# Ease Of Doing Business in Assam Single Window Clearance System

#### Government of Assam

#### **User Manual**

Ver 2.0

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### Log In

Open any of the following Internet Browsers on your Computer.



Internet Explorer 11 and above



Mozilla Firefox 45 and above



Apple Safari 9.1.3 and above

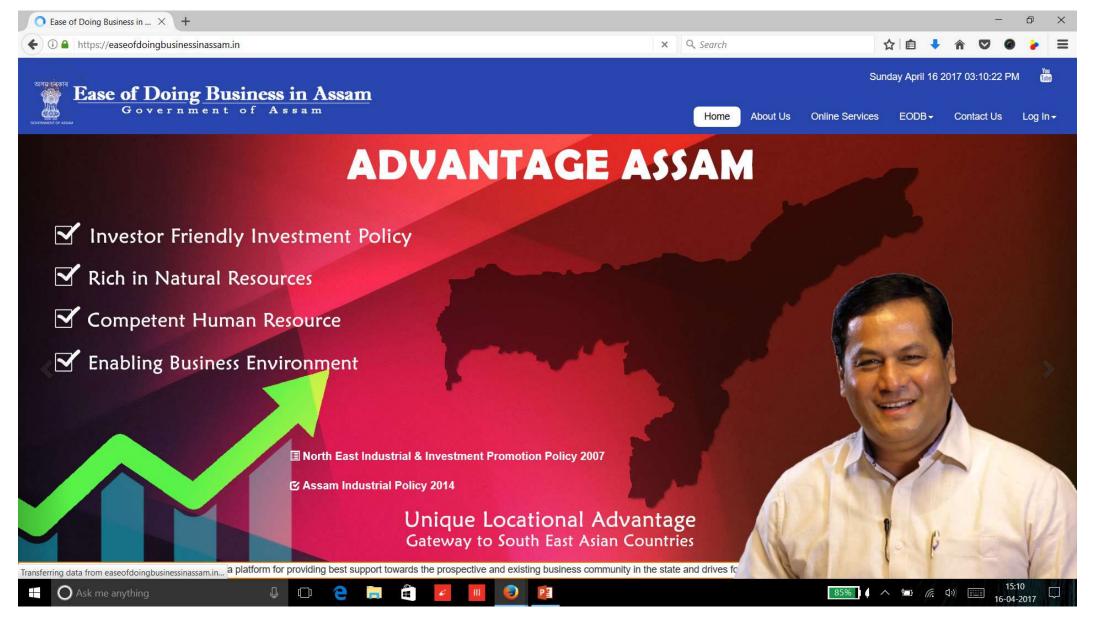


Opera 34 and above

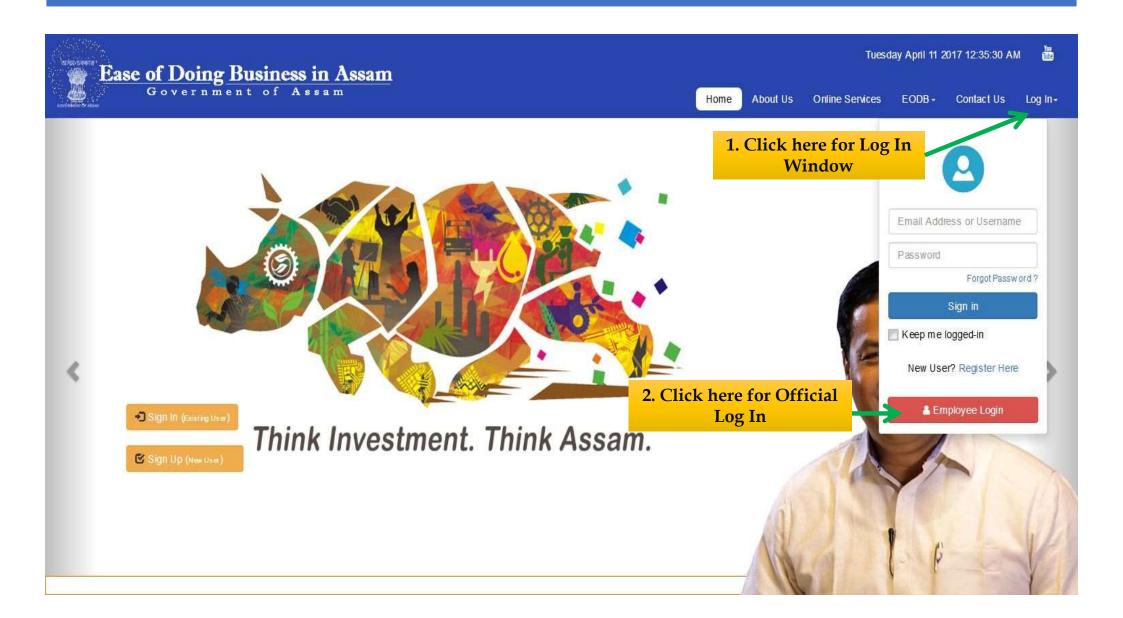


Google Chrome 52.0 and above

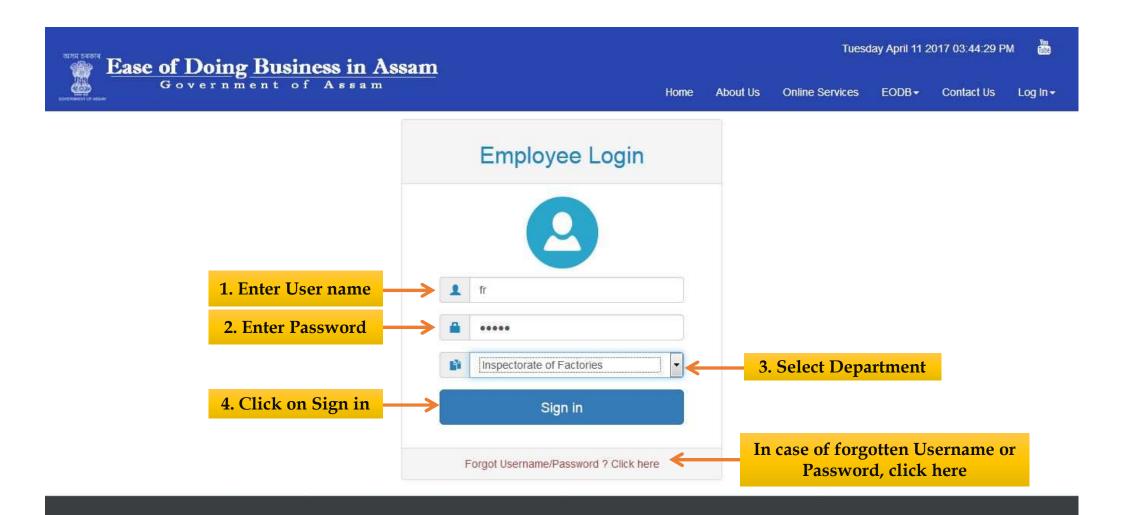
#### Step 1: Type easeofdoingbusinessinassam.in to navigate to Homepage



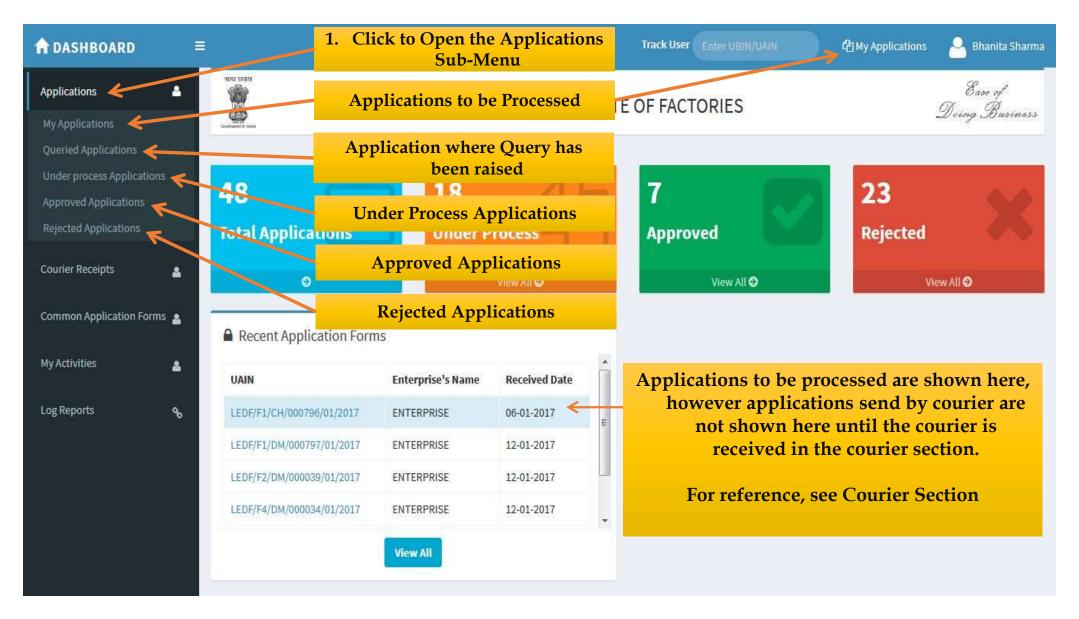
#### Step 2: Login Window



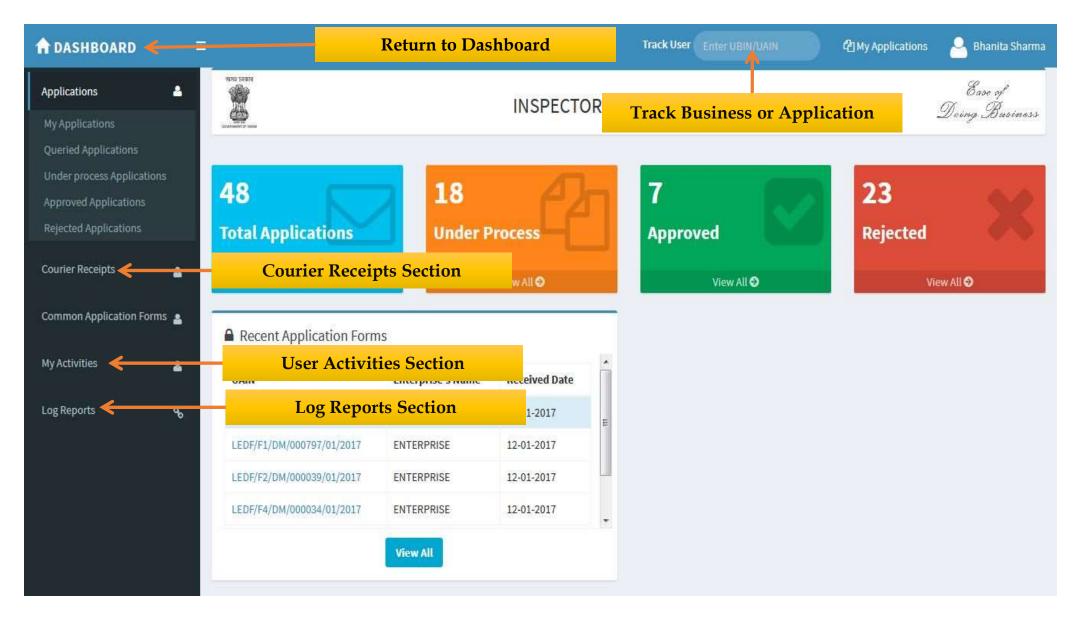
#### Step 3: Official Login



#### Step 4: Successful Login - Dashboard



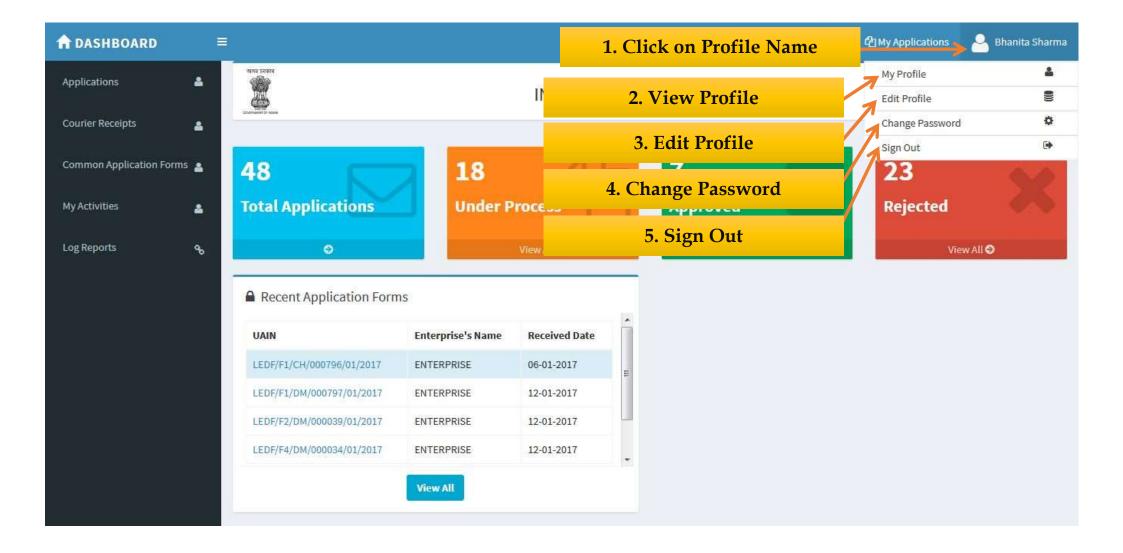
#### Step 4: Successful Login - Dashboard (Contd...)



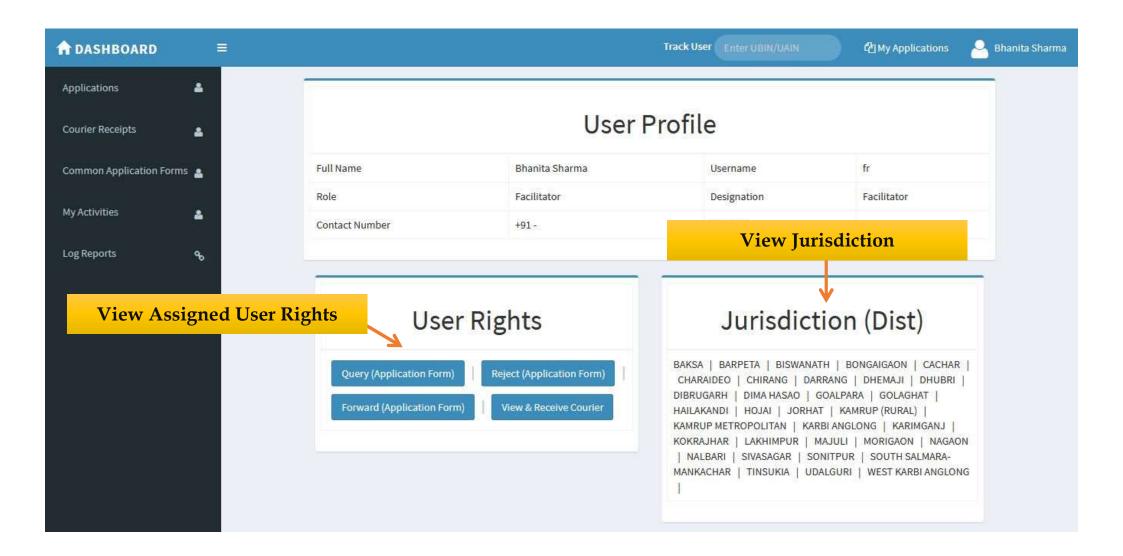
## Profile Management

Refer this section for information on how to View / Edit User Profile, Change Password and Sign Out from System.

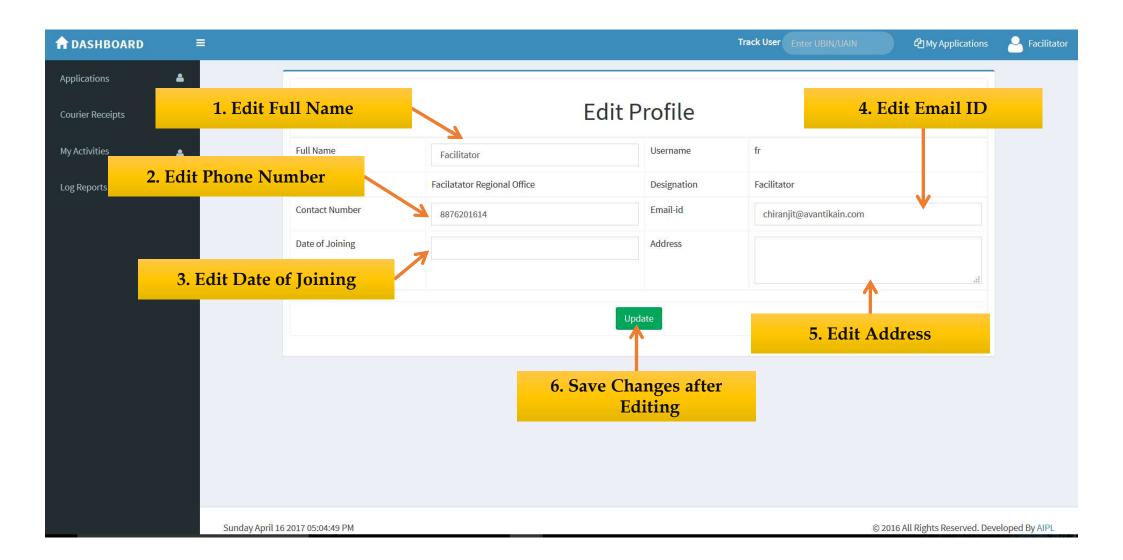
#### Step 1: Successful Login – Dashboard



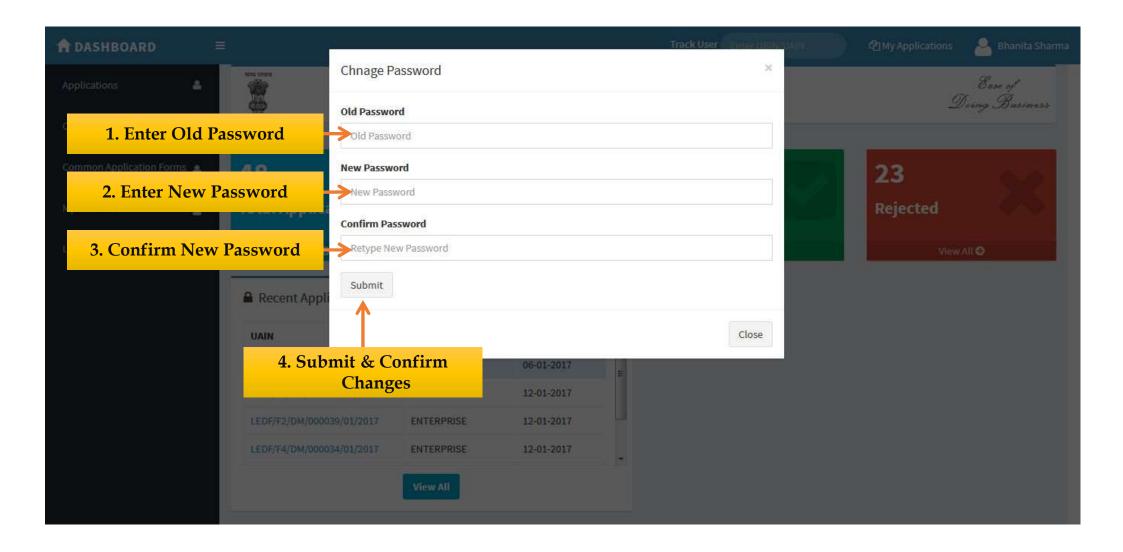
#### Step 2: View Profile



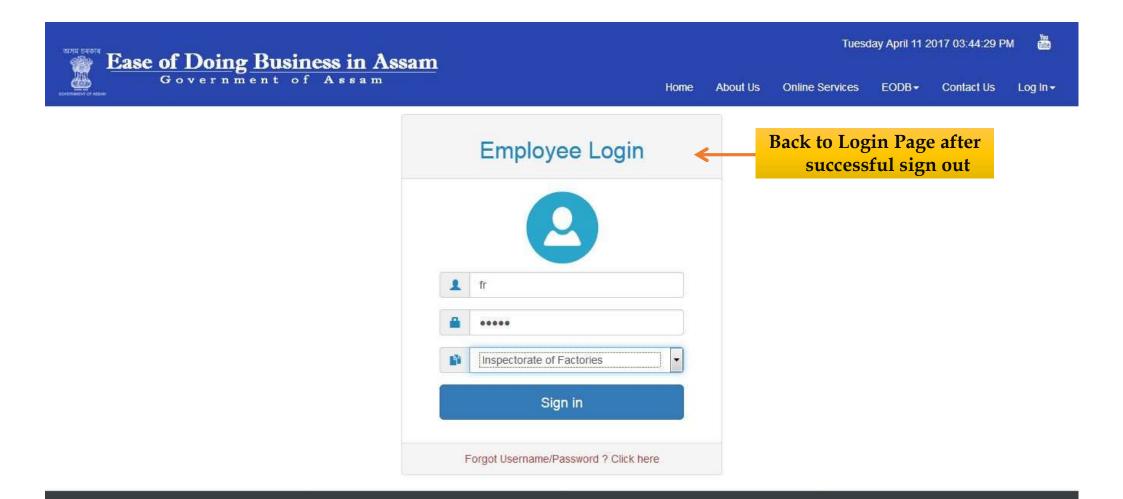
#### Step 3: Edit Profile



#### Step 4: Change Password



#### Step 5: Sign Out



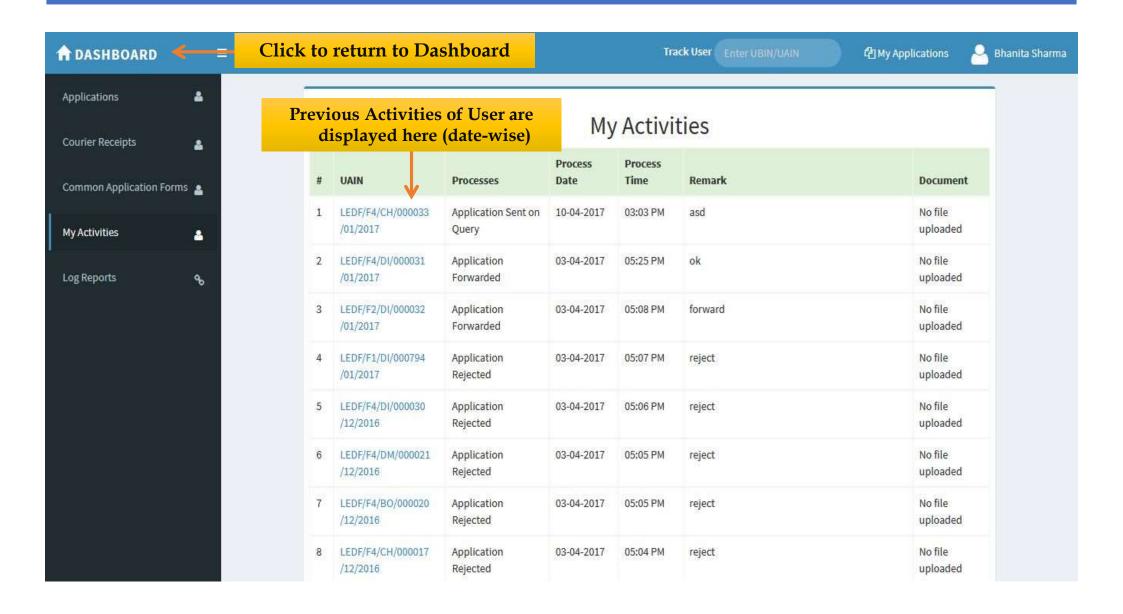
### Track Activities

Refer this section for information on how to View / Track activities done from current user login. Any and all action taken with regard to application forms by the user can be tracked here along with date and time of action taken.

#### Step 1: Successful Login - Dashboard



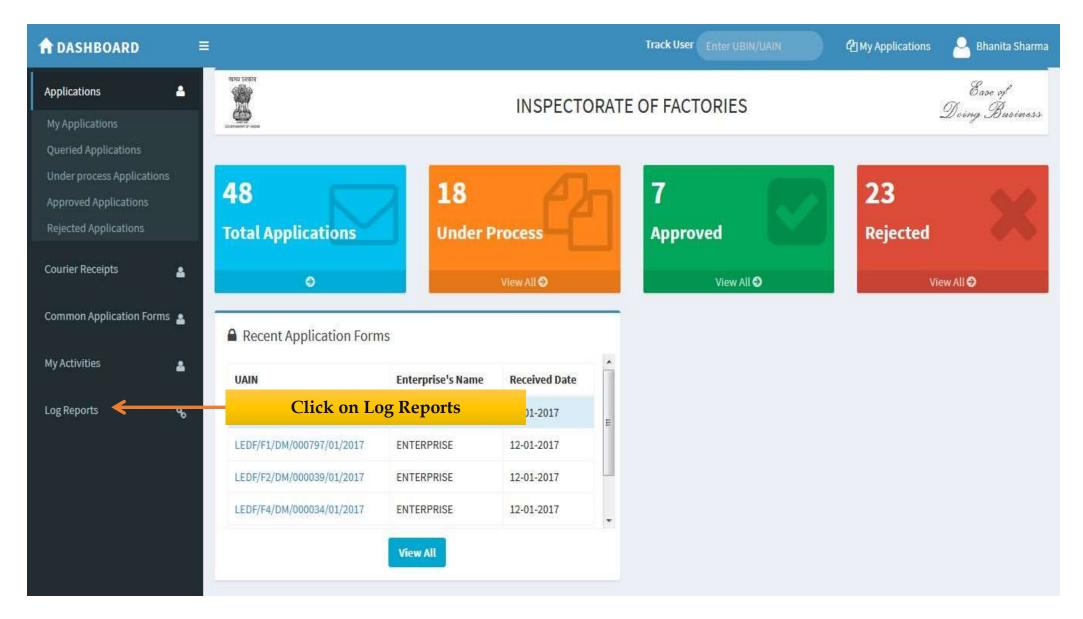
#### Step 2: My Activities Section



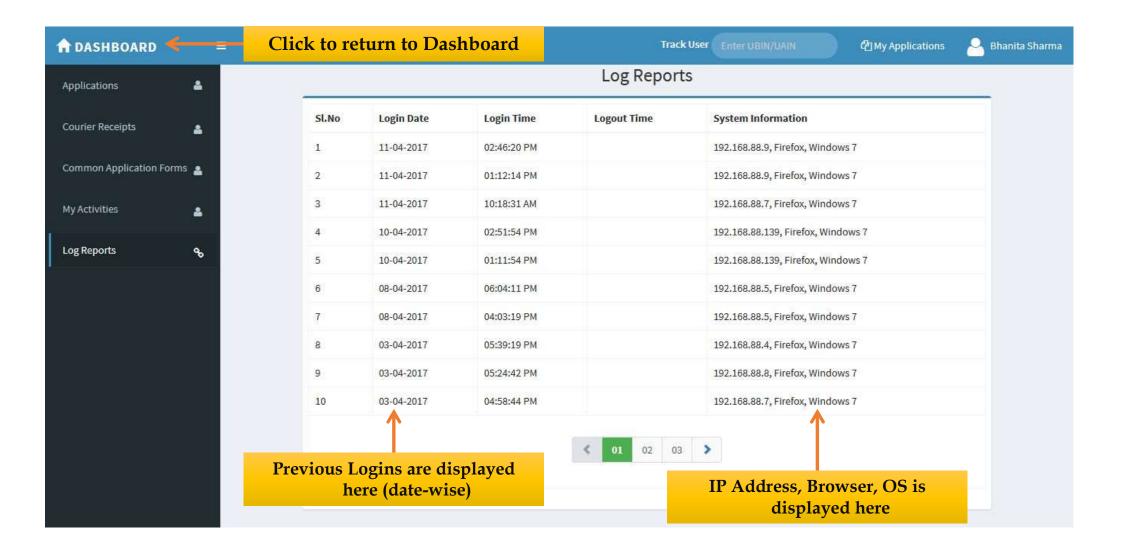
### Log Reports

Refer this section for information on how to View / Track Log Records of the user. Any and all logins by the user can be tracked here along with date and time of login and IP / Browser / Operating System of the computer which was used to login to the system.

#### Step 1: Successful Login - Dashboard



#### Step 2: Log Reports Section

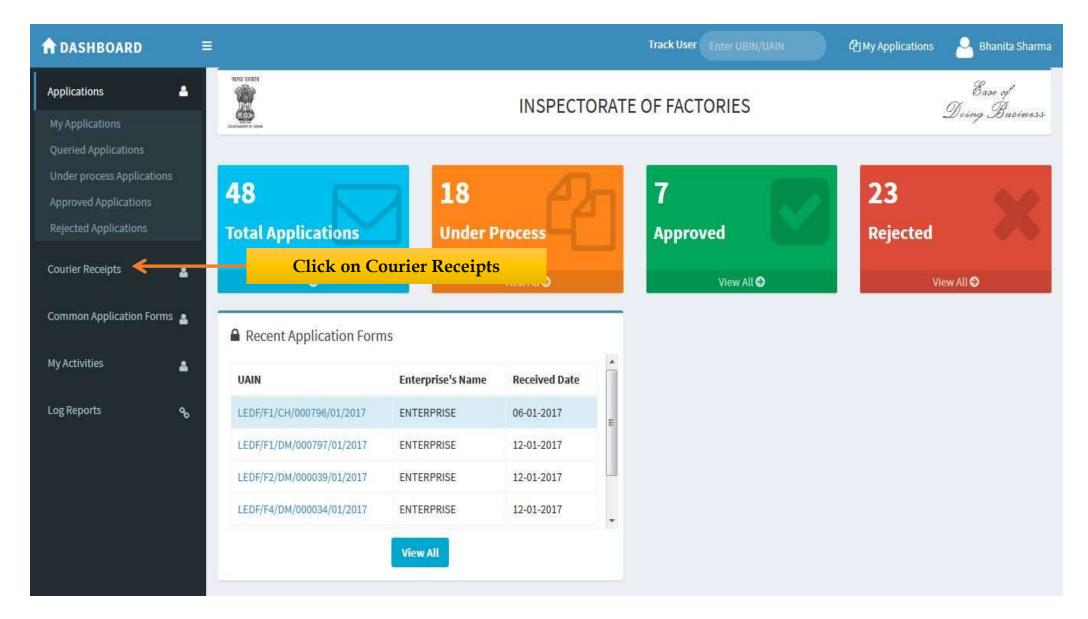


### Courier Receipts

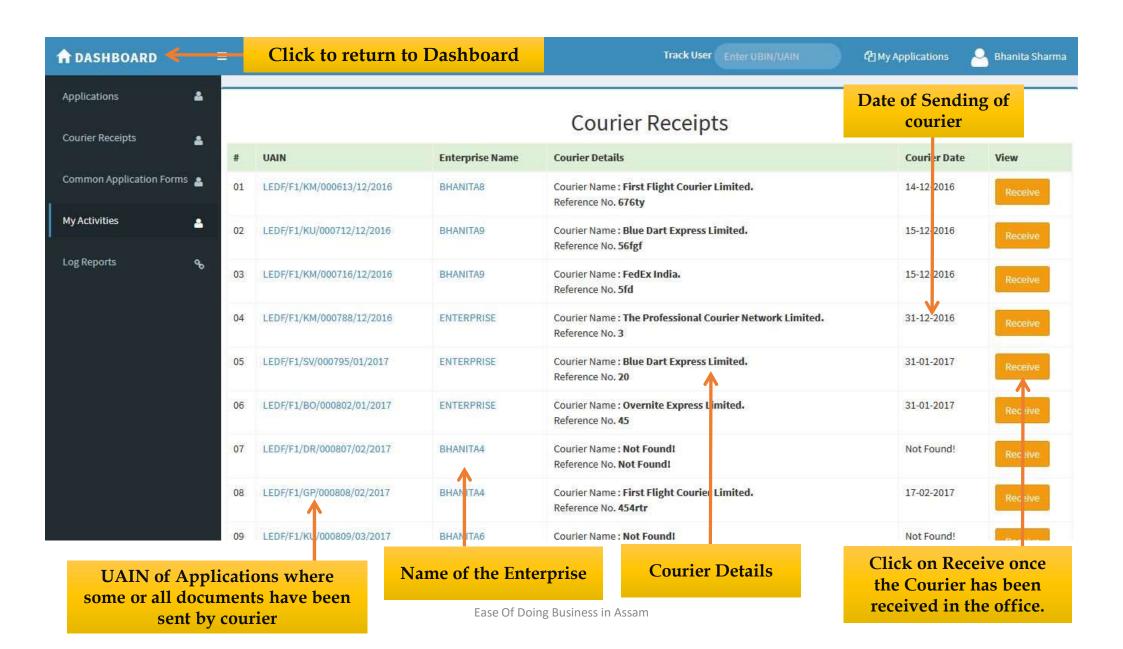
Refer this section for information on how to View applications sent by courier and to enter receipt of courier on the system to allow subsequent processing of the application.

Only for Users having Courier Receipt Rights

#### Step 1: Successful Login - Dashboard



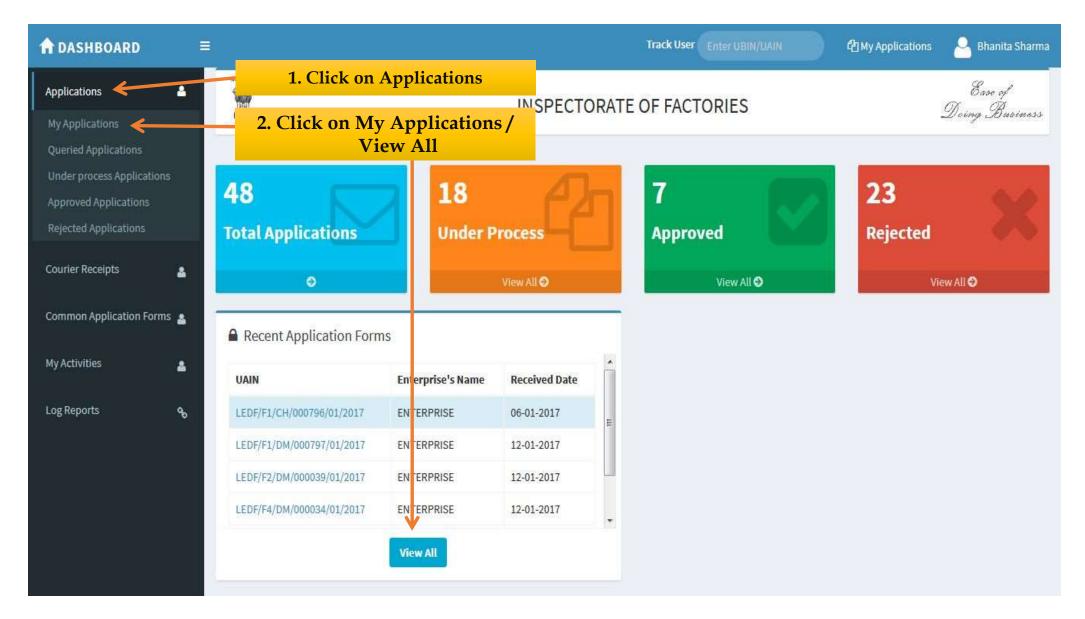
#### Step 3: Courier Receipts Section



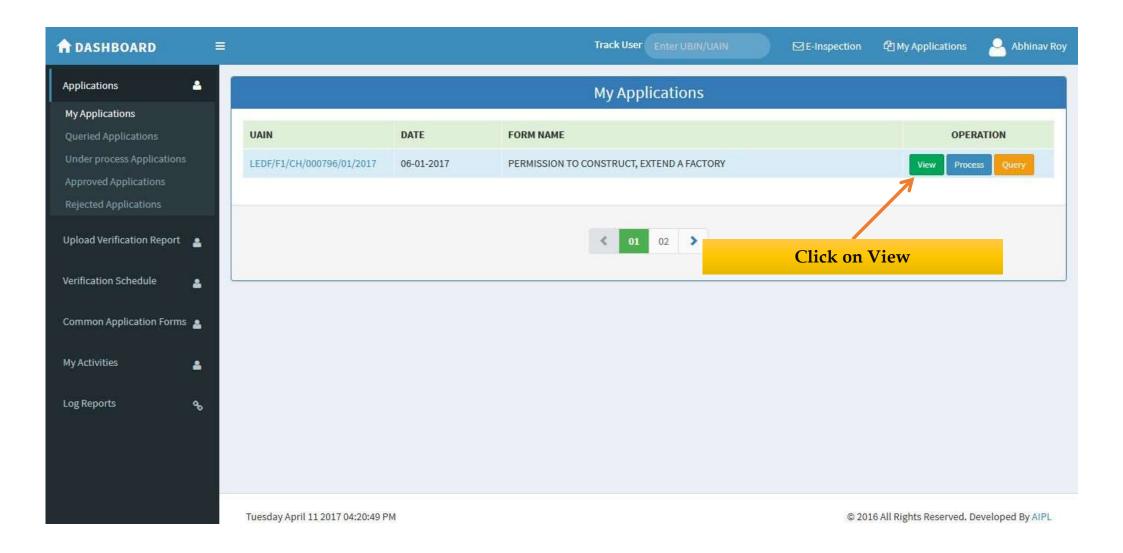
### Application Processing

Refer this section for information on how to View Applications, Forward Applications, Schedule Inspection, Upload Inspection Reports, Approve Applications and Issue Certificates/Approvals.

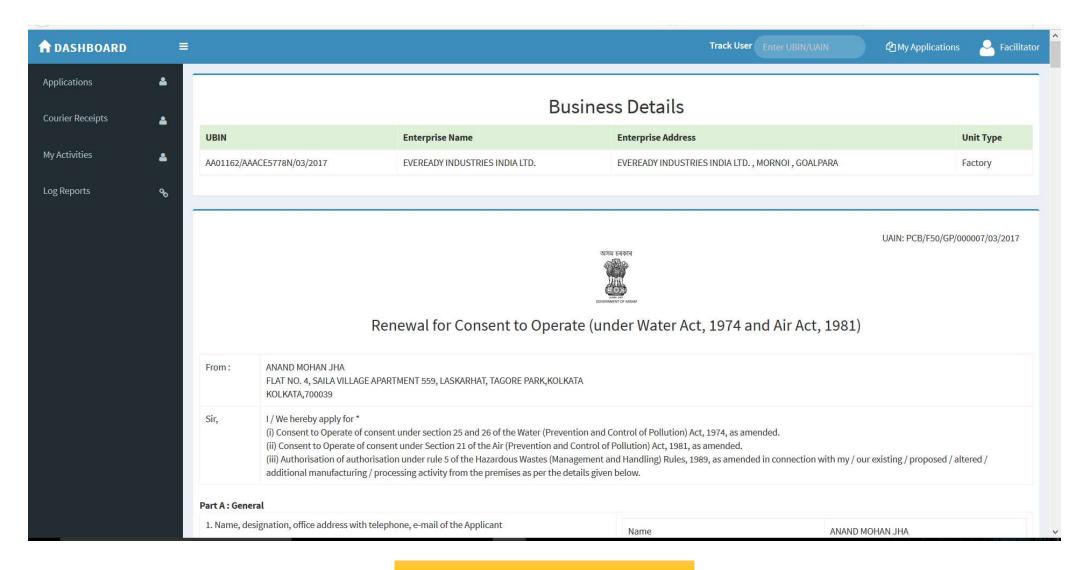
#### Step 1: Successful Login - Dashboard



#### Step 2: View Application

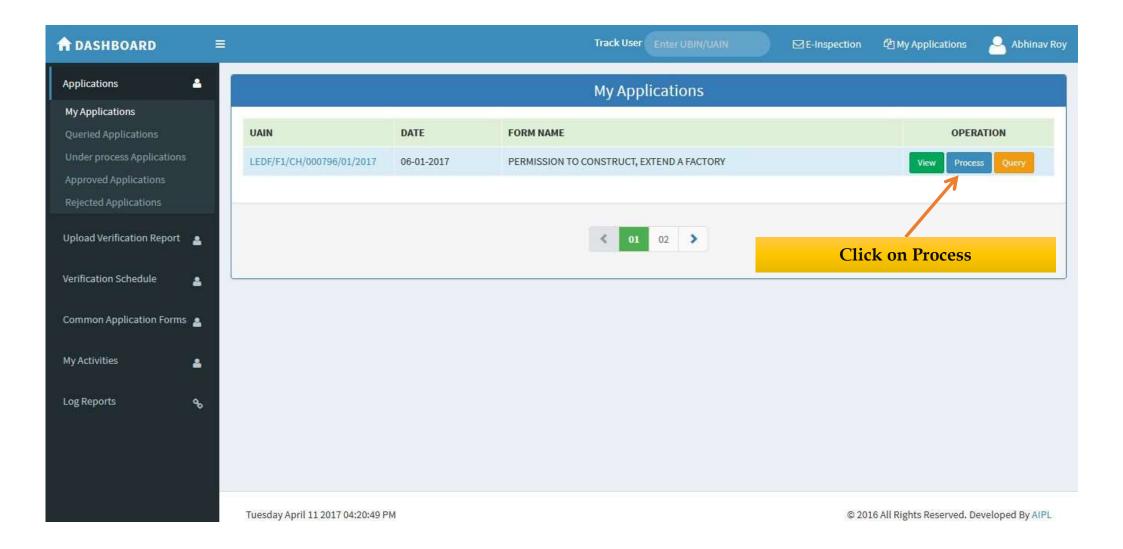


#### Step 2: View Application (Contd...)

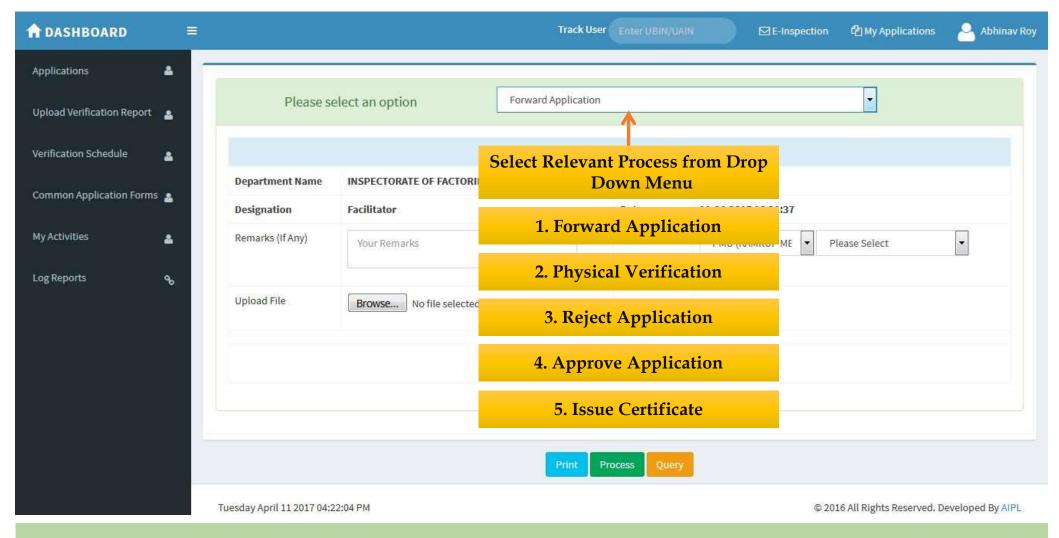


This is the Application View

#### Step 3: Process Application

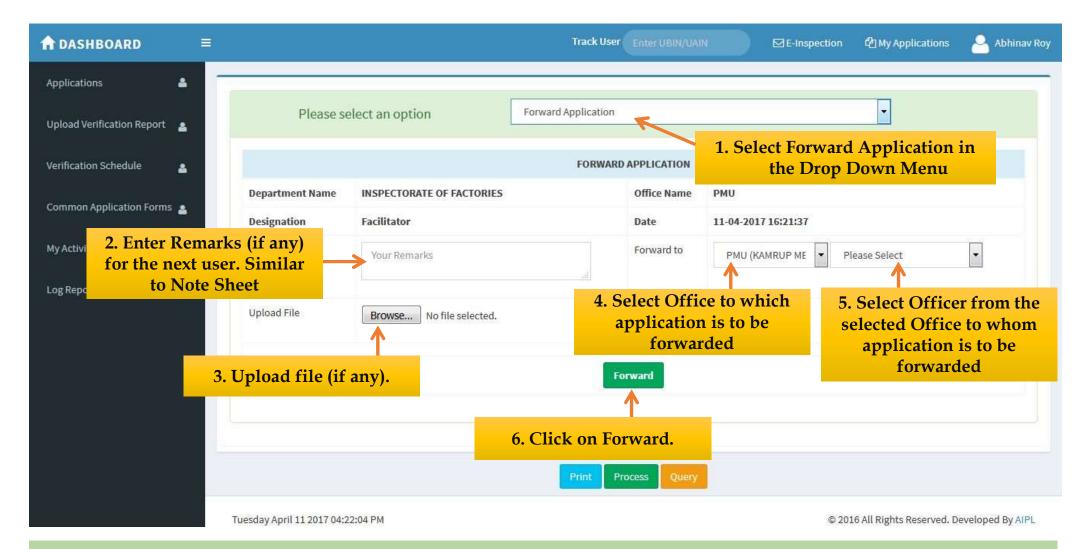


#### Step 3: Process Application (Contd...)



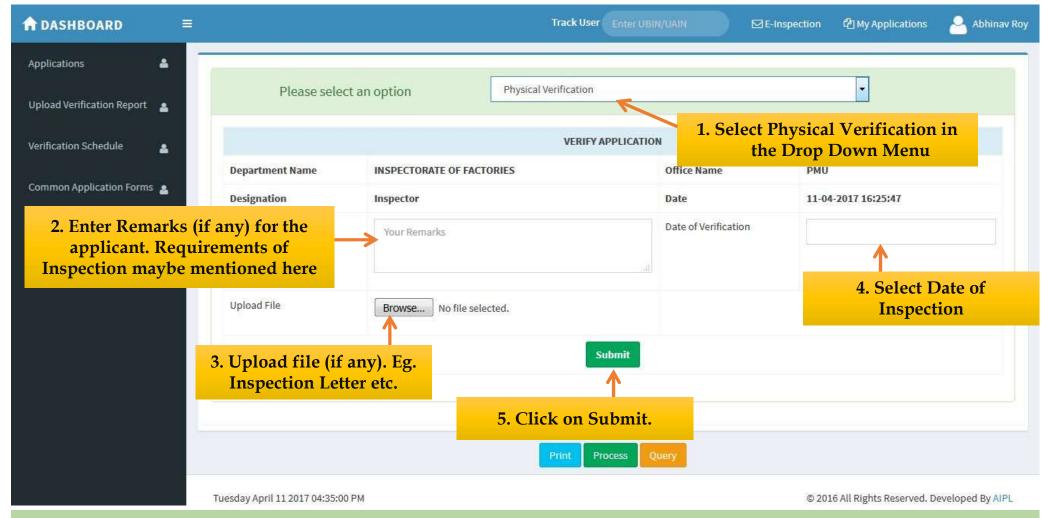
Note: The available processes in the drop down depends upon the rights assigned to the current user.

#### 1. Forward Application



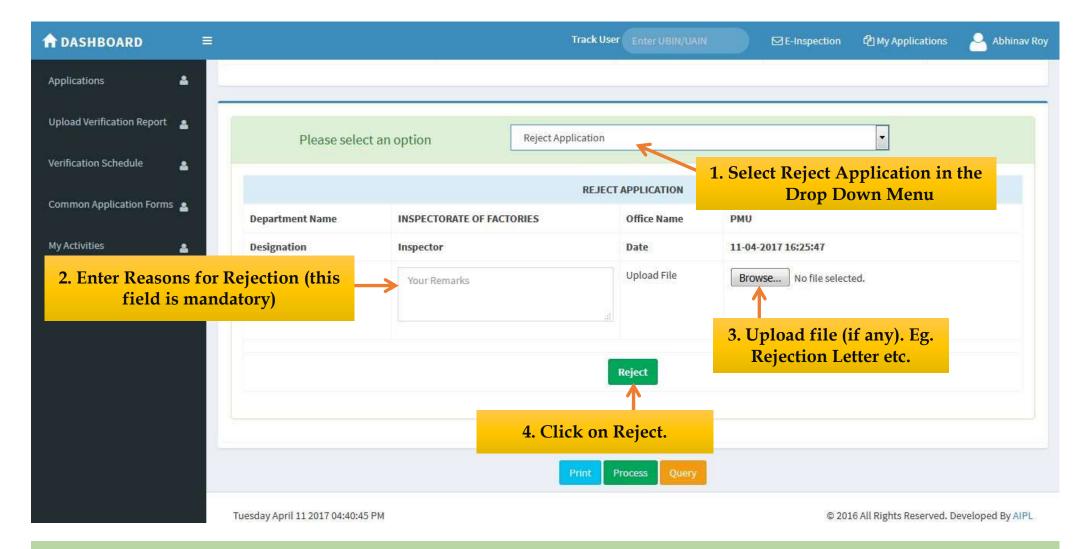
Note: Application can be forwarded to any officer within the department by Selecting Relevant Office and then selecting Concerned Officer within the selected Office.

#### 2. Physical Verification



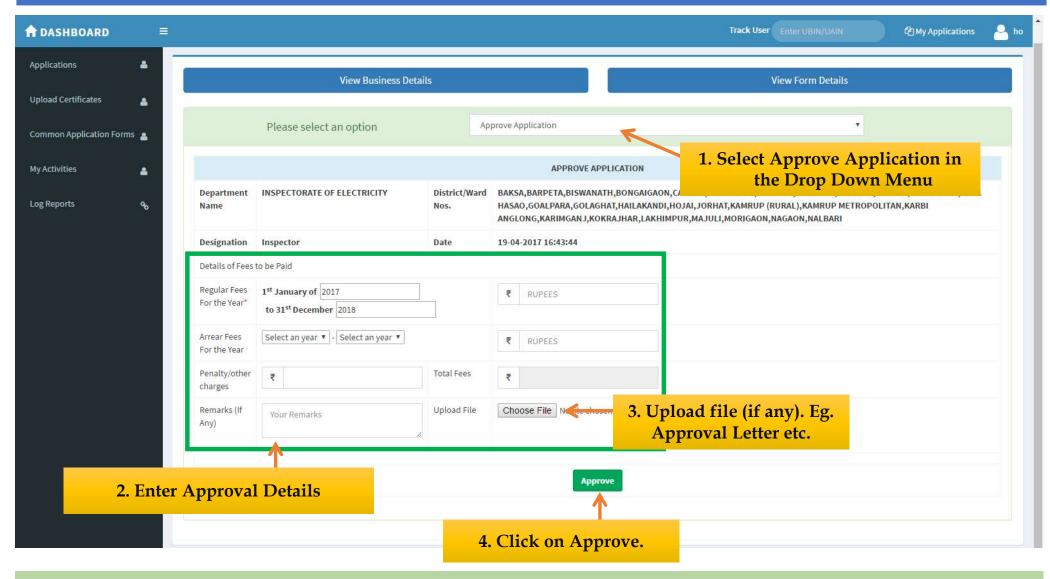
Note: Once inspection is scheduled, the application is sent to the Verification Schedule section and will no longer be shown in My Applications section until the Verification Report is Uploaded / Entered.

#### 3. Reject Application



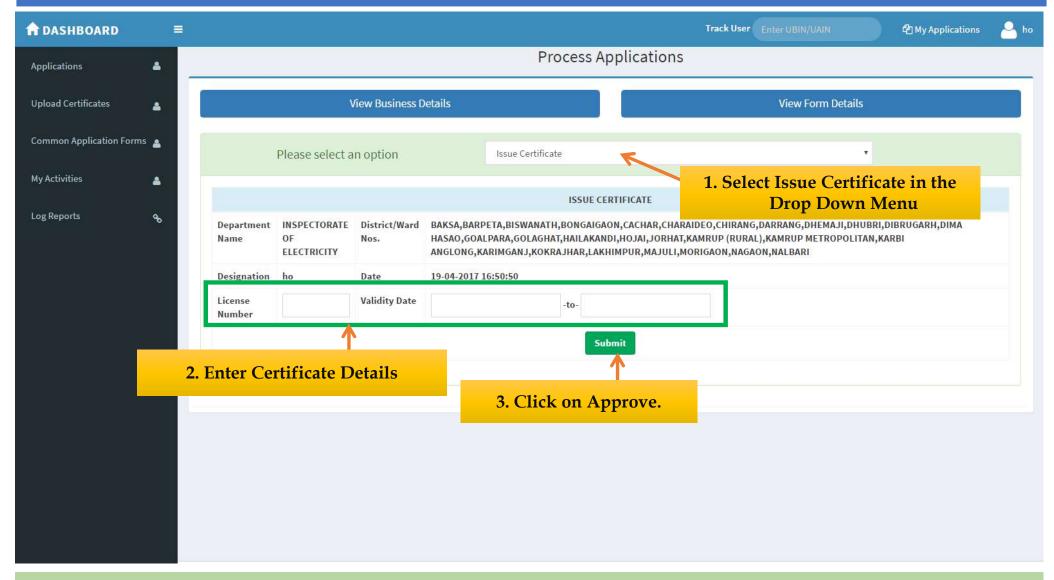
Note: Once Rejected the application will be removed from My Applications Section and will be sent to the Rejected Applications List. This cannot be undone.

#### 4. Approve Application



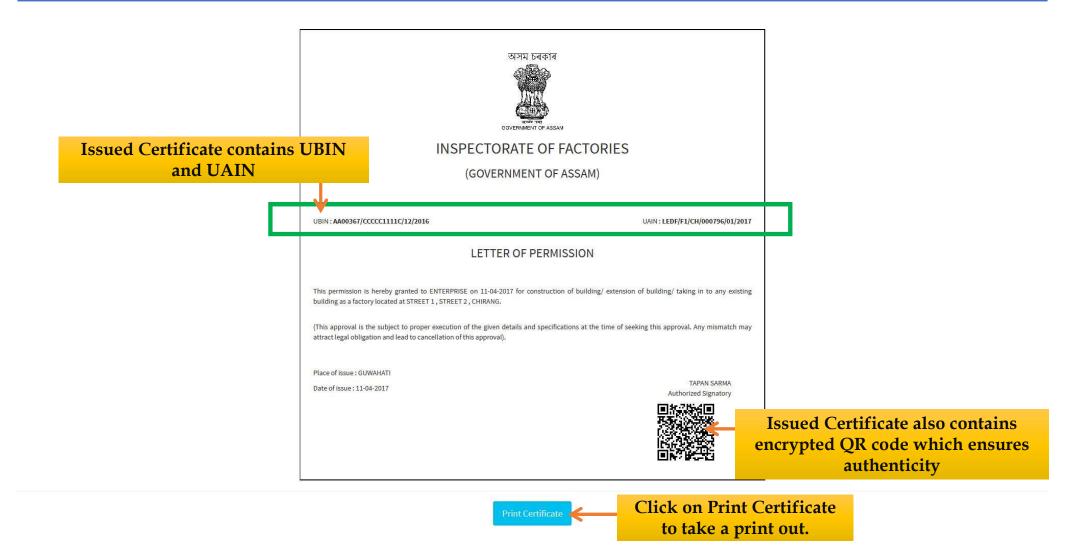
Note: Applications must be approved before issue of Certificate. The Approval details entered here are crucial as they will be displayed in the final certificate.

#### 5. Issue Certificate



Note: Applications must be approved before issue of Certificate. The Certificate details entered here are crucial as they will be displayed in the final certificate.

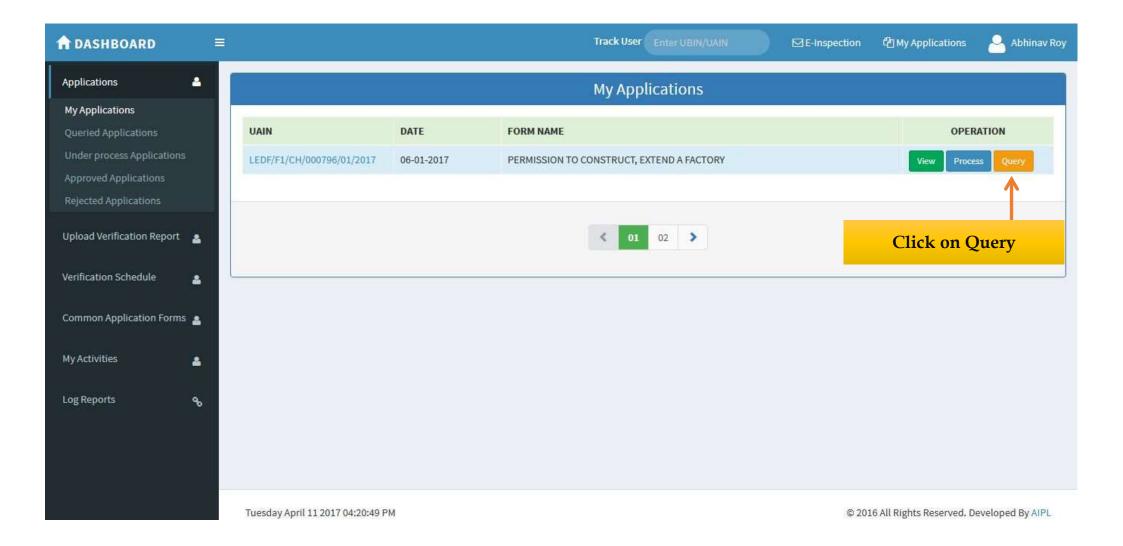
#### 5. Issue Certificate



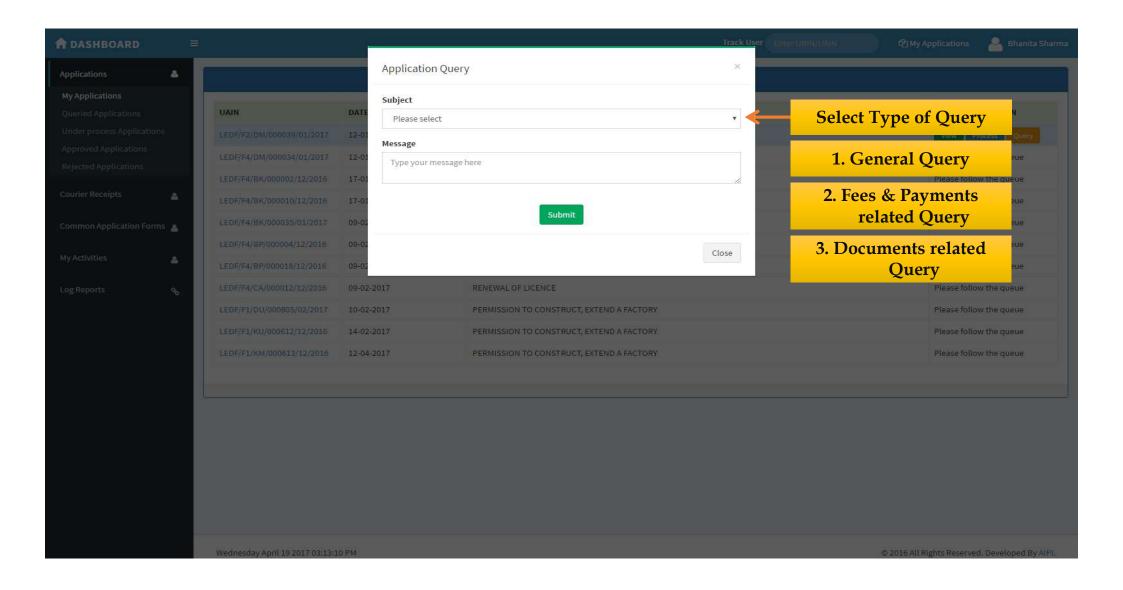
# Query System

Refer this section for information on how to Send Queries and Types of Query. Whenever a Query is done, the application is sent back to the applicant for his/her action. The form is returned back to processing section once the applicant has carried out the intended action or has replied to the query.

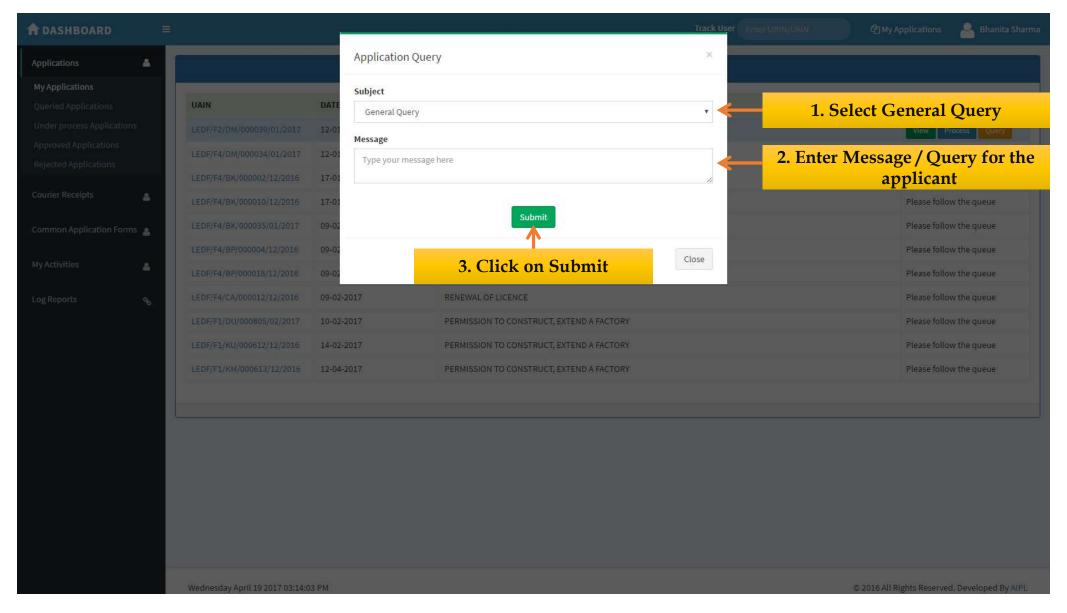
#### Step 1: Locate Application under My Applications



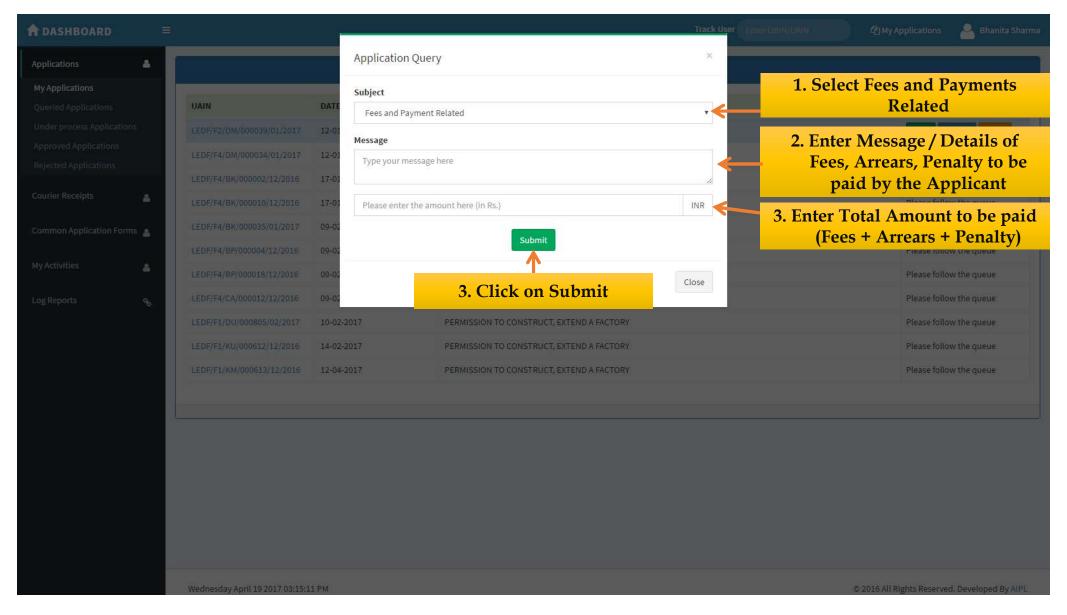
#### Step 2: Select Type of Query



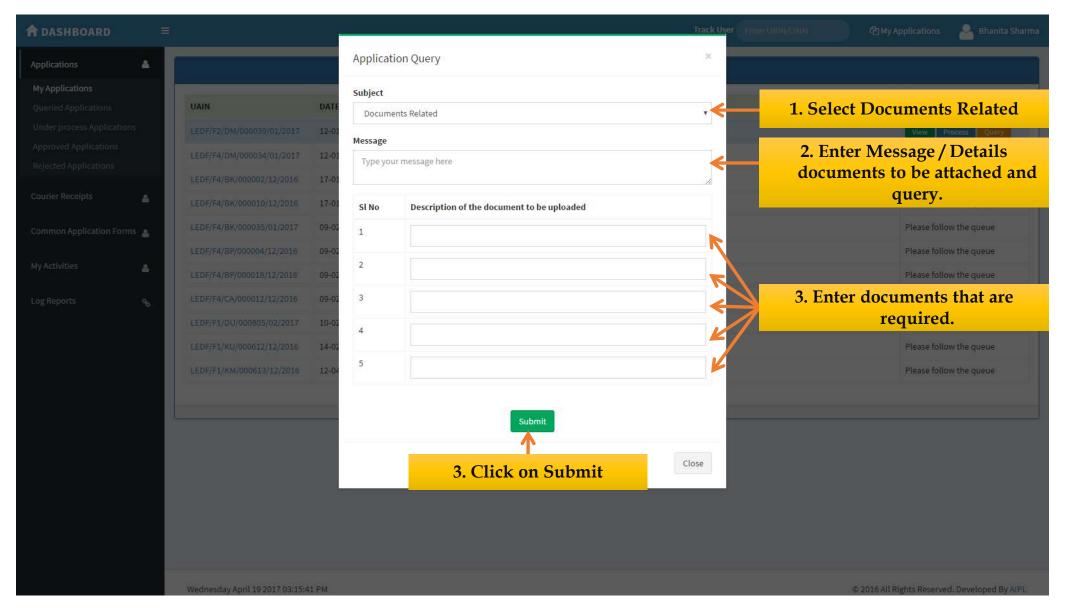
#### 1. Send General Query



### 2. Send Fees and Payments related Query



#### 3. Send Documents related Query

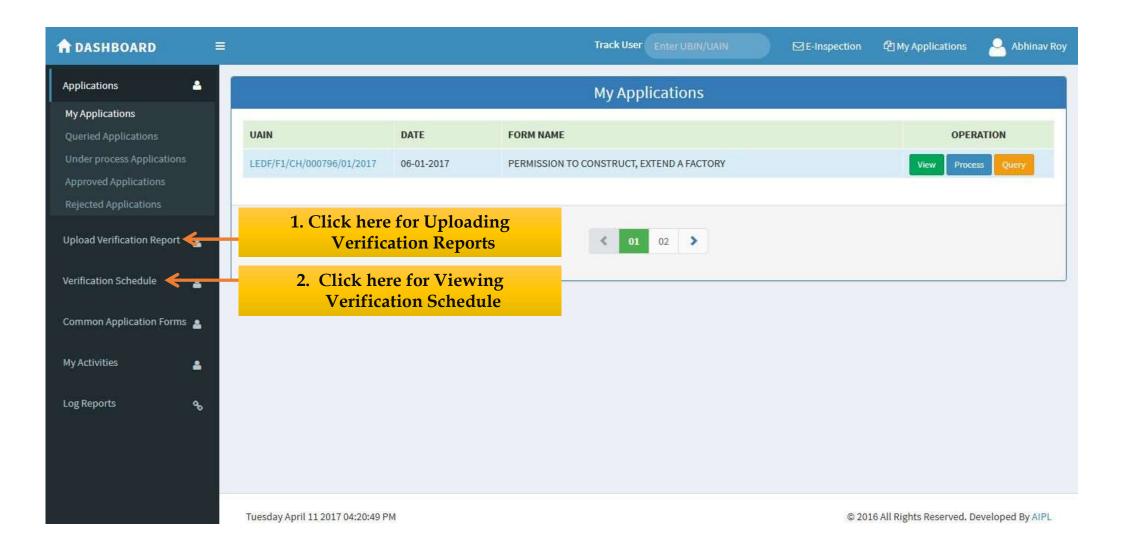


# Physical Verification

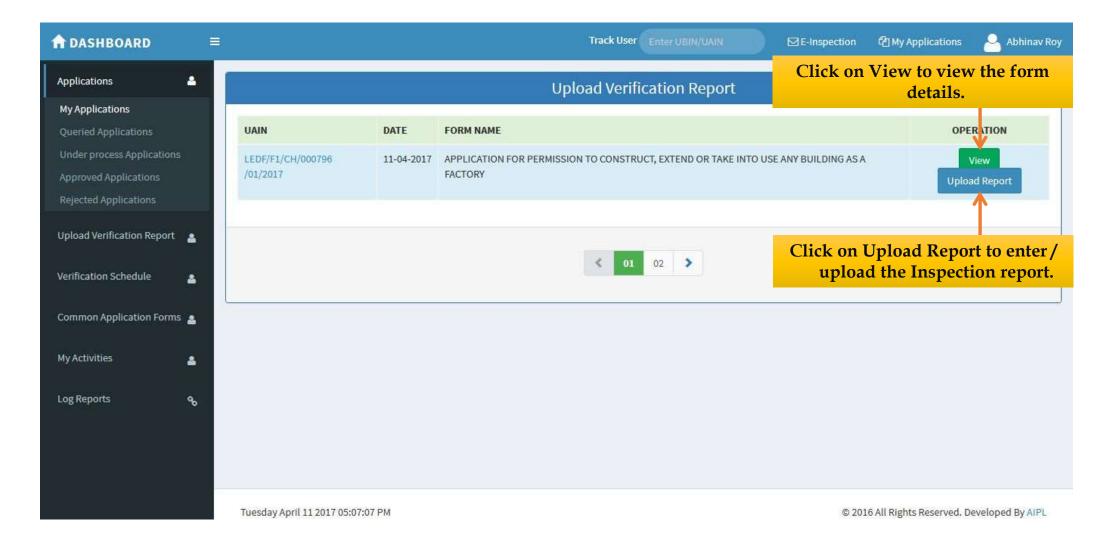
Refer this section for information on how to upload verification reports and to view inspection schedule.

Only for Users having Physical Verification Rights

### Physical Verification View / Report

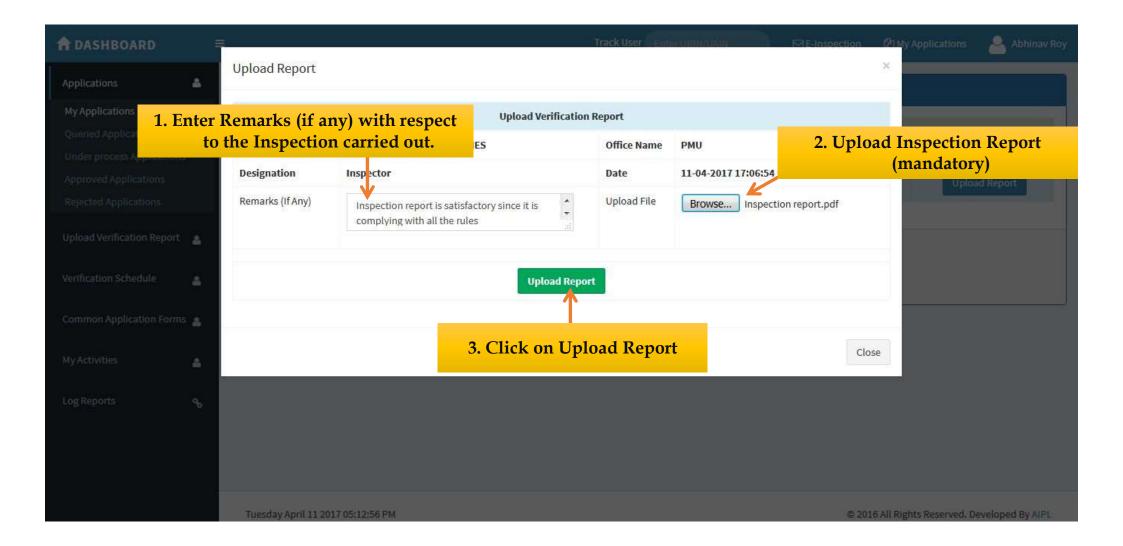


#### 1. Upload Verification Report



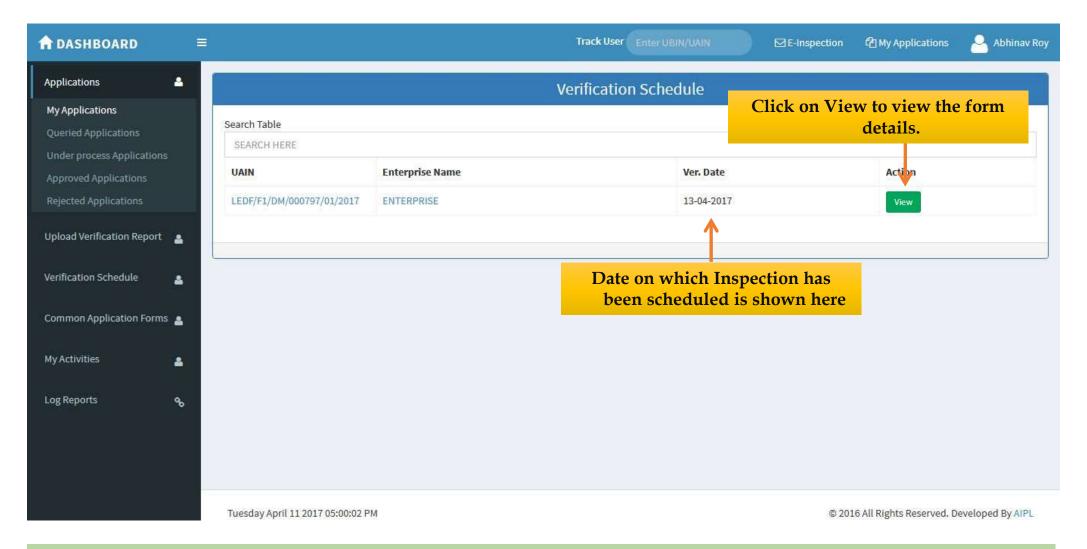
Note: Only Inspections of past dates and / or current date is shown in this Section. Inspection reports may be uploaded or entered on the system if the same has been digitized by the department.

### 1. Upload Verification Report



Note: Once report is uploaded successfully, the application is automatically moved back to My Applications Section.

#### 1. View Inspection Schedule



Note: Only Inspections scheduled on future dates are shown here. Inspection of past dates and/or current date is shown in the Upload Verification Report Section.

## HELP DESK

For any further clarifications / queries please contact Technical Support at:

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Email: eodb.assam@gmail.com