

USER MANUAL

eSMART

(eSaw Mill Application and Resource Tracking)

New User Signup / Registration (Customer / Indenter)

**Government Saw Mill,
Chatham**

**Department of Environment & Forest
Andaman and Nicobar Administration**

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USER MANUAL

eSMART (e Saw Mill Application and Resource Tracking)

New User Signup / Registration (Customer / Indenter)

1. Introduction

This User Manual provides step-by-step guidance for **new users (Customers / Indenters)** to register on the **eSMART (e Saw Mill Application and Resource Tracking)** system.

The registration process enables eligible individuals and organizations to create an account, which is mandatory for applying timber indents from **Government Saw Mill, Chatham**.

2. System Requirements

Before starting registration, ensure the following:

- Active internet connection
- Valid email ID and mobile number
- Scanned copies of required documents in **PDF format**
- Each document size should be **less than 2 MB**

3. Customer / Indenter Login – Functional Overview

3.1. Key Features

- New user registration with document upload
- Secure login with username, password, and captcha
- Apply for new timber indent
- View, edit (time-bound), cancel, and print indents
- View previous and cancelled indents
- Submit profile update requests with documents

4. Customer / Indenter Categories

During registration, a user must select one of the following eight (8) categories:

1. General Public – Islanders

A person born in Andaman & Nicobar Islands or holding an Islander Identity Card issued by Andaman & Nicobar Administration.

2. General Public – Government Servants with Mainland Transfer Liability

Central Government employees who may be transferred to other States/UTs.

3. Private

Any commercial organization or company.

4. SSI Unit

A registered small-scale furniture unit/company registered with the Forest Department.

5. Government Awarded Contractors

Commercial organizations having valid government work orders.

6. Fisherman

Individuals holding a valid fishing license issued by the Fisheries Department.

7. Government Departments

All other departments.

8. Forest Department

Includes specific sub-departments like Assistant Construction Engineer (MD) Chatham, Assistant Engineer(Ele), (MD) Chatham, Mechanical Engineer(W/s), (MD) Chatham, FRLD, (MD) Chatham, Mechanical Engineer(Marine), (MD) Chatham, DFO, Swaraj Dweep.

5. New User Registration (Customer / Indenter)

5.1. Accessing the eSMART Portal

1. Visit <https://gsmchatham.andamannicobar.gov.in>
2. The eSMART Home Page will be displayed.
3. Click on “Click here to Place Indent” to open the Login page.

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Click here to Place Indent

eSMART (e Saw Mill Application and Resource Tracking)

An initiative under ease of doing business, online sale of timber from Government Saw Mill, Chatham.

The Government Saw Mill, Chatham under Department of Environment and Forests was established in the Year 1883 to cater the timber requirement of Islands's inhabitants and Government Departments for their developmental works. It is one of the largest saw mills in the South East Asia, and has supplied timber to the worldforces during World War II.

Following category of timber species are sawn and disposed of from Chatham Saw Mill.

Cat-I(A)	Ornamental Wood	Padauk, Teak
Cat-I(B)		Second Class Padauk
Cat-II(A)	Superior Hardwood	Pynma, Black Chuglam, Koko, Thingam, Toungeping & Mohwa
Cat-II(B)	Superior Hardwood	Gurjan
Cat-III	Standard Hardwood	Red Bombew, Tinkala, Badam, Yewji, White Chuglam, Jungli Aam, Jhingam, Nabbe, Buglam, Posa
Cat-IV	Softwood	Red Dhup, Papita, Bakota, Lamba Pathi, Kadam, Thikpok, Didu

Figure 1: Home Page

4. Click on “New to eSMART Application? Signup” to open the Registration Form.

The screenshot shows the 'Indenters/Customers Login' form on the eSMART portal. The form includes fields for Username, Password, and CAPTCHA. A blue callout bubble points to the 'New to eSMART Application? Signup' link at the bottom of the form. The portal header includes the Department of Environment & Forest logo and navigation links like Home, User Manual, About Us, FAQ, Department Login, News, Photo, and Contact Us. A 'Click here to Place Indent' button is also visible.

Figure 2: Indenters/Customers Login Form

5.2. Registration for General Public – Islander (Example Case)

Note: Registration fields may vary slightly based on selected indenter category.

The screenshot shows the 'New User Registration' form on the eSMART portal. A blue callout bubble points to the 'General Public-Islander' selection in the 'Type of Indenter' dropdown menu. The form includes fields for Name, Date of Birth, Gender, Father's Name, ID Proof, ID Card No, Address Proof, ID Card No (Address proof), Having PAN Card?, and PAN Card No. A note at the bottom states: 'Note : Provide PAN No.(in above PAN Card field) for Concession on Income Tax under rule 37 C'.

Figure 3: Registration Form

Step 1: Personal Details

- Enter Name
- Date of Birth
- Gender
- Father's / Husband's Name
- Select relationship type (S/o, D/o, W/o)

Step 2: Identity & Address Proof

- Enter **Islander Identity Card Number** as ID Proof (Default for General Public)
- Enter **Ration Card Number** as Address Proof (Default for General Public)
- Select **Having PAN Card? (Yes/No)**
 - If Yes, enter **PAN Card Number**

Step 3: Address Details

- Select **District, Tehsil, Village** (as per Address Proof)
- Enter **Full Address**
- **Pin Code**
- **Mobile / Landline Number**
- **Email ID** (Optional)

Step 4: Login Credentials

- Create **Username**
- Enter **Password**
- Confirm **Password**
(User must save credentials for future login)

*Note: the ID Proof and the Address Proof are fixed for the user type General Public that is **Islander Identity Card** as ID Proof and **Ration Card** as Address Proof. And for other user type have multiple options for the ID proof and address proof. (shown in Figure 3).*

The screenshot shows the 'New User Registration' form in the eSMART system. The form is titled 'PLEASE FILL THE FORM' and is for a 'General Public-Islander' user type. The fields are as follows:

- Type of Indenter:** General Public-Islander (selected)
- Name:** Ramesh Kumar (with a green checkmark)
- Date of Birth:** 01/01/2001
- Gender:** Male (with a green checkmark)
- Father's Name:** S/o Rohit Kumar (with a green checkmark)
- ID Proof:** Islander Identity Card (selected)
- ID Card No.:** 10425307781209
- Address Proof:** Ration Card (selected)
- ID Card No. (Address proof):** 353000164647
- Having PAN Card?:** Yes (with a green checkmark)
- PAN Card No.:** ANAPD1690Y

A red box at the bottom of the form contains the following note: "Note : Provide PAN No.(in above PAN Card field) for Concession on Income Tax under rule 37 C".

Figure 4.1: Registration Form (for General Public - Islanders)

Yes ☒ ANAPD1690Y

Note : Provide PAN No.(in above PAN Card field) for Concession on Income Tax under rule 37 C

District * SOUTH ANDAMAN ✓ Tehsil * SRI VIJAYA PURAM ✓ Village * Aberdeen Bazar

Address * Aberdeen bazar ✓ Pin Code * 744101 ✓ Mobile/Landline No (for landline exclude 0) * 9933222111 ✓

Email Id rameshkumar@gmail.com ✓

Username [max 50 character]* ramesh ✓ Password [max 50 character]* ***** ✓ Confirm Password [max 50 character]* Ramesh@2026 ✓

Reset Submit

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Figure 4.2: Registration Form (for General Public - Islanders)

5.3. Document Upload

After submitting the registration form:

- Upload all **mandatory supporting documents**
- **File format:** PDF (.pdf) only
- **Maximum file size:** 2 MB per document

All documents are mandatory.

Click **Final Submit** after uploading documents.

Upload Document
Upload genuine documents for verification

PLEASE UPLOAD DOCUMENT

1. All documents are mandatory for upload.
2. Only PDF (.pdf) format documents are allowed.
3. The file size of each document must be less than 2 MB.

Document	Status	Action
ID Proof * Islander Identity Card	UPLOADED	Preview Re-upload
ID Card No (Address proof) * Ration Card	UPLOADED	Preview Re-upload
PAN Card * PAN Card	UPLOADED	Preview Re-upload

Final Submit

Figure 5: Upload Documents (for General Public - Islanders)

If you filled the form correctly then it will show successful message like
“Registration Form submitted successfully”

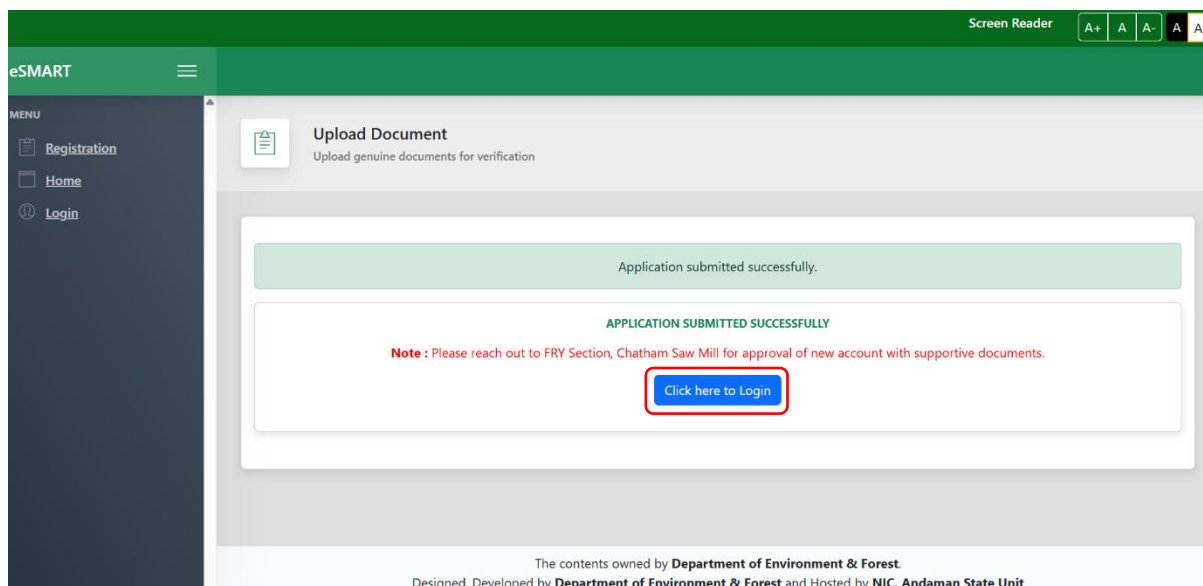


Figure 6: Application submitted successfully.

5.4. Verification & Approval Process

1. The registration application is forwarded to the **Forest Department (FRY Section)**.
2. If required, the applicant must present original documents before the **Forest Ranger (Yard), Mill Division, Chatham**.
3. Upon successful verification:
 - Registration is approved
 - User can log in using the created **Username & Password**

6. Applying Timber Indents

6.1. Login Procedure

1. Visit <https://gsmchatham.andamannicobar.gov.in>
2. Click “Click here to Place Indent”

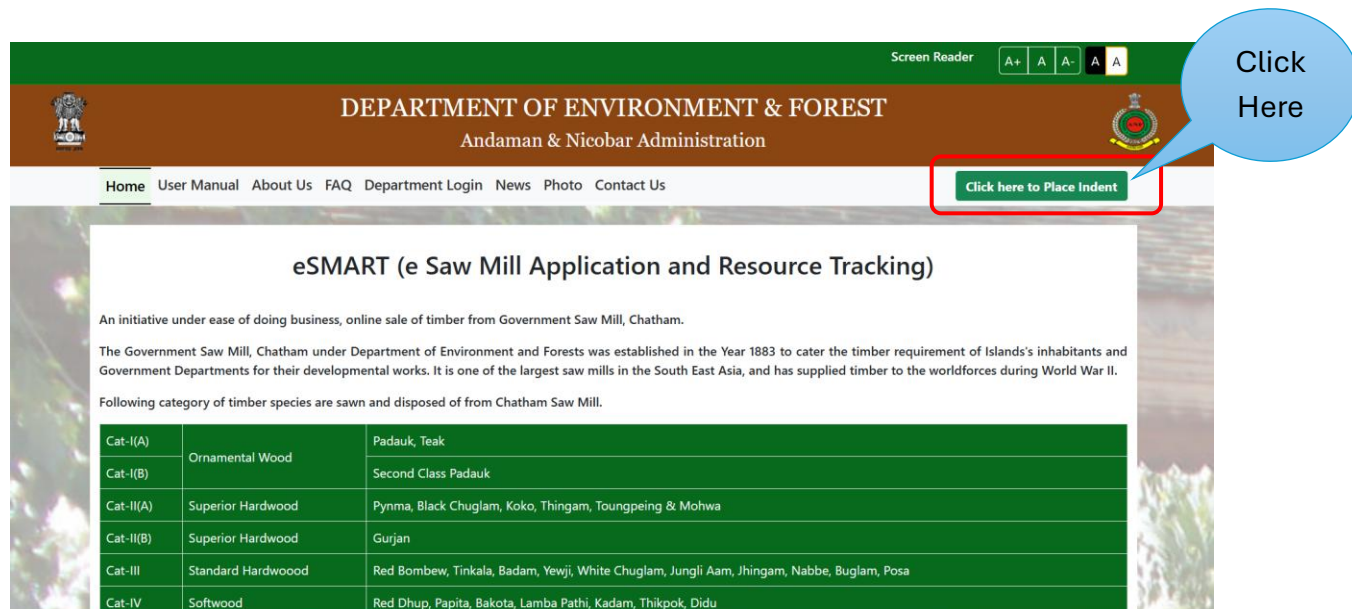


Figure 7: Home page

3. Enter Username, Password, and Captcha

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Click here to Place Indent

eSMART (e Saw Mill Application and Resource Tracking)

Indenters/Customers Login

Username
ramesh

Password
.....

GGfIx4 Reload CAPTCHA

Enter CAPTCHA
GGfIx4

Login Reset

Forget Password?
New to eSMART Application? Signup

Figure 8: Indenters/Customers Login Form

4. Click **Login**

5. The **Customer Dashboard** will be displayed

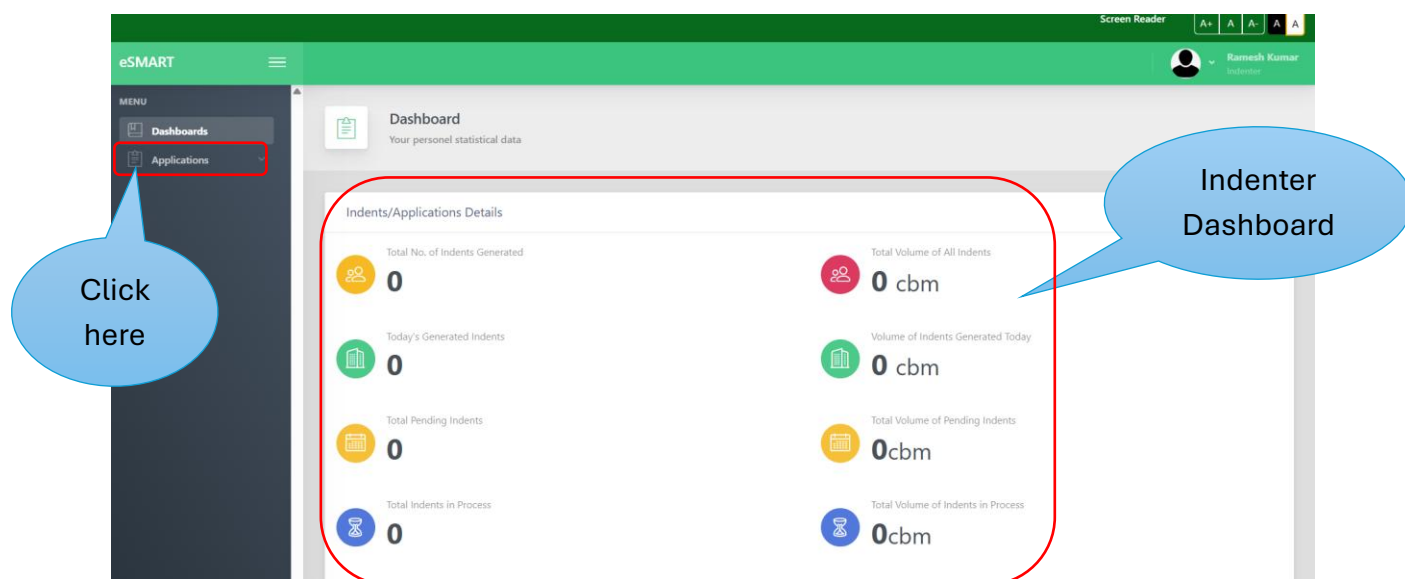


Figure 9: Dashboard (Indenters/Customers)

6.2. Creating a New Timber Indent

1. Click **New Application** from the menu.

PLEASE FILL THE FORM

Name	Father's Name	Gender	Indenter Type	ID Proof (doc)	Address Proof (doc)	Address	Phone No	Email
Ramesh Kumar	Rohit Kumar	Male	General Public-Islander	Islander Identity Card-10425307781209	Ration Card-353000164647	Aberdeen bazar, Aberdeen Bazar, SRI VIJAYA PURAM, SOUTH ANDAMAN, 744101	9933222111	rameshkumar@gmail.com

ADDRESS (WHERE TIMBER WILL BE USED)

Purpose * ☒

Survey No *

District * Tehsil * Village *

Address * Pin Code * Is Survey No. holder name same?

Figure 9.1: New Indent form for Timber

Step 1: Purpose Selection

- Select **Purpose of Timber Purchase**
 - If select Construction of New House OR Construction / Repair of House then Enter **Survey Number** and upload supporting documents.
 - For other purposes, Survey Number is not required.

Step 2: Destination Details

- Select **District, Tehsil, Village** (where timber will be used)
- Enter **Address and Pin Code**

PLEASE FILL THE FORM

Name	Father's Name	Gender	Indenter Type	ID Proof (doc)	Address Proof (doc)	Address	Phone No	Email
Ramesh Kumar	Rohit Kumar	Male	General Public-Islander	Islander Identity Card-10425307781209	Ration Card-353000164647	Aberdeen bazar, Aberdeen Bazar, SRI VIJAYA PURAM, SOUTH ANDAMAN, 744101	9933222111	rameshkumar@gmail.com

ADDRESS (WHERE TIMBER WILL BE USED)

Purpose * ☒

Survey No * ☒

District * ☒ Tehsil * ☒ Village *

Address * Pin Code * Is Survey No. holder name same?

Figure 9.2: New Indent form for Timber

Step 3: Timber Specification

- Select:
 - Timber Category

- Width (CM)
- Thickness (CM)
- Timber Specification (Automatically set)
- Length Type
- Timber Length

Volume is automatically calculated by the system.

Note:

- Width and thickness must be entered in **centimetres (CM)**.
- Size chart reference is available for inch-to-CM conversion.
- If select the **Purpose of Timber is Making Handicrafts:**
 - Enter Required quantity in Kg.

Step 4: Add Timber Items

- Click **Add** to include timber specification
- Repeat for multiple items
- Use **Delete** to remove incorrect entries

The screenshot shows the 'TIMBER SPECIFICATION' form in the eSMART application. The form includes fields for Timber Category, Timber Species, Type of Length, Width (in cm), Thickness (in cm), Timber Specification, Total Length (in meters), and Volume (in cbm). Below these fields is a table with columns: #, Timber Category, Timber Size (in cm), Timber Specification, Length Type, Total Length (in mtrs), Volume (in cbm), and Action. The table contains two entries: 1. I(A), 26x2.5, Planks, LL, 30, 0.195; 2. I(A), 10x8, Scantlings, LL, 10, 0.08. The total volume is 0.2750 cbm. Annotations include: 'Add Timber Specification' pointing to the 'Add to Indent' button; 'Apply Indent' pointing to the 'Apply Indent' button; and 'Delete Timber Specification' pointing to the 'Delete' buttons in the Action column.

Form Fields:

- Timber Category: I(A)
- Timber Species: Padauk(Less than 10% Sapwood)
- Type of Length: LL -Long Length (101cm to 599cm)
- Width (in cm): 10
- Thickness (in cm): 8
- Timber Specification: Scantlings
- Total Length (in meters): 10
- Volume (in cbm): 0.08

Table:

#	Timber Category	Timber Size (in cm)	Timber Specification	Length Type	Total Length (in mtrs)	Volume (in cbm)	Action
1	I(A)	26x2.5	Planks	LL	30	0.195	Delete
2	I(A)	10x8	Scantlings	LL	10	0.08	Delete
Total						0.2750 cbm	

Buttons: Add to Indent, Apply Indent, Delete (multiple instances).

Note: Non-Standard/Special Size and Fixed Length timber will be charged extra.

Figure 9.3: Timber Specification

Step 5: Apply Indent

- Click **Apply Indent**
- User can **View / Print** the indent

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DEPARTMENT OF ENVIRONMENT & FOREST
ANDAMAN & NICOBAR ADMINISTRATION

ONLINE INDENT FORM FOR TIMBERS

Part-A
Indent Form No: CSM/IN/2025-2026/GP/4/4 Dated: 10-02-2026

1. Type of Indenter : General Public-Islander
2. Name of Indenter : Ramesh Kumar
3. Father's Name : Rohit Kumar
4. Date of Birth : 01-01-2001
5. Gender : Male
6. Survey No : 450
7. Address : Aberdeen bazar, Aberdeen Bazar , SRI VIJAYA PURAM, SOUTH ANDAMAN, 744101
8. ID Proof : Islander Identity Card - 10425307781209
9. Address Proof : Ration Card - 353000164647
10. Mobile/ Landline No : 9933222111
11. Email Id : rameshkumar@gmail.com
12. PAN No. : ANAPD1690Y

13. Specification :

SL.No	Category	Size (in cm)	Total Length (RCM)(in mtr)	Volume (in chm)
1	I(A) - Padauk	10 X 8	10	0.08 chm
2	I(A) - Padauk	26 X 2.5	30	0.195 chm
Total				0.275 chm

14. Purpose for which timber required : Construction of New House
15. Location where timber will be used : Aberdeen bazar, Aberdeen Bazar , SRI VIJAYA PURAM, SOUTH ANDAMAN, 744101

16. The following documents are to be produce during collection of timber
• 16.1 Islander Identity Card
• 16.2 Ration Card
• 16.3 PAN Card

17. Certified that I have fully understood terms & conditions of the sale given hereinafter in Part B & I bind myself to abide by these terms & conditions.

Received Indent No : CSM/IN/2025-2026/GP/4/4 From : Ramesh Kumar for 0.275 chm sawn timber as per size specified in indent form. You may please contact Forest Ranger (Vard) or Yard Foreman (Sales) (03192-233076) to collect timber on 08-10-2026

Figure 9.4: Indent form for Timber

7. Timber Collection Date

- The generated indent displays **Timber Collection Date** at the bottom of **Part-A**

8. Managing Indents

8.1. Pending Applications

- Displays all active/pending indents
- Available actions:
 - View/Print
 - Edit
 - Edit allowed only within **24 hours** of indent generation
 - Edit not allowed if indent is under process
 - Only **size modifications** are permitted
 - Cancel

eSMART

Screen Reader

Pending Indent for Timber
Pending Indent/Application for Purchasing Timber

YOUR PENDING INDENTS THAT YOU HAD APPLIED

#	Indent No	Name	Indenter Type	Purpose	Address	Indent Quantity	Indent Date	Status	Action
1	CSM/IN/2025-2026/GP/4/4	Ramesh Kumar	General Public-Islander	Construction of New House	Aberdeen bazar, Aberdeen Bazar , SRI VIJAYA PURAM, SOUTH ANDAMAN, 744101	0.275 chm	10-02-2026	Pending	View Edit Cancel

NOTE: The edit option is only available for 24 hours from the time of indent generation.

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Figure 10: Pending Indents

8.2. Previous Applications

- Displays all completed indents

8.3. Update Profile Procedure

- User can submit **Profile Update Request**
- Supporting documents must be uploaded
- Request is reviewed by Forest Department
- If details and documents are correct, profile update is approved

The screenshot shows the eSMART application interface. On the left is a dark sidebar menu with options: Dashboards, Applications (expanded), New Application, Pending Applications, Previous Applications, Cancelled Applications, and Update Profile. The main content area is titled 'View Users/Applicants Profile' with a subtitle 'View & Check Users/Applicants Profile'. Below this, a table displays the user's profile information.

USER'S PROFILE IS SHOWN BELOW	
Type of Indenter	General Public-Islander
Name of Indenter	Ramesh Kumar
Father's Name	Rohit Kumar
Date of Birth	01-01-2001
Gender	Male
ID Proof (Islander Identity Card)	10425307781209
Address Proof (Ration Card)	353000164647
PAN Card	ANAPD1690Y
Address	Aberdeen bazar

Figure 10: View/Update Profile