</u> -Rs. 10 as Service Charge + Rs. 10 Application fees (application fees not applicable for BPL) + Payment Gateway charges ➤ <u>First Appeal</u> - Rs. 10 as Service Charge + Payment Gateway charges
3.	Public Grievance	➤ No charges
4.	Utility Bill/Fee payments to depts, University	➤ Rs. 10 as Service Charge + Payment Gateway charges

Payment Gateway charges*

The Payment gateway charges for online transactions through e-district portal is given below:

SI No	Payment Type	Fees (Excluding Applicable Taxes)
1.	Internet Payment	➤ Rs. 5 for transaction amount upto Rs. 500 ➤ Rs. 10 for transaction amount above Rs. 500
2.	Debit Card Payment	➤ .75% of the transaction amount for value upto Rs.2000 ➤ 1% of transaction amount for transactions above Rs.2000
3.	Credit Card Payment	➤ 1.00% of the transaction amount

***In case of payment through portal, Payment Gateway/Bank Charges as above will be charged extra depending on mode of Payment (Credit/Debit card/Internet banking) and amount.**

(b) Service Charges - Akshaya

The service charges for availing various e-district services through Akshaya Centres are as follows:

SI No	Service	Fees
1.	Certificates	➤ Rs. 17 as Service Charge for all categories except SC/ST and Service charge of Rs. 10 for SC/ST

2.	Right to Information (RTI)	<ul style="list-style-type: none"> ➤ <u>Information under RTI</u> - Rs. 12 as Service Charge for all categories except SC/ST and Service charge of Rs. 10 for SC/ST + Rs. 10 Application fees (application fees not applicable for BPL) ➤ <u>First Appeal</u> - Rs. 12 as Service Charge for all categories except SC/ST and Service charge of Rs. 10 for SC/ST
3.	Public Grievance	<ul style="list-style-type: none"> ➤ Rs. 12 as Service Charges for all categories except SC/ST and Service charge of Rs. 10 for SC/ST
4.	Utility Bill/Fee payments to various depts, University	<ul style="list-style-type: none"> ➤ BSNL bill payments - No service charge ➤ Water Authority/KSEB/MVD payment/e-Challan-Rs. 10 as Service Charge for Rs.0-Rs.1000 Rs. 20 as Service Charge for Rs. 1001-5000 & 0.5% of total amount above 5001 ➤ Calicut university payments - Rs. 10 as Service Charges ➤ MG university payments - Rs. 10 as Service Charge ➤ Culture Welfare Board payments - Rs. 6 as Service Charge for upto 200-, Rs 10 as Service Charge for Rs. 201-1000, Rs. 20 as Service Charge for Rs. 1001-5000 and 0.5% of the total amount above Rs. 5001