User Operational Guide

Clinical Establishment (CE)

Prepared for the Health & Family Welfare Department, Government of West Bengal
Contents

1  Introduction .............................................................................................................................................. 5
   1.1  Purpose of this manual ................................................................................................................... 5
   1.2  Who should use this manual ......................................................................................................... 5
   1.3  Prerequisites .................................................................................................................................. 5
   1.4  Structure of this manual .................................................................................................................. 5

2  About .................................................................................................................................................... 5
   2.1  About this Document ...................................................................................................................... 5
   2.2  Actors ............................................................................................................................................. 6

3  New Registration or Signup .................................................................................................................. 6
   3.1  Process Flow .................................................................................................................................. 7
   3.2  Detailed Steps ................................................................................................................................. 7
   3.3  Screen Shots .................................................................................................................................. 8

4  Logging In ............................................................................................................................................. 12
   4.1  Process Flow .................................................................................................................................. 12
   4.2  Detailed Steps ................................................................................................................................. 12
   4.3  Screen Shots .................................................................................................................................. 13

5  Some Important links on the login page ............................................................................................... 15
   5.1  VBD Case Report Submit Manual ................................................................................................. 15
   5.2  How to Apply ................................................................................................................................. 16
   5.3  CMOH Contact details ................................................................................................................... 17
   5.4  Documents Required to Apply ..................................................................................................... 18
   5.5  Track Your Application ................................................................................................................... 19
   5.6  View your license through SMS .................................................................................................... 20
   5.7  View Your License ......................................................................................................................... 21
   5.8  Browser Problem ............................................................................................................................ 22

6  Home ..................................................................................................................................................... 23
   6.1  Make an application ....................................................................................................................... 23
      6.1.1  If you need to pay license fees ................................................................................................. 23
      6.1.2  If you need to pay license fees for existing license along with Penalty ................................. 64
      6.1.3  If you do not need to pay license fees ...................................................................................... 67
      6.1.4  If you do not know that you need to pay license fees or not .................................................. 73
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1.5</td>
<td>Already Paid for New License Application</td>
<td>75</td>
</tr>
<tr>
<td>6.1.6</td>
<td>Already Paid for Renew License Application</td>
<td>106</td>
</tr>
<tr>
<td>6.1.7</td>
<td>Renewal Penalty Calculation</td>
<td>124</td>
</tr>
<tr>
<td>6.1.8</td>
<td>Edit Service and Bed</td>
<td>128</td>
</tr>
<tr>
<td>6.2</td>
<td>Submitted Application</td>
<td>135</td>
</tr>
<tr>
<td>6.2.1</td>
<td>Process Flow</td>
<td>135</td>
</tr>
<tr>
<td>6.2.2</td>
<td>Details</td>
<td>135</td>
</tr>
<tr>
<td>6.2.3</td>
<td>Screen Details</td>
<td>136</td>
</tr>
<tr>
<td>6.3</td>
<td>Apply For Digital License</td>
<td>138</td>
</tr>
<tr>
<td>6.3.1</td>
<td>Process Flow</td>
<td>138</td>
</tr>
<tr>
<td>6.3.2</td>
<td>Details</td>
<td>138</td>
</tr>
<tr>
<td>6.3.3</td>
<td>Screen Details</td>
<td>139</td>
</tr>
<tr>
<td>6.4</td>
<td>Pay Excess License Fee</td>
<td>141</td>
</tr>
<tr>
<td>6.4.1</td>
<td>Process Flow</td>
<td>141</td>
</tr>
<tr>
<td>6.4.2</td>
<td>Details</td>
<td>141</td>
</tr>
<tr>
<td>6.4.3</td>
<td>Screen Details</td>
<td>142</td>
</tr>
<tr>
<td>6.5</td>
<td>Verify Payment</td>
<td>144</td>
</tr>
<tr>
<td>6.5.1</td>
<td>Process Flow</td>
<td>144</td>
</tr>
<tr>
<td>6.5.2</td>
<td>Details</td>
<td>144</td>
</tr>
<tr>
<td>6.5.3</td>
<td>Screen Details</td>
<td>145</td>
</tr>
<tr>
<td>6.6</td>
<td>Payment History</td>
<td>147</td>
</tr>
<tr>
<td>6.6.1</td>
<td>Process Flow</td>
<td>147</td>
</tr>
<tr>
<td>6.6.2</td>
<td>Details</td>
<td>147</td>
</tr>
<tr>
<td>6.6.3</td>
<td>Screen Details</td>
<td>148</td>
</tr>
<tr>
<td>7</td>
<td>Submit Report</td>
<td>150</td>
</tr>
<tr>
<td>7.1</td>
<td>Submit Statistical information</td>
<td>150</td>
</tr>
<tr>
<td>7.1.1</td>
<td>Process Flow</td>
<td>151</td>
</tr>
<tr>
<td>7.1.2</td>
<td>Details</td>
<td>151</td>
</tr>
<tr>
<td>7.1.3</td>
<td>Screen Details</td>
<td>152</td>
</tr>
<tr>
<td>7.2</td>
<td>Confirm VBD Cases</td>
<td>155</td>
</tr>
<tr>
<td>7.2.1</td>
<td>Process Flow</td>
<td>155</td>
</tr>
<tr>
<td>7.2.2</td>
<td>Detailed Steps</td>
<td>156</td>
</tr>
</tbody>
</table>
7.2.3 Screen Shot Details ........................................................................................................... 156
8 Check New License no........................................................................................................... 160
  8.1.1 Process Flow.................................................................................................................. 160
  8.1.2 Details ........................................................................................................................... 161
  8.1.3 Screen Details............................................................................................................... 161
9 Profile Management ............................................................................................................. 163
  9.1.1 Edit Profile.................................................................................................................... 163
  9.1.2 Change Password......................................................................................................... 165
10 Help...................................................................................................................................... 167
  10.1.1 Process Flow................................................................................................................ 167
  10.1.2 Details ........................................................................................................................ 167
  10.1.3 Screen Details............................................................................................................. 167
11 FAQ....................................................................................................................................... 169
  11.1.1 Process Flow................................................................................................................ 169
  11.1.2 Details ........................................................................................................................ 169
  11.1.3 Screen Details............................................................................................................. 169
12 Feedback .............................................................................................................................. 171
  12.1.1 Process Flow................................................................................................................ 171
  12.1.2 Details ........................................................................................................................ 171
  12.1.3 Screen Details............................................................................................................. 171
13 All Services ............................................................................................................................ 174
  13.1.1 Process Flow................................................................................................................ 174
  13.1.2 Details ........................................................................................................................ 174
  13.1.3 Screen Details............................................................................................................. 174
14 Contact US.............................................................................................................................. 176
  14.1.1 Process Flow................................................................................................................ 176
  14.1.2 Details ........................................................................................................................ 176
  14.1.3 Screen Details............................................................................................................. 176
15 Logging Out ............................................................................................................................ 178
  15.1.1 Process Flow................................................................................................................ 178
  15.1.2 Details ........................................................................................................................ 178
  15.1.3 Screen Details............................................................................................................. 178
1 Introduction

1.1 Purpose of this manual
This manual is designed to provide you with an understanding of the Clinical Establishment System Software. The manual lists the various features and functions that are available whilst assisting you in carrying out each task with step by step instructions and guidance. Visual screens are captured to improve clarity and understanding of a function.

1.2 Who should use this manual
This manual is intended for Users (Applicant).

1.3 Prerequisites
Users should some cases, more than one web page may be open; User should have knowledge of using and navigating to a different ‘Tab’ when required. Many of the terms and functions however are common across the Software including buttons such as ‘Submit’, ‘Edit’, ‘Update’ and ‘View’. Users must have a basic understanding of using a computer, keyboard and mouse. In addition, being able to understand basic functions of a web browser will be beneficial as well as elements such as pop-up windows.

1.4 Structure of this manual
This manual will be organized in line with the Software menu screen and in the same hierarchical structure. Chapters within this manual are sequenced in the same order as the main menu headings and have the precise title names as the headings.

2 About

2.1 About this Document
This document provides details on the screen specification for the Clinical Establishment. Each screenshot represents a screen that can be viewed by the User, which aligns with the functional requirements of this software.
2.2 **Actors**

User (Applicant)

3 **New Registration or Signup**

In case of a new User the first thing required is to sign up to get access to the application. In order to do the new user after landing on the login page will click on ‘New Registration’. The User will be navigated to Registration details screen. Over here the User will fill in the details. The mandatory (fields which cannot be left blank) fields are marked with red asterisk. While entering the password a dialogue box will appear with the instructions to create a password (at least 1 capital letter, at least 1 special character, at least 1 number and total of minimum 8 characters). After creating and confirming the password the user will click on ‘Register’ button. An OTP will be generated and sent to the entered mobile number for verification. The User will enter the OTP and click on ‘OK’. Two new messages will appear – “A verification link has been sent to your email.id. Please check your email inbox and verify. If you do not find the email in inbox please check your spam folder” and “Click here to login”. The User will proceed to email and click on the link provided to verify email. The user will click on the hyperlinked ‘here’ in “Click here to login” message to proceed to login page.
3.1 Process Flow

The new user after landing on the login page will click on 'New Registration'.

The User will be navigated to Registration details screen. Over here the User will fill in the details.

The mandatory (fields which cannot be left blank) fields are marked with red asterisk.

The User will enter the OTP and click on 'OK'. Two new messages will appear - "A verification link has been sent to your email.id. Please check your email inbox and verify. if you do not find the email in inbox please check your spam folder" and "Click here to login".

After creating and confirming the password the user will click on 'Register' button. An OTP will be generated and sent to the entered mobile number for verification.

While entering the password a dialogue box will appear with the instructions to create a password (at least 1 capital letter, at least 1 special character, at least 1 number and total of minimum 8 characters).

The user will click on the hyperlinked 'here' in “Click here to login” message to proceed to login page.

The User will proceed to email and click on the link provided to verify email.

3.2 Detailed Steps

- The new user after landing on the login page will click on ‘New Registration’.
- The User will be navigated to Registration details screen. Over here the User will fill in the details.
- The mandatory (fields which cannot be left blank) fields are marked with red asterisk.
- While entering the password a dialogue box will appear with the instructions to create a password (at least 1 capital letter, at least 1 special character, at least 1 number and total of minimum 8 characters).
- After creating and confirming the password the user will click on ‘Register’ button. An OTP will be generated and sent to the entered mobile number for verification.
- The User will enter the OTP and click on ‘OK’. Two new messages will appear – “A verification link has been sent to your email.id. Please check your email inbox and verify. if you do not find the email in inbox please check your spam folder” and “Click here to login".
The User will proceed to email and click on the link provided to verify email.

The user will click on the hyperlinked ‘here’ in “Click here to login” message to proceed to login page.

3.3 Screen Shots

The new user after landing on the login page will click on ‘New Registration’. 
The User will be navigated to Registration details screen. Over here the User will fill in the details. The mandatory (fields which cannot be left blank) fields are marked with red asterisk.

While entering the password a dialogue box will appear with the instructions to create a password (at least 1 capital letter, at least 1 special character, at least 1 number and total of minimum 8 characters).
After creating and confirming the password the user will click on ‘Register’ button. An OTP will be generated and sent to the entered mobile number for verification.

The User will enter the OTP and click on ‘OK’. Two new messages will appear – “A verification link has been sent to your email.id. Please check your email inbox and verify, if you do not find the email in inbox please check your spam folder” and “Click here to login”.

A verification link has been sent to your email id. Please check your email inbox and verify. If you do not find the email in your inbox, please check your spam email folder.

Click here to login.
The user will proceed to email and click on the link provided to verify email.

Clinical Establishment: Email Registration

ce@wbhealth.gov.in

To the

Dear User,

Thank you for registration. Your mail (avijyotshik0@gmail.com) is under verification. Please click https://ce.wbhealth.gov.in/WBD-HFW/Verify/RegisteredEmailHash?cooptactivation&userEmail=avijyotshik0@gmail.com&hash=bcubnrbch56325y6x06 can here or open the link in browser.

Your Registration Credentials for login after verification will be

Username: avijyotshik0@gmail.com
Password: Ajaau574211989

Thanks.

The user will click on the hyperlinked ‘here’ in “Click here to login” message to proceed to login page.

A verification link has been sent to your email id. Please check your email inbox and verify. If you do not find the email in your inbox, please check your spam email folder.

Click here to login.

Online Application For License Of Clinical Establishments
Health & Family Welfare Department
Government of West Bengal

All Payments regarding License fees is subject to CE Act. All mail have to be submitted through the State Government payment gateway: GCSPS w.e.f 13th May 2017.

Please login to this portal for payment. Do not use GCSPS portal anymore for payment.

Please use Google Chrome for better performance. Click here to download.
4 \hspace{1em} \textbf{Logging In}

User will log into the application by entering their Username ID and Password. Each User will have a unique Username and Password which must be entered followed by a captcha code as provided. If User does not have a Username and Password, they will Sign up for new registration and get the new username & password. If still any problem occurs please contact IT Cell, Swasthya Bhawan.

4.1 \hspace{1em} \textbf{Process Flow}

4.2 \hspace{1em} \textbf{Detailed Steps}

- User will log into the application by entering their Username ID and Password.
- Each User will have a unique Username and Password which must be entered followed by a captcha code as provided.
- If User does not have a Username and Password, they will Sign up for new registration and get the new username & password.
- If still any problem occurs please contact IT Cell, Swasthya Bhawan.
4.3 Screen Shots

User will log into the application by entering their Username ID and Password. Each User will have a unique Username and Password which must be entered followed by a captcha code as provided.

After successful login user will view the home page as shown below.
Also old user will get a reminder that their some application is incomplete as shown in below screen.
5  Some Important links on the login page

5.1  VBD Case Report Submit Manual

It will show a manual with all the steps with a screenshot. It will help a new user to submit a VBD case Report
5.2 How to Apply

It will show a manual with all the steps with a screenshot. It will help a new user to apply the form.

User Operational Guide

Clinical Establishment (CE)
Prepared for the Health & Family Welfare Department,
Government of West Bengal
5.3 CMOH Contact details

Ion clicking it all the CMOH contact details will be displayed in a pop up.
5.4 Documents Required to Apply

It will show the entire required documents list for user application.
5.5  **Track Your Application**

It will help us User to track an application status with date. First user has to use application form number which he wants to track. After that it will show the entire status of the application as per the below screenshot.
5.6 View your license through SMS

User can view his license details through SMS also. SMS syntax will be

**WB CE <8 digit_License_No>** (eg. **WB CE 34201059**)

Sent SMS to **9223166166**

User will receive a return SMS of the enquired license by the following

1. Establishment Name
2. Applicant Name
3. License Date
4. Valid UPTO
5. Last Date of Renewal

Kindly check the example below

---

Get License information through SMS

Send SMS to:- 9223166166

**WB CE <8 digit_License_No>**

(ex. WB CE 34201059)

5.7 View Your License

Instead of SMS, you can check it in CE web portal also. It will help you to check the status of license with date of license, last date of license renewal and date for validity of the license. User has to use License number to view the details. After that it will show the entire status of the license as per the below screenshot.
5.8 **Browser Problem**

It will show user to download compatible browser to download if user faces problem with his browser.
6 Home

After Login User will redirect to the home page of Clinical Establishment with the following options:

- Make An Application
- Submitted Application
- Apply for digital License
- Pay Excess License Fees
- Verify Payment
- Payment History

These sections are discussed in details below:

6.1 Make an application

User will click on “Make an application” while they required to apply for a license for their Clinical establishment or applying renewal for the existing CE license.

6.1.1 If you need to pay license fees

User will select yes if they need to pay the license fees for new and renew application
6.1.1.1 Process Flow

Normal Procedure before CE application

User will click on “Make an Application” → User will redirect to the payment confirmation page. → User will select an option for the Question “Do You need to pay License fees?"

User will redirect to the calculation page. → User will select “Go to payment calculation” for calculating the required License fees. → User will select “Yes” from the list which means he will pay the license fees.

User will select New or Renew application first

For new application User will select New Application → For existing license renewal user will select Renewal Application which will open Renewal period and previous License number.

User will enter the required period of license which can be 1 year or 3 years and the old license number
User selection of required CE services

Over here we are processing with New application. User will select the following CE services. If OPD services are selected by User then they have to select one or multiple OPD services.

If IPD services are selected by User then they have to select one or multiple IPD services.

If Pathology Laboratory services are selected by User then they have to select one or multiple Pathology Laboratory services.

If Diagnostic Imaging services are selected by User then they have to select one or multiple Diagnostic Imaging services.

For Ayurvedic, Homeopathy or Unani User can choose them accordingly as per their requirement.

Over Her User chosen the required services along with total numbers of Doctors and click on Calculate button.

User will select “Pay the amount Through GRIPS” button

As per User requirement new License fees is auto calculated.

User redirect to the payment page

User will redirect to the 2nd page of the payment. Amount date range is required along with remarks. User will select payment mode which are ‘Online Payment’, ‘Counter Payment’ and ‘Debit card Payment’.

User will fill up their details which will be generated in Challan
Payment method: Online payment

User selects online payment which means NEFT through bank and click on Submit button.

New form number generated upon clicking on submit button. User clicks on Ok button.

Page redirect to the GRIPS website where user will verify and click on conform button.

User selects Yes button.

User selects required bank name from the list.

User redirect to the bank details page in a new popup.

Upon Clicking on yes button GRN number generated.

User will select “Go To Bank name (For online payment). Cancel button will abort transaction.

The page will move to the confirmation page

User will redirect to the bank details page in a new popup.

User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.

It redirects to the bank login page. After successful payment user redirect to the success page.

User will rewrite the amount and click on ‘Confirm’ button.

Now User will click on ‘Home page’ from the menu ribbon.

User will now choose ‘Already paid” option as the fees is paid.

User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button.
Other payment method: Counter Payment

After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button.

User will fill up the Depositor details.

User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose counter payment. It will generate a not paid challan which User has to deposit to the selected bank counter. It might take time as it will do by bank. After transaction is done from bank User can apply the application. User has to wait until the transaction is completed by bank. User will submit the amount details after that.

User selects required bank name from the list. User selects Yes button.

The page will move to the confirmation page. User will rewrite the amount and click on 'Confirm' button.

The page will redirect to the GRIPS website where user will verify and click on confirm button.

New form number generated upon clicking on submit button. User clicks on Ok button.

User redirect to the bank details page in a new popup.

User selects required bank name from the list. User selects Yes button.

Upon clicking on yes button GRN number generated. User will select “Go To Bank name (For Counter payment). Cancel button will abort transaction.

Upon clicking on print Non Paid challan will be downloaded.

The page redirects to a new page, where User will click on ‘Go to Grips’ link.

The page redirect to the print not paid challan page

New form number generated upon clicking on submit button. User clicks on Ok button.

 Upon Clicking on yes button GRN number generated. User will select “Go To Bank name (For Counter payment). Cancel button will abort transaction.

Upon clicking on print Non Paid challan will be downloaded.

A popup will arise that ‘Please print the Challan’ where user will click on ‘OK’ button

The page redirect to the print not paid challan page

Over here below is the non paid challan, which need to submitted in bank counter with the amount in cheque. After the amount is initiated to GRIPS by bank. User can apply for application

Now User will select ‘Click to Complete the process’ page

User will click on ‘Print’ button

User selects ‘Click to Complete the process’ page

User will click on ‘Print’ button

Upon clicking on print Non Paid challan will be downloaded

User will login again after bank work completed

User will redirect to the home page and click on ‘Verify Payment’ option

User will redirect to the verify payment page

User will click on verify payment button

If the payment is initiated with bank it will show the pending message as shown in below screen.

If the payment is not initiated with bank it will show the pending message as shown in below screen.

User will select ‘Already Paid’ option

User will redirect to the already paid page and select apply button for CE application

User will select ‘Already Paid’ option

User will redirect to the already paid page and select apply button for CE application
Other payment method: Debit Card Payment

After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button

User will fill up the Depositor details

User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose Debit Card payment and click on Submit

User will redirect to the bank details page in a new popup. Only 4 banks are associated with GRIPS payment.

Page redirect to the GRIPS website where user will verify and click on confirm button.

New form number generated upon clicking on submit button. User clicks on Ok button.

User selects required bank name from the list. User selects Yes button.

Upon clicking on yes button GRN number generated. User will select “Go To Bank name (For Debit card payment). Cancel button will abort transaction.

The page will move to the confirmation page. User will rewrite the amount and click on ‘Confirm’ button.

Now User will click on ‘Home page’ from the menu ribbon.

User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.

Upon clicking on ‘confirm button’ it will open debit card payment page. After successful payment done user redirect to the success page.

User will now choose ‘Already paid” option as the fees is paid.

User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button.
6.1.1.2  Detailed Steps

- User will click on “Make an Application”
- User will redirect to the payment confirmation page.
- User will select an option for the Question “Do You need to pay License fees?”
- User will select “Yes” from the list which means he will pay the license fees.
- User will select “Go to payment calculation” for calculating the required License fees.
- User will redirect to the calculation page.
- User will select New or Renew application first
- For new application User will select New Application
- For existing license renewal user will select Renewal Application which will open Renewal period and previous License number.
- User will enter the required period of license which can be 1 year or 3 years and the old license number
- Over here we are processing with New application. User will select the following CE services. If OPD services are selected by User then they have to select one or multiple OPD services.
- If IPD services are selected by User then they have to select one or multiple IPD services.
- If Pathology Laboratory services are selected by User then they have to select one or multiple Pathology Laboratory services.
- If Diagnostic Imaging services are selected by User then they have to select one or multiple Diagnostic Imaging services.
- For Ayurvedic, Homeopathy or Unani User can choose them accordingly as per their requirement.
- Over Her User chosen the required services along with total numbers of Doctors and click on Calculate button.
- As per User requirement new License fees is auto calculated
- User will select “Pay the amount Through GRIPS” button
- User redirect to the payment page
- User will fill up their details which will be generated in Challan
- User will redirect to the 2nd page of the payment. Amount date range is required along with remarks. User will select payment mode which are ‘Online Payment’, ‘Counter Payment’ and ‘Debit card Payment’.
- User selects online payment which means NEFT through bank and click on Submit button.
- New form number generated upon clicking on submit button. User clicks on Ok button.
- Page redirect to the GRIPS website where user will verify and click on conform button.
- User redirect to the bank details page in a new popup.
- User selects required bank name from the list.
- User selects Yes button.
Upon Clicking on yes button GRN number generated.
- User will select “Go To Bank name (For online payment). Cancel button will abort transaction.
- The page will move to the confirmation page
- User will rewrite the amount and click on ‘Confirm’ button.
- It redirects to the bank login page. After successful payment user redirect to the success page.
- User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.
- Now User will click on ‘Home page’ from the menu ribbon.
- User will now choose ‘Already paid” option as the fees is paid.
- User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button.

**Other payment option**

**Counter Payment**

- After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button
- User will fill up the Depositor details
- User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose counter payment. It will generate a not paid challan which User has to deposit to the selected bank counter. It might take time as it will do by bank. After transaction is done from bank User can apply the application. User has to wait until the transaction is completed by bank. User will submit the amount details after that
- New form number generated upon clicking on submit button. User clicks on Ok button.
- Page redirect to the GRIPS website where user will verify and click on confirm button.
- User redirect to the bank details page in a new popup.
- User selects required bank name from the list. User selects Yes button.
- Upon Clicking on yes button GRN number generated. User will select “Go To Bank name (For Counter payment). Cancel button will abort transaction.
- The page will move to the confirmation page. User will rewrite the amount and click on ‘Confirm’ button.
- It redirects to a new page, where User will click on ‘Go to Grips’ link
- The page redirect to the print not paid challan page
- User selects ‘Click to Complete the process’ page
- A popup will arise that ‘Please print the Challan’ where user will click on ‘OK’ button
- User will click on ‘Print’ button
- Upon clicking on print Non Paid challan will be downloaded
Over here below is the non paid challan, which need to submitted in bank counter with the amount in cheque. After the amount is initiated to GRIPS by bank. User can apply for application

User will login again after bank work completed

User will redirect to the home page and click on ‘Verify Payment’ option

User will redirect to the verify payment page

User will click on verify payment button

If the payment is not initiated with bank it will show the pending message as shown in below screen.

If the payment is initiated successful it will generated the challan

Now User will select home page and click on ‘Make an application’

User will select ‘Already Paid’ option

User will redirect to the already paid page and select apply button for CE application

Debit Card

After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button

User will fill up the Depositor details

User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose Debit Card payment and click on Submit

New form number generated upon clicking on submit button. User clicks on Ok button.

Page redirect to the GRIPS website where user will verify and click on confirm button.

User redirect to the bank details page in a new popup. Only 4 banks are associated with GRIPS payment.

User selects required bank name from the list. User selects Yes button.

Upon Clicking on yes button GRN number generated. User will select “Go To Bank name (For Debit card payment). Cancel button will abort transaction.

The page will move to the confirmation page. User will rewrite the amount and click on ‘Confirm’ button.

Upon clicking on ‘confirm button’ it will open debit card payment page. After successful payment done user redirect to the success page.

User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.

Now User will click on ‘Home page’ from the menu ribbon.

User will now choose ‘Already paid’ option as the fees is paid.

User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button
6.1.1.3 Screen Shots

User will click on “Make an Application”

![Screen Shots](image1)

User will redirect to the payment confirmation page.

![Screen Shots](image2)

User will select an option for the Question “Do You need to pay License fees?”

![Screen Shots](image3)
User will select “Yes” from the list which means he will pay the license fees.

User will select “Go to payment calculation” for calculating the required License fees.

User will redirect to the calculation page.
User will select New or Renew application first.

For new application User will select New Application.

For existing license renewal user will select Renewal Application which will open Renewal period and previous License number.
User will enter the required period of license which can be 1 year or 3 years and the old license number.
Over here we are processing with New application. User will select the following CE services. If OPD services are selected by User then they have to select one or multiple OPD services.

If IPD services are selected by User then they have to select one or multiple IPD services.
If Pathology Laboratory services are selected by User then they have to select one or multiple Pathology Laboratory services.

If Diagnostic Imaging services are selected by User then they have to select one or multiple Diagnostic Imaging services.
For Ayurvedic, Homeopathy or Unani User can choose them accordingly as per their requirement.

Over Her User chosen the required services along with total numbers of Doctors and click on Calculate button.
As per User requirement new License fees auto calculated. User will select “Pay the amount Through GRIPS” button

You have to pay ₹ 35000 as New License fee.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Service Name</th>
<th>Amount (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Diagnostic Imaging service: X-Ray lab (Conventional)</td>
<td>10000</td>
</tr>
<tr>
<td>2</td>
<td>Diagnostic Imaging service: X-Ray lab (Digital)</td>
<td>15000</td>
</tr>
<tr>
<td>3</td>
<td>Homeopathy</td>
<td>5000</td>
</tr>
<tr>
<td>4</td>
<td>Unani</td>
<td>5000</td>
</tr>
<tr>
<td>5</td>
<td>Gross Total:</td>
<td>35000</td>
</tr>
<tr>
<td>6</td>
<td>Penalty Fees (if any):</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>Net Total:</td>
<td>35000</td>
</tr>
</tbody>
</table>

User redirect to the payment page
User will fill up their details which will be generated in Challan.

User will redirect to the 2nd page of the payment. Amount date range is required along with remarks. User will select payment mode which are ‘Online Payment’, ‘Counter Payment’ and ‘Debit card Payment’.

User selects online payment which means NEFT through bank and click on Submit button.
New form number generated upon clicking on submit button. User clicks on Ok button.

Page redirect to the GRIPS website where user will verify and click on conform button.

User redirect to the bank details page in a new popup.
User selects required bank name from the list.

User selects Yes button.
Upon Clicking on yes button GRN number generated.

User will select “Go To Bank name (For online payment). Cancel button will abort transaction.
The page will move to the confirmation page

User will rewrite the amount and click on ‘Confirm’ button.

It redirects to the bank login page. After successful payment, user redirect to the success page.
User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.

Now User will click on ‘Home page’ from the menu ribbon.

User will now choose ‘Already paid” option as the fees is paid.
User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button.

<table>
<thead>
<tr>
<th>Form No</th>
<th>Form Type</th>
<th>Mobile No</th>
<th>Amount</th>
<th>Payment Mode</th>
<th>GRN No</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1500000024680</td>
<td>New</td>
<td>9630436559</td>
<td>35000</td>
<td>Online Payment</td>
<td>192015202030472331</td>
<td>Success</td>
<td>APPLY</td>
</tr>
<tr>
<td>1500000024680</td>
<td>New</td>
<td>89023315624</td>
<td>10000</td>
<td>Online Payment</td>
<td>192015202040470841</td>
<td>Success</td>
<td>APPLY</td>
</tr>
<tr>
<td>1500000013017</td>
<td>Renew</td>
<td>8962309623</td>
<td>999</td>
<td>Debit Card Payment</td>
<td>19201715132596345</td>
<td>Success</td>
<td>APPLY</td>
</tr>
</tbody>
</table>

Showing 1 to 3 of 3 entries
Other Payment Method

Counter payment

After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button.

You have to pay ₹ 10000 as New License fee.

User will fill up the Depositor details

User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose counter payment. It will generate a not paid challan which User has to deposit to the selected bank counter. It might take time as it will do by bank. After transaction is done from bank User can apply the application. User has to wait until the transaction is completed by bank. User will submit the amount details after that.
New form number generated upon clicking on submit button. User clicks on Ok button.

Page redirect to the GRIPS website where user will verify and click on confirm button.
User redirect to the bank details page in a new popup. User selects required bank name from the list

Upon Clicking on yes button GRN number generated. User will select “Go To Bank name (For online payment). Cancel button will abort transaction
The page will move to the confirmation page. User will rewrite the amount and click on 'Confirm' button.
It redirects to a new page, where User will click on ‘Go to Grips’ link

The page redirect to the print not paid challan page

User selects ‘Click to Complete the process’ page
A popup will arise that ‘Please print the Challan’ where user will click on ‘OK’ button

User will click on ‘Print’ button

Upon clicking on print Non Paid challan will be downloaded
Over here below is the non paid challan, which need to submitted in bank counter with the amount in cheque. After the amount is initiated to GRIPS by bank. User can apply for application.
User will login again after bank work completed

User will redirect to the home page and click on 'Verify Payment' option
User will redirect to the verify payment page

![Verify Payment Details](image)

User will click on verify payment button

![Verify Payment Details](image)

If the payment is not initiated with bank it will show the pending message as shown in below screen.

![Error Message](image)

Please Check your Department Portal
If the payment is initiated successful it will generated the challan

---

**Govt. of West Bengal**

**Health & Family Welfare**

**e-Challan**

<table>
<thead>
<tr>
<th>GRN:</th>
<th>192019200230470121</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRN Date:</td>
<td>2019-04-17 00:00:00.0</td>
</tr>
<tr>
<td>BRN:</td>
<td>testbank</td>
</tr>
</tbody>
</table>

| Payment Mode: | Online Payment |
| Bank: | TestBank01 |
| BRN Date: | 2019-04-11 01:01:05.0 |

**DEPOSITOR'S DETAILS**

| Name: | Clinic Poly |
| Id No.: | 1500000024588 |
| E-mail: | surajit.roydebu@gmail.com |
| Mobile No.: | +91 9899999999 |
| User Type: | Depositor |

| From Date. | 2019-04-17 |
| To Date. | 2019-04-17 |

| Address: | 47/2B Selimpur Road, Dhakuria, Kolkata-700032 |
| Remarks: | Test |

**PAYMENT DETAILS**

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Identification No.</th>
<th>Head of A/C Description</th>
<th>Head Of A/C</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1500000024588</td>
<td>Collection from Miscellaneous Service Fees - Service Fees (Clinical Establishment License Fee)</td>
<td>0210-01-900-001-14</td>
<td>25000</td>
</tr>
</tbody>
</table>

**Total Amount:** 25000
Now User will select home page and click on ‘Make an application’

User will select ‘Already Paid’ option

User will redirect to the already paid page and select apply button for CE application
**Debit Card payment**

After the calculating amount of License fees is generated, User will select “Pay the amount through GRIPS” button

![Image of payment interface]

User will fill up the Depositor details

![Image of depositor details]

User will select the date range which is not related to the license date. It just checks the date range of amount deposited and application started after the same. After that User will enter remarks and select the payment mode. User will choose Debit Card payment and click on Submit

![Image of payment details]
New form number generated upon clicking on submit button. User clicks on Ok button.
User redirect to the bank details page in a new popup. Only 4 banks are associated with GRIPS payment.

User selects required bank name from the list. User selects Yes button.
Upon clicking on the 'Yes' button, the GRN number will be generated. The user will select "Go To Bank name (For Debit card payment). Cancel button will abort the transaction.

The page will move to the confirmation page. The user will rewrite the amount and click on the 'Confirm' button.

Please don't close the browser and confirm the below details:

- **Govt. Reference No (GRN):** 192019200230472355
- **Depositor Name:** K Mitra
- **Total Amount:** Rs. 10000
- **Bank Name:** State Bank of India
- **Payment Mode:** Debit card
- **Department Name:** Health & Family Welfare
- **Service Name:** DRUG

Please re-confirm the total payable amount: 10000

Note: Depositors are requested to verify the 'Amount', 'GRN' details, 'Bank' details, 'Service' details very carefully at the time of final confirmation of the payment. Press 'Confirm' button if all details displayed are correct as per your input given or 'Cancel' the transaction and make a fresh transaction.
Upon clicking on ‘confirm button’ it will open debit card payment page. After successful payment done user redirect to the success page.

User will redirect to CE home page with the generated Challan upon clicking on ‘success’ button. User can take a printout of the Challan also.
Now User will click on ‘Home page’ from the menu ribbon.

User will now choose ‘Already paid” option as the fees is paid.

User will redirect to the page from where User can apply the CE application. User will select ‘Apply’ button.
6.1.2 If you need to pay license fees for existing license along with Penalty

User will select yes if they need to pay the license fees for new and renew application

6.1.2.1 Process Flow

6.1.2.2 Detailed Steps

- User will select home page and click on ‘Make an application’.
- User will select ‘Yes’ option.
- A popup will arise where User will click on ‘Go to Payment Calculation’ button.
- User will redirect to the establishment type selection page
- User will first select their application type as ‘Renewal Application’, Renewal period as 1 and provide the License Number. After that User will select CE services, total doctor count and enter ‘Calculate’ button.
- User will redirect to the calculation page where the Total Payable fees are shown along with the breakup of License & Penalty fees. After that User will click on “Pay the amount through GRIPS” button.
- User will redirect to the payment page.
6.1.2.3 Screen Shots

User will select home page and click on ‘Make an application’.

![Screen Shot 1]

User will select ‘Yes’ option.

![Screen Shot 2]

A popup will arise where User will click on ‘Go to Payment Calculation’ button.

![Screen Shot 3]

User will redirect to the establishment type selection page.

![Screen Shot 4]
User will first select their application type as ‘Renewal Application’, Renewal period as 1 and provide the License Number. After that User will select CE services, total doctor count and enter ‘Calculate’ button.

User will redirect to the calculation page where the Total Payable fees are shown along with the breakup of License & Penalty fees. After that User will click on “Pay the amount through GRIPS” button.

User will redirect to the payment page.
6.1.3 If you do not need to pay license fees

User will apply for Exempted category application. This is for those categories for which special permission is granted and for these categories no license fee is required.

6.1.3.1 Process Flow

- User will click on 'Make an Application' box from home page.
- User will redirect to the payment confirmation page.
- Over here they will select No option which populates a popup asking “You have to apply in Exempted category”. Exempted category application is for those categories for which special permission is granted and for these categories no license fee is required.

For new application User will select New Application.

- User will select New or Renew application first.
- Over here we are processing with New application. User will select the following CE services.
- User redirects to the page where user will apply for CE application in exempted category.

For existing license renewal user will select Renewal Application which will open Renewal period and previous License number. User will enter the required period of license which can be 1 year or 3 years and the old license number.

- User redirects to the service selection page.
- User will apply for CE application in exempted category.

Kindly refer to new and renew application for rest of the steps.
6.1.3.2  Detailed Steps

- User will click on ‘Make an Application’ box from home page.
- User will redirect to the payment confirmation page.
- Over here they will select No option which populates a popup asking “You have to apply in Exempted category”. Exempted category application is for those categories for which special permission is granted and for these categories no license fee is required.
- User redirects to the service selection page.
- User will select New or Renew application first.
- For new application User will select New Application.
- For existing license renewal user will select Renewal Application which will open Renewal period and previous License number. User will enter the required period of license which can be 1 year or 3 years and the old license number.
- Over here we are processing with New application. User will select the following CE services.
- User redirects to the page where user will apply for CE application in exempted category.
- Kindly refer to new and renew application for rest of the steps.
6.1.3.3 Screen Shots

User will click on ‘Make an Application’ box from home page

User will redirect to the payment confirmation page.

Over here they will select No option which populates a popup asking “You have to apply in Exempted category”. Exempted category application is for those categories for which special permission is granted and for these categories no license fee is required.
User redirects to the service selection page

User will select New or Renew application first

For new application User will select New Application
For existing license renewal user will select Renewal Application which will open Renewal period and previous License number. User will enter the required period of license which can be 1 year or 3 years and the old license number.

Over here we are processing with new application. User will select the following CE services.
User redirects to the page where user will apply for CE application in exempted category.

Kindly refer to new and renew application for rest of the steps.
6.1.4 If you do not know that you need to pay license fees or not

If User is not known about their license fees, they are requested to visit their CMOH office for the same

6.1.4.1 Process Flow

6.1.4.2 Detailed Steps

- User will click on ‘Make an Application’ box from home page.
- User will redirect to the payment confirmation page where they will select ‘Not Sure’ option
- Upon clicking on ‘Not Sure’ option a popup arises where User are requested to contact CMOH office to know about their license fees information.
6.1.4.3  **Screen Shots**

User will click on ‘Make an Application’ box from home page.

User will redirect to the payment confirmation page where they will select ‘Not Sure’ option

Upon clicking on ‘Not Sure’ option a popup arises where User are requested to contact CMOH office to know about their license fees information.
6.1.5 Already Paid for New License Application

After payment is completed through GRIPS the user will select ‘Already Paid’ to proceed to new license application. Detailed steps are discussed in section 6.1.4.2

6.1.5.1 Process Flow

Already Paid for New License Application

1. After successful payment, User will return to the home page and click on ‘Make an Application’ box.

2. User redirect to the payment confirmation page where they will select already paid option.

3. User will click on Apply button

4. User redirect to the page where user will apply for CE application
Form fill up page ‘Part-A’

User will redirect to the Form fill up page ‘Part-A’, ‘Establishment Details’
User will fill up all the fields of ‘Establishment Details’ and they are (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/Village, PIN Code and Local Authority). After that User will click on 'Save and Continue' button.

User selects Nature of Firm and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on 'Save and Continue' button.

User will redirect to the 'Establishment Details' page where they will choose ‘nature of firm’

User will redirect to the ‘Contact Details of Establishment’ page. User will fill up all the fields of “Contact Details of Establishment” and they are Land Line Number, Mobile Number and Email ID. After that User will click on 'Save and Continue' button.

User will redirect to the "Applicant Details" page. Over here Applicant Details are auto fetched as per User details provided during Sign up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City /Village, Land Line No., Mobile No. and Email ID. After that User will click on 'Save and Continue' button.

User will redirect to the 'Staff details' page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on ‘Save and Continue’ button.

User will redirect to the "Government Doctor Details" page where User will choose yes or know for the section “Are you appointing any Government doctor?” If yes user has to provide Doctor Information and if No proceed. After that User will click on 'Save and Continue' button.

User will redirect to the 'Trade License Details' page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on 'Save and Go to part B' button.
Regarding Maternity Home (Labour Room Space, List of Equipments, Sucker Machine). Regarding Installation (Regarding Electrical Installation and Supply, Regarding Cooking, Storing and Distribution of Food for Patients)

AND Regarding Accommodation (Accommodation of Residential Staff, Next they will select the check box of the following (The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seize of license).

- Pollution & Waste Disposal. Here users will fill up with the following Clearance from pollution control board and Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation). User can fill either Yes or No or Applied for. After that User will click on Save and Continue button.

- Declarations section where User will first fill up with the following Regarding display of Rate Charger (Doctor's Charges, Bed Charges, OT Charges, Investigation Charges, Service Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow less Light, Boyle's Apparatus, Anesthetist List. etc)

-User redirected to the 'Sanitary Arrangement' page where they will enter the following information. User is to declare that this clinical establishment is not and will not be used for immoral purposes. I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.

-User redirected to the 'Declaration' section where they will enter the following information. User is to declare that this clinical establishment is not and will not be used for immoral purposes. I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.

-After clicking on the 'Declare' button, a popup area will appear. User will click on 'Save Application' button.

-User redirected to the 'Sanitary Arrangement page where they will enter the details of the Staff appointment letters. User will click on 'Save and Continue' button.

-User redirected to the 'Staff appointment letter Upload' page where they will enter the details of the Staff appointment letters. User will click on 'Save and Continue' button.

-After choosing the Final Submit and not My final Submit. Choosing not my final submit the applications will stay incomplete and User can further modify it. Also choosing Final submit the application process to Dealing Assistant and block further application modification.

-After choosing Final Submit or not My final Submit User will click on Submit button.

-User will redirect to the application page where they will enter the Final Submit. Applications are stored in the list. User will click on OK.

-User will redirect to the 'Payment Details' page where they will enter the Final Submit. Applications are stored in the list. User will click on OK.

-User will redirect to the 'Clearance from pollution control board, Approved Building Plan, Current Property Tax Receipt, Ownership Deed, Partnership Deed, Premises MIS, Submit a copy of the deed, Staff appointment letters in PDF Format Only”. User will upload the required documents from the following (Trade License Copy, Rent Receipt, Previous Original License, Copy of PNDT license (if USG machine is present). TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurses).
Submitted Application

User will view the entire list of submitted application along with issued license application.

If the application is incomplete User can modify the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed by clicking on action button.

User selects an incomplete application and choose Upload document from action button.

User redirect to the document upload page.

User can select an incomplete application and choose 'Staff Management' from action button.

After uploading the required document User will choose Final Submit or not My final Submit and click on Submit button.

User will click on Add new staff button or they can edit the existing staffs.

User redirect to the 'Staff Management' page.

User will click on the 'Staff Management' page.

User will click on Add new staff button or they can edit the existing staffs.

User will click on 'Staff Management' page.

User can select an incomplete application and choose 'Staff Management' from action button.

After uploading the required document User will choose Final Submit or not My final Submit and click on Submit button.

User can update the modify the application by clicking on Edit application.

User redirect to the 'Staff Management' page.

User will click on 'Staff Management' page.

After entering Doctor Details user will click on Submit button.

It will redirect to the "Government Doctor List" page where User add doctor details.

User can update the Government Doctor of their establishment by clicking on 'Government Doctor list' button.

User can update the services and bed on Edit services and bed.

User redirects to the Edit services and bed page where User can modify the services and bed as per their requirement. Finally User will click on 'Update' button.

User can update the services and bed on Edit services and bed.

After all modification done user will select "This is my final submit" and selects submit button.

User will click on 'Click Here' link to download the staff details excel.

The excel doc where user can add staff details but without editing any main fields.

User will click on 'Click Here' link to download the staff details excel.

After filling the staff details User will again choose the Final Submit or not My final Submit and click on Submit button.

User can update the modify the application by clicking on Edit application.

User will click on Add new staff button or they can edit the existing staffs.

User will click on Add new staff button or they can edit the existing staffs.

User will click on Add new staff button or they can edit the existing staffs.

User will select an incomplete application and choose Upload document from action button.

A popup will arise that 'Permission not granted'. User will click on ok button. This means final submit done User cannot modify it further.

Now if User try to edit any of the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed from clicking on action button.

User redirects to the "Your Submitted Application" page.
6.1.5.2 Detailed Steps

Already Paid for New License Application

- After successful payment, User will return to the home page and click on ‘Make an Application’ box.
- User redirect to the payment confirmation page where they will select already paid option.
- User redirect to the page where user will apply for CE application.
- User will click on Apply button.

Form fill up page ‘Part-A’

- User will redirect to the Form fill up page ‘Part-A’, 'Establishment Details'.
- User will fill up all the fields of 'Establishment Details' and they are (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/ Village, PIN Code and Local Authority). After that User will click on 'Save and Continue' button.
- User will redirect to the "Contact Details of Establishment" page. User will fill up all the fields of "Contact Details of Establishment" and they are Land Line Number, Mobile Number and Email ID. After that User will click on 'Save and Continue' button.
- User will redirect to the "Applicant Details" page. Over here Applicant Details are auto fetched as per User details provided during Sign up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City /Village, Land Line No., Mobile No. and Email ID. After that User will click on 'Save and Continue' button.
- User will redirect to the 'Establishment Service Details' page where they will choose 'nature of firm'.
- User selects Nature of Firm and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on 'Save and Continue' button.
- User will redirect to the 'Staff details' page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on 'Save and Continue' button.
- User will redirect to the "Government Doctor Details" page where User will choose yes or know for the section "Are you appointing any Government doctor?" If yes user has to provide Doctor Information and if No proceed. After that User will click on 'Save and Continue' button.
- User will redirect to the 'Trade License Details' page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on 'Save and Go to part B' button.
Form fill up page ‘Part-B’

- User will redirect to the Form fill up page ‘Part-B’, ‘Payment Details’. Over here User will view Payment details. User will click on ‘Next’ button.
- User will redirect to the ‘Pollution & Waste Disposal’. Here users will fill up with the following Clearance from pollution control board and Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation). User can fill either Yes or No or Applied for. After that User will click on 'Save and Continue' button.
- User will redirect to the 'Premises Details' Page where user will fill up Construction approved by authority?, Premises Type, Reception Counter, Waiting Room, Record Room, Ventilation Sufficient?, Lighting Sufficient? And Drinking Water. User will also fill up Supply (Source, Quantity, Quality, Cooling Arrangement) and click on 'Save and Continue’ button.
- User will redirect to the ‘Exemption Granted’ Page where they will enter the permission of Customs Department and H&FW Dept. Over here for both of the cases, If Yes User will select Whether free treatment facilities @40% in OPD and @10% in IPD and Monthly report submitted or not. After that User will click on 'Save and Continue' button.
- User redirected to the 'Register To Be Maintained/span>' page where they will enter the Staff Register Available, Attendance Register, Stock Register, Cashbook Register, Admission Register, Inspection Book and Whether training of medical or paramedical courses are present?. After that User will click on 'Save and Continue' button.
- User redirected to the 'Sanitary Arrangement' page where they will enter Drainage System, Water Closets (Number of Male & Number of Female) Lavatory (Number of Male & Number of Female), and System of garbage disposal and Electric Supply. After that User will click on 'Save and Continue' button.
- User redirected to the 'Declaration' section where User will first fill up with the following Regarding display of Rate Charges (Doctor’s Charges, Bed Charges, OT Charges, Investigation Charges, Service Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow-less Light, Boyle’s Apparatus, Anesthetist List, Auto Clave), Regarding Maternity Home (Labour Room Space, List of Equipments, Sucker Machine), Regarding Installation (Regarding Electrical Installation and Supply, Regarding Cooking, Storing and Distribution of Food for Patients AND Regarding Accommodation (Accommodation of Residential Staff). Next they will select the check box of the following (The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seizer of license). and (I will inform to Licensing Authority, if I am appointing any government doctor in future). Finally User will click on 'Save Application' button.
- Upon clicking on 'Save Application' button, a popup arises, "Your application form has been saved as incomplete. Please upload documents and staff details (If required) and do final submit to complete your application". User will click on 'OK' button of the popup.
- User will redirect to the "Upload Your Documents (PDF Format Only)" page.
- User will upload the required documents from the following (Trade License Copy, Payment Challan, Clearance from pollution control board, Upload scanned copy of clearance, Clinical
Waste disposal license (From Panchayat/Municipality/Municipal Corporation), Premises Map, Submit a copy of the deed, Staff appointment letters (Staff joining letters Upload scanned copy of joining letters of staffs), Regarding Electrical Installation and Supply, Approved Building Plan, Current Property Tax Receipt, Ownership Deed, Partnership Deed, Resolution Papers, Memorandum and articles of association, Society registration papers, Rent Agreement, Rent Receipt, Previous Original License, Copy of PNDT license (if USG machine is present), TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurses, NOC from fire department, AERB approval for running X-ray and CT scan, ID proof of licensee, Form-VII, Agreement Copy with Mother Lab, Valid License of Mother Lab(for collection center))

- After uploading all the document User will read the Declaration (I accept on behalf of myself and the company/society/association/body hereby declare that the statements above are correct and true to my knowledge and I shall abide by all the rules and declarations (from A to F as stated above) in respect of my clinical establishment, that already exists/proposed to be established. I further declare that this clinical establishment is not and will not be used for immoral purpose. I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.) and choose Final Submit and not My final Submit. Choosing not my final submit the applications will stays incomplete and User can further modify it. Also choosing Final submits the application process to Dealing Assistant and block further application modification.
- After choosing Final Submit or not My final Submit user click on Submit button
- User will redirect to the submitted application page. Here a pop will arise if any incomplete applications are stored in the list. User will click on OK

Submitted Application

- User will view the entire list of submitted application along with issued license application.
- If the application is incomplete User can modify the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed by clicking on action button
- User selects an incomplete application and choose Upload document from action button.
- User redirect to the document upload page
- After uploading the required document User will choose Final Submit or not My final Submit and click on Submit button
- User can select an incomplete application and choose 'Staff Management' from action button.
- User redirect to the 'Staff Management' page
- User will click on Add new staff button or they can edit the existing staffs.
- Upon clicking on add new staff button a popup will arise with information of adding staff in 2 methods. For adding new staffs 2 procedures are users can add one by one as shown in the screen or user can download the excel doc and add the staff details without modifying its fields. After completing the staff addition they will upload the same. User will click on ok button to close the popup.
- User will click on 'Click Here' link to download the staff details excel.
- The excel doc where user can add staff details but without editing any main fields.
- After filling the staff details User will again choose the Final Submit or not My final Submit and click on Submit button
- User can update the Government Doctor of their establishment by clicking on 'Government Doctor list' button
- It will redirect to the "Government Doctor List" page where User add doctor details
- After entering Doctor Details user will click on Submit button
- User can update the modify the application by clicking on Edit application
- User will edit the application from here and after completing the modification he will choose the Final Submit or not My final Submit and click on Submit button
- User can update the services and bed on Edit services and bed
- User redirects to the Edit services and bed page where User can modify the services and bed as per their requirement. Finally User will click on 'Update' button.
- After all modification done user will select ‘This is my final submit’ and selects submit button
- User redirects to the ‘Your Submitted Application’ page
- Now if User try to edit any of the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed from clicking on action button
- A popup will arise that 'Permission not granted'. User will click on ok button. This means final submit done User cannot modify it further.
6.1.5.3  **Screen Shots**

After successful payment, User will return to the home page and click on ‘Make an Application’ box.

User redirect to the payment confirmation page where they will select already paid option.

User redirect to the page where user will apply for CE application where User will click on Apply button.
User will redirect to the Form fill up page ‘Part-A’, 'Establishment Details'

User will fill up all the fields of 'Establishment Details' and they are (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/ Village, PIN Code and Local Authority). After that User will click on 'Save and Continue' button.
User will redirect to the "Contact Details of Establishment" page. User will fill up all the fields of "Contact Details of Establishment" and they are Land Line Number, Mobile Number and Email ID. After that User will click on 'Save and Continue' button

![Contact Details of Establishment Form](image)

User will redirect to the "Applicant Details" page. Over here Applicant Details are auto fetched as per User details provided during Sign Up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City /Village, Land Line No., Mobile No. and Email ID. After that User will click on 'Save and Continue' button.

![Applicant Details Form](image)

User will redirect to the 'Establishment Service Details' page where they will choose 'nature of firm'

![Establishment Service Details Form](image)
User selects Nature of Firm and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on 'Save and Continue' button.

User will redirect to the 'Staff details' page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on 'Save and Continue' button.
User will redirect to the "Government Doctor Details" page where User will choose Yes or know for the section "Are you appointing any Government doctor?"

If yes user has to provide Doctor Information and if No proceed. After that User will click on 'Save and Continue' button.
User will redirect to the 'Trade License Details' page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on 'Save and Go to part B' button.

User will redirect to the Form fill up page ‘Part-B’, ‘Payment Details’. Over here User will view Payment details. User will click on 'Next' button.
User will redirect to the 'Pollution & Waste Disposal'. Here users will fill up with the following Clearance from pollution control board and Clinical Waste disposal license (From Panchayat/ Municipality/ Municipal Corporation). User can fill either Yes or No or Applied for. After that User will click on 'Save and Continue' button.

User will redirect to the 'Premises Details' Page where user will fill up Construction approved by authority?, Premises Type, Reception Counter, Waiting Room, Record Room, Ventilation Sufficient?, Lighting Sufficient and Drinking Water. User will also fill up Supply (Source, Quantity, Quality, Cooling Arrangement) and click on 'Save and Continue' button.
User will redirect to the 'Exemption Granted' Page where they will enter the permission of Customs Department and H&FW Dept. Over here for both of the cases, If Yes User will select Whether free treatment facilities @40% in OPD and @10% in IPD and Monthly report submitted or not. After that User will click on 'Save and Continue' button.

User redirected to the 'Register To Be Maintained' page where they will enter the Staff Register Available, Attendance Register, Stock Register, Cashbook Register, Admission Register, Inspection Book and Whether training of medical or paramedical courses are present ?. After that User will click on 'Save and Continue' button.
User redirected to the 'Sanitary Arrangement' page where they will enter Drainage System, Water Closets (Number of Male & Number of Female) Lavatory (Number of Male & Number of Female), and System of garbage disposal and Electric Supply. After that User will click on 'Save and Continue' button
User redirected to the 'Declaration' section where User will first fill up with the following Regarding display of Rate Charges (Doctor's Charges, Bed Charges, OT Charges, Investigation Charges, Service Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow-less Light, Boyle's Apparatus, Anesthetist List, Auto Clave), Regarding Maternity Home (Labour Room Space, List of Equipments, Sucker Machine), Regarding Installation (Regarding Electrical Installation and Supply, Regarding Cooking, Storing and Distribution of Food for Patients AND Regarding Accommodation (Accommodation of Residential Staff). Next they will select the check box of the following (The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seizure of license). and (I will inform to Licensing Authority, if I am appointing any government doctor in future). Finally User will click on 'Save Application' button

<table>
<thead>
<tr>
<th>Regarding display of Rate Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor’s Charges</td>
</tr>
<tr>
<td>Bed Charges</td>
</tr>
<tr>
<td>OT Charges</td>
</tr>
<tr>
<td>Investigation Charges</td>
</tr>
<tr>
<td>Service Charges</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regarding Operation Theater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total OT Space</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>Shadow-less Light</td>
</tr>
<tr>
<td>Boyle’s Apparatus</td>
</tr>
<tr>
<td>Anesthetist List</td>
</tr>
<tr>
<td>Auto Clave</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regarding Maternity Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour Room Space</td>
</tr>
<tr>
<td>List of Equipments</td>
</tr>
<tr>
<td>Sucker Machine</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regarding Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regarding Electrical Installation and Supply</td>
</tr>
<tr>
<td>Regarding Cooking, Storing and Distribution of Food for Patients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regarding Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation of Residential Staff</td>
</tr>
</tbody>
</table>

* The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seizure of license.
* I will inform to Licensing Authority, if I am appointing any government doctor in future.
Upon clicking on 'Save Application' button, a popup arises, "Your application form has been saved as incomplete. Please upload documents and staff details (if required) and do final submit to complete your application". User will click on 'OK' button of the popup.

User will redirect to the "Upload Your Documents (PDF Format Only)" page.
User will upload the required documents from the following (Trade License Copy, Payment Challan, Clearance from pollution control board, Upload scanned copy of clearance, Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation), Premises Map, Submit a copy of the deed, Staff appointment letters (Staff joining letters Upload scanned copy of joining letters of staffs), Regarding Electrical Installation and Supply, Approved Building Plan, Current Property Tax Receipt, Ownership Deed, Partnership Deed, Resolution Papers, Memorandum and articles of association, Society registration papers, Rent Agreement, Rent Receipt, Previous Original License, Copy of PNDT license (if USG machine is present), TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurses, NOC from fire department, AERB approval for running X-ray and CT scan, ID proof of licensee, Form-VII, Agreement Copy with Mother Lab, Valid License of Mother Lab(for collection center))
After uploading all the document User will read the Declaration (I accept on behalf of myself and the company/society/association/body hereby declare that the statements above are correct and true to my knowledge and I shall abide by all the rules and declarations (from A to F as stated above) in respect of my clinical establishment, that already exists/proposed to be established. I further declare that this clinical establishment is not and will not be used for immoral purpose. I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.) And choose Final Submit and not my final Submit. Choosing not my final submit the applications will stays incomplete and User can further modify it. Also choosing Final submits the application process to Dealing Assistant and block further application modification.

After choosing Final Submit or not My final Submit user will click on Submit button
User will redirect to the submitted application page. Here a pop will arise if any incomplete application are stored in the list. User will click on OK.

User will view the entire list of submitted application along with issued license application.

User selects an incomplete application and choose Upload document from action button.
User redirect to the document upload page

After uploading the required document User will choose Final Submit or not My final Submit and click on Submit button

User can select an incomplete application and choose 'Staff Management' from action button.
User redirect to the 'Staff Management' page

User will click on Add new staff button or they can edit the existing staffs.

Upon clicking on add new staff button a popup will arise with information of adding staff in 2 methods. For adding new staffs 2 procedures are users can add one by one as shown in the screen or user can download the excel doc and add the staff details without modifying its fields. After completing the staff addition they will upload the same. User will click on ok button to close the popup.
User will click on ‘Click Here’ link to download the staff details excel.

This is the excel doc where user can add staff details but without editing any main fields.
After filling the staff details User will again choose the Final Submit or not My final Submit and click on Submit button

User can update the Government Doctor of their establishment by clicking on 'Government Doctor list' button

It will redirect to the "Government Doctor List" page where User add doctor details
After entering Doctor Details user will click on Submit button.

User can update the modify the application by clicking on Edit application
User will edit the application from here and after completing the modification he will choose the Final Submit or not My final Submit and click on Submit button

![Form Image](image1)

User can update the services and bed on Edit services and bed

![Service and Bed Image](image2)
User redirects to the Edit services and bed page where User can modify the services and bed as per their requirement. Finally User will click on ‘Update’ button.
After all modification done user will select ‘This is my final submit’ and selects submit button.

User redirects to the ‘Your Submitted Application’ page

Now if User try to edit any of the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed from clicking on action button
A popup will arise that ‘Permission not Granted’. User will click on ok button. This means final submit done User cannot modify it further.
6.1.6 Already Paid for Renew License Application

After payment is completed through GRIPS the user will select ‘Already Paid’ to proceed to renew license application. Detailed steps are discussed in section 6.1.5.2

6.1.6.1 Process Flow

Already Paid for New License Application

After successful payment, User will return to the home page and click on ‘Make an Application’ box. User redirect to the payment confirmation page where they will select already paid option. User redirects to the page where user will apply for CE application. User will click on Apply button for renewal application.
Form fill up page ‘Part-A’

User will redirect to the Form fill up page ‘Part-A,’ ‘Establishment Details’ where User will view the Establishment Details and they are auto filled up (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/ Village, PIN Code and Local Authority). After that User will click on ‘Save and Continue’ button.

User will redirect to the “Contact Details of Establishment” page. User will fill up all the fields of “Contact Details of Establishment” and they are Land Line Number, Mobile Number and Email ID. After that User will click on ‘Save and Continue’ button.

User will redirect to the ‘Establishment Service Details’ page where they will choose ‘nature of firm’ and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on ‘Save and Continue’ button.

User will redirect to the “Applicant Details” page. Over here Applicant Details are auto fetched as per User details provided during Sign up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City/Village, Land Line No., Mobile No. and Email ID. After that User will click on ‘Save and Continue’ button.

User will redirect to the ‘Establishment Service Details’ page where they will choose ‘nature of firm’ and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on ‘Save and Continue’ button.

User will redirect to the ‘Staff details’ page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on ‘Save and Continue’ button.

User will redirect to the “Government Doctor Details” page where User will choose yes or know for the section “Are you appointing any Government doctor?” If yes user has to provide Doctor Information and if No proceed. After that User will click on ‘Save and Continue’ button.

User will redirect to the ‘Trade License Details’ page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on ‘Save and Go to part B’ button.
Form fill up page ‘Part-B’

User will redirect to the Form fill up page ‘Part-B’, ‘Payment Details’. Over here User will see ‘Payment details’. User will click on ‘Save’ button.

User will redirect to the ‘Declaration’ section where User will fill up with the following (Declaration of Rationale Charges, Bill Charges, OT Charges, O.T Charges, Investigation Charges, Simon Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow less Light, Boyle’s Apparatus, Anesthetist List, Auto Clave).

User will upload the required documents from the following (Trade License Copy, Payment Challan, Clearance from pollution control board, Upload scanned copy of clearance, Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation), Premises Map, Submit a copy of resolution papers, Memorandum and articles of association, Society registration papers, Rent Agreement, Rent Receipt, Previous Original License, Copy of PNDT License (if USG company/society/association hereby declare that the statements above is correct to the best of my knowledge and I shall abide by all the rules and declaration from XI to XIX is stated above) in respect of my clinical establishment, that already exists/proposed to be established. I further declare that this clinical establishment is not and will not be used for immoral purpose.

User will redirect to the ‘Register To Be Maintained’ page where they will enter the (Staff Register Available, Admission Register, Block Register, Cash book Register, Admission Register, Inspection Book and Whether training of medical or paramedical courses are present). After that User will click on ‘Save and Continue’ button.

User redirected to the ‘ uploads Your Documents’ page (PD Format Only) where they will enter the (The information submitted here are sufficient ? And Drinking Water. User will also fill up Supply (Source, Quantity, Quality, Cooling Arrangement) and click on ‘Save and Continue’ button.

TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurse, ROC from the department, ARB approval for running K & C Unit, U proof of licensees, Form XLI, Agreement Copy with other Lab/Collection center).

Choosing not my final submit the applications automatically redirected and User can further modify it. Also choosing Final submit the application process to Dealing Assistant and block further application modification. After choosing Final submit user click on ‘Submit button.

I undertake that I shall intimate to the Licensing Authority any change to the particular given above. And choose Final submit and not my final submit.
6.1.6.2 **Detailed Steps**

**Already Paid for New License Application**

- After successful payment, User will return to the home page and click on ‘Make an Application’ box.
- User redirect to the payment confirmation page where they will select already paid option.
- User redirects to the page where user will apply for CE application. User will click on Apply button for renewal application

**Form fill up page ‘Part-A’**

- User will redirect to the Form fill up page ‘Part-A’, 'Establishment Details' where User will view the 'Establishment Details' and they are auto filled up (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/ Village, PIN Code and Local Authority). After that User will click on 'Save and Continue' button.
- User will redirect to the "Contact Details of Establishment" page. User will fill up all the fields of "Contact Details of Establishment" and they are Land Line Number, Mobile Number and Email ID. After that User will click on 'Save and Continue' button
- User will redirect to the "Applicant Details" page. Over here Applicant Details are auto fetched as per User details provided during Sign up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City/Village, Land Line No., Mobile No. and Email ID. After that User will click on 'Save and Continue' button
- User will redirect to the 'Establishment Service Details' page where they will choose 'nature of firm' and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on 'Save and Continue' button
- User will redirect to the 'Staff details' page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on 'Save and Continue' button.
- User will redirect to the "Government Doctor Details" page where User will choose yes or know for the section "Are you appointing any Government doctor?" If yes user has to provide Doctor Information and if No proceed. After that User will click on 'Save and Continue' button.
- User will redirect to the 'Trade License Details' page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on 'Save and Go to part B' button.
Form fill up page ‘Part-B’

- User will redirect to the Form fill up page ‘Part-B’, ‘Payment Details’. Over here User will view Payment details. User will click on 'Next' button.
- User will redirect to the 'Pollution & Waste Disposal'. Here users will fill up with the following Clearance from pollution control board and Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation). User can fill either Yes or No or Applied for. After that User will click on 'Save and Continue' button
- User will redirect to the 'Premises Details' Page where user will fill up Construction approved by authority?, Premises Type, Reception Counter, Waiting Room, Record Room, Ventilation Sufficient?, Lighting Sufficient ? And Drinking Water. User will also fill up Supply (Source, Quantity, Quality, Cooling Arrangement) and click on 'Save and Continue' button
- User will redirect to the 'Pollution & Waste Disposal' Page where they will enter the permission of Customs Department and H&FW Dept. Over here for both of the cases, If Yes User will select Whether free treatment facilities @40% in OPD and @10% in IPD and Monthly report submitted or not. After that User will click on 'Save and Continue' button
- User redirected to the 'Register To Be Maintained' page where they will enter the Staff Register Available, Attendance Register, Stock Register, Cashbook Register, Admission Register, Inspection Book and Whether training of medical or paramedical courses are present ?. After that User will click on 'Save and Continue' button
- User redirected to the 'Sanitary Arrangement' page where they will enter Drainage System, Water Closets (Number of Male & Number of Female) Lavatory (Number of Male & Number of Female), and System of garbage disposal and Electric Supply. After that User will click on 'Save and Continue' button
- User redirected to the 'Declaration' section where User will first fill up with the following Regarding display of Rate Charges (Doctor's Charges, Bed Charges, OT Charges, Investigation Charges, Service Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow-less Light, Boyle's Apparatus, Anesthetist List, Auto Clave), Regarding Maternity Home (Labour Room Space, List of Equipments, Sucker Machine), Regarding Installation (Regarding Electrical Installation and Supply, Regarding Cooking, Storing and Distribution of Food for Patients AND Regarding Accommodation (Accommodation of Residential Staff).
  - Next they will select the check box of the following (The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seizure of license). And (I will inform to Licensing Authority, if I am appointing any government doctor in future). Finally User will click on 'Save Application' button.
  - Upon clicking on 'Save Application' button, a popup arises, "Your application form has been saved as incomplete. Please upload documents and staff details (If required) and do final submit to complete your application". User will click on 'OK' button of the popup.
  - User will redirect to the "Upload Your Documents (PDF Format Only)" page.
- User will upload the required documents from the following (Trade License Copy, Payment Challan, Clearance from pollution control board, Upload scanned copy of clearance, Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation), Premises Map, Submit a copy of the deed, Staff appointment letters (Staff joining letters Upload scanned copy of joining letters of staffs),

- Regarding Electrical Installation and Supply, Approved Building Plan, Current Property Tax Receipt, Ownership Deed, Partnership Deed, Resolution Papers, Memorandum and articles of association, Society registration papers, Rent Agreement, Rent Receipt, Previous Original License, Copy of PNDT license (if USG machine is present),

- TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurses, NOC from fire department, AERB approval for running X-ray and CT scan, ID proof of licensee, Form-VII, Agreement Copy with Mother Lab, Valid License of Mother Lab(for collection center))

- After uploading all the document User will read the Declaration ( I accept on behalf of myself and the company/ society/ association/ body hereby declare that the statements above are correct and true to my knowledge and I shall abide by all the rules and declarations (from A to F as stated above) in respect of my clinical establishment, that already exists/proposed to be established. I further declare that this clinical establishment is not and will not be used for immoral purpose.

- I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.) And choose Final Submit and not my final Submit.

- Choosing not my final submit the applications will stays incomplete and User can further modify it. Also choosing Final submits the application process to Dealing Assistant and block further application modification. After choosing Final Submit or not My final Submit user click on Submit button

- User will redirect to the submitted application page. Here a pop will arise if any incomplete applications are stored in the list. User will click on OK
6.1.6.3 Screen Details

After successful payment, User will return to the home page and click on ‘Make an Application’ box.

User redirect to the payment confirmation page where they will select already paid option

User redirects to the page where user will apply for CE application. User will click on Apply button for renewal application
User will redirect to the Form fill up page 'Part-A', 'Establishment Details' where User will view the ‘Establishment Details' and they are auto filled up (Establishment Name, Building Number, Street Name, Address, District, Post Office, Police Station, City/ Village, PIN Code and Local Authority). After that User will click on 'Save and Continue' button.

User will redirect to the "Contact Details of Establishment" page. User will fill up all the fields of "Contact Details of Establishment" and they are Land Line Number, Mobile Number and Email ID. After that User will click on 'Save and Continue' button.
User will redirect to the "Applicant Details" page. Over here Applicant Details are auto fetched as per User details provided during Sign up of CE Application. Here they will get these following Applicant (Owner) Name, Building Number, Street Name, Post Office, Police Station, City /Village, Land Line No., Mobile No. and Email ID. After that User will click on 'Save and Continue' button.

User will redirect to the 'Establishment Service Details' page where they will choose 'nature of firm' and Services of Establishment are auto fetched as per establishment chosen by User. After that User will click on 'Save and Continue' button.
User will redirect to the 'Staff details' page where User enters No. of temporary staff and No. of permanent staff which populates Total number of staffs. User also enters Total Number of Doctor and total Staff Details of Establishment. After that User will click on 'Save and Continue' button.

User will redirect to the "Government Doctor Details" page where User will choose yes or know for the section "Are you appointing any Government doctor?" If yes user has to provide Doctor Information and if No proceed. After that User will click on 'Save and Continue' button.
User will redirect to the 'Trade License Details' page where they will enter License Number (Trade License Number), Trade License Issue Date and Trade License Issuing Authority. User will click on 'Save and Go to part B' button.

User will redirect to the Form fill up page 'Part-B', 'Payment Details'. Over here User will view Payment details. User will click on 'Next' button.
User will redirect to the 'Pollution & Waste Disposal'. Here users will fill up with the following Clearance from pollution control board and Clinical Waste disposal license (From Panchayat/ Municipality/ Municipal Corporation). User can fill either Yes or No or Applied for. After that User will click on 'Save and Continue' button

User will redirect to the 'Premises Details' Page where user will fill up Construction approved by authority?, Premises Type, Reception Counter, Waiting Room, Record Room, Ventilation Sufficient?, Lighting Sufficient ? For Drinking Water, User will also fill up Supply (Source, Quantity, Quality, Cooling Arrangement) and click on 'Save and Continue' button
User will redirect to the 'Exemption Granted' Page where they will enter the permission of Customs Department and H&FW Dept. Over here for both of the cases, If Yes User will select Whether free treatment facilities @40% in OPD and @10% in IPD and Monthly report submitted or not. After that User will click on 'Save and Continue' button.

<table>
<thead>
<tr>
<th>Exemption Granted</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs Dept Exemption</td>
<td></td>
</tr>
<tr>
<td>Whether free treatment facilities @40% in OPD and @10% in IPD</td>
<td></td>
</tr>
<tr>
<td>Health &amp; Welfare Department Dept Exemption</td>
<td></td>
</tr>
<tr>
<td>Whether free treatment facilities @40% in OPD and @10% in IPD</td>
<td></td>
</tr>
</tbody>
</table>

User redirected to the 'Register To Be Maintained' page where they will enter the Staff Register Available, Attendance Register, Stock Register, Cashbook Register, Admission Register, Inspection Book and Whether training of medical or paramedical courses are present?. After that User will click on 'Save and Continue' button.

<table>
<thead>
<tr>
<th>Register To Be Maintained</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Register Available</td>
<td></td>
</tr>
<tr>
<td>Cashbook Register</td>
<td></td>
</tr>
<tr>
<td>Whether training of medical or paramedical courses are present?</td>
<td></td>
</tr>
<tr>
<td>Whether approved by State medical council/Govt. of west bengal?</td>
<td></td>
</tr>
</tbody>
</table>
User redirected to the 'Sanitary Arrangement' page where they will enter Drainage System, Water Closets (Number of Male & Number of Female) Lavatory (Number of Male & Number of Female), and System of garbage disposal and Electric Supply. After that User will click on 'Save and Continue' button.
User redirected to the 'Declaration' section where User will first fill up with the following Regarding display of Rate Charges (Doctor's Charges, Bed Charges, OT Charges, Investigation Charges, Service Charges), Regarding Operation Theater (Total OT Space, Yes, Shadow-less Light, Boyle’s Apparatus, Anesthetist List, Auto Clave),

Regarding Maternity Home (Labour Room Space, List of Equipments, Sucker Machine), Regarding Installation (Regarding Electrical Installation and Supply, Regarding Cooking, Storing and Distribution of Food for Patients AND Regarding Accommodation (Accommodation of Residential Staff).

Next they will select the check box of the following (The information submitted here are true to the best of knowledge. If it is found false the establishment is liable to seizer of license). And (I will inform to Licensing Authority, if I am appointing any government doctor in future). Finally User will click on 'Save Application' button
Upon clicking on 'Save Application' button, a popup arises, "Your application form has been saved as incomplete. Please upload documents and staff details (if required) and do final submit to complete your application". User will click on 'OK' button of the popup.

User will redirect to the "Upload Your Documents (PDF Format Only)" page.
User will upload the required documents from the following (Trade License Copy, Payment Challan, Clearance from pollution control board, Upload scanned copy of clearance, Clinical Waste disposal license (From Panchayat/Municipality/Municipal Corporation), Premises Map, Submit a copy of the deed, Staff appointment letters (Staff joining letters Upload scanned copy of joining letters of staffs),

Regarding Electrical Installation and Supply, Approved Building Plan, Current Property Tax Receipt, Ownership Deed, Partnership Deed, Resolution Papers, Memorandum and articles of association, Society registration papers, Rent Agreement, Rent Receipt, Previous Original License, Copy of PNDT license (if USG machine is present),

TR Form 7, Present Rate Chart, Sketch map of premises showing measurement, Affidavit, Registration certificate of doctor and nurses, NOC from fire department, AERB approval for running X-ray and CT scan, ID proof of licensee, Form-VII, Agreement Copy with Mother Lab, Valid License of Mother Lab(for collection center)}
After uploading all the document User will read the Declaration (I accept on behalf of myself and the company/society/association/body hereby declare that the statements above are correct and true to my knowledge and I shall abide by all the rules and declarations (from A to F as stated above) in respect of my clinical establishment, that already exists/proposed to be established. I further declare that this clinical establishment is not and will not be used for immoral purpose.

I undertake that I shall intimate to the Licensing Authority any change in the particulars given above.) And choose Final Submit and not my final Submit.

Choosing not my final submit the applications will stays incomplete and User can further modify it. Also choosing Final submits the application process to Dealing Assistant and block further application modification. After choosing Final Submit or not My final Submit user click on Submit button

User will redirect to the submitted application page. Here a pop will arise if any incomplete applications are stored in the list. User will click on OK
6.1.7 Renewal Penalty Calculation

User selects ‘Make an Application’ from the home page. The User will be navigated to a new page where they will be asked whether they need to pay license fee or not. The User will select ‘Yes’ from dropdown list and will be prompted to go to payment calculation. The User will arrive at the payment calculation page. Over here the User will select ‘Renewal Application’ from dropdown list, select the period of renewal, and enter the license no. Also the user will select the CE services for which the application is being renewed and add the no. of doctors. Finally the User will click on ‘Calculate’ button. Now if the user’s license has expired then on clicking ‘calculate’ a box will appear stating the period for which the license has been expired and how much fine needs to be paid by the user for renewal of the license. The User will go through the entire thing and click on ‘Pay the Amount through Grips’ to proceed to payment. On the payment page the user enters their name, mobile no., email id and address and finally clicks on ‘Save and continue’ to proceed to payment gateway to clear the payment.

6.1.7.1 Process Flow

6.1.7.2 Details

- User selects ‘Make an Application’ from the home page.
- The User will be navigated to a new page where they will be asked whether they need to pay license fee or not. The User will select ‘Yes’ from dropdown list and will be prompted to go to payment calculation. The User will arrive at the payment calculation page.
- Over here the User will select ‘Renewal Application’ from dropdown list, select the period of renewal, and enter the license no. Also the user will select the CE services for which the application is being renewed and add the no. of doctors. Finally the User will click on ‘Calculate’ button.
- Now if the user’s license has expired then on clicking ‘calculate’ a box will appear stating the period for which the license has been expired and how much fine needs to be paid by the user for renewal of the license. The User will go through the entire thing and click on ‘Pay the Amount through Grips’ to proceed to payment.
On the payment page the user enters their name, mobile no., email id and address and finally clicks on ‘Save and continue’ to proceed to payment gateway to clear the payment.

6.1.7.3 Screen Details
User selects ‘Make an Application’ from the home page.

The User will be navigated to a new page where they will be asked whether they need to pay license fee or not.

The User will select ‘Yes’ from dropdown list and will be prompted to go to payment calculation.
The User will arrive at the payment calculation page.

Over here the User will select ‘Renewal Application’ from dropdown list, select the period of renewal, and enter the license no. Also the user will select the CE services for which the application is being renewed and add the no. of doctors. Finally the User will click on ‘Calculate’ button.
Now if the user’s license has expired then on clicking ‘calculate’ a box will appear stating the period for which the license has been expired and how much fine needs to be paid by the user for renewal of the license. The User will go through the entire thing and click on ‘Pay the Amount Through Grips’ to proceed to payment.

![License Expiry Notice](image1)

On the payment page the user enters their name, mobile no., email id and address and finally clicks on ‘Save and continue’ to proceed to payment gateway to clear the payment.

![Payment Page](image2)
6.1.8  Edit Service and Bed

After application is submitted to the respective Higher Authority or during incomplete application process in the User end, if User forget to add any establishment type or during incompetency their license date expired, then User has to go to "Edit Service and Bed" and update the same accordingly. Details are elaborated in 6.1.8.2.

6.1.8.1  Process Flow

User selects 'Submitted Application' from the home page.

The page will redirect to the "submitted application page. The required application may be incomplete or submitted to higher authority. If the application is submitted to Higher authority, User have to take edit service and bed permission from them. User will next choose the required application and click on Action button. Upon clicking on Action button a dropdown list will open. User will click on "Edit Service and Bed".

Upon clicking on edit service & bed, user redirected to the same page with an alert message that "Please refresh the page if the previous details not loaded properly". User will click on Ok button.

User will next check and verify the previous establishment details.

Upon clicking on update button, the page moves to calculated amount page where a popup will arises and alerted User that their service details are pending along with the form number. User will click on OK button.

User will next update the establishment details which they have missed and click on Update button.

Upon clicking on ok button, all calculation details are shown with the extra payable amount. User will click on pay the amount through GRIPS button.

User will move to the excess payment page upon clicking on pay the amount through GRIPS button. User will pay the amount and update details as shown in below screen. Note that for exempted application it will direct move to this page as payment calculation is not arrived for the same. User will update their missed service accordingly.
6.1.8.2 Details

- User selects ‘Submitted Application’ from the home page.
- The page will redirect to the “submitted application page. The required application may be incomplete or submitted to higher authority. If the application is submitted to higher authority, User has to take edit service and bed permission from them. User will next choose the required application and click on Action button. Upon clicking on Action button a dropdown list will open. User will click on “Edit Service and Bed”.
- Upon clicking on edit service & bed, user redirected to the same page with an alert message that “Please refresh the page if the previous details not loaded properly”. User will click on Ok button.
- User will next check and verify the previous establishment details.
- User will next update the establishment details which they have missed and click on Update button.
- Upon clicking on update button, the page moves to calculated amount page where a popup will arises and alerted User that their service details are pending along with the form number. User will click on OK button.
- Upon clicking on ok button, all calculation details are shown with the extra payable amount. User will click on pay the amount through GRIPS to pay the extra amount.
- User will move to the excess payment page upon clicking on pay the amount through GRIPS button. User will pay the amount and update details as shown in below screen. Note that for exempted application it will direct move to this page as payment calculation is not arrived for the same. User will update their missed service accordingly.

6.1.8.3 Screen Details

User selects ‘Submitted Application’ from the home page.
The page will redirect to the “submitted application page. The required application may be incomplete or submitted to higher authority. If the application is submitted to higher authority, User have to take edit service and bed permission from them. User will next choose the required application and click on Action button. Upon clicking on Action button a dropdown list will open. User will click on ”Edit Service and Bed”.

Upon clicking on edit service & bed, user redirected to the same page with an alert message that “Please refresh the page if the previous details not loaded properly”. User will click on Ok button.
User will next check and verify the previous establishment details.
User will next update the establishment details which they have missed and click on Update button.
Upon clicking on update button, the page moves to calculated amount page where a popup will arise and alert User that their service details are pending along with the form number. User will click on OK button.

Upon clicking on ok button, all calculation details are shown with the extra payable amount. User will click on pay the amount through GRIPS to pay the extra amount.
User will move to the excess payment page upon clinking on pay the amount through GRIPS button.

User will pay the amount and update details as shown in below screen. **Note that for exempted application it will direct move to this page as payment calculation is not arrived for the same.** User will update their missed service accordingly.
6.2 Submitted Application

After New or renew or Manual license form fill up it redirects to the Submitted application page. User can view completed or incomplete application here. Also User can view all the application whose licenses are already generated. User can take a copy of the license for the same.

6.2.1 Process Flow

![Diagram showing process flow]

6.2.2 Details

- User will click on Submitted Application box in the Home page of CE application.
- User will view the entire list of submitted application along with issued license application.
- User will select the required application from the list of application.
- If the application is incomplete User can modify the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed by clicking on action button.
- User will click on Action button to view the application which is already issued License. Over here User can update Govt. Doctor List. Also they can take the print out of the license by clicking copy of license. If User want to close the existing CE License then they have to choose ‘Close CE’ option.
6.2.3 Screen Details

User will click on Submitted Application box in the Home page of CE application.

User will view the entire list of submitted application along with issued license application.

User will select the required application from the list of application.
If the application is incomplete User can modify the following Upload documentation, Add/edit staff details, Update Govt. Doctor list, Edit application & edit services and bed by clicking on action button

User will click on Action button to view the application which is already issued License. Over here User can update Govt. Doctor List. Also they can take the print out of the license by clicking copy of license. If User want to close the existing CE License then they have to choose ‘Close CE’ option.
6.3  Apply For Digital License

The user will apply for Digital license only if he/she has an old manual license to convert for renewal. All the User will do is select Apply for Digital license on the Home page. The User will be redirected to fill the form. The User will fill this form to get new system generated license no and wait for CMOH to approve the application and generate the number.

6.3.1  Process Flow

- The user will apply for Digital license only if he/she has an old manual license to convert for renewal.
- All the User will do is select Apply for Digital license on the Home page.
- The User will fill this form to get new system generated license no and wait for CMOH to approve the application and generate the number.
- The User will be redirected to fill the form.

6.3.2  Details

- The user will apply for Digital license only if he/she has an old manual license to convert for renewal.
- All the User will do is select Apply for Digital license on the Home page.
- The User will be redirected to fill the form.
- The User will fill this form to get new system generated license no and wait for CMOH to approve the application and generate the number.
6.3.3 Screen Details

All the User will do is select Apply for Digital license on the Home page.

The User will be redirected to fill the form. A dialogue box will appear containing the reason why should the user fill this form. The user will read the message and click on ‘ok’ symbolizing that the user has understood the instruction.
The User will fill this form and click on submit to get new system generated license no and wait for CMOH to approve the application and generate the number.
6.4 Pay Excess License Fee

The User will select ‘Pay Excess License Fee’ from the home page and will be navigated to the ‘List of Applications, Eligible for Excess Payment’ page. Over here the User will see a list of applications eligible for excess payment and a button ‘Pay Excess Fee’ against each of them. The User will click on ‘Pay Excess Fee’ and will be redirected to the payment page. Over here the Form no. will already be auto populated. The User will fill up the rest of the details and click on ‘Save and Continue’. The User will be navigated to a new page where he/she will select date range, enter remarks and select the mode of payment. The details will be displayed at the bottom of the screen. The user will finally click on submit to complete the Payment.

6.4.1 Process Flow

The User will select ‘Pay Excess License Fee’ from the home page and will be navigated to the ‘List of Applications, Eligible for Excess Payment’ page. Over here the User will see a list of applications eligible for excess payment and a button ‘Pay Excess Fee’ against each of them. The User will click on ‘Pay Excess Fee’ and will be redirected to the payment page. Over here the Form no. will already be auto populated. The User will fill up the rest of the details and click on ‘Save and Continue’. The User will be navigated to a new page where he/she will select date range, enter remarks and select the mode of payment. The details will be displayed at the bottom of the screen. The user will finally click on submit to complete the Payment.

6.4.2 Details

- The User will select ‘Pay Excess License Fee’ from the home page and will be navigated to the ‘List of Applications, Eligible for Excess Payment’ page.
- Over here the User will see a list of applications eligible for excess payment and a button ‘Pay Excess Fee’ against each of them.
- The User will click on ‘Pay Excess Fee’ and will be redirected to the payment page.
- Over here the Form no. will already be auto populated. The User will fill up the rest of the details and click on ‘Save and Continue’.
- The User will be navigated to a new page where he/she will select date range, enter remarks and select the mode of payment.
- The details will be displayed at the bottom of the screen. The user will finally click on submit to complete the Payment.
6.4.3 Screen Details

The User will select ‘Pay Excess License Fee’ from the home page and will be navigated to the ‘List of Applications, Eligible for Excess Payment’ page. Over here the User will see a list of applications eligible for excess payment and a button ‘Pay Excess Fee’ against each of them.
The User will click on ‘Pay Excess Fee’ and will be redirected to the payment page. Over here the Form no. will already be auto populated. The User will fill up the rest of the details and click on ‘Save and Continue’.

The User will be navigated to a new page where he/she will select date range, enter remarks and select the mode of payment. The details will be displayed at the bottom of the screen. The user will finally click on submit to complete the Payment.
6.5 **Verify Payment**

The User will select ‘Verify Payment’ from the home page and will be navigated to the ‘Verify Payment Details’ page. Over here the User will see a list Payments with their details like form no., amount, deposited by and so on. A button ‘Verify Payment’ is against each of them. The User will click on this ‘Verify Payment’ button and will be redirected to a new page. Over here a message will be displayed “Please check your department portal”. This means that the User will have to check their department’s portal to verify the payment.

### 6.5.1 Process Flow

- The User will select ‘Verify Payment’ from the home page and will be navigated to the ‘Verify Payment Details’ page.
- Over here the User will see a list Payments with their details like form no., amount, deposited by and so on.
- Over here a message will be displayed “Please check your department portal”. This means that the User will have to check their department’s portal to verify the payment.
- A button ‘Verify Payment’ is against each of them. The User will click on this ‘Verify Payment’ button and will be redirected to a new page.

### 6.5.2 Details

- The User will select ‘Verify Payment’ from the home page and will be navigated to the ‘Verify Payment Details’ page.
- Over here the User will see a list Payments with their details like form no., amount, deposited by and so on.
- A button ‘Verify Payment’ is against each of them. The User will click on this ‘Verify Payment’ button and will be redirected to a new page.
- Over here a message will be displayed “Please check your department portal”. This means that the User will have to check their department’s portal to verify the payment.
6.5.3 Screen Details

The User will select ‘Verify Payment’ from the home page and will be navigated to the ‘Verify Payment Details’ page.

Over here the User will see a list Payments with their details like form no., amount, deposited by and so on.
A button ‘Verify Payment’ is against each of them. The User will click on this ‘Verify Payment’ button and will be redirected to a new page.

Over here a message will be displayed “Please check your department portal”. This means that the User will have to check their department’s portal to verify the payment.
6.6 **Payment History**

The User will do is select ‘Payment History’ on the Home page. The User will be redirected to Payment History page. Over here the user will view a list of payments along with their status. If the Status is showing as success then there is a button displayed against that payment. This button is ‘Get Receipt’. The user clicks on ‘Get Receipt’ and the receipt is generated. The User will be able to take a printout of the receipt by clicking on the ‘Print’ button.

### 6.6.1 Process Flow

1. The User will do is select ‘Payment History’ on the Home page.
2. The User will be redirected to Payment History page.
3. Over here the user will view a list of payments along with their status. If the Status is showing as success then there is a button displayed against that payment. This button is ‘Get Receipt’. The user clicks on ‘Get Receipt’ and the receipt is generated.
4. The User will be able to take a printout of the receipt by clicking on the ‘Print’ button.

### 6.6.2 Details

- The User will do is select ‘Payment History’ on the Home page.
- The User will be redirected to Payment History page.
- Over here the user will view a list of payments along with their status. If the Status is showing as success then there is a button displayed against that payment. This button is ‘Get Receipt’.
- The user clicks on ‘Get Receipt’ and the receipt is generated.
- The User will be able to take a printout of the receipt by clicking on the ‘Print’ button.
6.6.3 Screen Details

The User will do is select ‘Payment History’ on the Home page.

The User will be redirected to Payment History page. Over here the user will view a list of payments along with their status.

If the Status is showing as success then there is a button displayed against that payment. This button is ‘Get Receipt’.
The user clicks on ‘Get Receipt’ and the receipt is generated. The User will be able to take a printout of the receipt by clicking on the ‘Print’ button.
7 Submit Report

7.1 Submit Statistical information

After approval of license user can maintain the statistical information of reproductive and child health per month. User can enter one time for any month in the below mentioned format. It will show the total count.

Special Information: Reproductive and Child Health

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Male</th>
<th>Female</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No of Pregnant Mother Admitted</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>No of Maternal Deaths</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>No. of Live Births</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Normal Delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Caesarean Delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>No. of Twin Deliveries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>No. of Still Births</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>No. of Neonatal Deaths (within 24 hours of Birth)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>No. of Neonatal Deaths (within 1 week)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>No. of Neonatal Deaths (within 1 week to 28 days)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7.1.1 Process Flow

[Diagram showing process flow]

7.1.2 Details

- User will select “Submit Statistical Information” option from under “Submit Report” menu.
- User will be navigated to the form.
- User will enter the month and year first.
- User will choose the establishment name and it will automatically populate the general information of the establishment. After that user will enter all the Special Information: Reproductive and Child Health as mentioned below.
- After submitting the data user cannot re-enter the data? Only user can edit it.
- User will get this message for reentry for the same month.
- For editing the Statistical entry user will click on “Statistical Information” menus “view saved Statistical Information” section.
- User will view the saved statistical list.
- User will show the filled up form while clicking on view. User can edit the Special Information: Reproductive and Child Health or get back to the home page.
7.1.3 Screen Details

User will select “Submit Statistical Information” option from under “Submit Report” menu.

User will be navigated to the form.
User will enter the month and year first

![Statistical Information](image)

User will choose the establishment name and it will automatically populate the general information of the establishment. After that user will enter all the Special Information: Reproductive and Child Health as mentioned below

![Special Information: Reproductive and Child Health](image)
After submitting the data user cannot re enter the data? Only user can edit it.
7.2 **Confirm VBD Cases**

The user logs in and selects ‘Confirm VBD cases from under report menu. The user is navigated to “Your Establishment with Valid License” page. The user clicks on ‘Action’ button and clicks on Submit Report option. A popup is displayed stating that the ‘Report is submitted successfully’. The User selects views two options Dengue and Malaria. The User selects dengue and arrives at “Daily VBD Report Only for Laboratory”. Over here the User enters the count of Total tests and positive Reports and clicks ‘Next’ upon which a new table opens Where the user enters the patient details, Test Recommended By, Date of Admission(If Admitted), Date of Sample Collection, Date of Test, Positive For and finally clicks on Submit to submit the report. The User then clicks on Malaria and follows the same steps and submits report on Malaria. The User then goes back and clicks on the ‘Action’ button again and selects view Dengue report or View malaria Report to view the reports generated.

7.2.1 **Process Flow**

The user logs in and selects ‘Confirm VBD cases from under report menu.

The user is navigated to “Your Establishment with Valid License” page. The user clicks on ‘Action’ button and clicks on Submit Report option.

The User selects dengue and arrives at “Daily VBD Report Only for Laboratory”. Upon here the User enters the count of Total tests and positive Reports and clicks ‘Next’.

A popup is displayed stating that the ‘Report is submitted successfully’ The User selects views two options Dengue and Malaria.

upon which a new table opens Where the user enters the patient details, Test Recommended By, Date of Admission(If Admitted), Date of Sample Collection, Date of Test, Positive For and finally clicks on Submit to submit the report.

The User then clicks on Malaria and follows the same steps and submits report on Malaria.

The User then goes back and clicks on the ‘Action’ button again and selects view Dengue report or View malaria Report to view the reports generated.
7.2.2 Detailed Steps

- The user logs in and selects ‘Confirm VBD cases from under report menu.
- The user is navigated to “Your Establishment with Valid License” page. The user clicks on ‘Action’ button and clicks on Submit Report option.
- A popup is displayed stating that the ‘Report is submitted successfully’ The User selects views two options Dengue and Malaria.
- The User selects dengue and arrives at “Daily VBD Report Only for Laboratory”. Over here the User enters the count of Total tests and positive Reports and clicks ‘Next’
- Upon which a new table opens Where the user enters the patient details, Test Recommended By, Date of Admission (If Admitted), Date of Sample Collection, Date of Test, Positive For and finally clicks on Submit to submit the report.
- The User then clicks on Malaria and follows the same steps and submits report on Malaria.
- The User then goes back and clicks on the ‘Action’ button again and selects view Dengue report or View malaria Report to view the reports generated.

7.2.3 Screen Shot Details

The user logs in and selects ‘Confirm VBD cases from under report menu.

The user is navigated to “Your Establishment with Valid License” page. The user clicks on ‘Action’ button and clicks on Submit Report option.
A popup is displayed stating that the ‘Report is submitted successfully’. The User selects views two options Dengue and Malaria. The User selects dengue and arrives at “Daily VBD Report Only for Laboratory”. Over here the User enters the count of Total tests and positive Reports and clicks ‘Next’.

Upon which a new table opens Where the user enters the patient details, Test Recommended By, Date of Admission (If Admitted), Date of Sample Collection, Date of Test , Positive For and finally clicks on Submit to submit the report.
The User then clicks on Malaria and follows the same steps and submits report on Malaria.
The User then goes back and clicks on the ‘Action’ button again and selects view Dengue report or View malaria Report to view the reports generated.
8 **Check New License no.**

This is for the Users who have filled up the form online without the automated license number. They can use his license number and convert it to system generated license number from here. If the license number is valid it will generate the system generated license number with Establishment Name, License date, License status, New License Number and its date of expiry. Also if the manual license number is used in 2 or more establishments then the user have to provide license number with its license issuing date and registered mobile number. If system check the data is valid then it will show the new license number with these Establishment Name, License date, License status, new license Number and its date of expiry. If the license is already system generated then user will view the same number in the generated number. Invalid data or invalid license number will alert user that his data is not matching please contact in the below mentioned address.

Address:
Swasthya Bhawan
GN-29, Sector-V, Salt Lake, Kolkata, West Bengal 700091
Ph. - 033 2333 0429.

8.1.1 **Process Flow**

User will select “Check New License” option from menu and will be redirected to ‘Get your New License Number’ page.

After using old license number

After user inserted such paper licenses which are used in 2 establishments, user has to provide license issue date and registered mobile number. After verification new license number will generated.

If user use invalid license number or if the license number is causing some error. User will view the contact number to verify the same from there.

If the license number is already system generated then user will view the same license number there.
8.1.2  Details

- User will select “Check New License” option from menu and will be redirected to ‘Get your New License Number’ page.
- After using old license number
- After user inserted such paper licenses which are used in 2 establishments, user has to provide license issue date and registered mobile number. After verification new license number will generated.
- If the license number is already system generated then user will view the same license number there
- If user use invalid license number or if the license number is causing some error. User will view the contact number to verify the same from there.

8.1.3  Screen Details
User will select “Check New License” option from menu.

![Screen Details](image)

The User will be redirected to ‘Get your New License Number’ page. Here User enters old license number and clicks on ‘Get new License number'.

![Get Your New License Number](image)
After user inserted such paper licenses which are used in 2 establishments, user has to provide license issue date and registered mobile number. After verification new license number will generated.

If the license number is already system generated then user will view the same license number there

User has used invalid license number or if the license number is causing some error. User will view the contact number to verify the same from there.
9 Profile Management

9.1.1 Edit Profile

Registered user can edit their details from here. The User will click on Profile Management and select ‘Edit Profile’ from dropdown list. The User will arrive on the ‘Change Your Profile Information’ page where the User will change the details as required, but the name of the applicant could not be changed. After editing the User will click on ‘Update’ button to save the changes.

Note: The Name of the Applicant cannot be changed. For details contact Swasthya Bhawan.

9.1.1.1 Process Flow

The User will click on Profile Management and select ‘Edit Profile’ from dropdown list.

The User will arrive on the ‘Change Your Profile Information’ page where the User will change the details as required, but the name of the applicant could not be changed.

After editing the User will click on ‘Update’ button to save the changes.

9.1.1.2 Details

- The User will click on Profile Management and select ‘Edit Profile’ from dropdown list.
- The User will arrive on the ‘Change Your Profile Information’ page where the User will change the details as required, but the name of the applicant could not be changed.
- After editing the User will click on ‘Update’ button to save the changes.
9.1.1.3  Screen Details

Registered user can edit their details from here. The User will click on Profile Management and select ‘Edit Profile’ from dropdown list.

The User will arrive on the ‘Change Your Profile Information’ page where the User will change the details as required, but the name of the applicant could not be changed. After editing the User will click on ‘Update’ button to save the changes.
9.1.2 Change Password

To change the existing password User has to follow the process described in 9.1.2.2

9.1.2.1 Process Flow

The User may change his/her password if required. To do this the User will select ‘Change Password’ option from the dropdown list under ‘Profile Management’ menu.

The User will arrive on the ‘Change Password’ page. Over here the User will first enter the existing password and then the new password. The new password must contain the password rule i.e. it will be 8 characters, at least 1 uppercase, 1 symbol and one digit. After entering new password User will click on Submit button. User password will change successfully.

9.1.2.2 Details

- The User may change his/her password if required. To do this the User will select ‘Change Password’ option from the dropdown list under ‘Profile Management’ menu.

- The User will arrive on the ‘Change Password’ page. Over here the User will first enter the existing password and then the new password. The new password must contain the password rule i.e. it will be 8 characters, at least 1 uppercase, 1 symbol and one digit. After entering new password User will click on Submit button. User password will change successfully.
9.1.2.3 Screen Details
The User may change his/her password if required. To do this the User will select ‘Change Password’ option from the dropdown list under ‘Profile Management’ menu.

The User will arrive on the ‘Change Password’ page. Over here the User will first enter the existing password and then the new password. The new password must contain the password rule i.e. it will be 8 characters, at least 1 uppercase, 1 symbol and one digit. After entering new password User will click on Submit button. User password will change successfully.
10 Help

This section of the user manual describes how user will download the help files for using this application.

10.1.1 Process Flow

User will select ‘Help’ from the main menu ribbon.

The page will redirected to the ‘Help’ page, where User can download Instruction Manual, VBD Case Report Submission Instruction Manual, New Fee Chart and Affidavit Format.

10.1.2 Details

- User will select ‘Help’ from the main menu ribbon.
- The page will redirected to the ‘Help’ page, where User can download Instruction Manual, VBD Case Report Submission Instruction Manual, New Fee Chart and Affidavit Format.

10.1.3 Screen Details

User will select ‘Help’ from the main menu ribbon.
The page will redirected to the 'Help' page, where User can download Instruction Manual, VBD Case Report Submission Instruction Manual, New Fee Chart and Affidavit Format.

Downloads

Click Here To Download Instruction Manual

Click Here To Download VBD Case Report Submission Instruction Manual

Click Here To Download New Fee Chart

Click Here To Download Affidavit Format
11 FAQ

This section of the user manual describes how user will get the required answer of their questions regarding the application.

11.1.1 Process Flow

1. User will select ‘FAQ’ from the main menu ribbon.
2. The page will redirect to the ‘FAQ’ page.
3. User will click on any question which opens the answer for the same.
4. If user will click on another question then it will open and the previous question will be closed automatically.

11.1.2 Details

- User will select ‘FAQ’ from the main menu ribbon.
- The page will redirect to the ‘FAQ’ page
- User will click on any question which opens the answer for the same.
- If user will click on another question then it will open and the previous question will be closed automatically.

11.1.3 Screen Details

User will select ‘FAQ’ from the main menu ribbon.
The page will redirect to the 'FAQ' page.

<table>
<thead>
<tr>
<th>Q: What is CE License?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer</strong></td>
<td>--</td>
</tr>
<tr>
<td>CE License stands for Clinical Establishment Licence</td>
<td></td>
</tr>
</tbody>
</table>

User will click on any question which opens the answer for the same.

<table>
<thead>
<tr>
<th>Q: Why do we need it?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer</strong></td>
<td>--</td>
</tr>
<tr>
<td>To run any clinical and pathological business, you need this license as permission from Govt. of West Bengal to run business</td>
<td></td>
</tr>
</tbody>
</table>

If user will click on another question then it will open and the previous question will be closed automatically.

<table>
<thead>
<tr>
<th>Q: Is it transferable?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer</strong></td>
<td>--</td>
</tr>
</tbody>
</table>

| Q: Do I need to pay for this license? |  |
12 Feedback

This section of the user manual describes how user will provide feedback about the CE Application.

12.1.1 Process Flow

1. User will select 'Feedback' from the main menu ribbon.
2. The page will redirect to the 'Feedback' page.
3. User will click on the star for the following Availability, Ease of Navigation, Help Document, Look and Feel, On Time Delivery and write his comments in Feedback box. Finally User will click on submit button.
4. Upon click on 'Submit' button the feedback is sent to the Administrator.

12.1.2 Details

- User will select ‘Feedback’ from the main menu ribbon.
- The page will redirect to the 'Feedback' page.
- User will click on the star for the following Availability, Ease of Navigation, Help Document, Look and Feel, On Time Delivery and write his comments in Feedback box. Finally User will click on submit button.
- Upon click on 'Submit' button the feedback is sent to the Administrator.
12.1.3 Screen Details

User will select ‘Feedback’ from the main menu ribbon.

![Image of feedback page]

The page will redirect to the ‘Feedback’ page.
User will click on the star for the following Availability, Ease of Navigation, Help Document, Look and Feel, On Time Delivery and write his comments in Feedback box. Finally User will click on submit button.

Upon click on 'Submit' button the feedback is sent to the Administrator.
13 All Services

This section of the user manual describes how user will check All Services of the CE Application from a single page.

13.1.1 Process Flow

User will select ‘All Services’ from the main menu ribbon. The page will redirect to the 'List of Services' page. User can move to other pages upon clicking on 'Go To Menu' option of the selected option.

13.1.2 Details

❖ User will select ‘All Services’ from the main menu ribbon.
❖ The page will redirect to the 'List of Services' page. User can move to other pages upon clicking on 'Go To Menu' option of the selected option.

13.1.3 Screen Details

User will select ‘All Services’ from the main menu ribbon.
The page will redirect to the 'List of Services' page. User can move to other pages upon clicking on 'Go To Menu' option of the selected option.
14 Contact US
This section of the user manual describes how user will contact with CE department of Health HQ.

14.1.1 Process Flow

User will select ‘All Services’ from the main menu ribbon.

The page will redirect to the Contact Info page. User can view all the contact information of CE department of Health HQ.

14.1.2 Details

- User will select ‘All Services’ from the main menu ribbon.
- The page will redirect to the Contact Info page. User can view all the contact information of CE department of Health HQ.

14.1.3 Screen Details

User will select ‘All Services’ from the main menu ribbon.
The page will redirect to the Contact Info' page. User can view all the contact information of CE department of Health HQ.
15 **Logging Out**

At any time User can log out of the application by clicking the Log out button located at the top on the right hand side of screen. User should log out of the application when they have finished using it.

### 15.1.1 Process Flow

- User will click on Logout link from the home menu
- It redirects to login screen of CE Application

### 15.1.2 Details

- User will click on Logout link from the home menu
- It redirects to login screen of CE Application

### 15.1.3 Screen Details

User will click on Logout link from the home menu.
It redirects to login screen of CE Application.