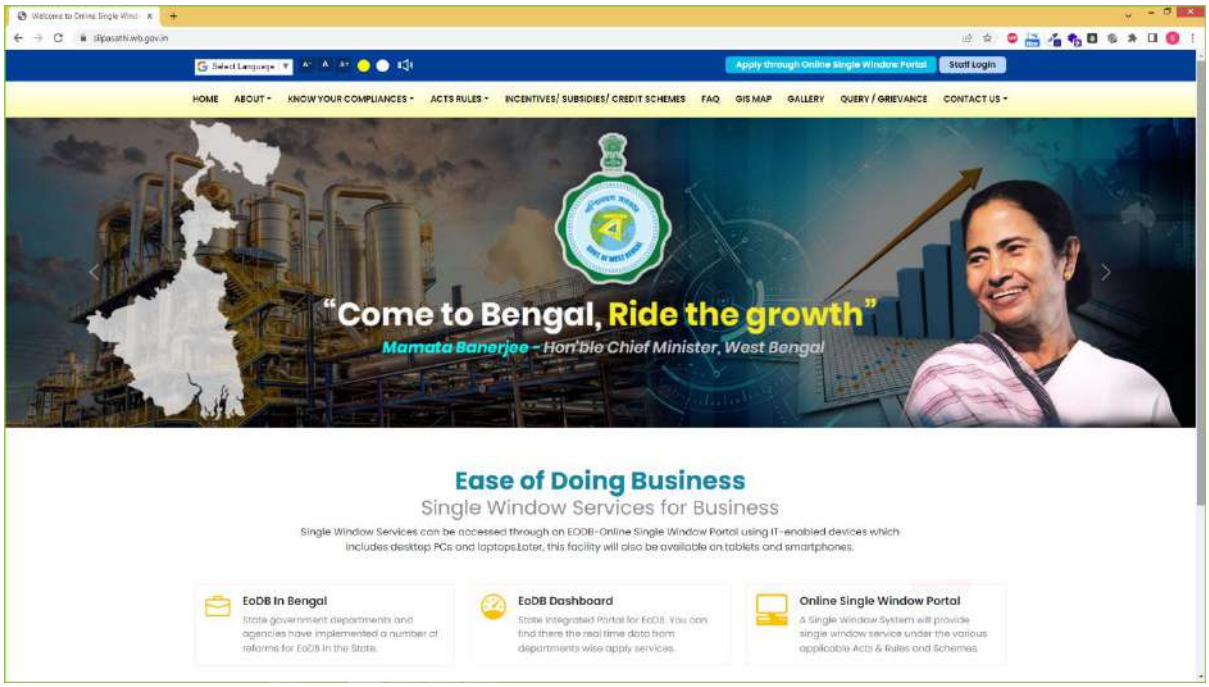
User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

Submission of Query/ Grievance by users

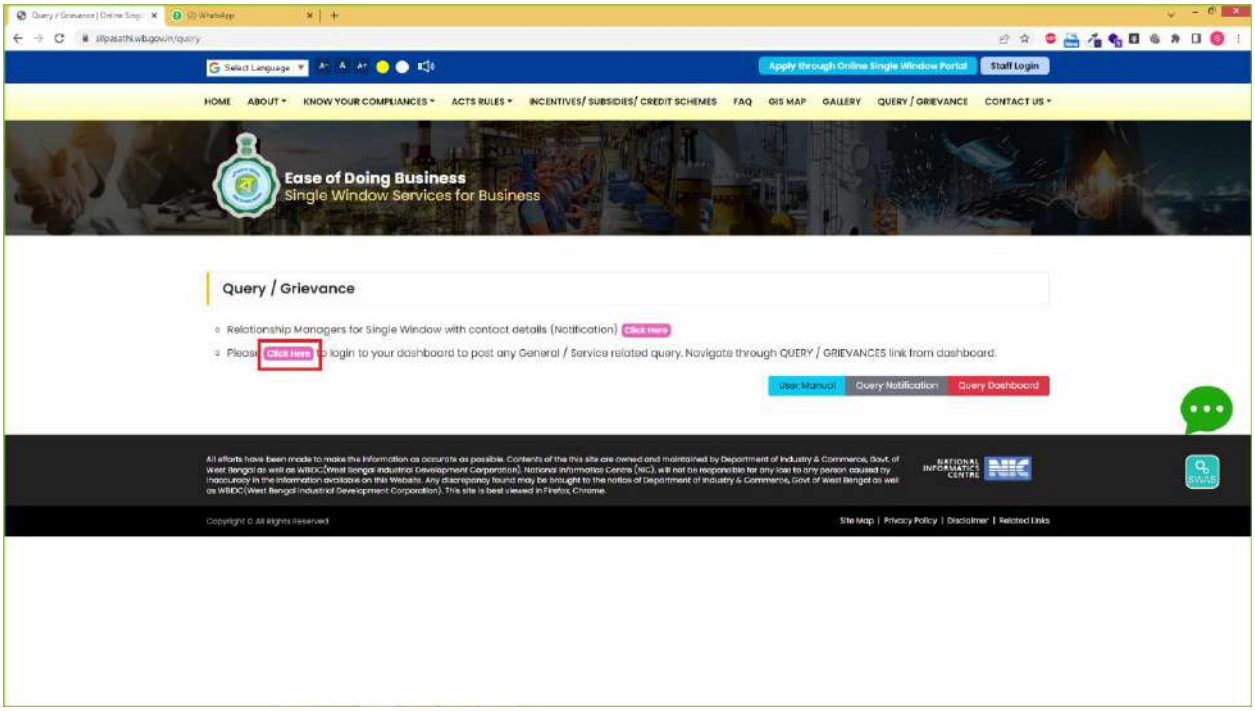
Screenshots related to Submission of general / service related Query/ Grievance by users & Query/ Grievance resolution by the Single Window agency 'Silpasathi'

- **Applicant will open browser and type the URL:** https://silpasathi.wb.gov.in . **The Single Window 'Silpasathi' Website Home Page Will appear as follows:**

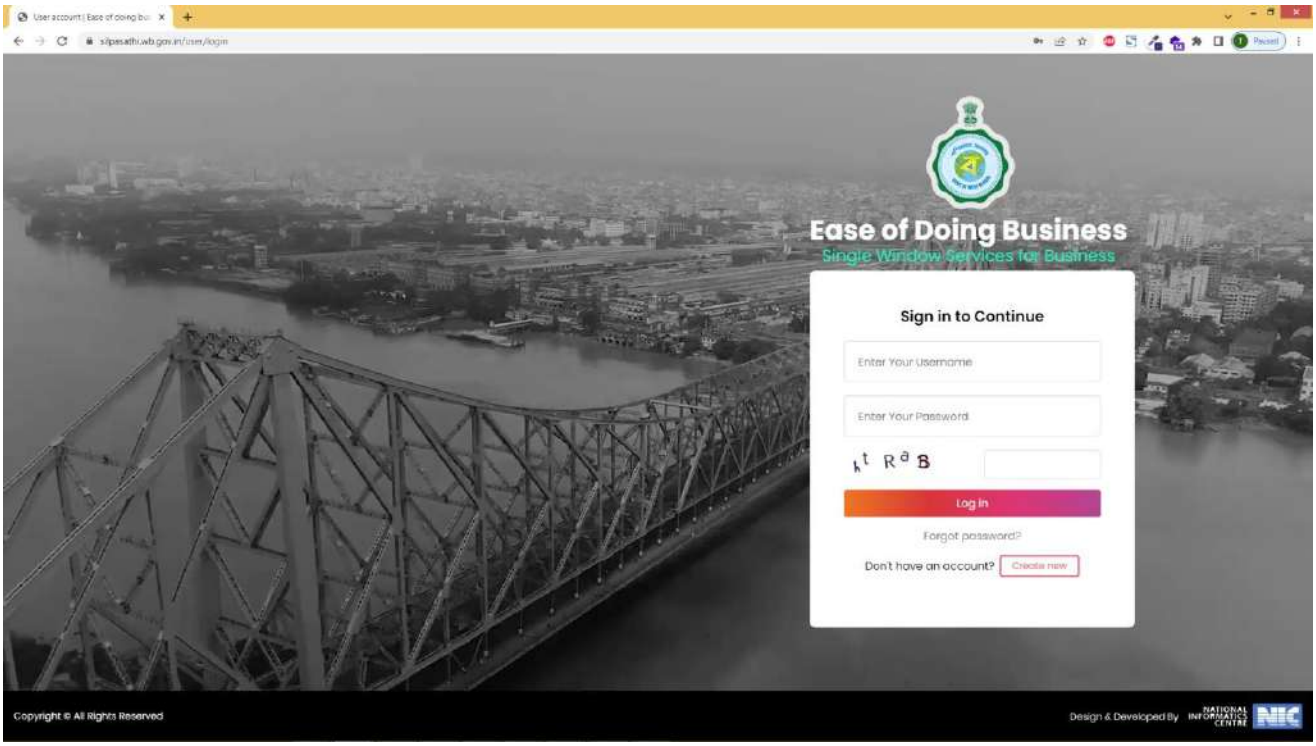


Applicant then click on the "Query/ Grievance" link in the title menu bar to as shown in the Screenshot below:

The Query/ Grievance page will open. Now in order to go to Query/ Grievance module, applicant clicks on link '**click here**' which blinks containing a user-login link for the user to proceed to the login page and login to the applicant dashboard using his / her user credentials.



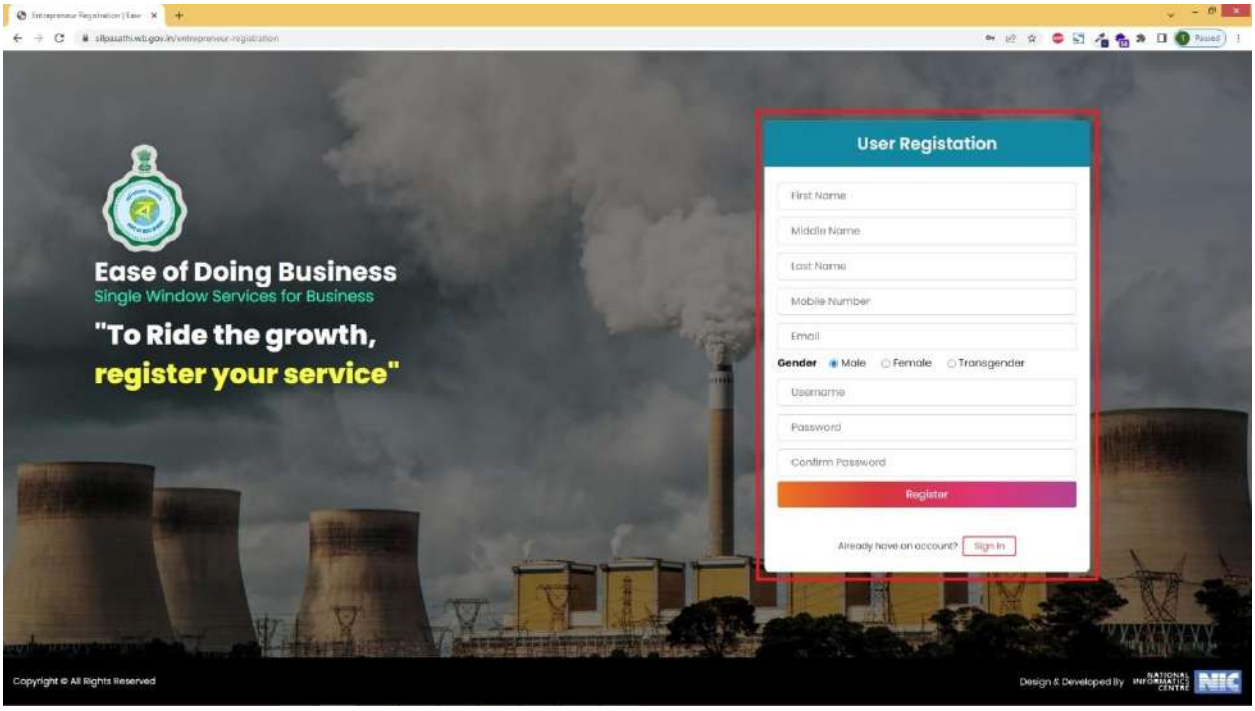
If applicant is already registered, then he/she can login to the system with the existing, valid login credentials and can follow necessary steps to submit Query/ Grievance.



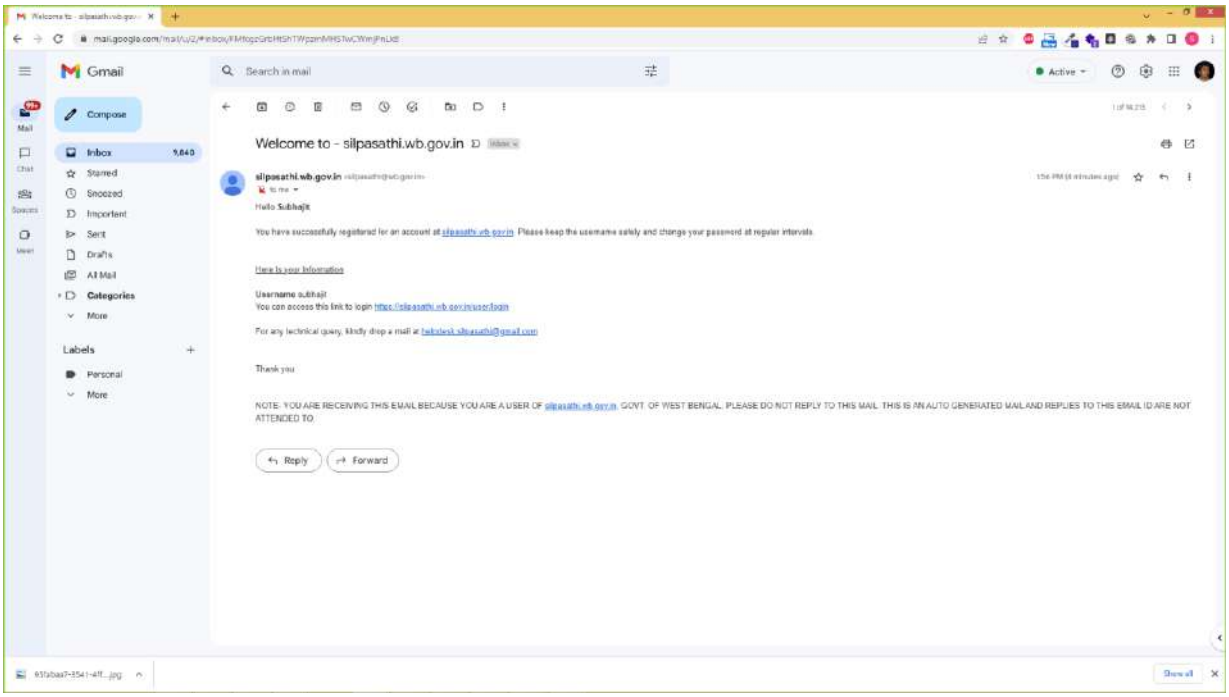
If applicant is not registered then he/she should register first by clicking the button as marked above as 'Don't have an account Create new'.

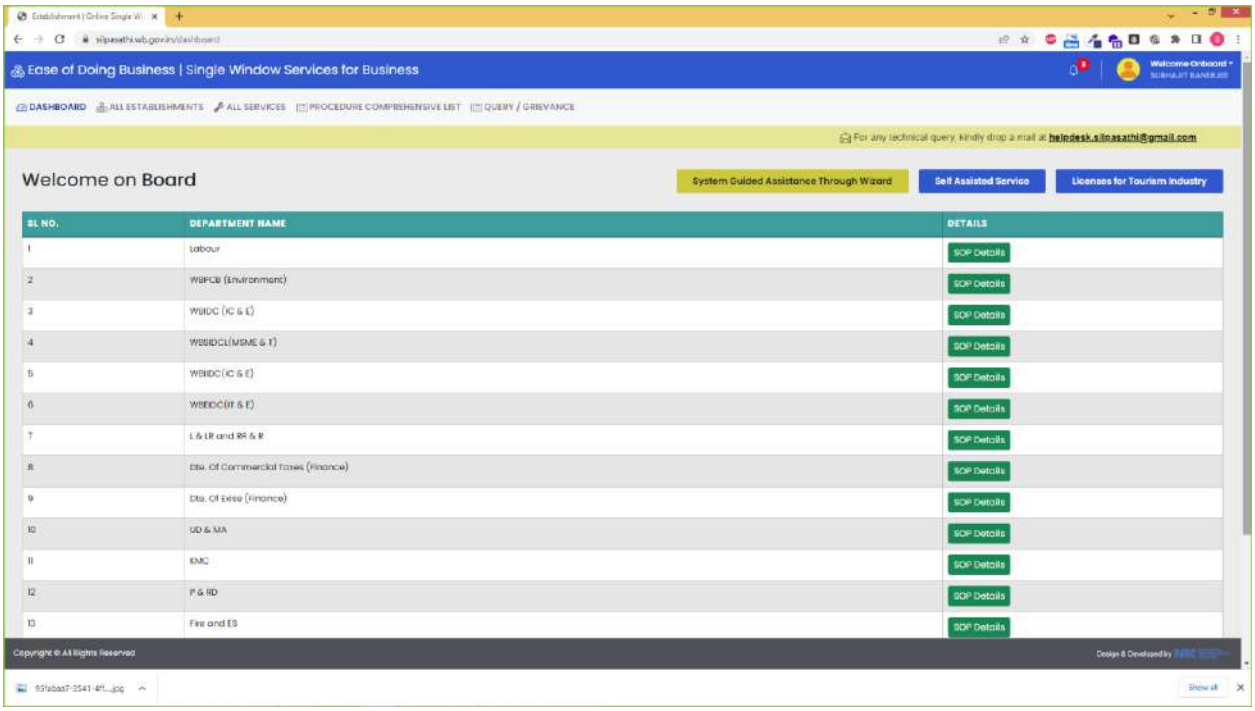
Applicant have to check the "I Agree and Understand the Process described" checkbox and click on the "Proceed for Registration" button to navigate to the user registration page.

Applicant have to fill up and submit the user registration form successfully to create his / her login credential and proceed to the applicant dashboard.



On successful registration on the Single Window 'Silpasathi' portal, the applicant will get a confirmation text SMS and email as follows :


Gmail
Search in mail
Compose
Inbox
Starred
Snoozed
Important
Sent
Drafts
All Mail
Categories
More
Labels
Personal
More
Welcome to - silpasathi.wb.gov.in
silpasathi.wb.gov.in
Hello Subhajit
Username subhajit
Thank you
Reply
Forward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QUERY / GRIEVANCE
helpdesk.silpasathi@gmail.com
Welcome on Board
System Guided Assistance Through Wizard
Self Assisted Service
Licenses for Tourism Industry
SL NO.
DEPARTMENT NAME
DETAILS
1 Labour
2 WBPCB (Environment)
3 WBIDC (IC & E)
4 WBSIDCL(MSME & T)
5 WBIDC (IC & E)
6 WBIDC(IT & E)
7 L & LR and RR & R
8 Dte. Of Commercial Taxes (Finance)
9 Dte. Of Excise (Finance)
10 UD & MA
11 KMC
12 P & RD
13 Fire and ES
SOP Details
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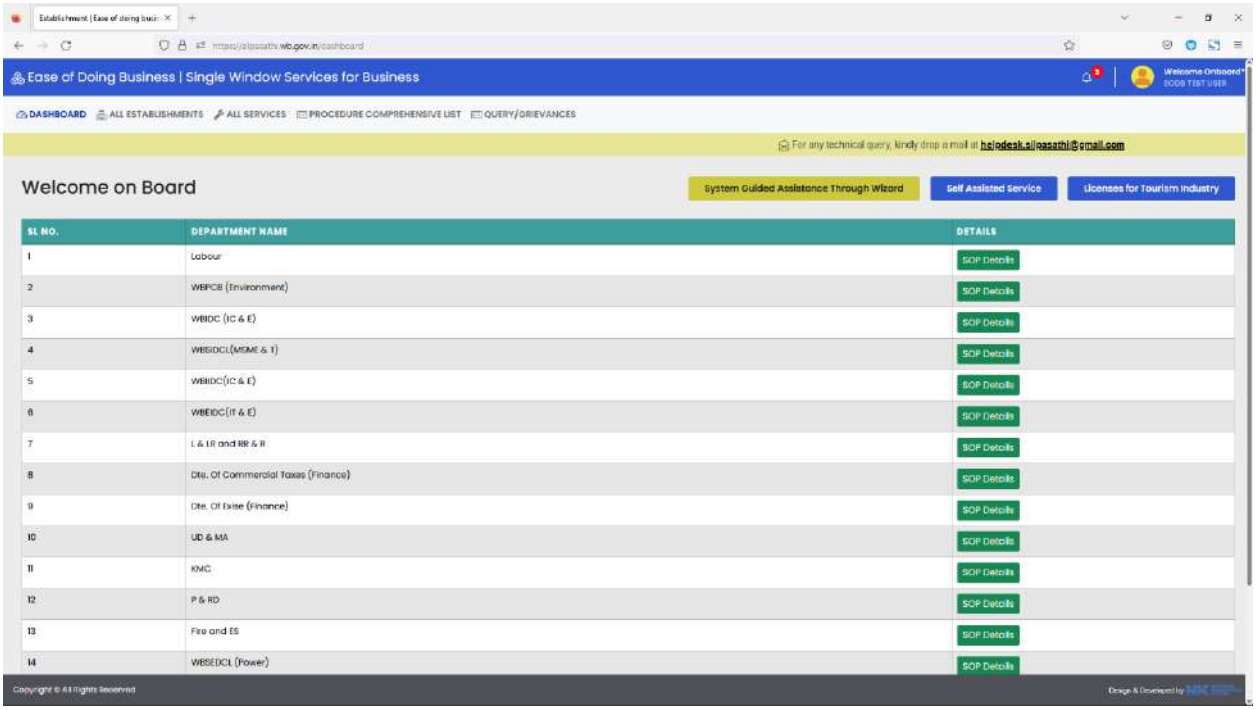
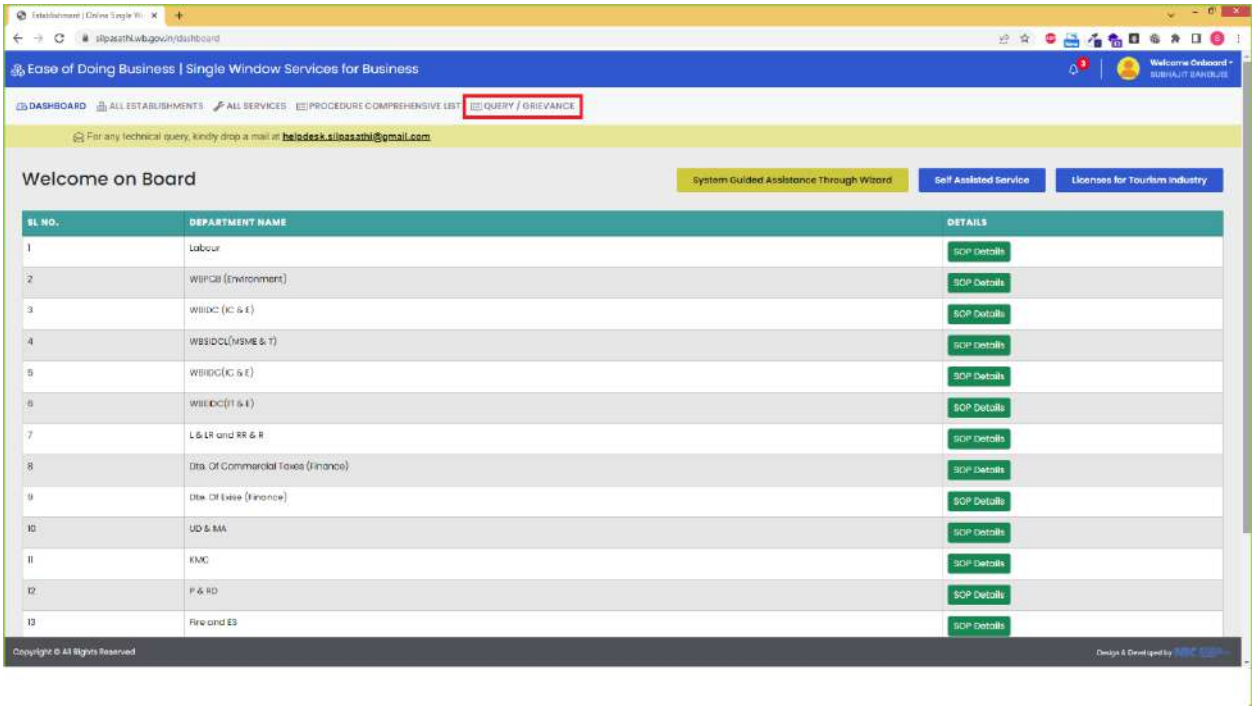
After successful registration applicant will be automatically re-directed to the applicant dashboard.

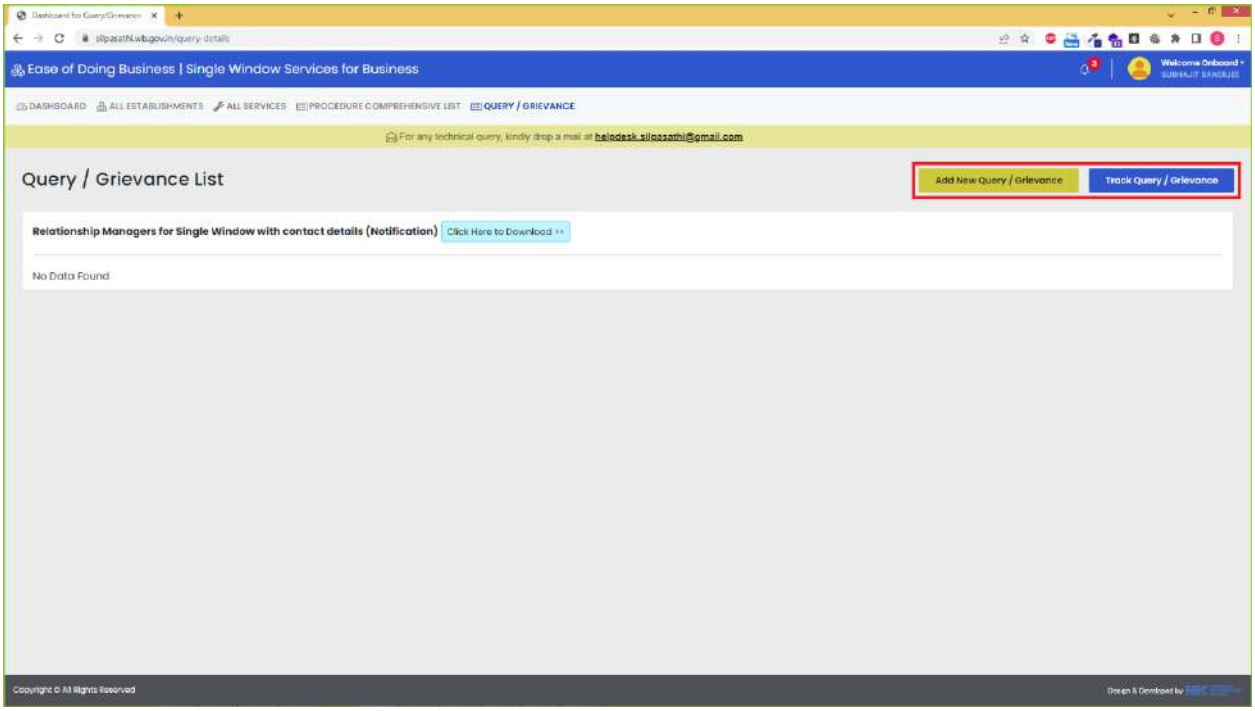


Applicant is now required to click on '**Query/ Grievance Submission**' link (Screenshot below)



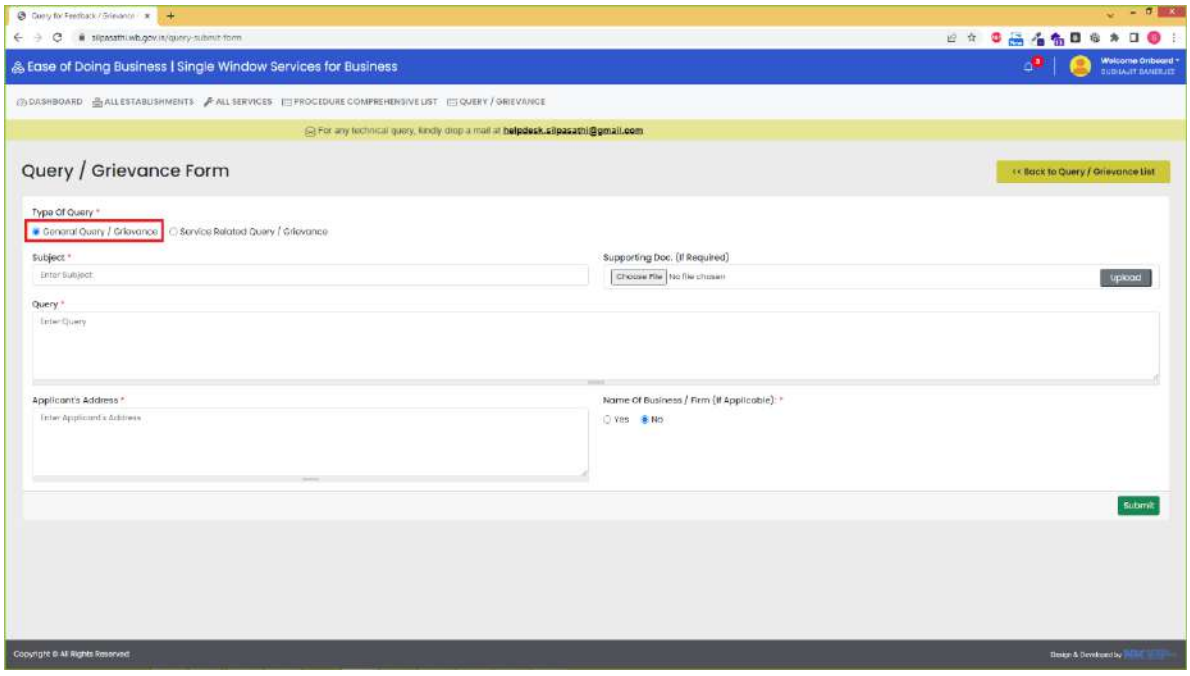
User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

The following web-page appears where applicant is required to click on 'Add New Query / Grievance' in case applicant wants to raise a new Query/ Grievance (or "Track Query/ Grievance" for a Query/ Grievance that was raised earlier by the applicant)

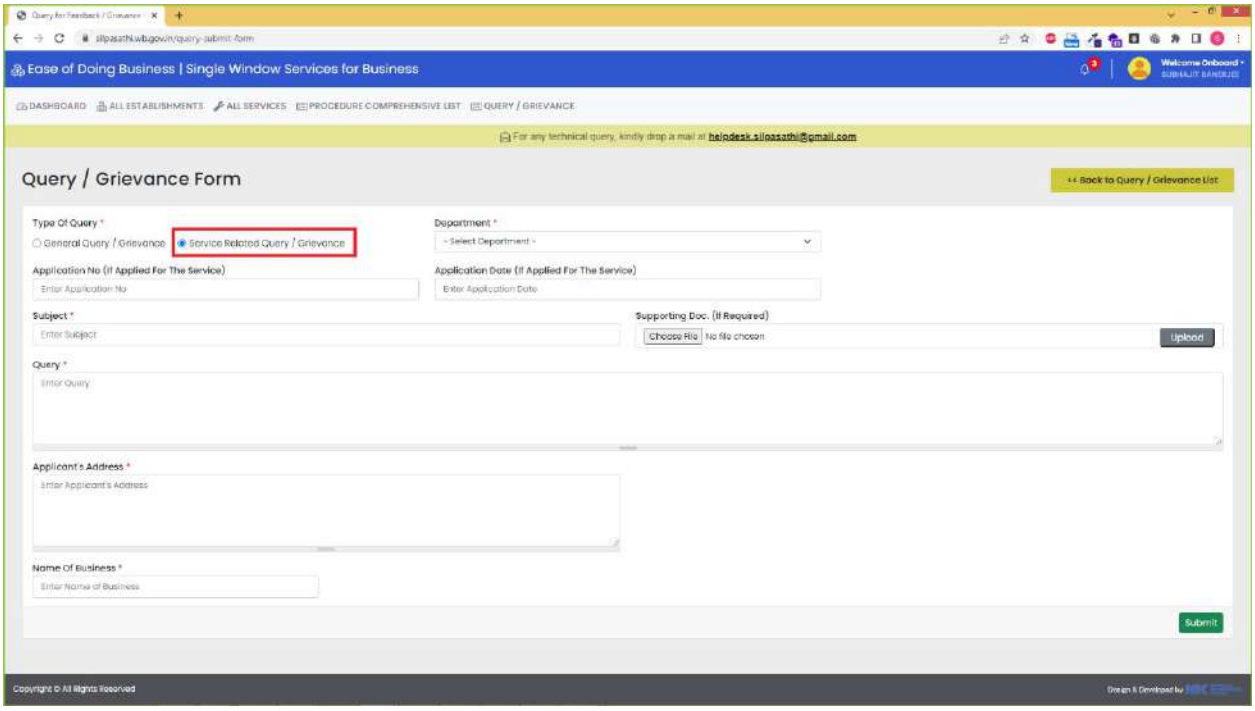


On clicking on 'Add New Query/ Grievance' the following web-page appears for raising a new Query/ Grievance, where applicant may select 'General Query/ Grievance/ Grievance' or 'Service related' Query/ Grievance under "Type of Query/ Grievance"

1) **General Query/ Grievance**



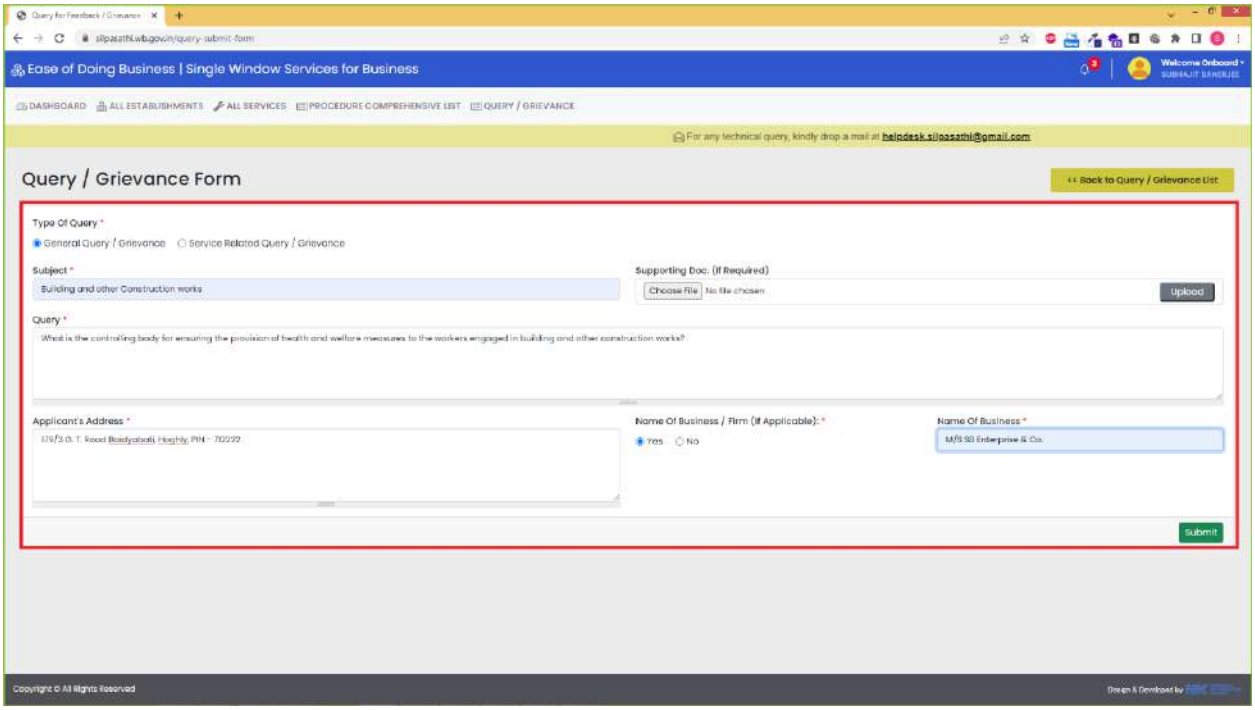
2) Service Related Query/ Grievance



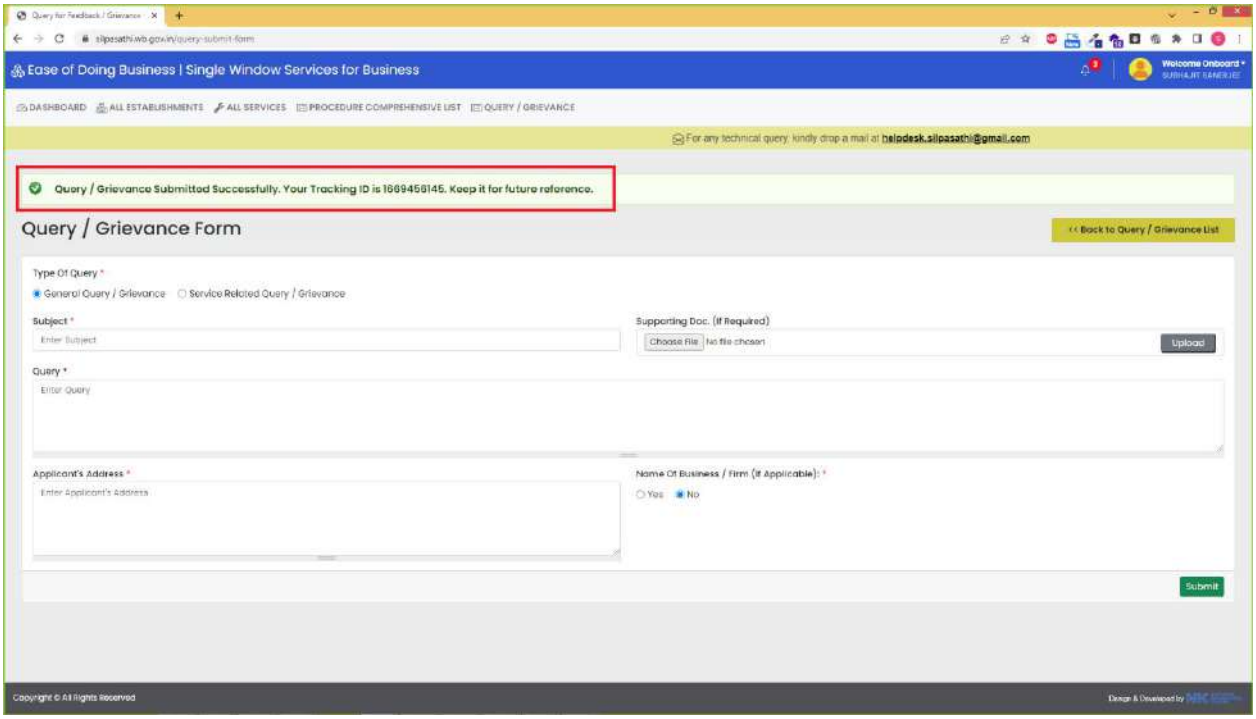
A. General Query/ Grievance submission by applicant

(– Submission Procedure)

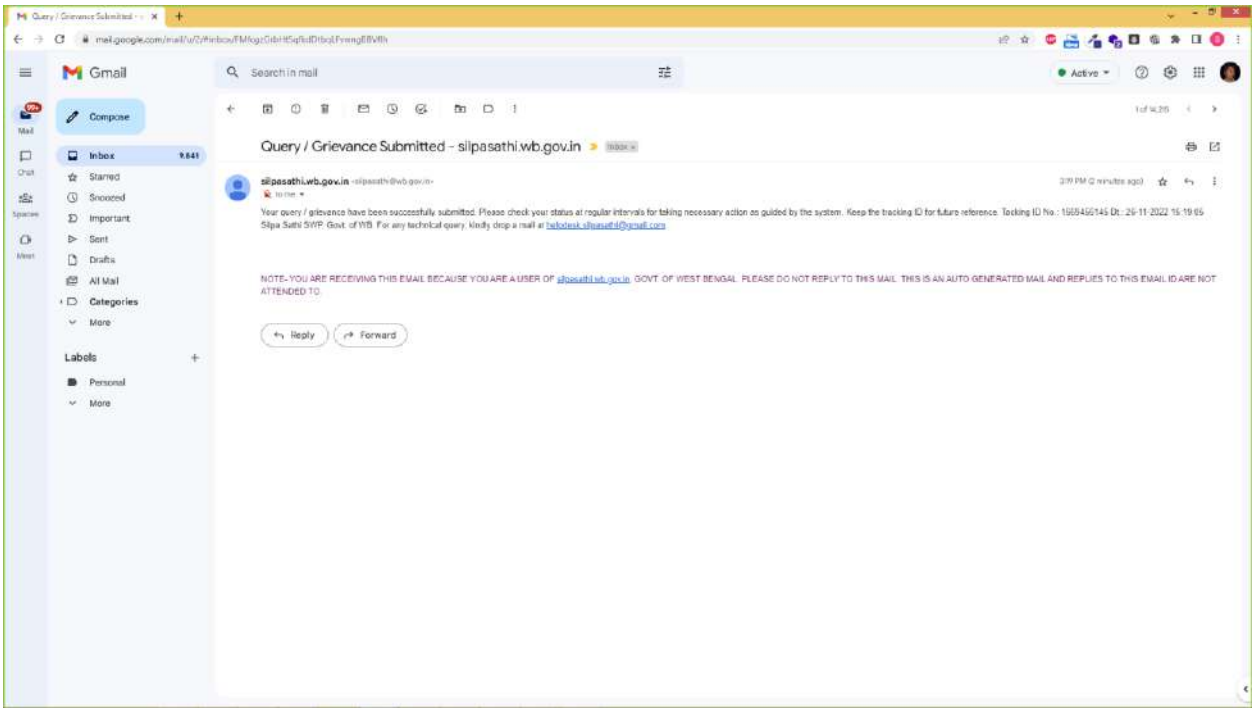
Applicant has to fill up the form with necessary details of his/her Query/ Grievance (fields marked with red star are mandatory) along with supporting doc (if any) and submit the form by clicking on the "Submit" button.



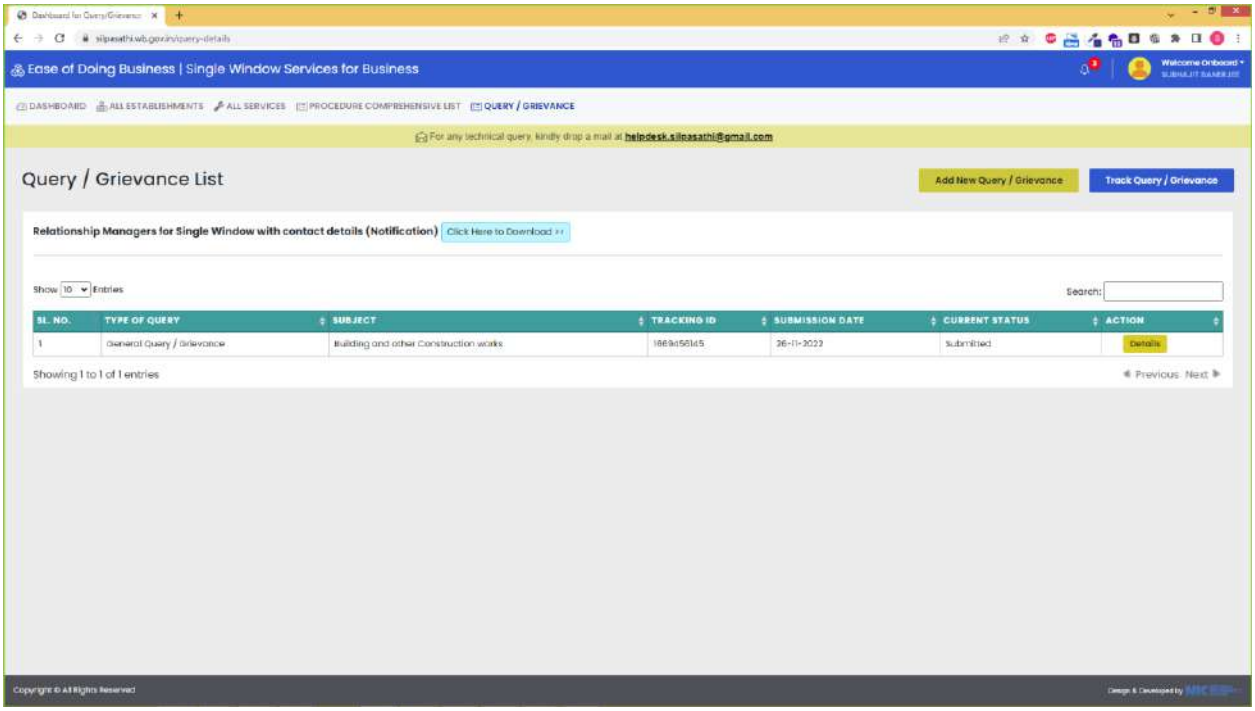
On successful submission of the Query/ Grievance the applicant will get a confirmation message containing a <u>tracking Id</u> for future reference.



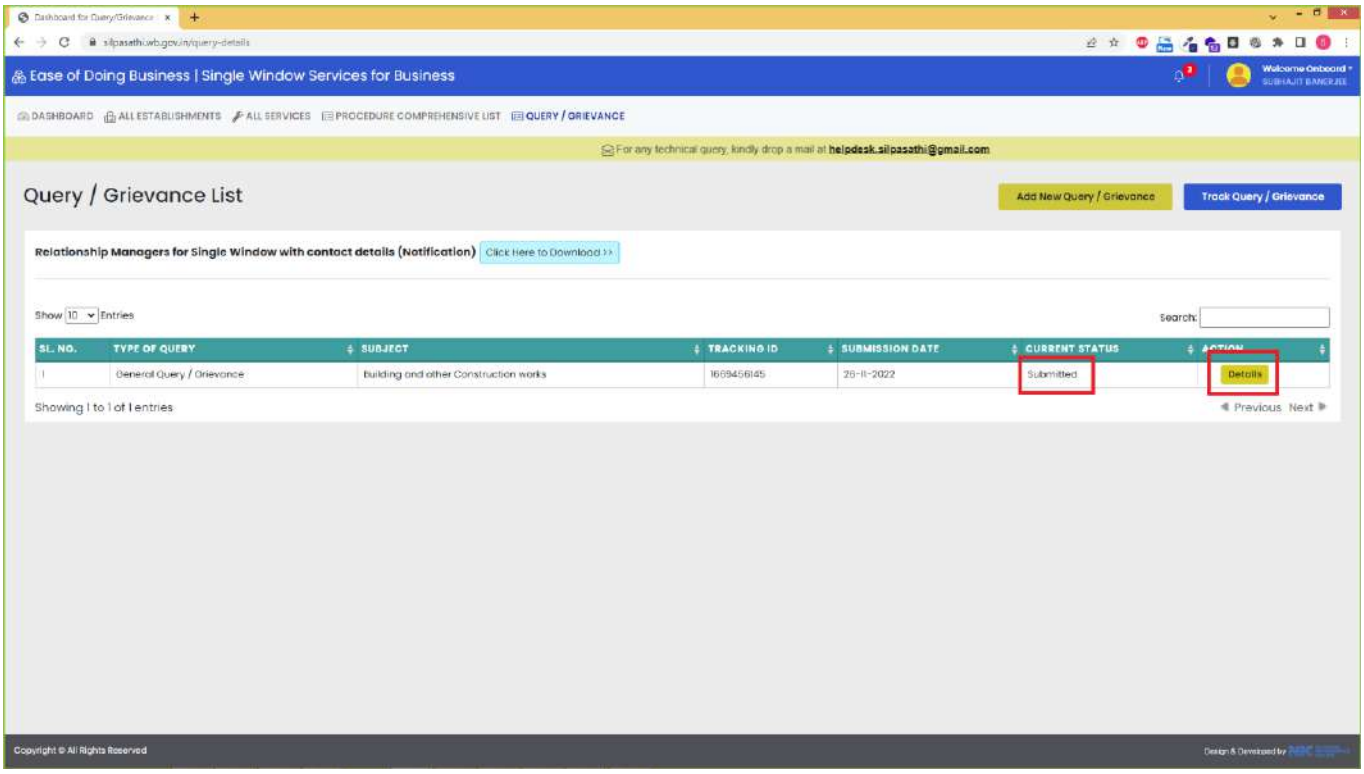
On successful submission of the Query/ Grievance the applicant will also get a confirmation mail.



Now under the Query/ Grievance listing page the submitted Query/ Grievance will be displayed along with necessary information related to the Query/ Grievance.



If applicant wants to see details, applicant is required to click on the "details" button and the current status of the Query/ Grievance is displayed as "Submitted".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ALL ESTABLISHMENTS
ALL SERVICES
PROCEDURE COMPREHENSIVE LIST
QUERY / GRIEVANCE
For any technical query, kindly drop a mail at helpdesk.silpasathi@gmail.com
Query / Grievance List
Add New Query / Grievance
Track Query / Grievance
Relationship Managers for Single Window with contact details (Notification)
Click Here to Download
Show 10 Entries
Search:
SL. NO.
TYPE OF QUERY
SUBJECT
TRACKING ID
SUBMISSION DATE
CURRENT STATUS
ACTION
1
General Query / Grievance
Building and other Construction works
1669456145
26-11-2022
Submitted
Details
Showing 1 to 1 of 1 entries
Previous
Next
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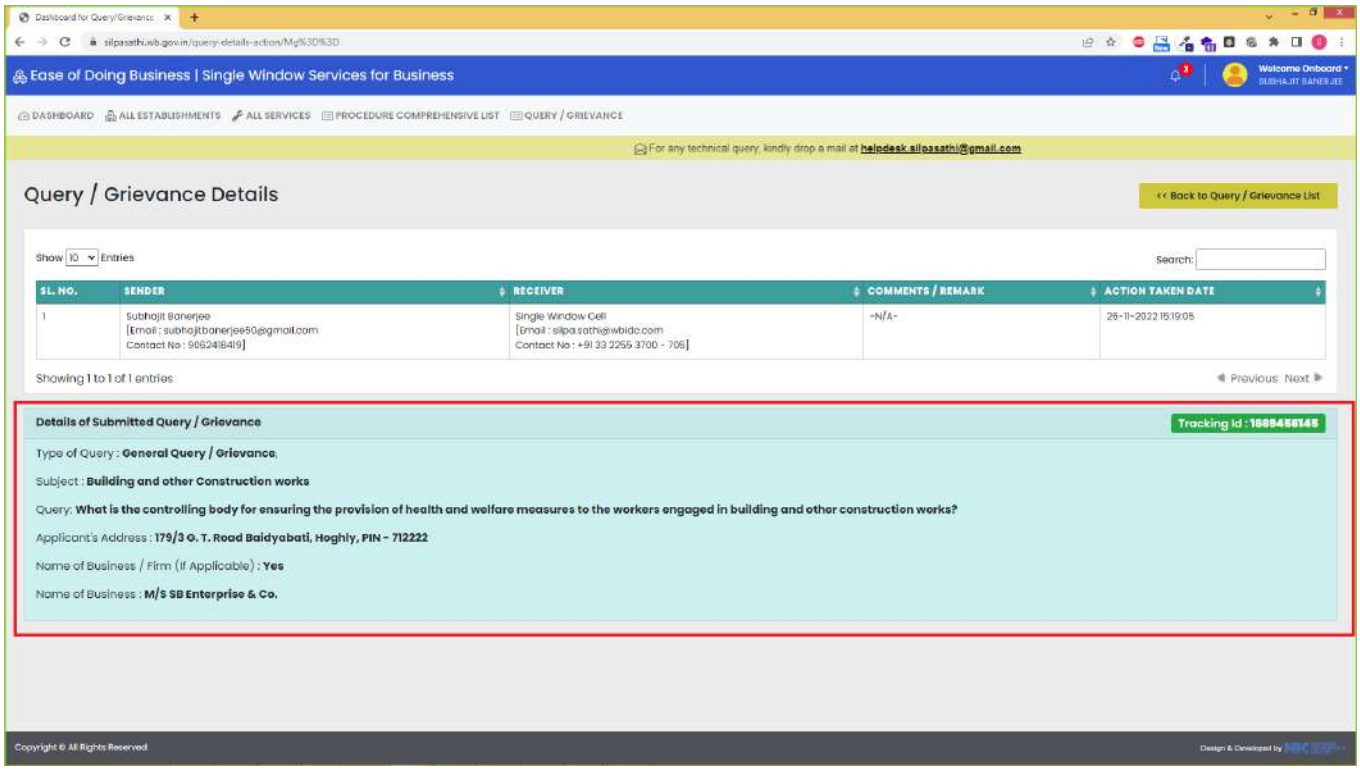
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ALL ESTABLISHMENTS
ALL SERVICES
PROCEDURE COMPREHENSIVE LIST
QUERY / GRIEVANCE
For any technical query, kindly drop a mail at helpdesk.silpasathi@gmail.com
Query / Grievance Details
<< Back to Query / Grievance List
Show 10 Entries
Search:
SL. NO.
SENDER
RECEIVER
COMMENTS / REMARK
ACTION TAKEN DATE
1
Subhajit Banerjee
[Email : subhajitbanerjee50@gmail.com
Contact No : 9062418419]
Single Window Cell
[Email : silpasathi@wbidc.com
Contact No : +91 33 2255 3700 - 706]
-N/A-
26-11-2022 15:19:05
Showing 1 to 1 of 1 entries
Previous
Next
Details of Submitted Query / Grievance
Tracking Id : 1669456145
Type of Query : General Query / Grievance,
Subject : Building and other Construction works
Query: What is the controlling body for ensuring the provision of health and welfare measures to the workers engaged in building and other construction works?
Applicant's Address : 179/3 G. T. Road Baidyabati, Hoghly, PIN - 712222
Name of Business / Firm (If Applicable) : Yes
Name of Business : M/S SB Enterprise & Co.
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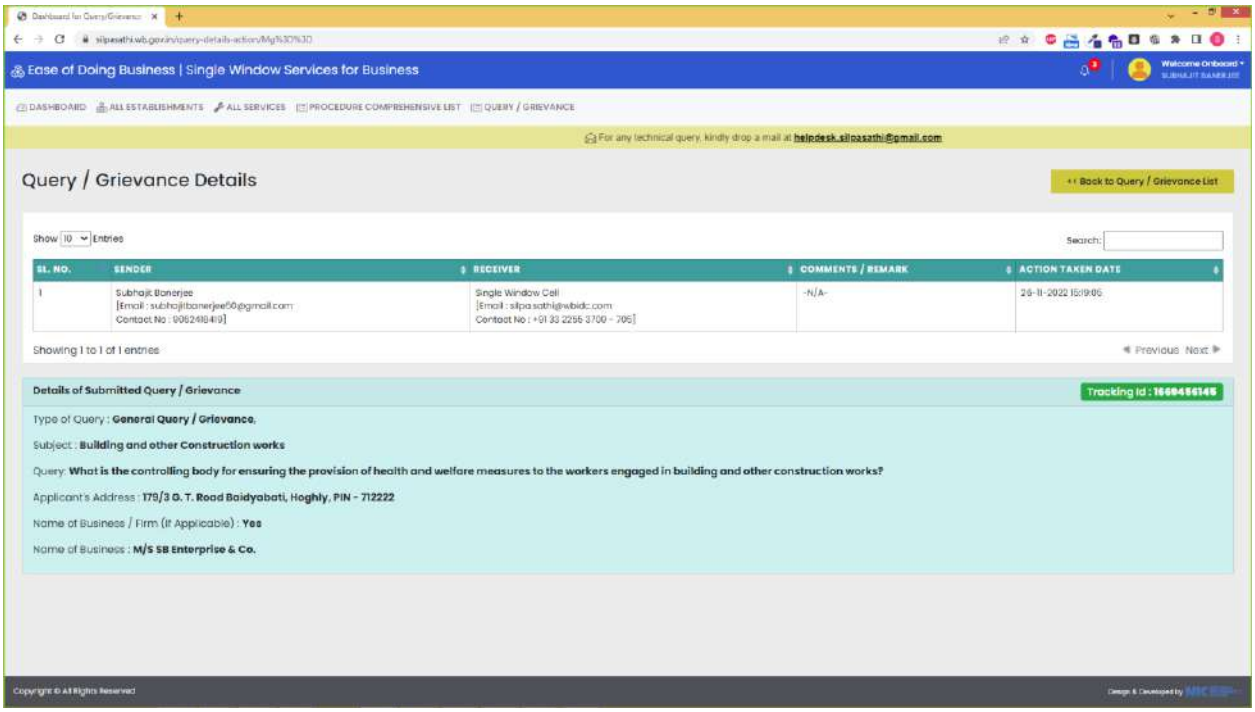
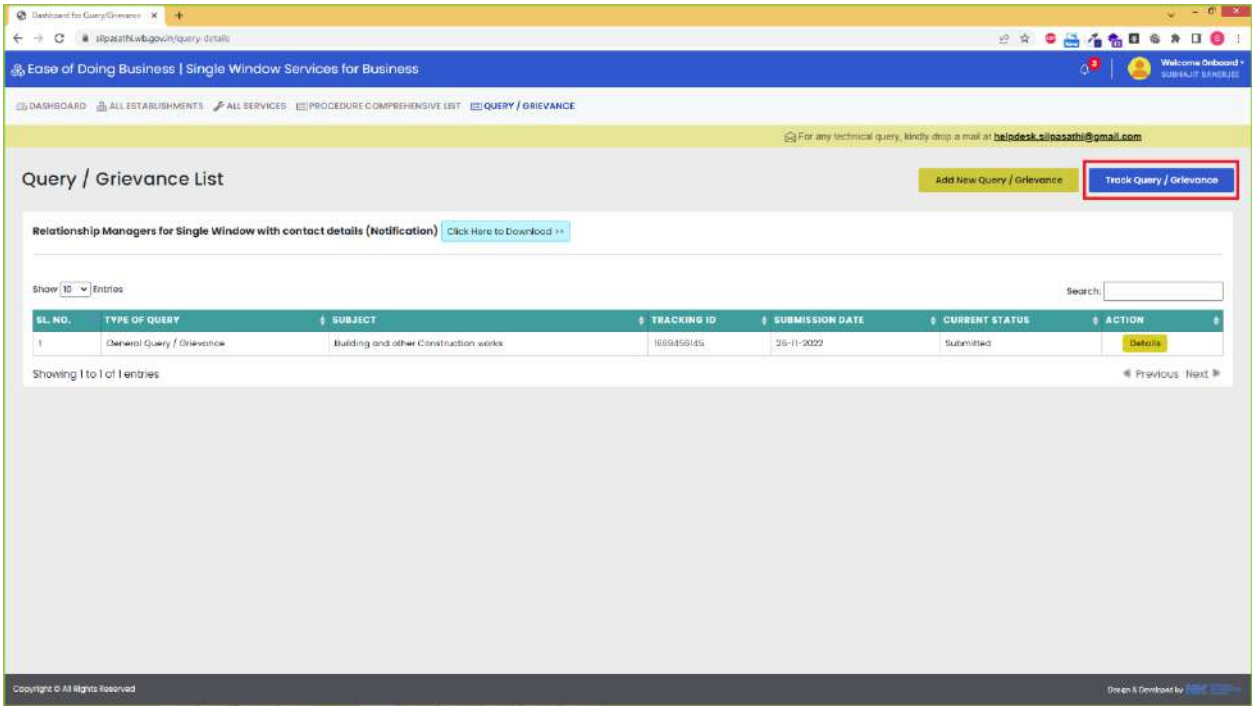
The top section displays the history of the status of the Query/ Grievance i.e.

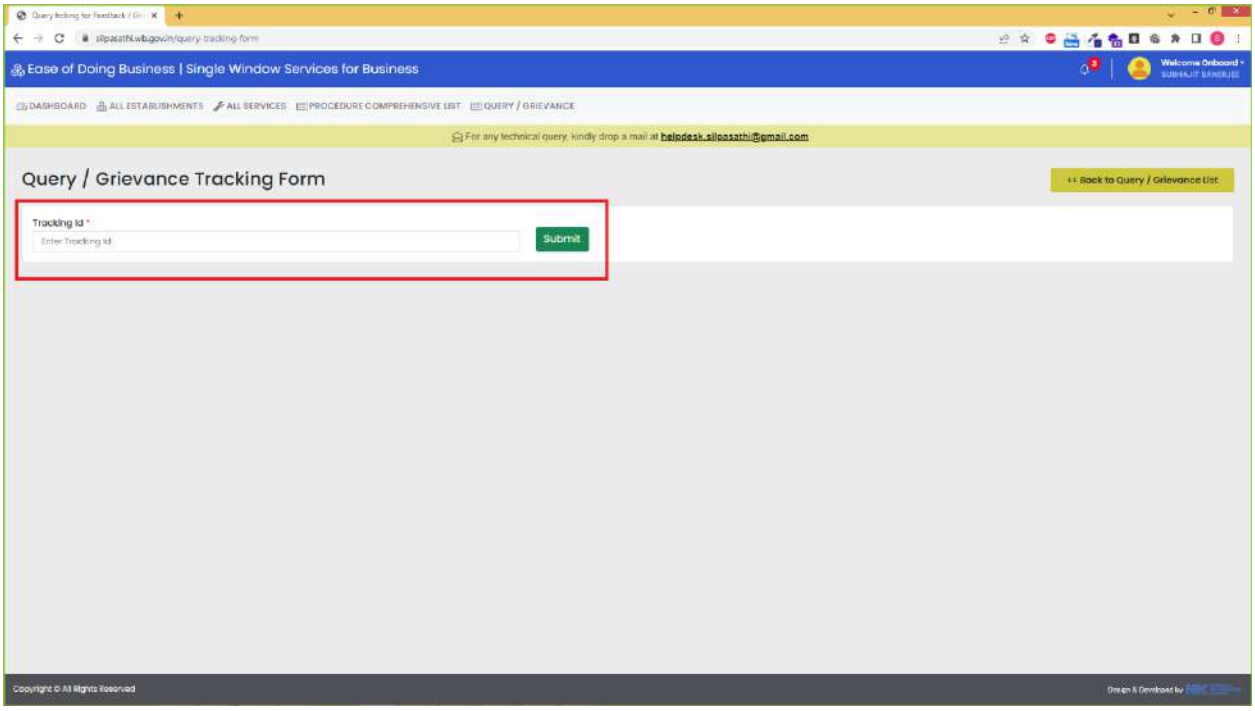


Tracking of status by applicant: Tracking Id feature of Query/ Grievance module –

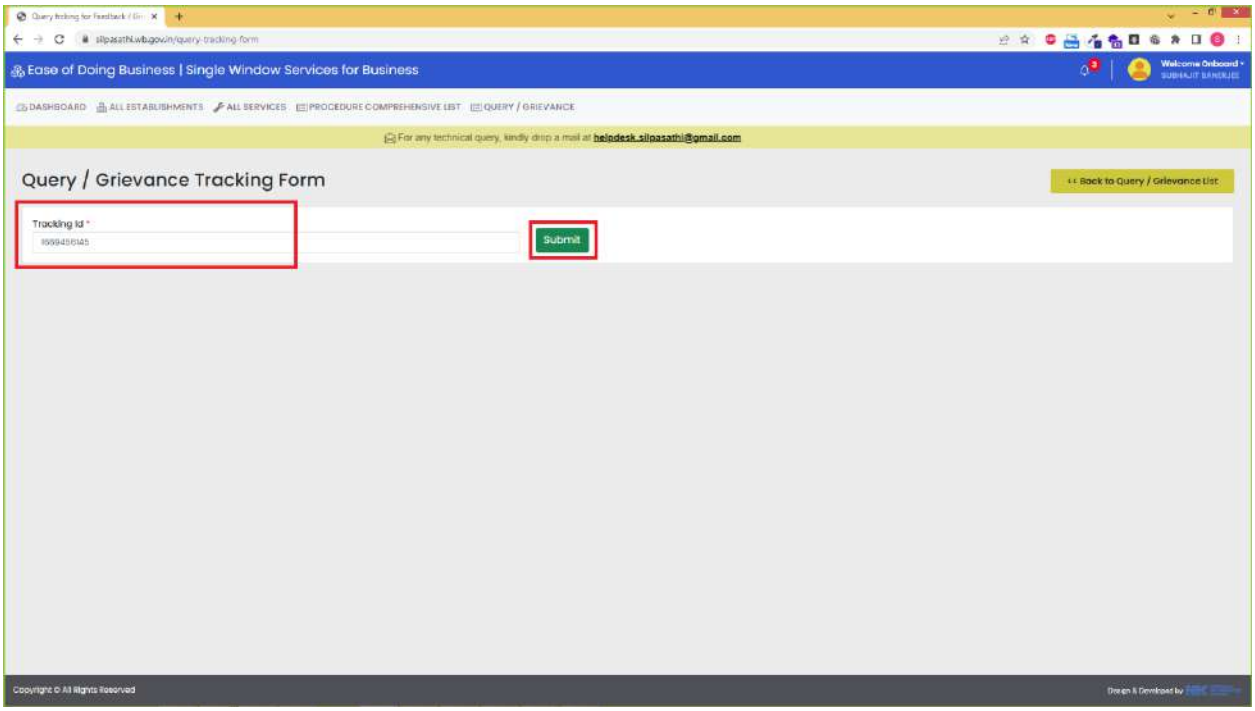
Applicant at any time from his Query/ Grievance details dashboard can track the current movement status of his/her Query/ Grievance by clicking the "Track Query/ Grievance" button.



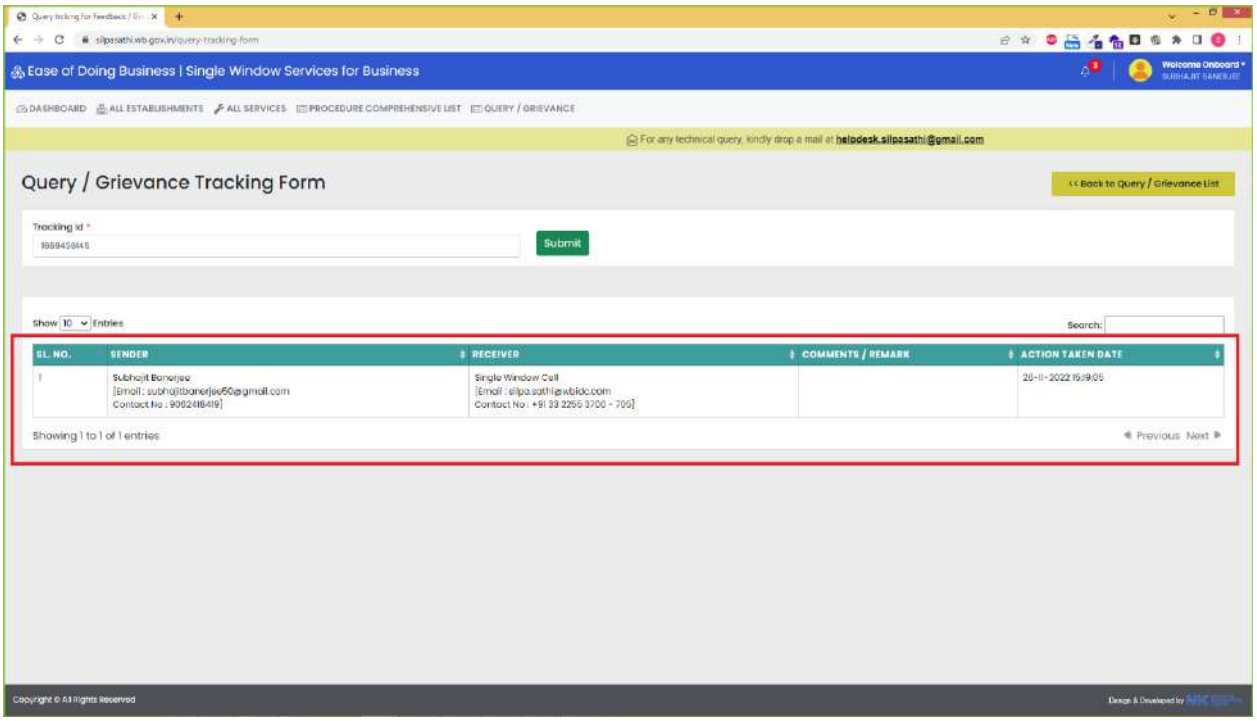
On the track details page a form will open where the applicant has to provide his/her tracking id w.r.t a particular Query/ Grievance which was generated during the successful submission of a particular general / service related Query/ Grievance.



Applicant has to provide the correct tracking id and submit the form to view the details of the movement of his / her Query/ Grievance.



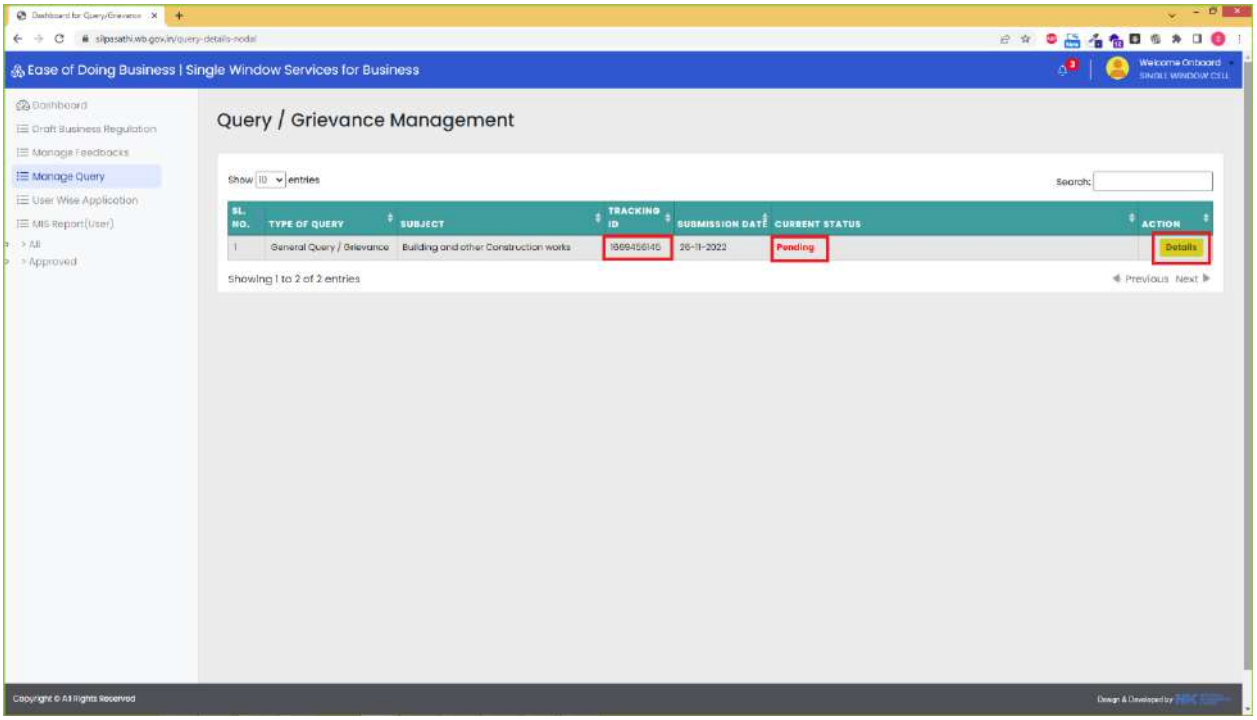
Applicant on clicking the "Submit" button the tracking details page will display the current status of the Query/ Grievance.



Working procedures of Single Window Agency, Silpasathi in tandem with the Departments/ Directorate/ Parastatals– through Query/ Grievance/Grievance Recording & Handling mechanism

General Query/ Grievance View at Silpasathi Official User Level

- General Query/ Grievance will appear at Silpasathi Official User Level as follows:



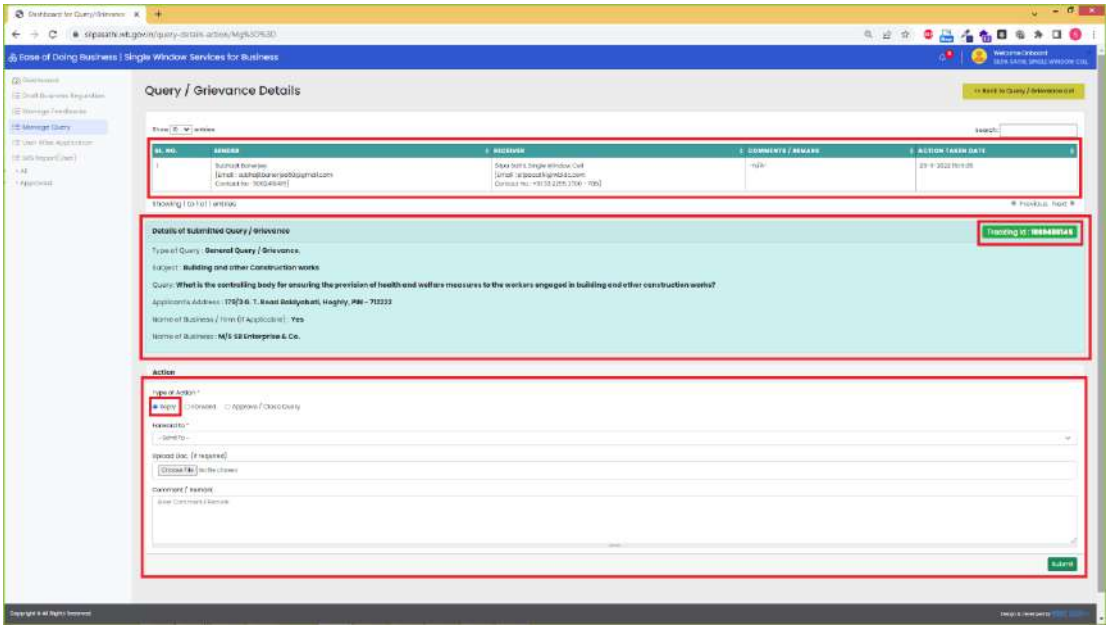
Note (Screenshot above):

- General Query/ Grievance tracking ID appears as available in the applicant level
- Clicking on the "Details" link enables Silpasathi Official User to 'View/Reply' General Query/ Grievance/ .

The current status of the Query/ Grievance is displayed as pending in the Silpasathi official Query/ Grievance dashboard.

Silpasathi Official on clicking the "Details" button the details of the Query/ Grievance will be displayed and Silpasathi Official can take necessary action w.r.t the Query/ Grievance.

Silpasathi Official on clicking the "Details" button the details of the Query/ Grievance will be displayed and Silpasathi Official can take necessary action w.r.t the Query/ Grievance.

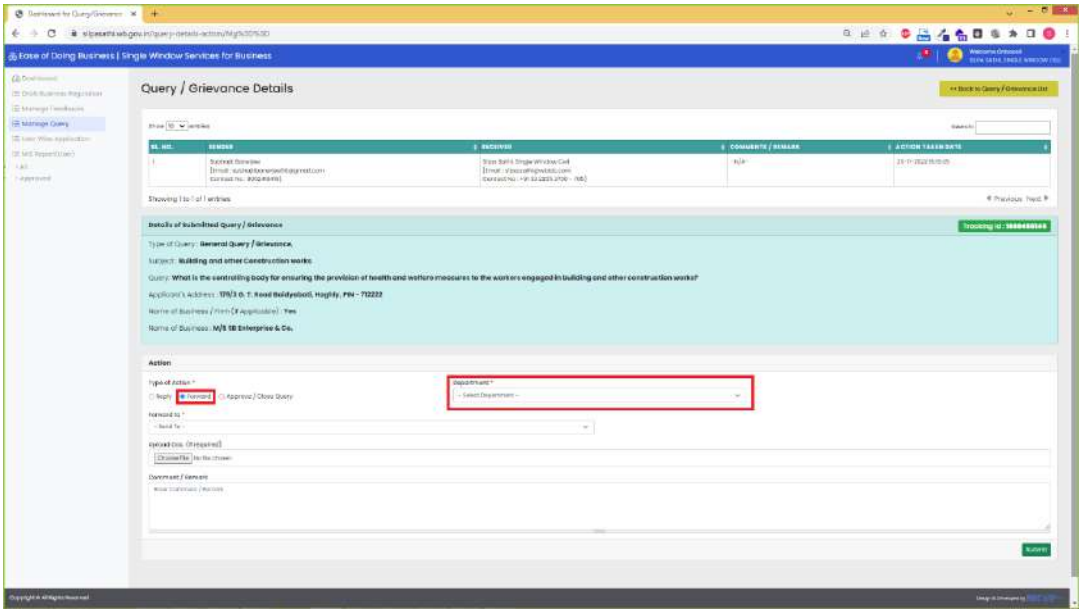


Note (Screenshot above):

- Click on the 'Pdf icon' link to view the 'Supporting Document' uploaded by the Applicant during submission of the General Query/ Grievance
- Selecting the 'Reply' option as available at the 'Type of Action' option, the reply of the General Query/ Grievance Submission can be sent to the 'Applicant/Investor'
- But after scrutiny of General Query/ Grievance , if it is found that this particular General Query/ Grievance/

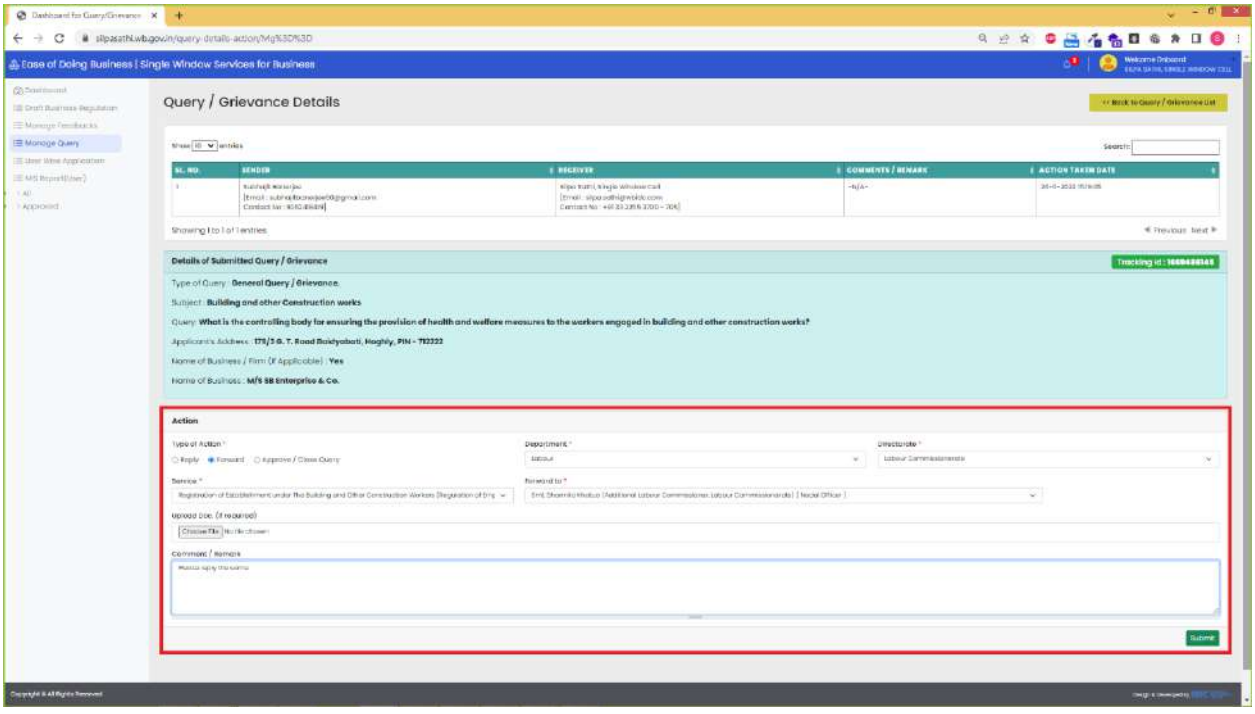
is 'a service-related Query/ Grievance' where the concerned Department intervention is required. Then Silpasathi official should select the "Forward" option as available at the "Type of Action" option to forward the General Query/ Grievance to the Concerned Department Authority for their reply.

Forwarding by the Single Window Agency- 'Silpasathi'



Selection of Department by the Single Window Agency- 'Silpasathi' and Forwarding to Departments of the Directorate wise Service for 'General Query/ Grievance '

For Forwarding General Query/ Grievance as 'Service-Related Query/ Grievance' 'Silpasathi Official User' need to choose the 'Department, Directorate and Services' from their respective drop-down as follows:



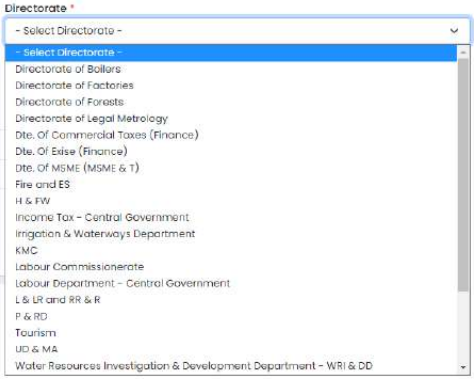
Forward General Query/ Grievance

- Select the Option as "Forward"
- Select the 'Department', 'Directorate' and 'Service' from the Drop Down.
- Upload any supporting doc (if required) and provide comment / remark (if required)
- Click on the 'Submit' button. General Query/ Grievance will be forwarded to the concerned nodal of "Labour Commissionerate" under Labour Department.

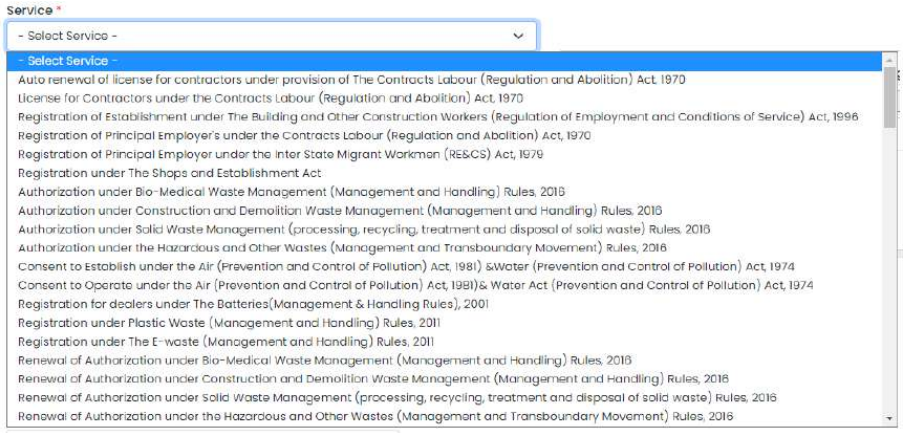
Screenshots of enlisted Departments, Directorates and Services under the dropdowns are as below :

- Departments

- Directorates

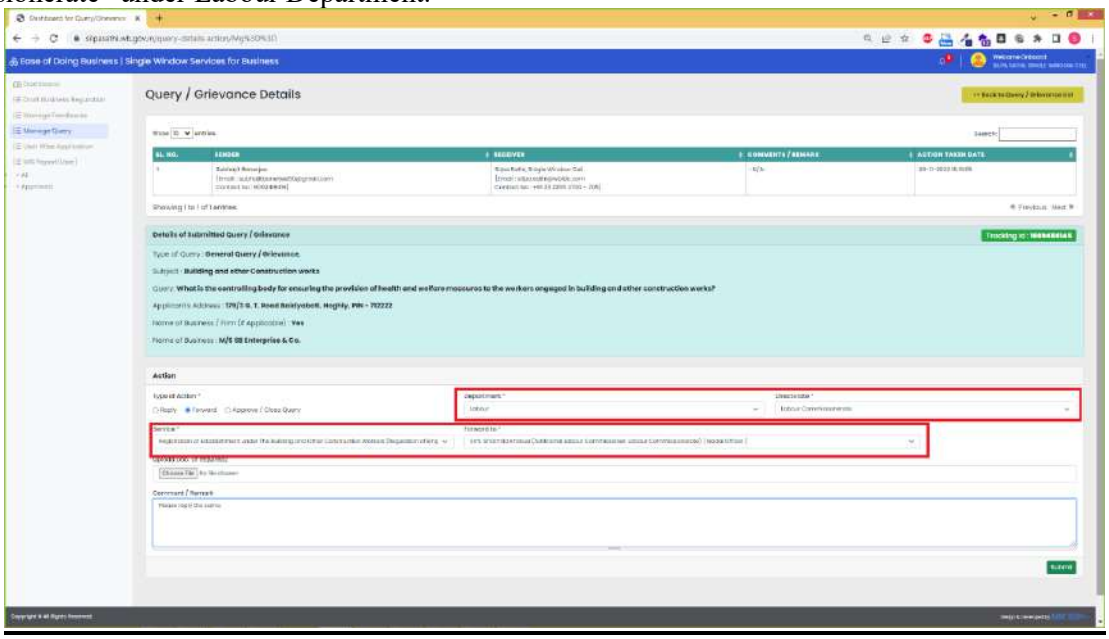


- Services



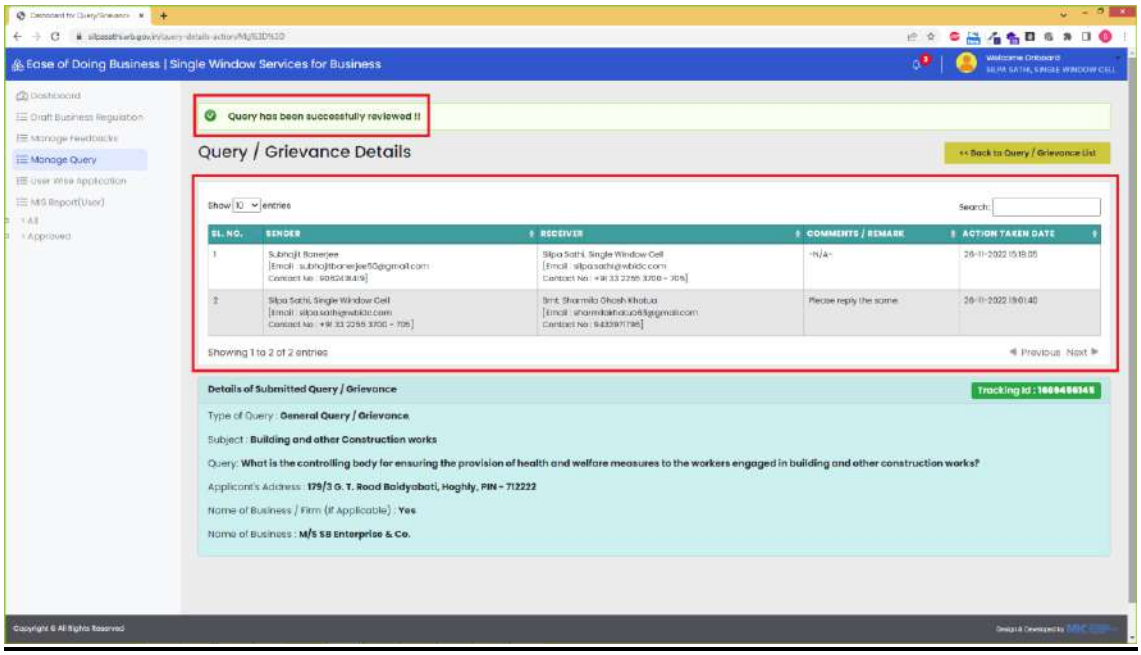
Forward General Query/ Grievance

- Select the Option as "Forward"
- Select the 'Department', 'Directorate' and 'Service' from the Drop Down.
- Upload any supporting doc (if required) and provide comment / remark (if required)
- Click on the 'Submit' button. General Query/ Grievance will be forwarded to the concerned nodal of "Labour Commissionerate" under Labour Department.

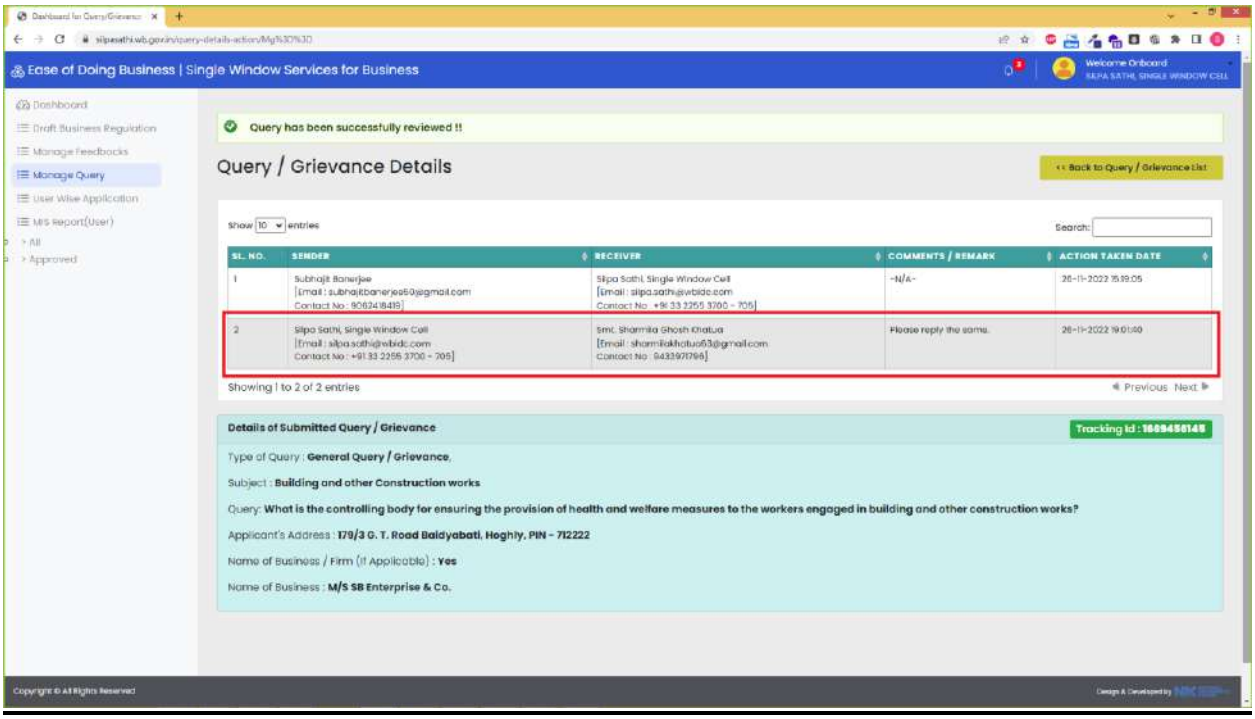


After successful forwarding of the Query/ Grievance view at the 'Silpasathi Official User' level

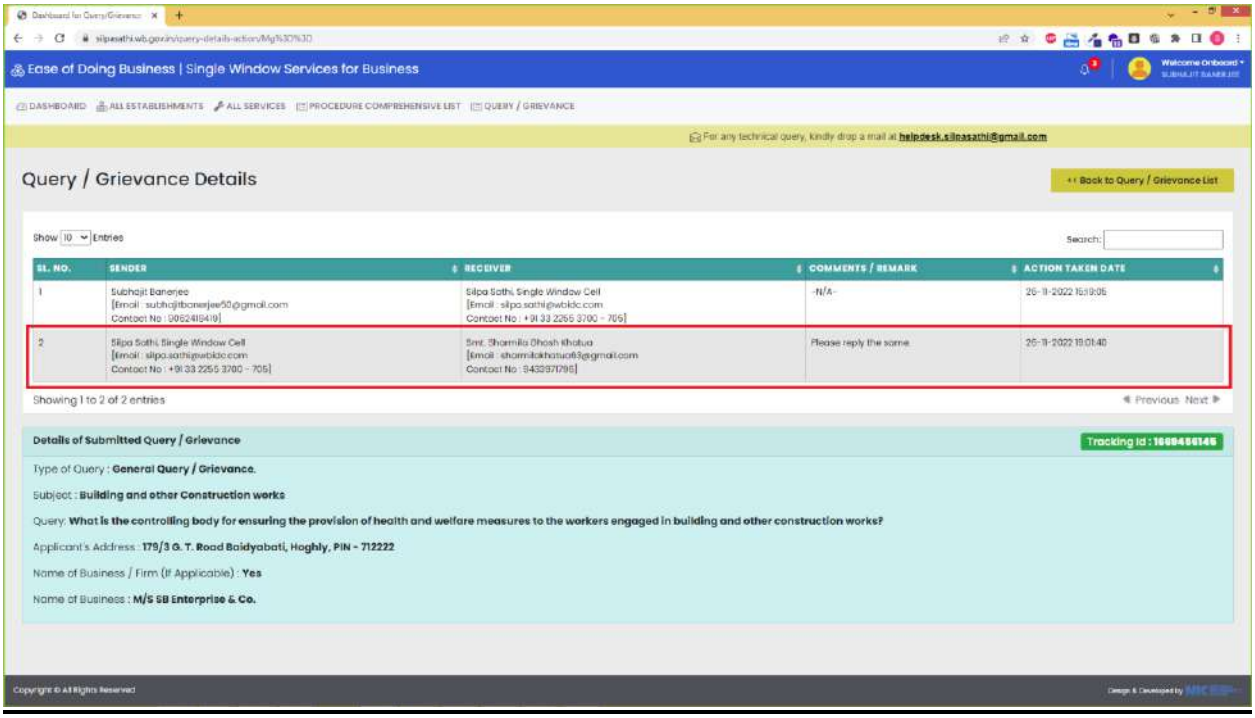
'Query/ Grievance has been Successfully Reviewed' message will appear at 'Silpasathi Official User Level'



The current status of the Query/ Grievance is displayed in the Silpasathi official Query/ Grievance dashboard.

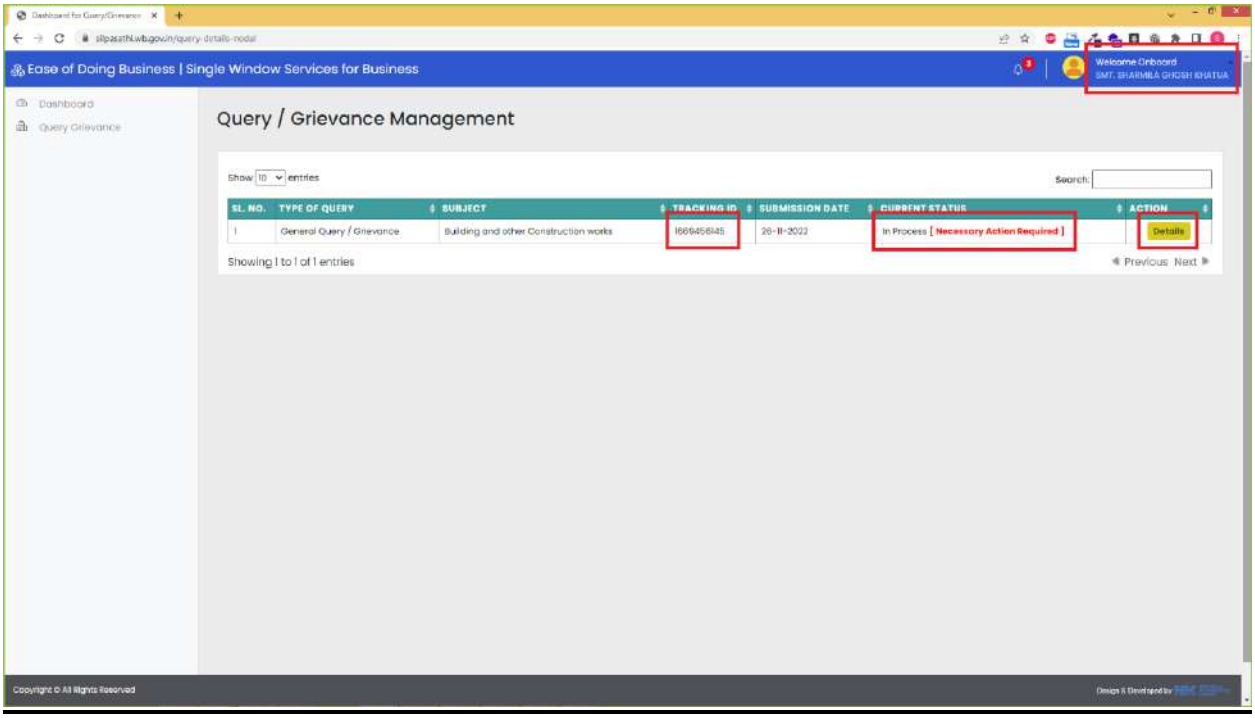


After successful forwarding of the Query/ Grievance, General Query/ Grievance status view at 'Applicant/ investor' Level



Query/ Grievance (General) View at Department level

Dashboard view at Department Official Level will appear as follows, where the details of the Query/ Grievance also available. Clicking on the 'View' link will allow 'Department official' to make the necessary reply.

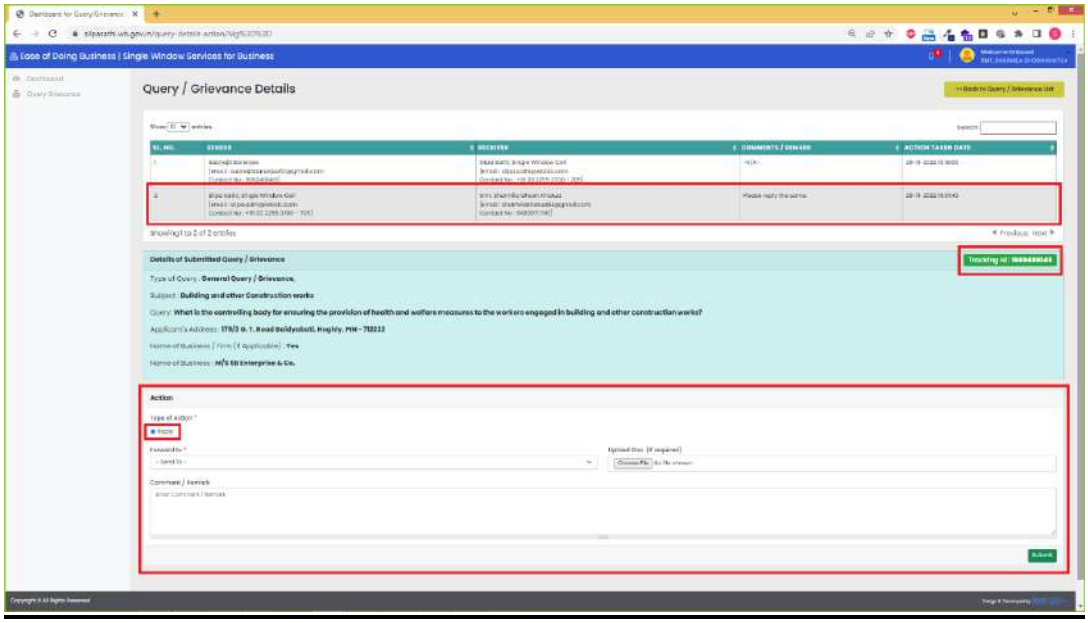


In the above web-page :

- General Query/ Grievance tracking ID appears as available in the applicant level
- Clicking on the "Details" link enables Department Official User to 'View/Reply' General Query/ Grievance.
- The current status of the Query/ Grievance is displayed as pending in the Department Official Query/ Grievance dashboard as "In Process [Necessary Action Required]".

On clicking the "Details" button the details of the Query/ Grievance will be displayed and Department Official can take necessary action w.r.t the Query/ Grievance

On clicking the "Details" button the details of the Query/ Grievance will be displayed and Department Official can take necessary action w.r.t the Query/ Grievance

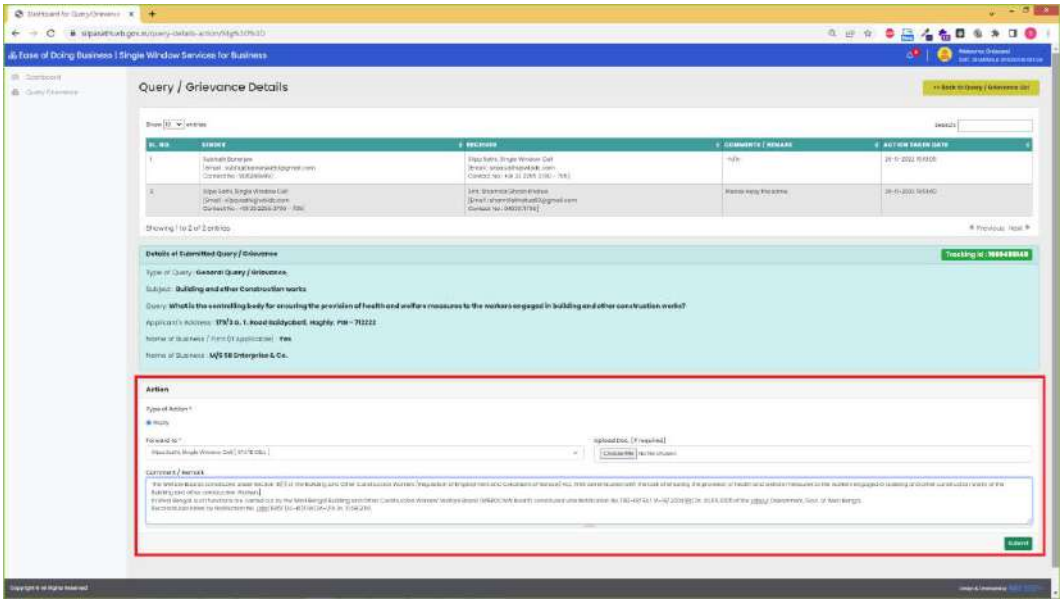


In the above web-page:

- Selecting the 'Reply' option as available at the 'Type of Action' option, the reply of the General Query/ Grievance Submission can be sent back to the 'Silpasathi Official'.

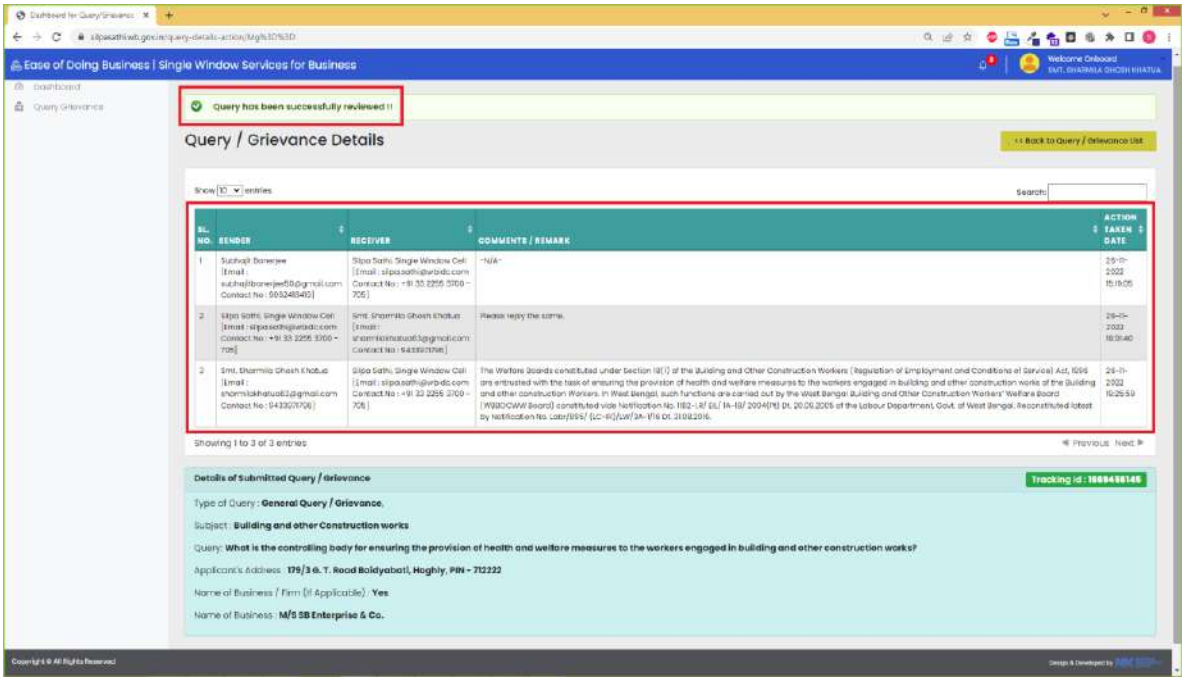
Reply of Query/ Grievance (General) by Department Level Official

- Select the Option as "Forward"
- Select the 'State EODB Cell' from the Drop Down under "Forward to".
- Upload any supporting doc (if required) and provide comment / remark (if required)
- Click on the 'Submit' button. General Query/ Grievance will be replied back to the Silpasathi Official dashboard.

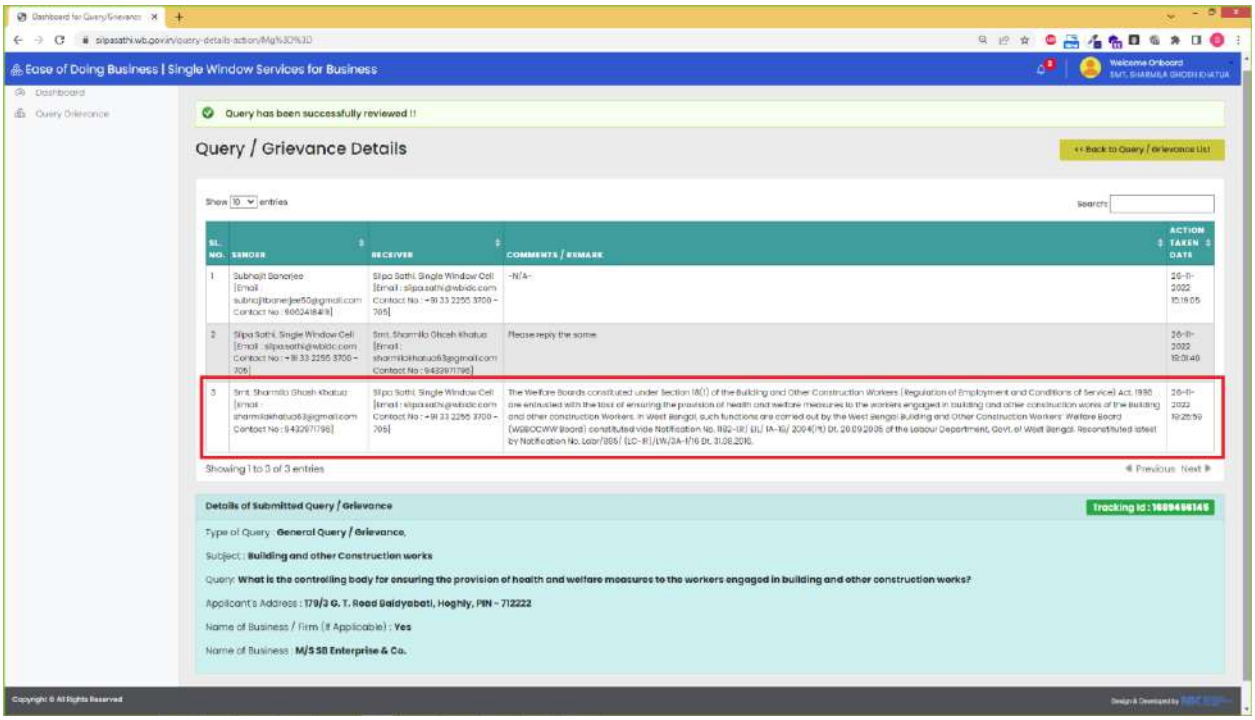


<u>On Successful reply of the Query/ Grievance the, the following screen will appear (at Department level official user):</u>

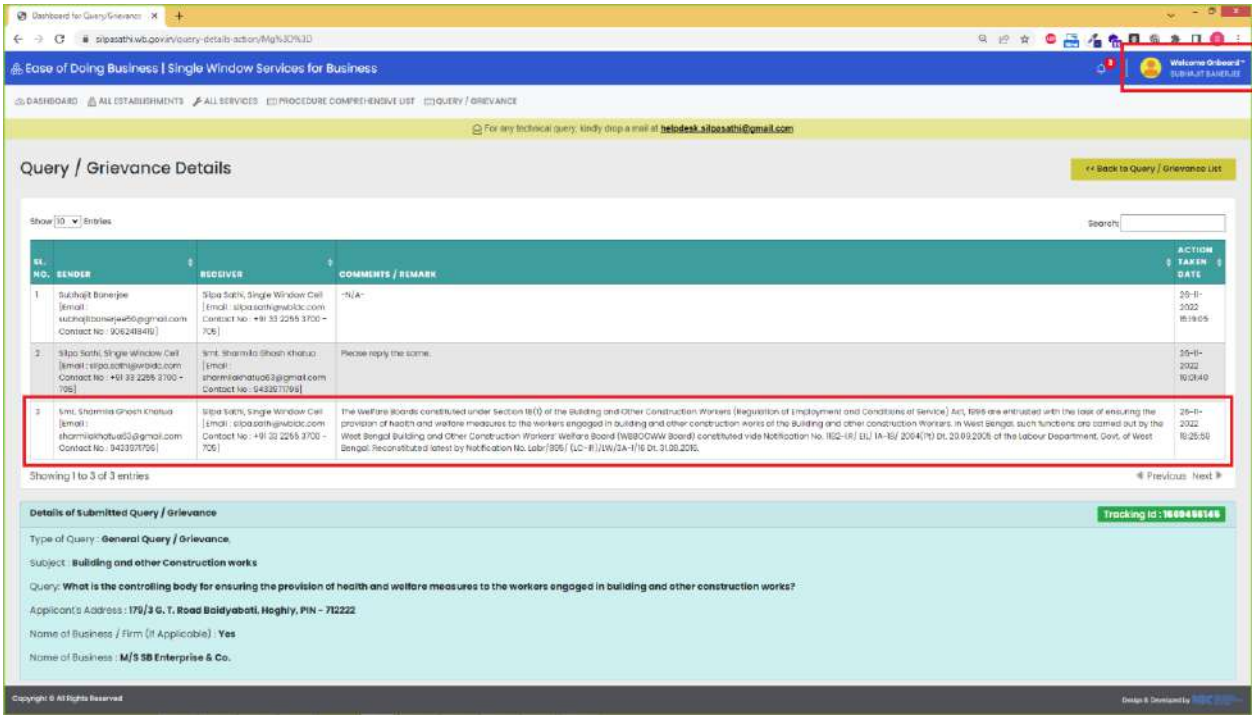
'Query/ Grievance has been Successfully Reviewed' message will appear at 'Department Official User Level'



The current status of the Query/ Grievance is displayed in the Department official Query/ Grievance dashboard.

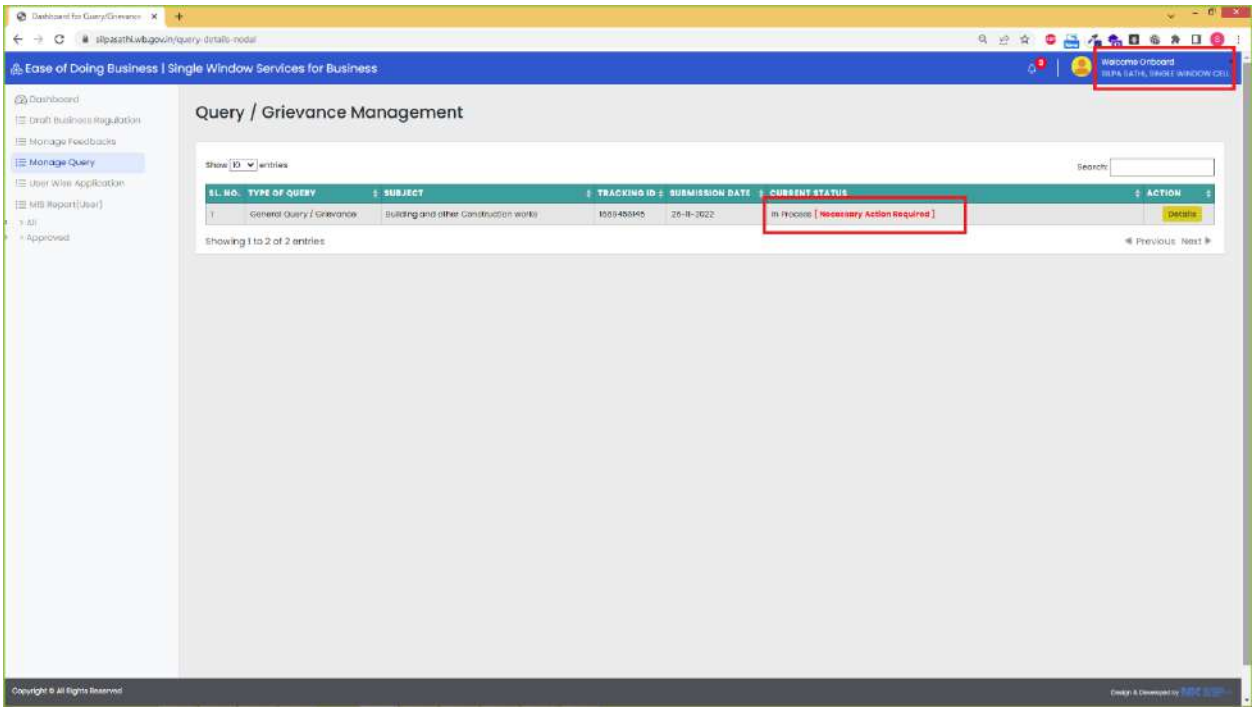


After successful forwarding of the Query/ Grievance, General Query/ Grievance status view at 'Applicant/investor' Level

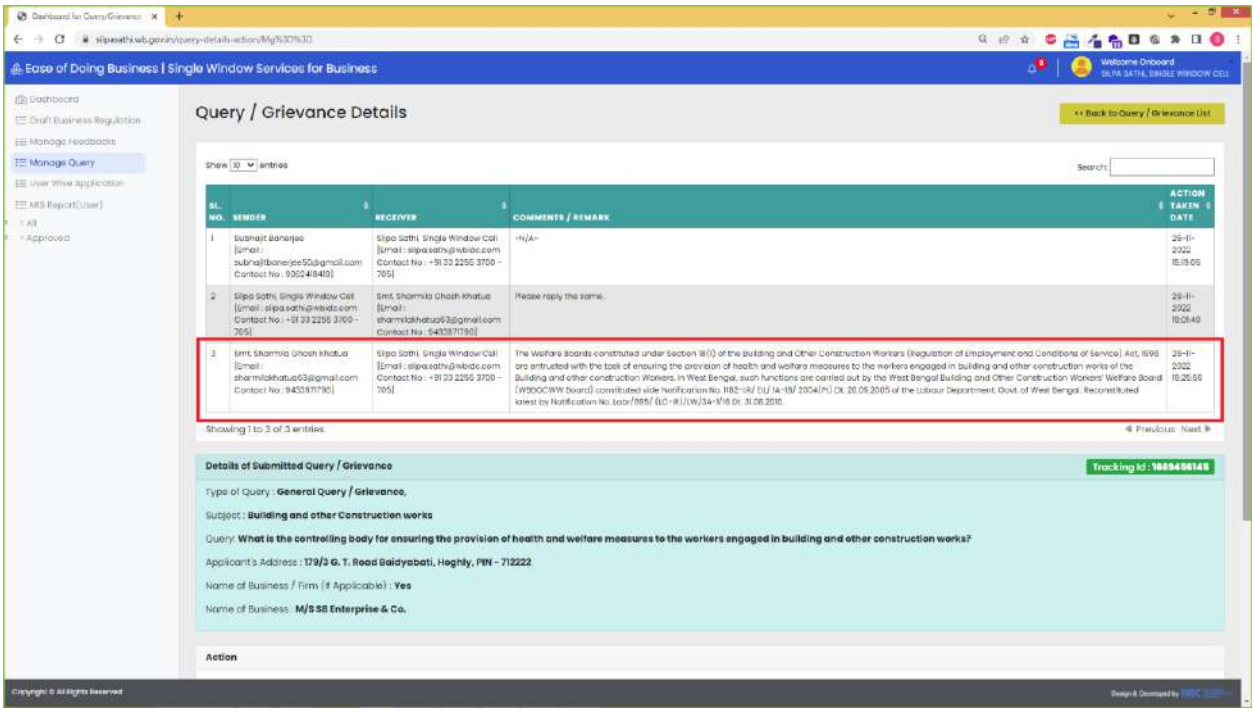


Re-appearing of Query/ Grievance at 'Silpasathi Official User' level

After reply by the concerned Department official, the same Query/ Grievance will appear at the 'Silpa Sathi Official User' level. Clicking on the 'Details' link the 'Status Details' screen will appear.

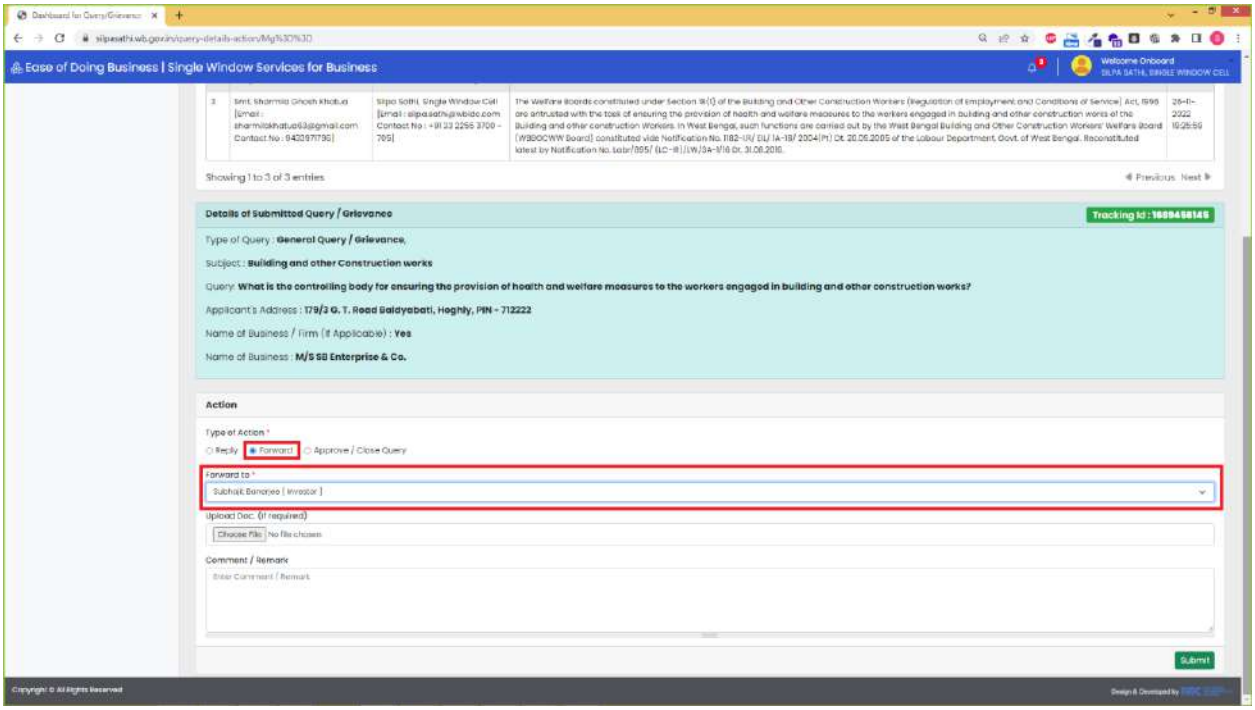


Clicking on the 'Details' button the Query/ Grievance details status view will appear as follows:

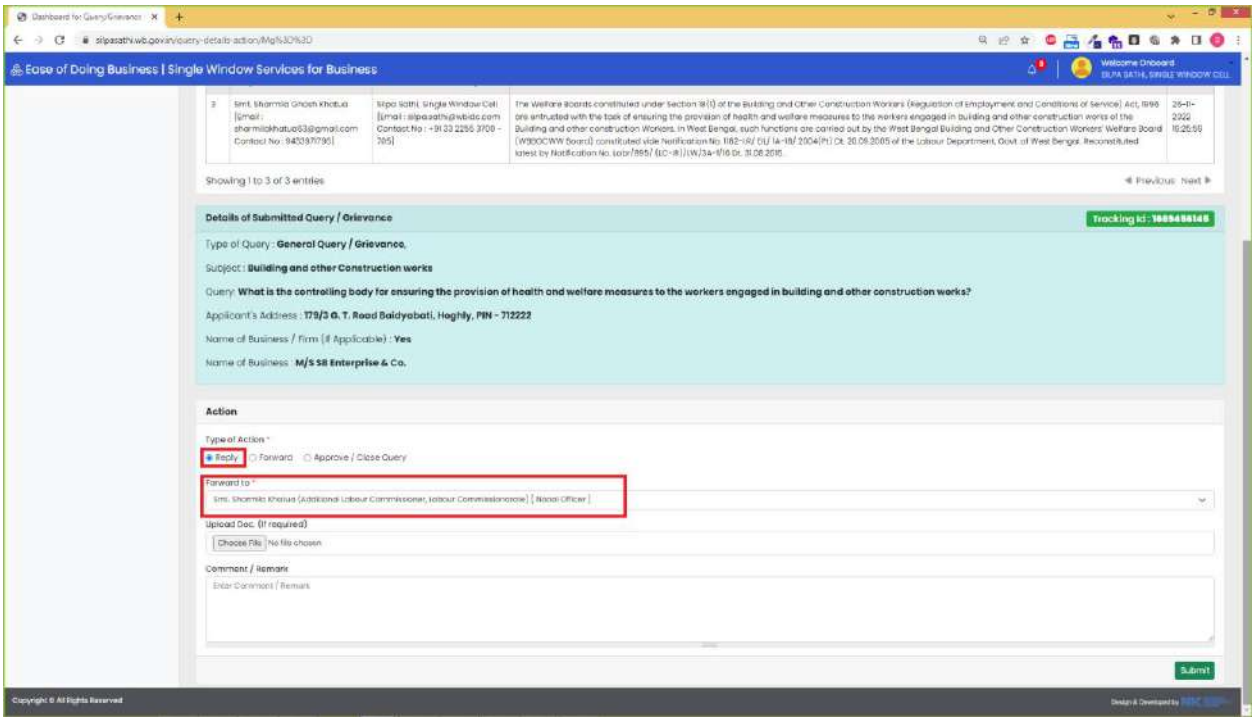


Reply to General Query/ Grievance by Silpasathi Official User Level

- If Silpasathi Official want to further seek any clarification from the 'Applicant/Investor' then select the 'Forward' option under the 'Type of Action' and submit.

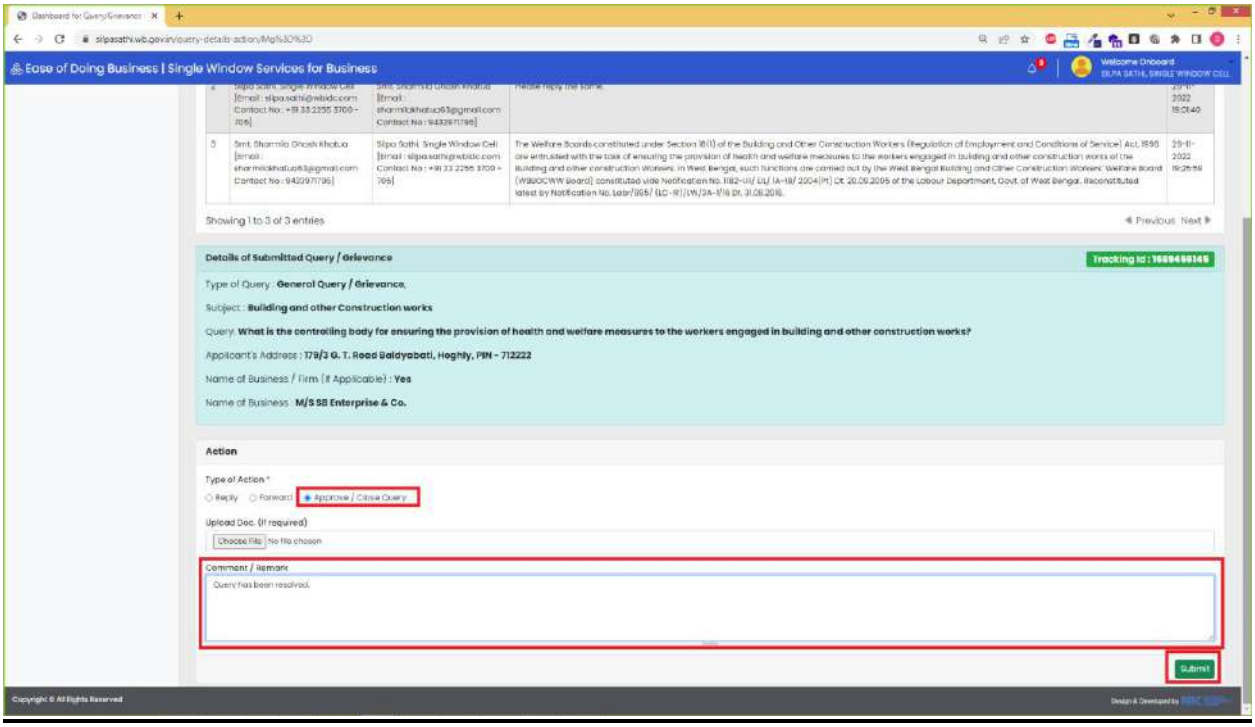


- If Silpasathi Official want to reply back to Department Official then select the 'Reply' option under the 'Type of Action' and submit.

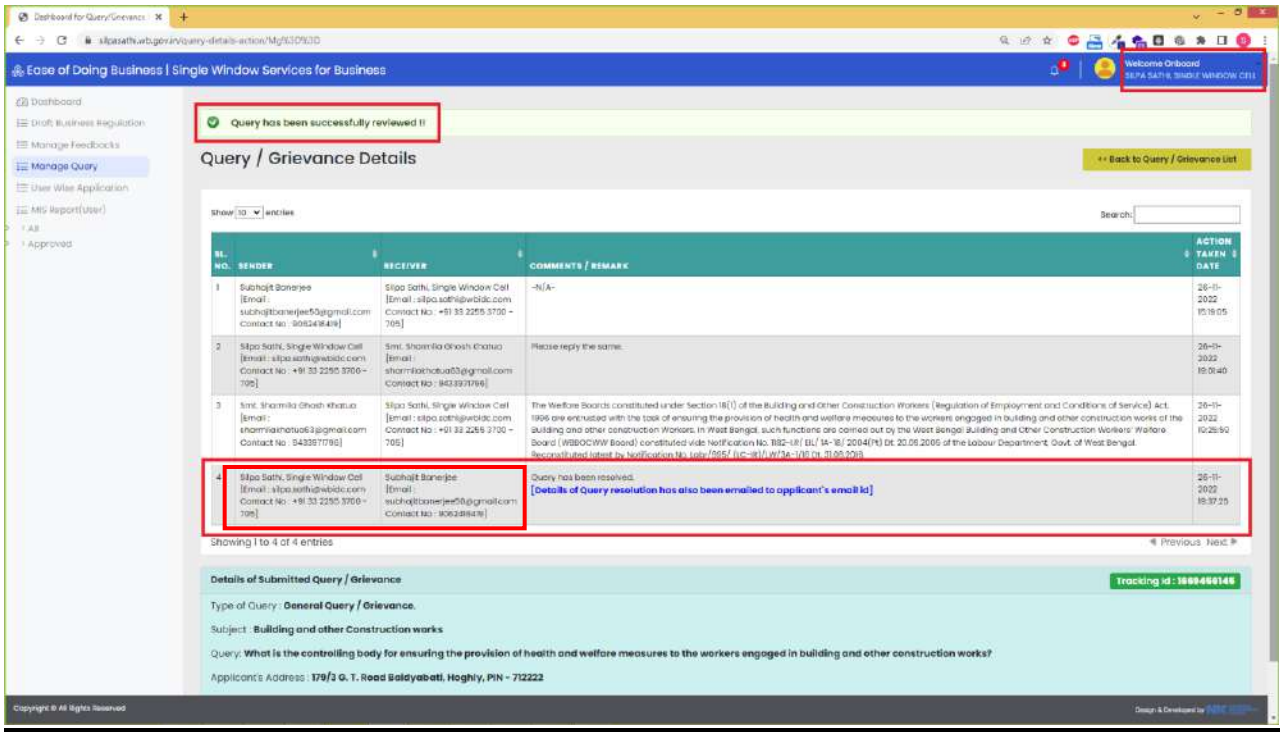


Closing/ Resolution of of General Query/ Grievance (by Silpasathi Official User level)

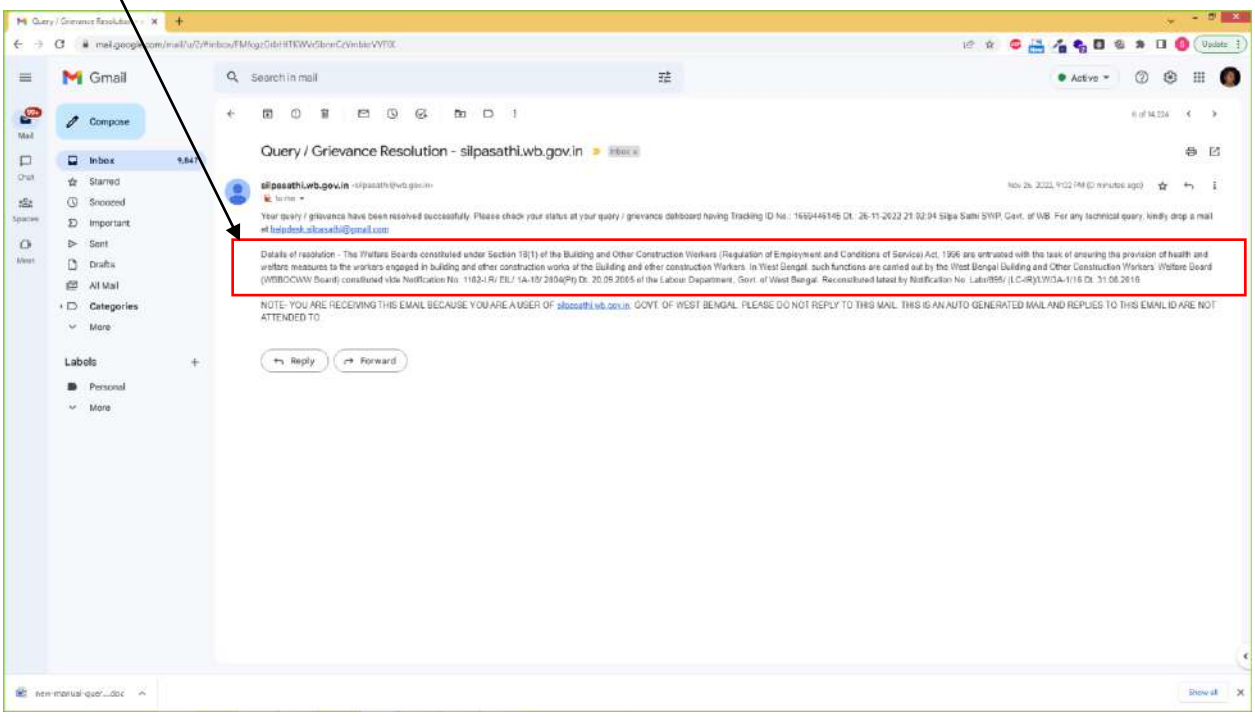
- If Silpasathi Official want to approve / close the Query/ Grievance then select the 'Approve / Close' option under the 'Type of Action' and submit.
- Hence, General Query/ Grievance is now addressed and closed accordingly.



After Closing/ Resolution of the General Query/ Grievance- View at 'Silpasathi Official User Level'

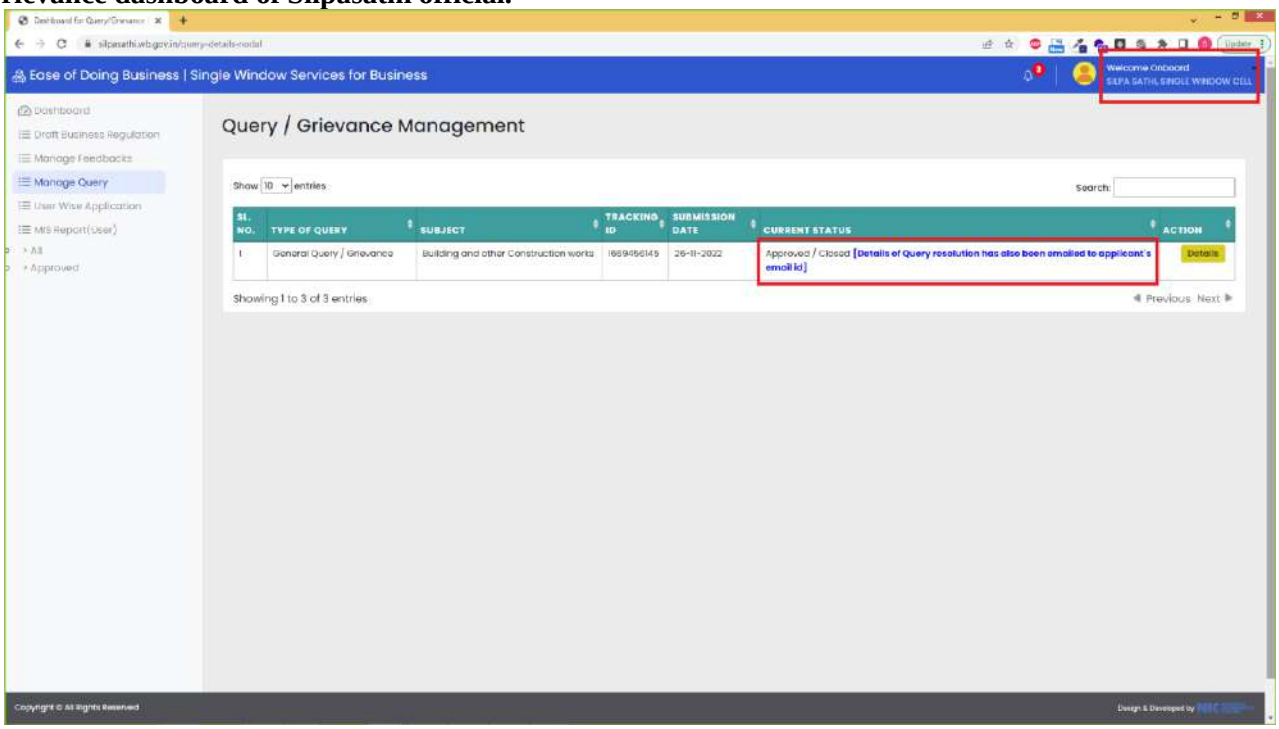


On successful <u>resolution of a query</u> applicant recieves an email intimation as follows :



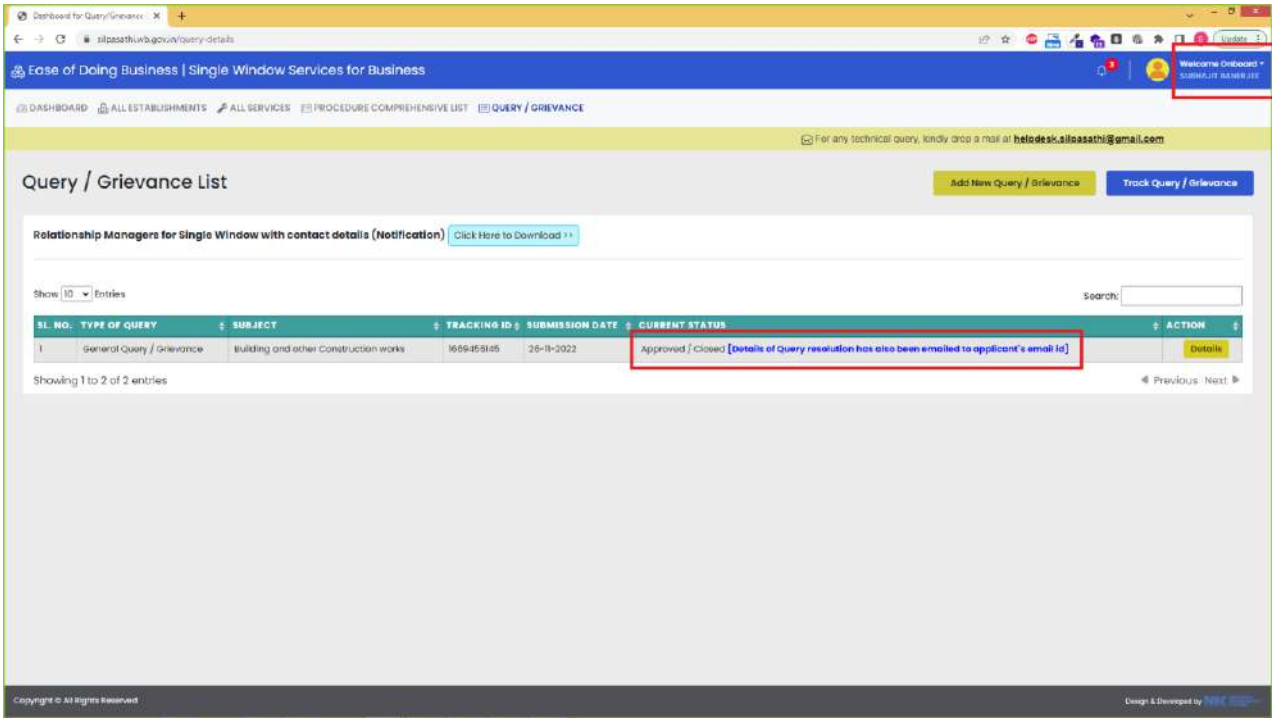
Once the Query/ Grievance is approved / closed by Silpasathi Official then "Approved / Closed" status is displayed in the Query/ Grievance dashboard of Silpasathi official.

Once the Query/ Grievance is approved / closed by Silpasathi Official then "Approved / Closed" status is displayed in the Query/ Grievance dashboard of Silpasathi official.



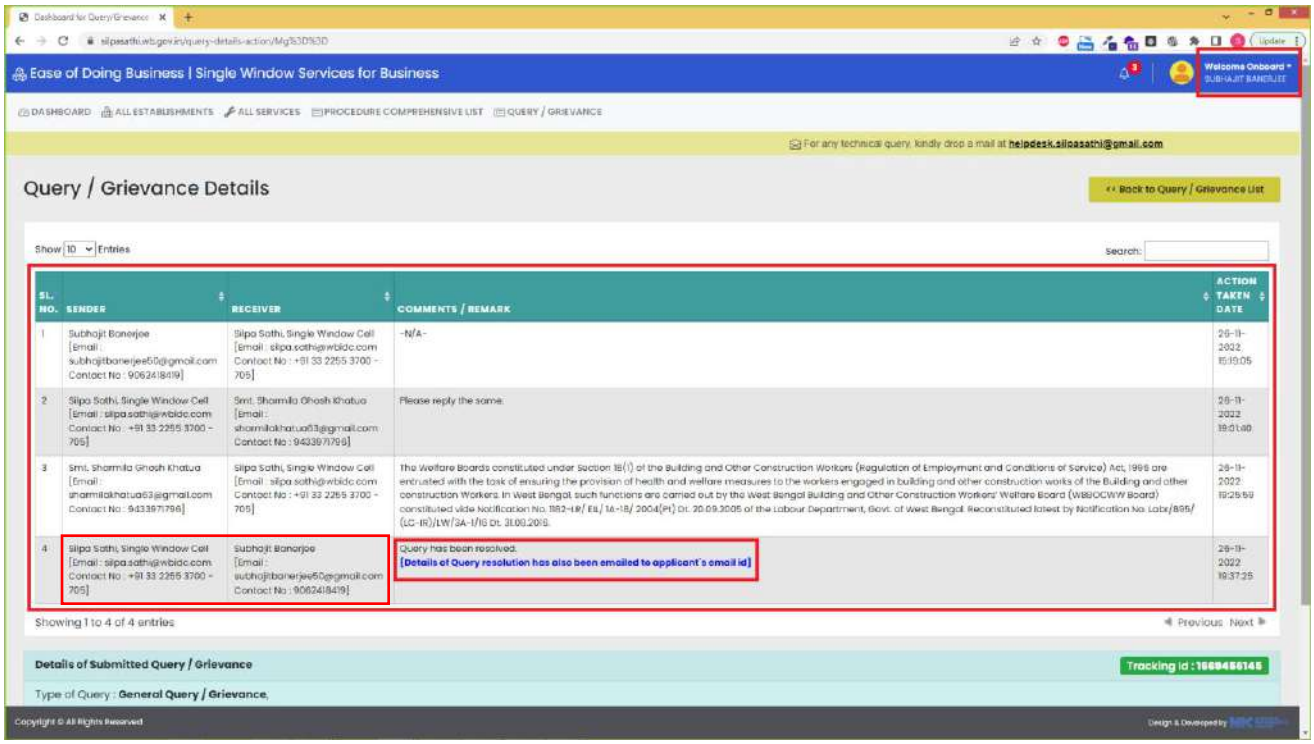
When a Query/ Grievance is being closed by the 'Silpasathi' end then Applicant will view the 'Approved / Closed' Status as shown in the image below which means that the Query/ Grievance was duly entertained and closed by 'Silpasathi'.

- Dashboard view at Applicant level, showing Query/ Grievance status as 'Closed' (i.e. Query/ Grievance resolved)

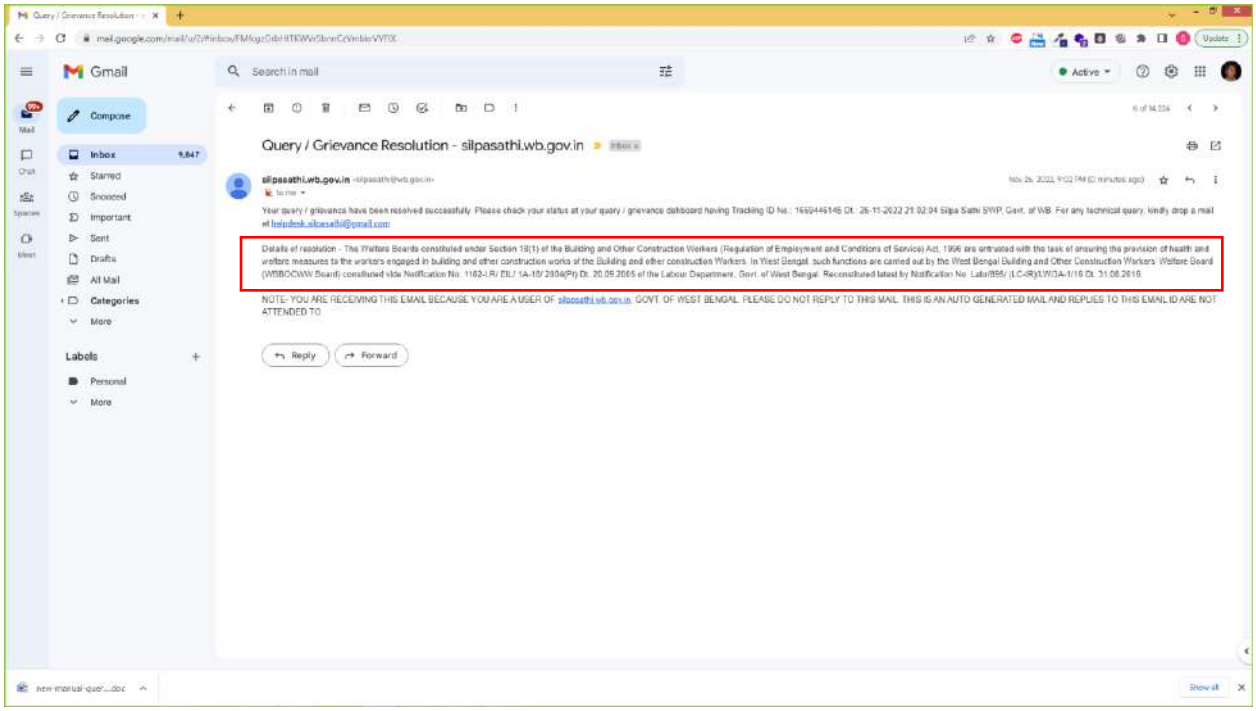


Query/ Grievance Status Details view at the 'Applicant/Investor' level

View of Query/ Grievance Status (Clicking on the 'Details' link, after Closing/ Resolution of General Query/ Grievance by Applicant/Investor level)



Email received by applicant on successful resolution of query:



A. Service related Query/ Grievance by applicant (– Submission Procedure)

For service-related Query/ Grievance, action of respective nodal user of the concerned Department to answer the Query/ Grievance related to the services of the following departments which, after reviewing which, the Single Window agency provides it as reply to the applicant, as final resolution of Query/ Grievance of the applicant.

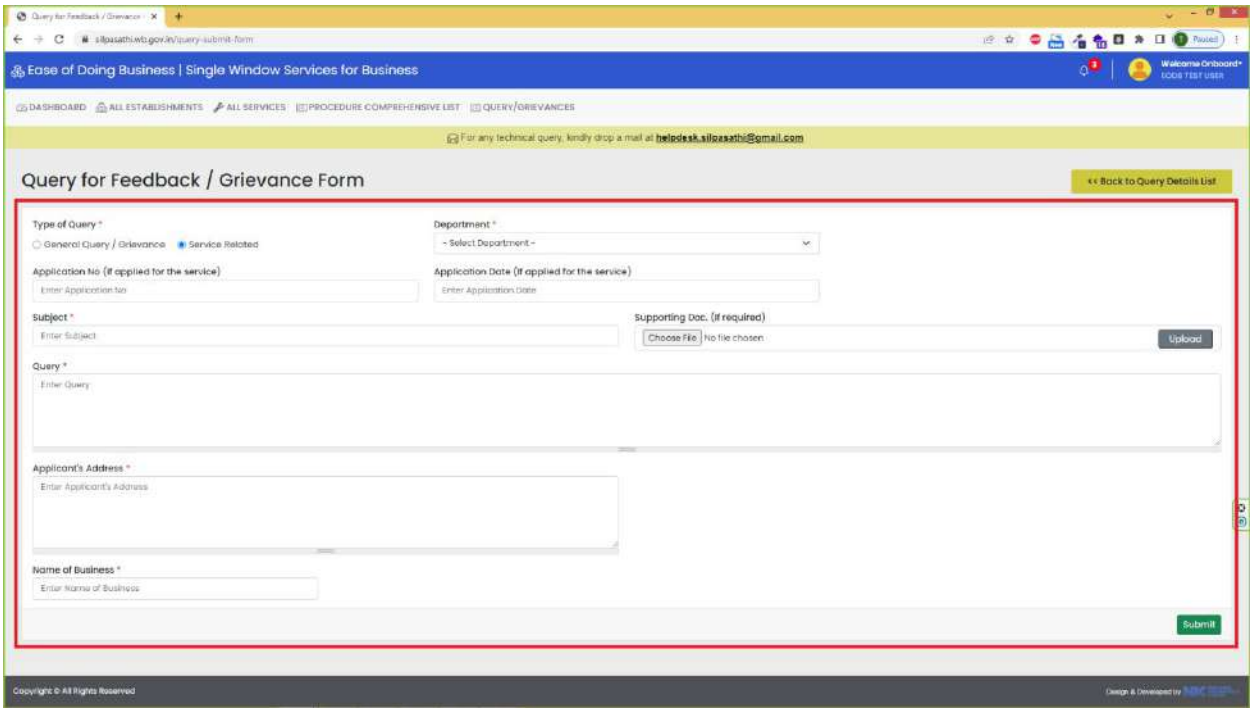
Sl. No.	Department / Directorate	Service Name
1	Labour	License under The Factories Act, 1948
2	Labour	Auto renewal of license under The Factories Act, 1948
3	Labour	Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
4	Labour	Registration of Boilers Manufactures under The Boilers Act, 1923
5	Labour	Renewal of Registration of Boilers Manufactures under The Boilers Act, 1923
6	Labour	Registration of Boilers under The Boilers Act, 1923
7	Labour	Renewal of Registration of Boilers under The Boilers Act, 1923
8	Labour	License for Contractors under the Contracts Labour (Regulation and Abolition) Act, 1970
9	Labour	Auto renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
10	Labour	Registration under The Shops and Establishment Act
11	Labour	Registration of Principal Employer's under the Contracts Labour (Regulation and Abolition) Act, 1970

12	Labour	Registration of Establishment under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
13	Labour	Registration of Principal Employer under the Inter State Migrant Workmen (RE&CS) Act, 1979
14	Environment (WBPCB)	Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981) &Water (Prevention and Control of Pollution) Act, 1974
15	Environment (WBPCB)	Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981)& Water Act (Prevention and Control of Pollution) Act, 1974
16	Environment (WBPCB)	Renewal of Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981)& Water Act (Prevention and Control of Pollution) Act, 1974
17	Environment (WBPCB)	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
Sl. No.	Department / Directorate	Service Name
18	Environment (WBPCB)	Renewal of Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
19	Environment (WBPCB)	Registration under The E-waste (Management and Handling) Rules, 2011
20	Environment (WBPCB)	Renewal of Registration under The E-waste (Management and Handling) Rules, 2011
21	Environment (WBPCB)	Registration under Plastic Waste (Management and Handling) Rules, 2011
22	Environment (WBPCB)	Renewal of Registration under Plastic Waste (Management and Handling) Rules, 2011
23	Environment (WBPCB)	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
24	Environment (WBPCB)	Renewal of Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
25	Environment (WBPCB)	Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016
26	Environment (WBPCB)	Renewal of Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016
27	Environment (WBPCB)	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
28	Environment (WBPCB)	Renewal of Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016

29	Environment (WBPCB)	Registration for dealers under The Batteries(Management & Handling) Rules, 2001
30	Environment (WBPCB)	Renewal of Registration for dealers under The Batteries(Management & Handling) Rules, 2001
31	WBIDC(IC&E)	Allotment of land in Industrial Area
32	WBSIDCL (MSME&T)	Allotment of land in Industrial Area
Serial No	Department / Directorate	Service Name
33	WBIIDC(IC & E)	Allotment of land in Industrial Area
34	L&LR and RR&R	Change in Land use(Land Conversion)
35	Dte. of Commercial Taxes (Finance)	Registration under Profession Tax
36	Dte. of Commercial Taxes (Finance)	Approval for DG set installation
37	Dte. of Commercial Taxes (Finance)	Renewal of Approval for DG set installation
38	Dte. of Excise (Finance)	Brand and Label Registration under State Excise and renewal
39	Dte. of Excise (Finance)	Excise verification certificate
Sl. No.	Department / Directorate	Service Name
40	Dte. of Excise (Finance)	License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)
41	UD&MA	Trade License - UD & MA
42	UD&MA	Auto-renewal of Trade License
43	UD&MA	Water Connection
44	Fire & ES	Fire Safety Recommendation
45	Fire & ES	Revision of Fire Safety Recommendation
46	Fire & ES	Fire Safety Certificate
47	Fire & ES	Renewal of Fire Safety Certificate
48	Fire & ES	Grant of Fire License
49	Fire & ES	Renewal of Grant of Fire License
50	WBSEDCL (Power)	Electricity Connection
51	Dte. of MSME (MSME&T)	MSME Incentives
52	Tourism	Tourism Incentives
53	Consumer Affairs (Dte. of Legal Metrology)	Registration of Manufacturer / Packer under the Legal Metrology Act
54	Consumer Affairs (Dte. of Legal Metrology)	Licence as Manufacturer of Weights and Measures under the Legal Metrology Act
55	Consumer Affairs (Dte. of Legal Metrology)	Auto-renewal of Licence as Manufacturer of Weights and Measures under the Legal Metrology Act
56	Consumer Affairs (Dte. of Legal Metrology)	Licence as Repairers of Weights and Measures under the Legal Metrology Act

57	Consumer Affairs (Dte. of Legal Metrology)	Auto-renewal of Licence as Repairers of Weights and Measures under the Legal Metrology Act
58	Consumer Affairs (Dte. of Legal Metrology)	Licence as Dealer of Weights and Measures under the Legal Metrology Act
59	Consumer Affairs (Dte. of Legal Metrology)	Auto-renewal of Licence as Dealer of Weights and Measures under the Legal Metrology Act
60	Consumer Affairs (Dte. of Legal Metrology)	Verification of Weights and Measures
61	H&FW	Retail / Wholesale Drug License
62	H&FW	Wholesale Drug License and its retention
63	H&FW	Drug Manufacturing License and its retention
64	IT&E Dept.	Mobile Tower approval
65	IT&E Dept.	Renewal for Mobile Tower approval

Applicant has to fill up the form with necessary details of his/her Query/ Grievance (fields marked with red star are mandatory) along with supporting doc (if any) and submit the form by clicking on the "Submit" Button



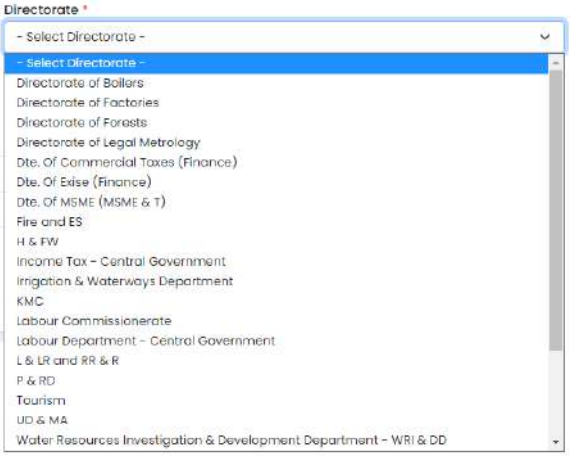
- Query/ Grievance type must be selected as 'Service Related'
- On selection of the 'Service Related' Query/ Grievance following drop down option will populate
    - Department

- Directorate
- Service

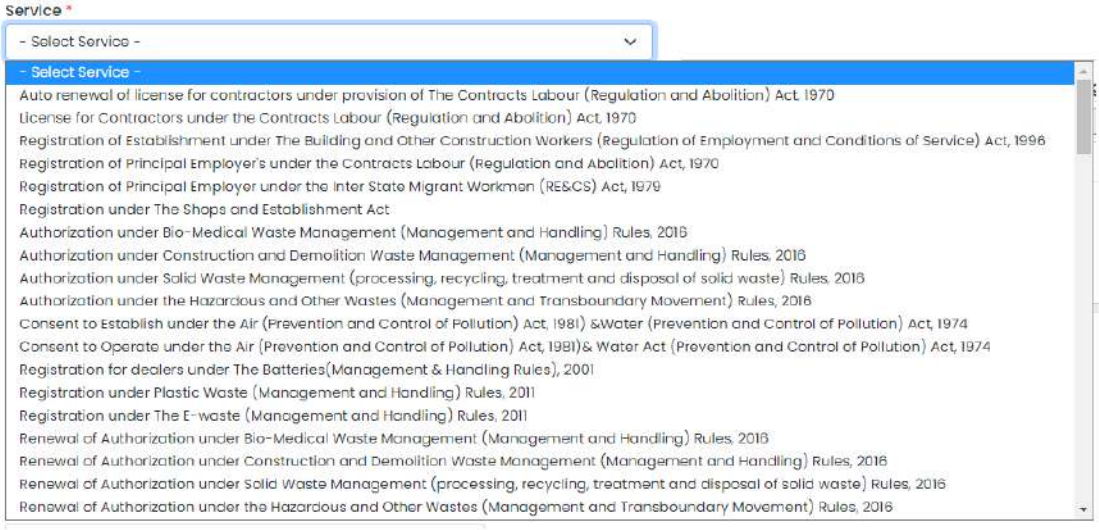
Screenshots of enlisted Departments, Directorates and Services under the dropdowns are as below:

- Departments

- Directorates



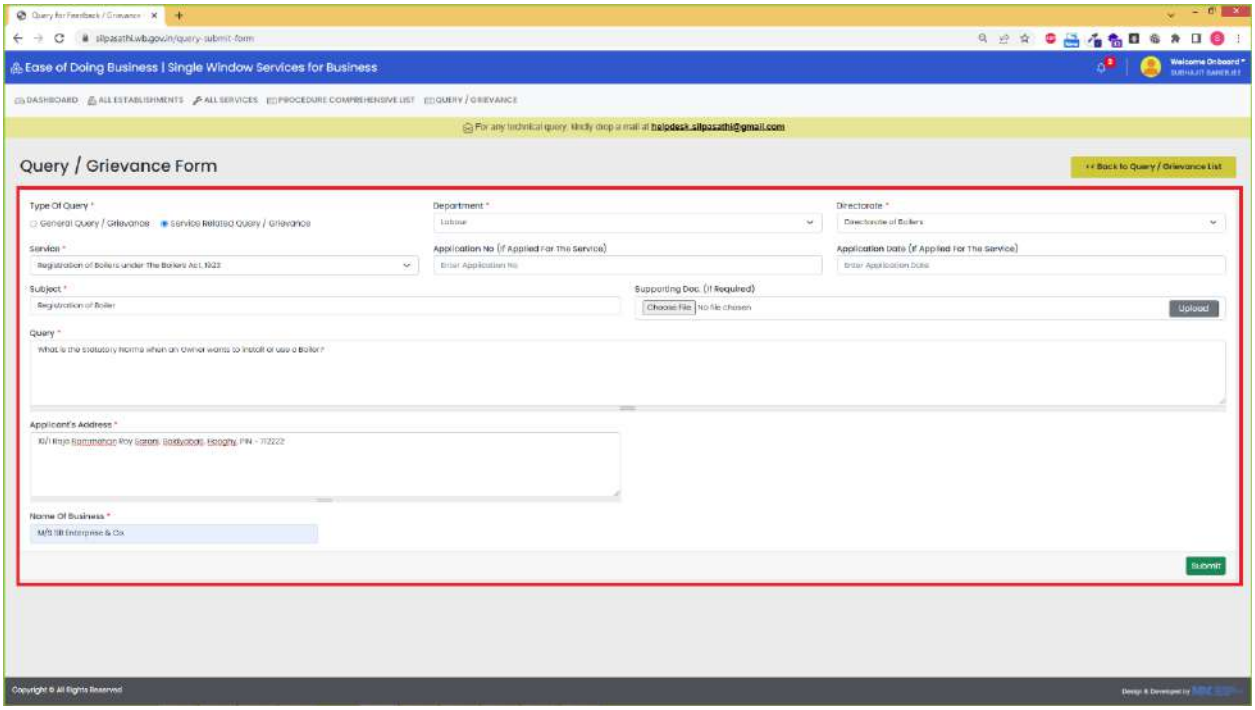
- Services



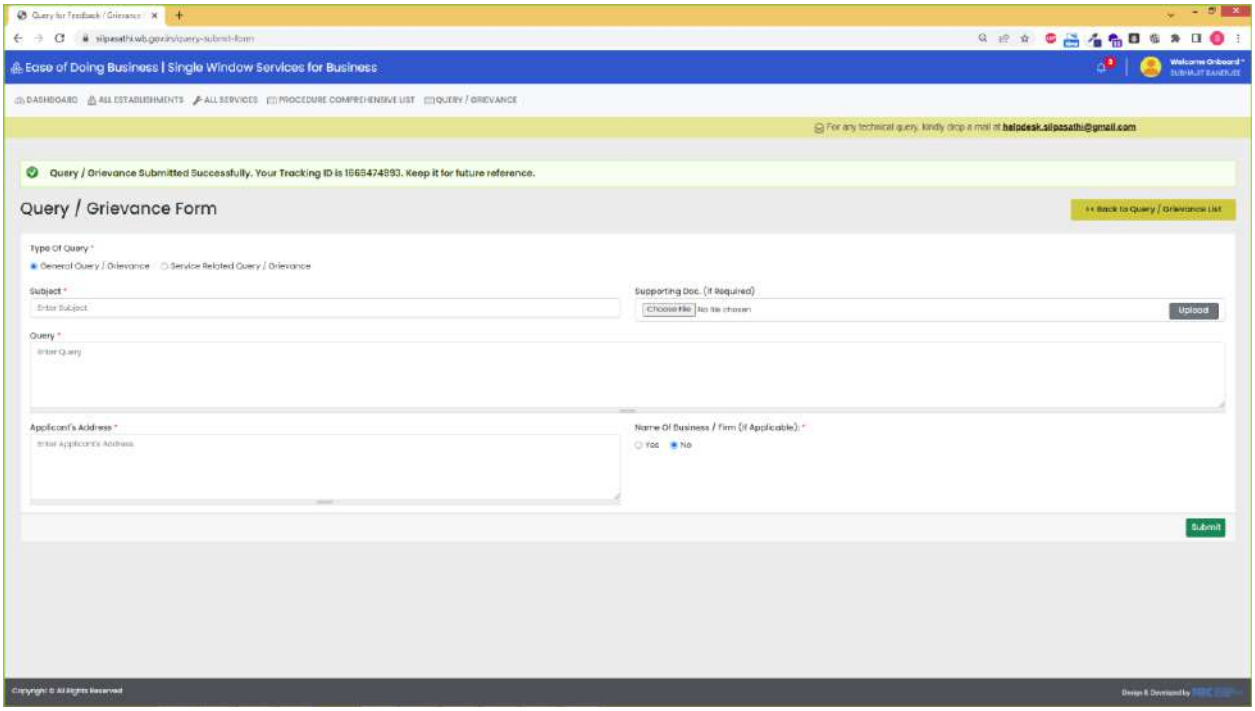
Note:

- Applicant may input information regarding Application No. & Date (if applied for the service)
- Applicant has to select the respective Department, Directorate and Service from the Drop Down for submission of 'Service Related' Query/ Grievance

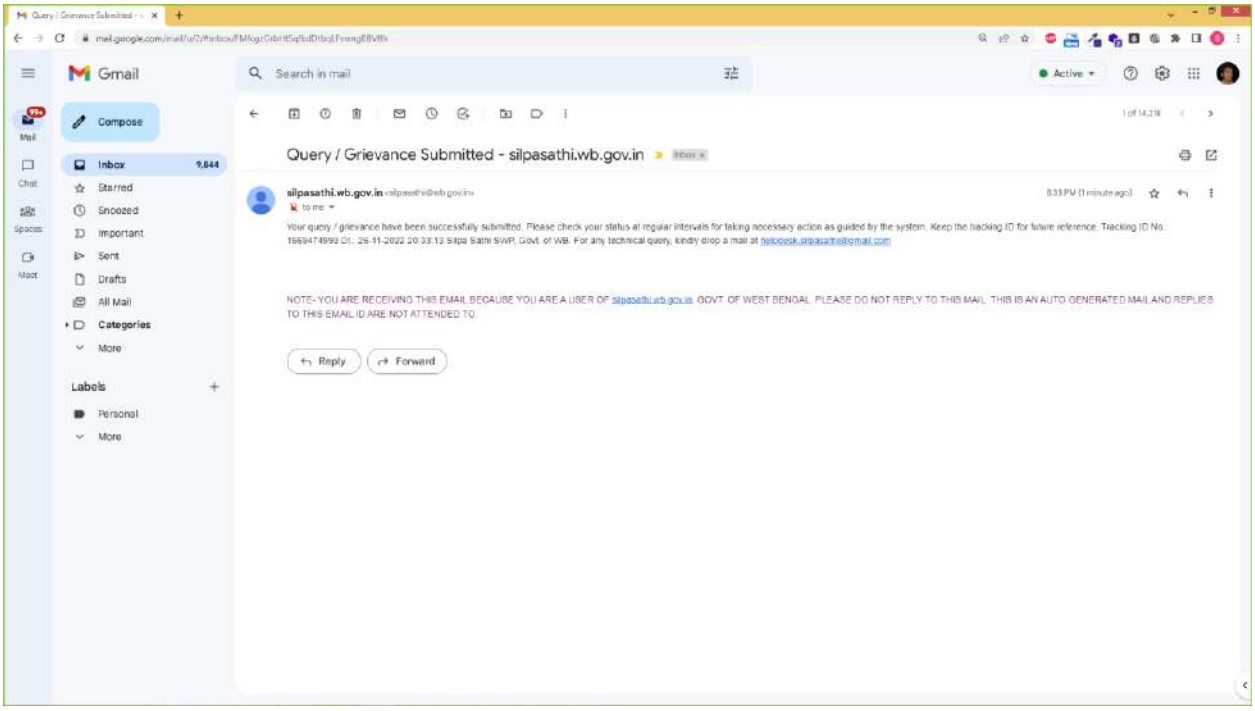
After filling up the Query/ Grievance submission form applicant must click on "Submit" button to submit the Query/ Grievance to the Single Window agency 'Silpasathi'



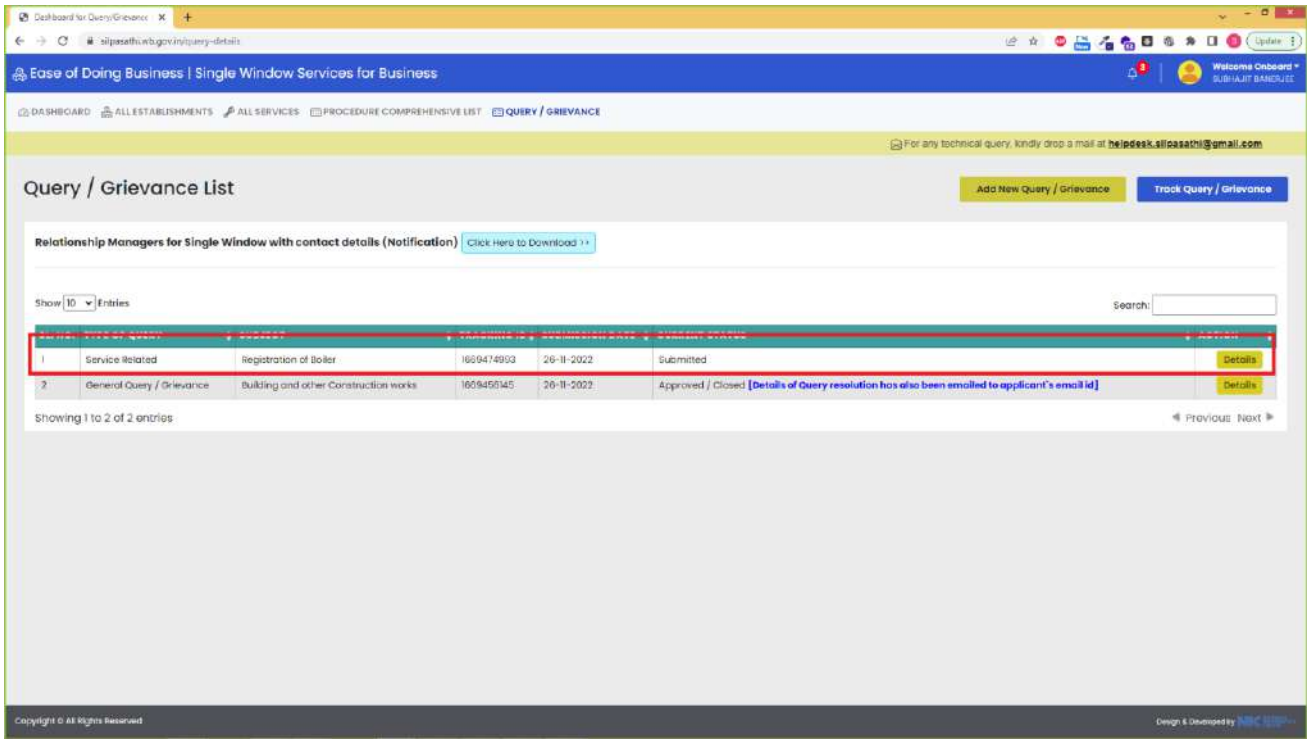
On successful submission of the Query/ Grievance the applicant will get a confirmation message containing a tracking Id for future reference.



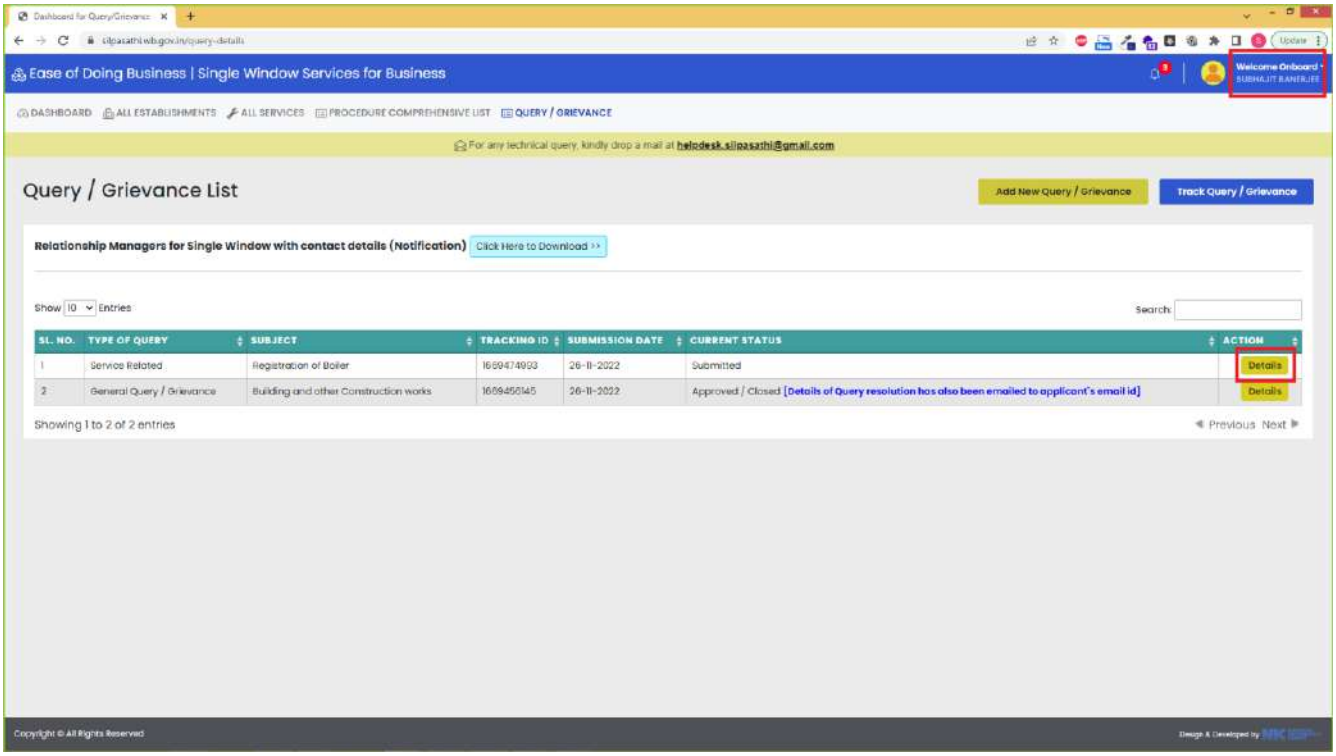
On successful submission of the Query/ Grievance the applicant will also get a confirmation mail.



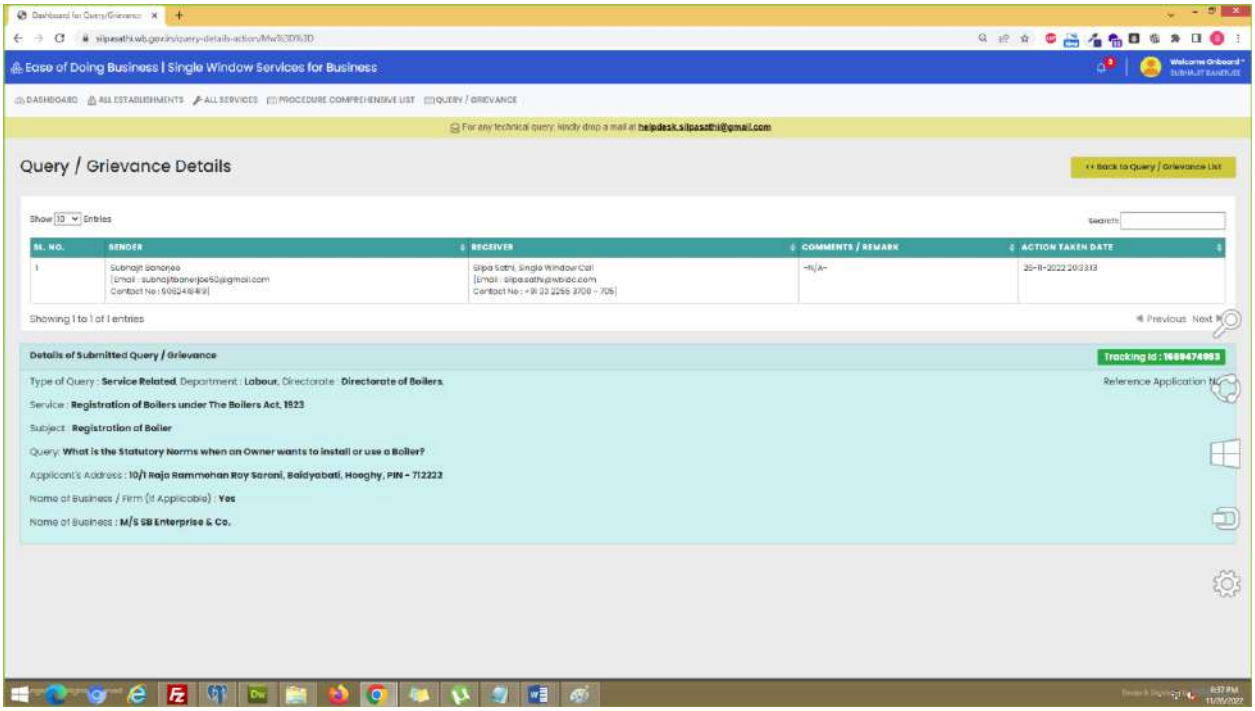
Now under the Query/ Grievance listing page the submitted service related Query/ Grievance will be displayed along with necessary information related with the Query/ Grievance.



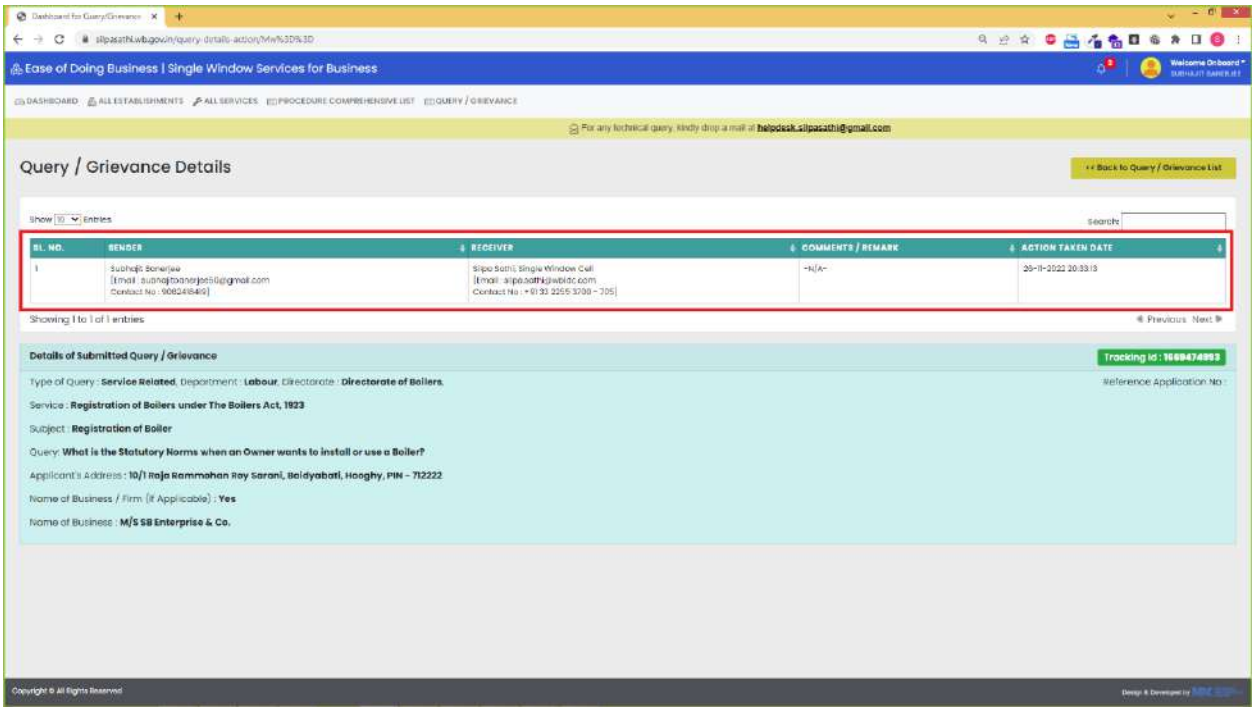
On clicking the "details" button applicant can view the current status of the Query/ Grievance along with the details of his / her posted Query/ Grievance.



Details view of the Query/ Grievance is given below:

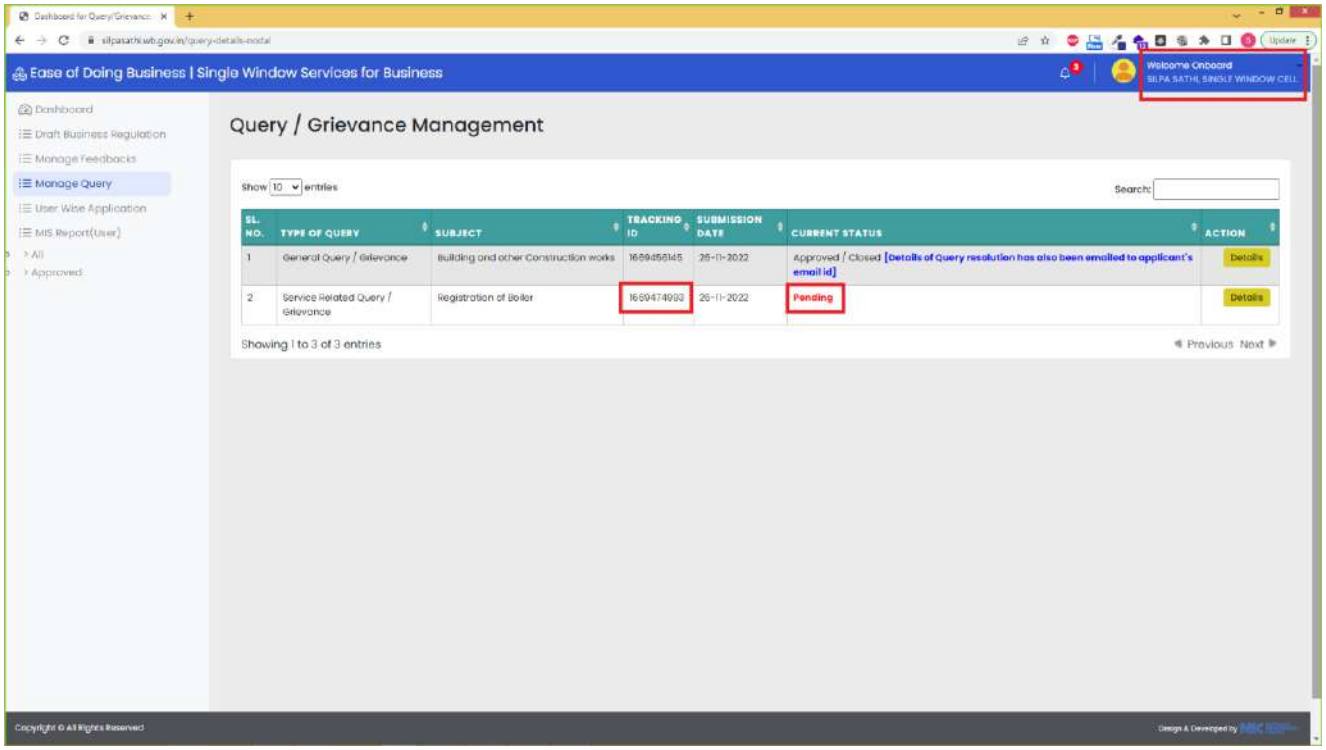


The top section displays the history of the status of the Query/ Grievance



Service Related Query/ Grievance View at Silipa Sathi Official User Level

Service Related Query/ Grievance will appear at Silpasathi Official User Level as follows:

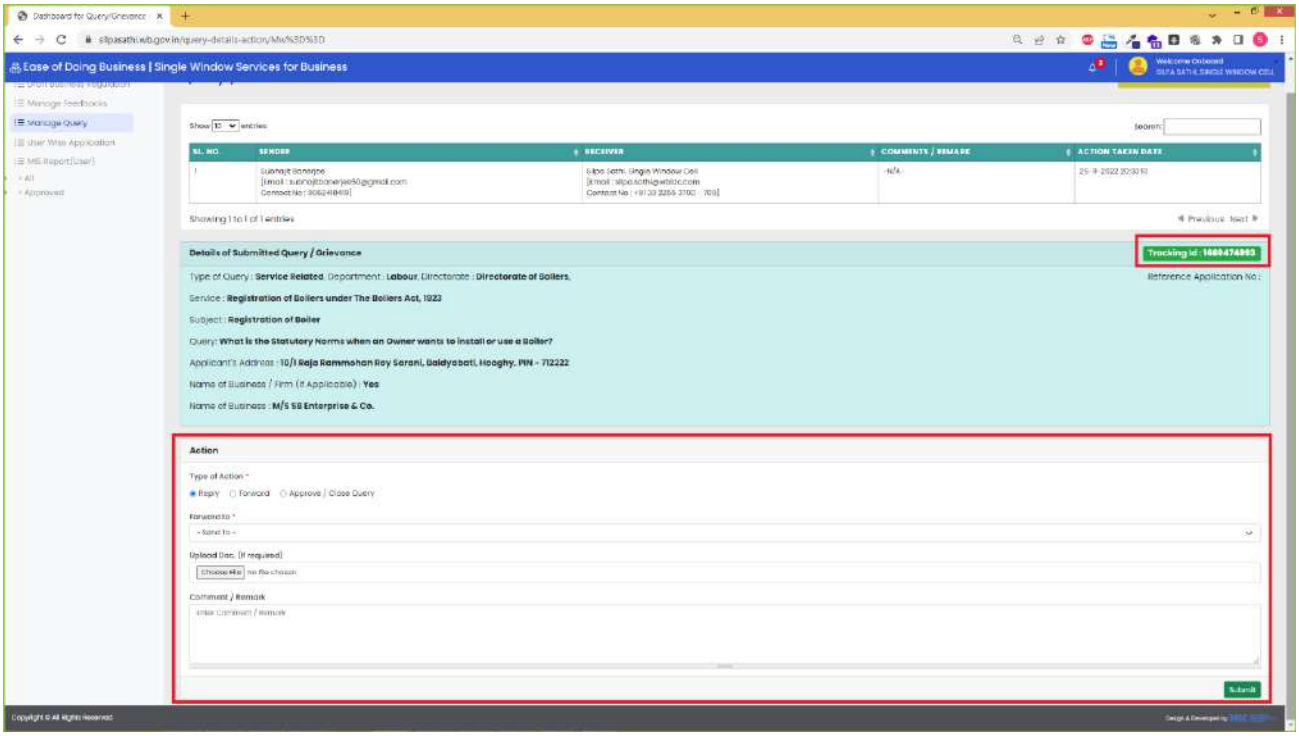


In the above web-page:

- Service Related Query/ Grievance 'Tracking ID' appear as available in the applicant level.
- Clicking on the 'Details' button enables Silpasathi Official User to 'View/Reply' Service Related Query/ Grievance.
- Query/ Grievance Status as 'Pending' will be available under the 'Current Status' column

View/ Reply Query/ Grievance by Silpasathi Official User

- Silpasathi Official User Clicks on the 'Details' button under 'Action' column Service Related Query/ Grievance, the following screen will appear accordingly.

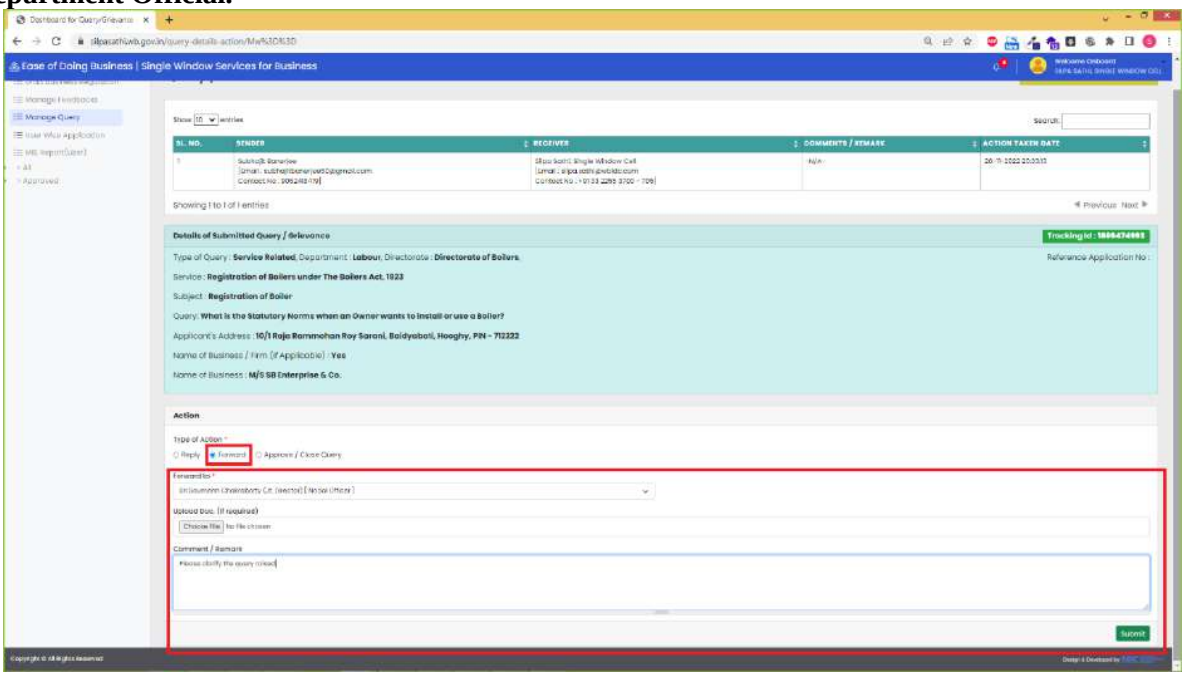


In the above web-page :

- Selecting the 'Reply' option as available at the 'Type of Action' option, the reply of the General Query/ Grievance Submission can be sent to the 'Applicant/Investor'

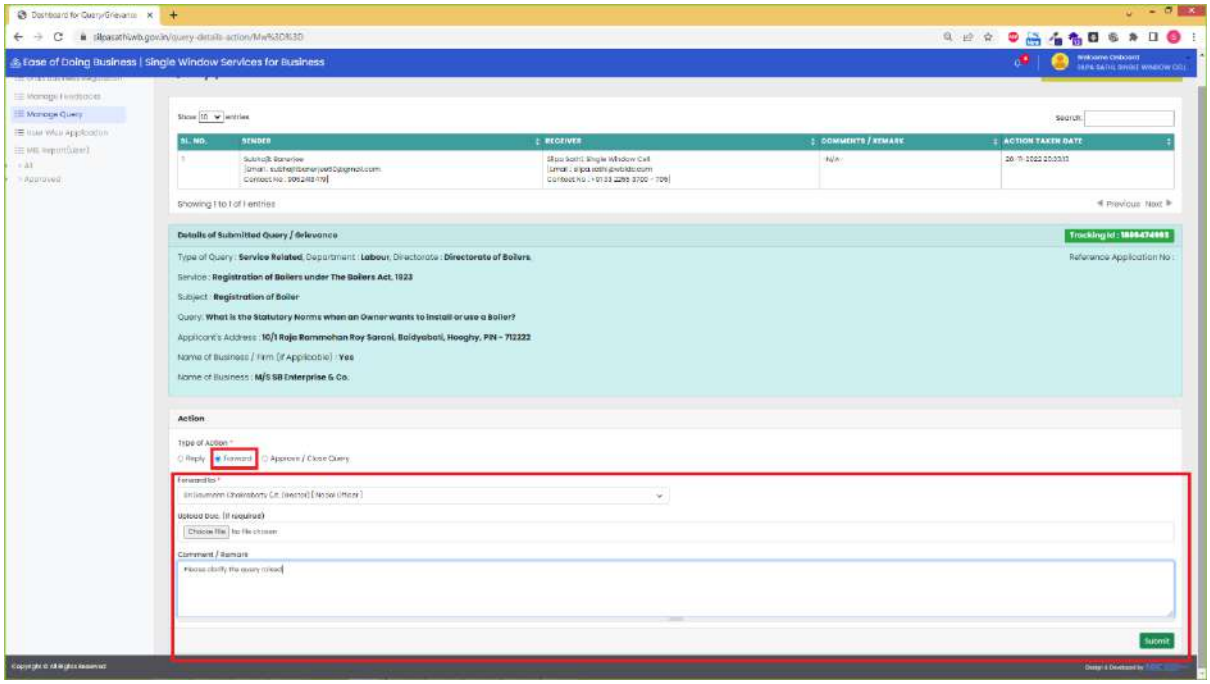
Selecting the 'Forward' option as available at the 'Type of Action' option, the Query/ Grievance can be forwarded to the concerned Department Official.

Selecting the 'Forward' option as available at the 'Type of Action' option, the Query/ Grievance can be forwarded to the concerned Department Official.

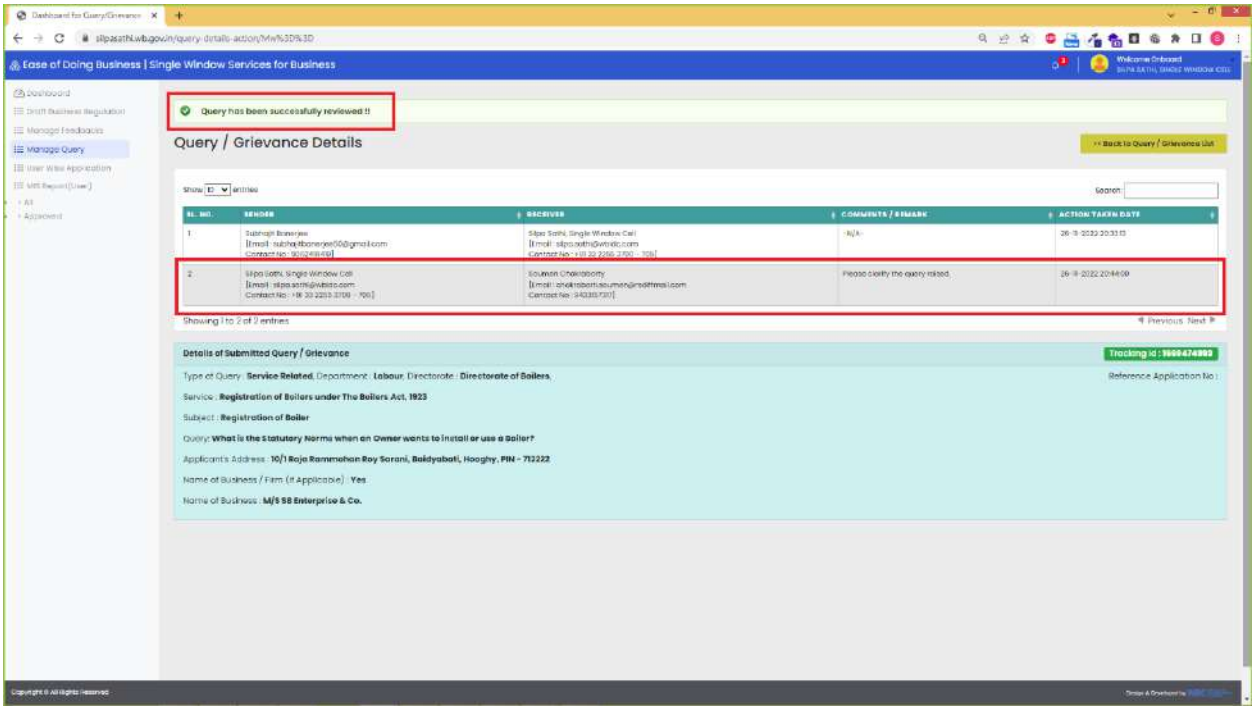


Forward 'Service Related Query/ Grievance' to the 'Concerned Department' by Silpasathi User (Silpasathi Official)

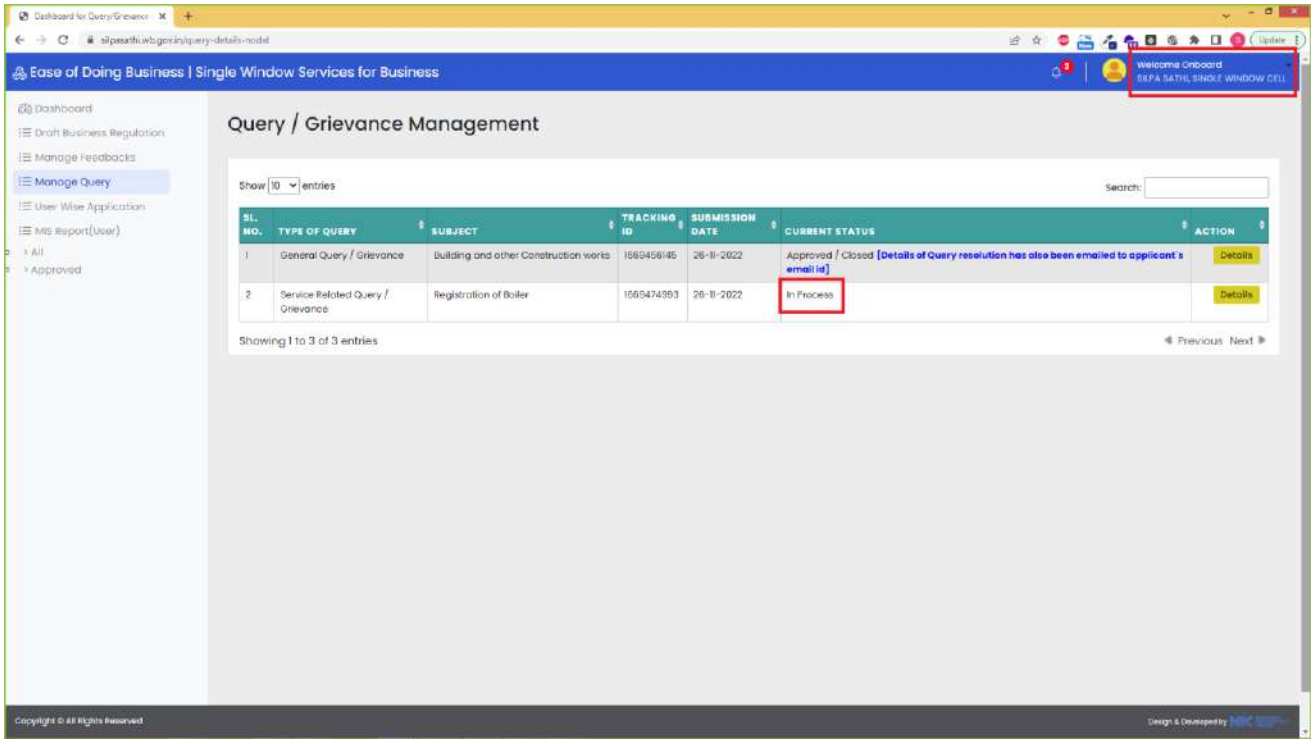
- Select the Option as 'Forward'.
- Select the name of the Department Official from the Drop Down and click on the 'Submit' button to forward the service related Query/ Grievance to the concerned nodal officer of the department.



- After successful forwarding of the Service Related Query/ Grievance a 'Query/ Grievance has been successfully reviewed' message will appear, view at the 'Silpasathi Official User' level will be as follows:

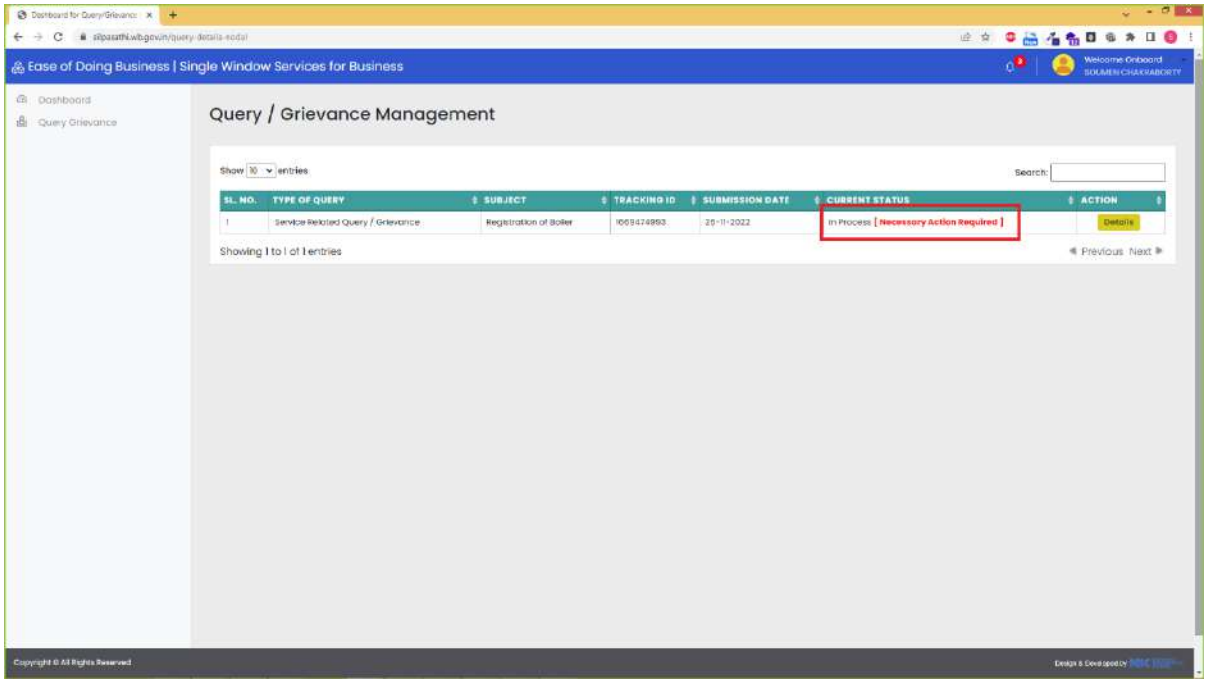


The current status of the Query/ Grievance in the Query/ Grievance dashboard of the Silpasathi official changes from 'Pending' to 'In Process'.



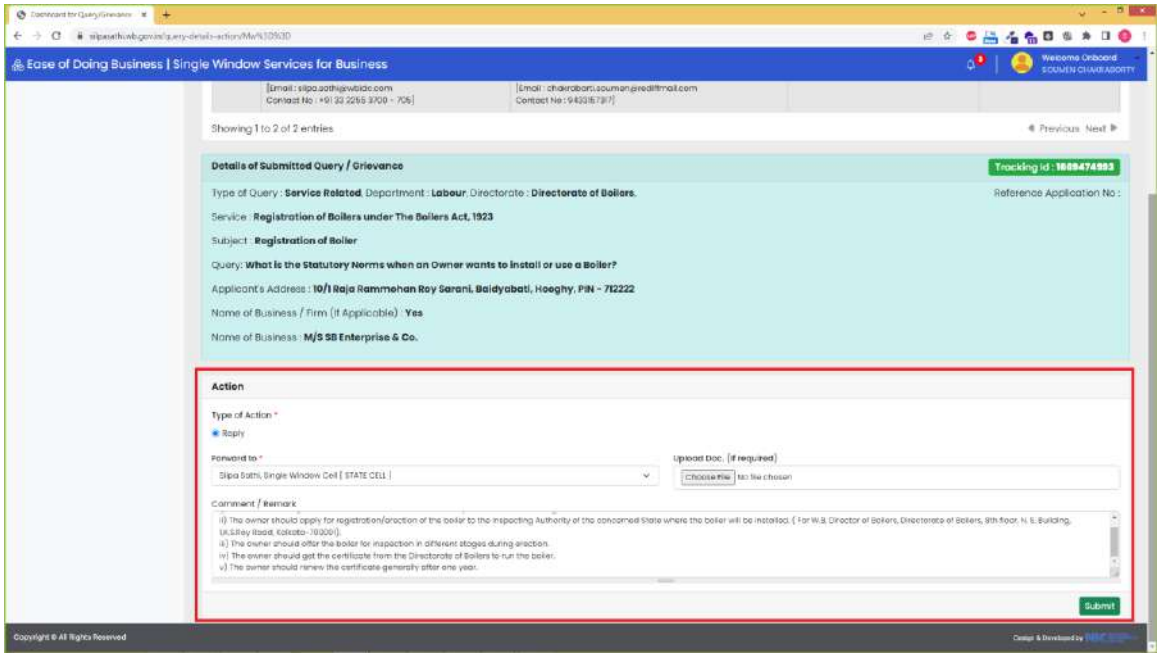
Service Related Query/ Grievance View at Department level

Dashboard view at Department Official Level will appear as follows, where the details of the Service Related Query/ Grievance also available. Clicking on the 'Details' link will allow 'Department official' to make the necessary reply.

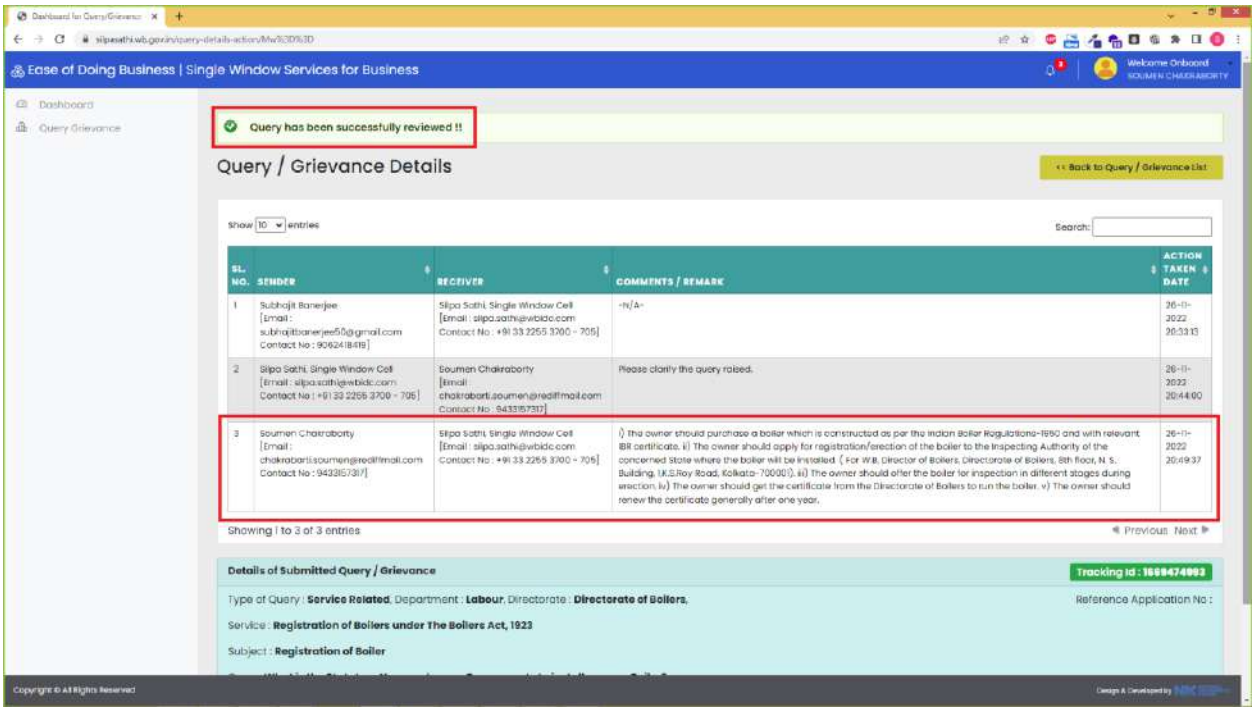


Reply of Service Related Query/ Grievance by Department Level Official

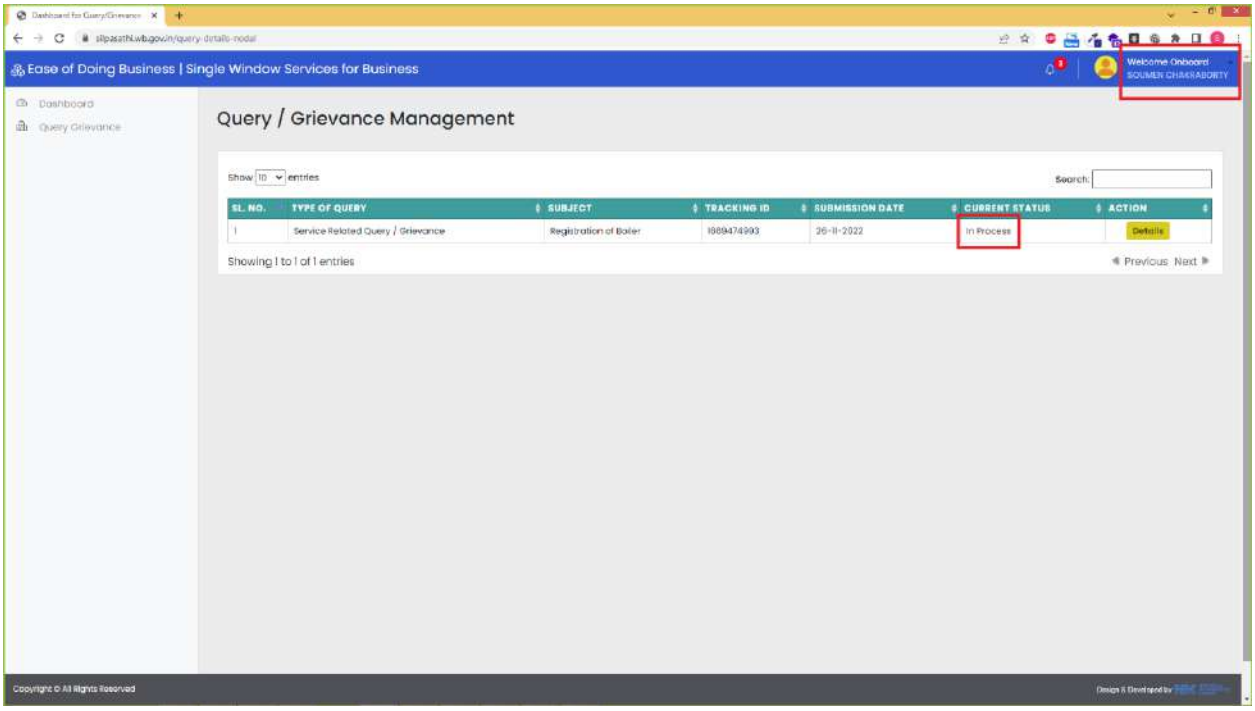
- Department official will Click on the 'Details' button and input necessary 'reply/comment' and click on the 'Submit' button to send 'Reply' to 'Silpasathi' user as shown in the image below.



- On Successfully reply of the Query/ Grievance the confirmation message will be displayed as 'Query/ Grievance has been successfully reviewed' and the following screen will appear (at Department level official user):

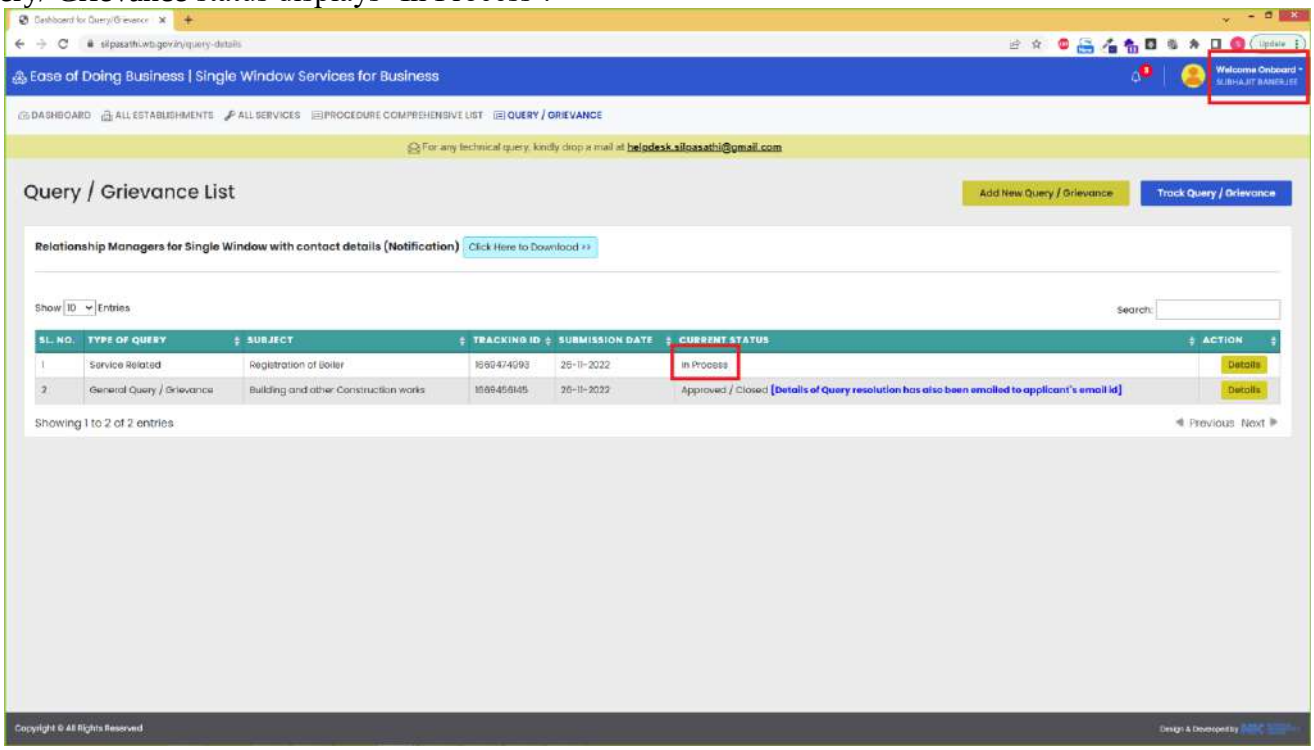


The current status of the Query/ Grievance in the Query/ Grievance dashboard of the Department official changes from 'Pending' to 'In Process'.

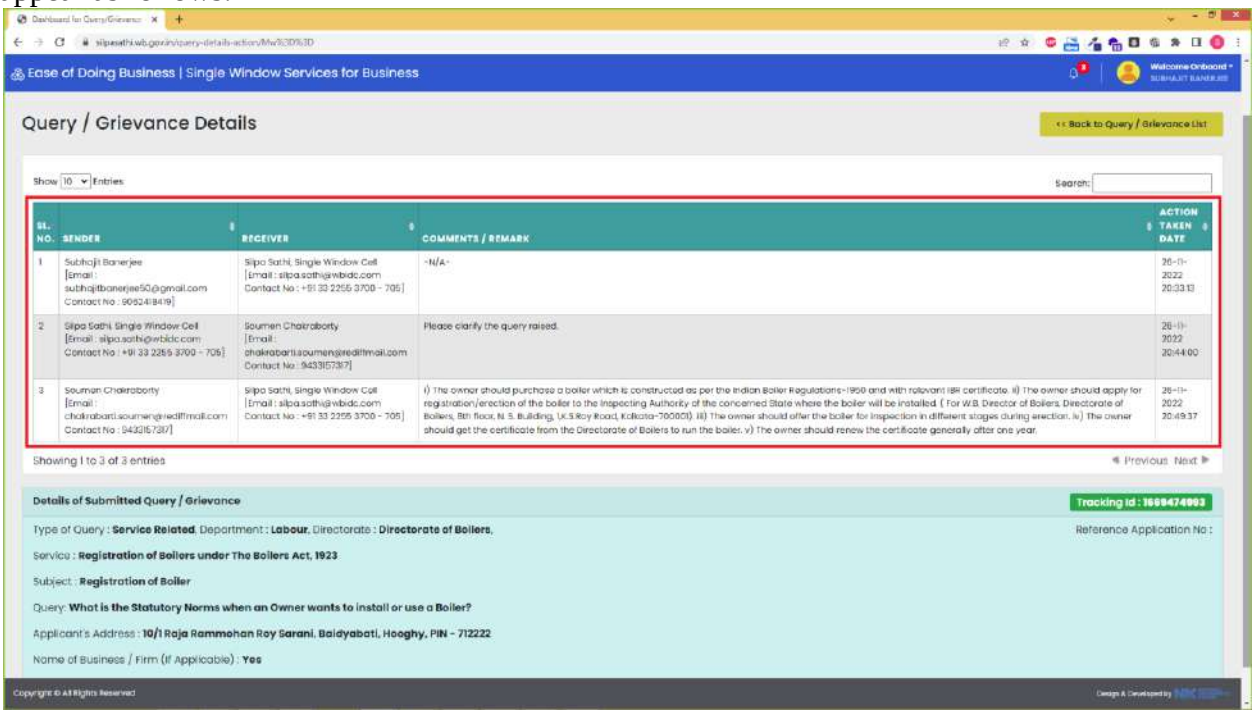


View of Status Details of the Service Related Query/ Grievance (at Applicant/Investor level)

The Query/ Grievance status displays 'In Process'.

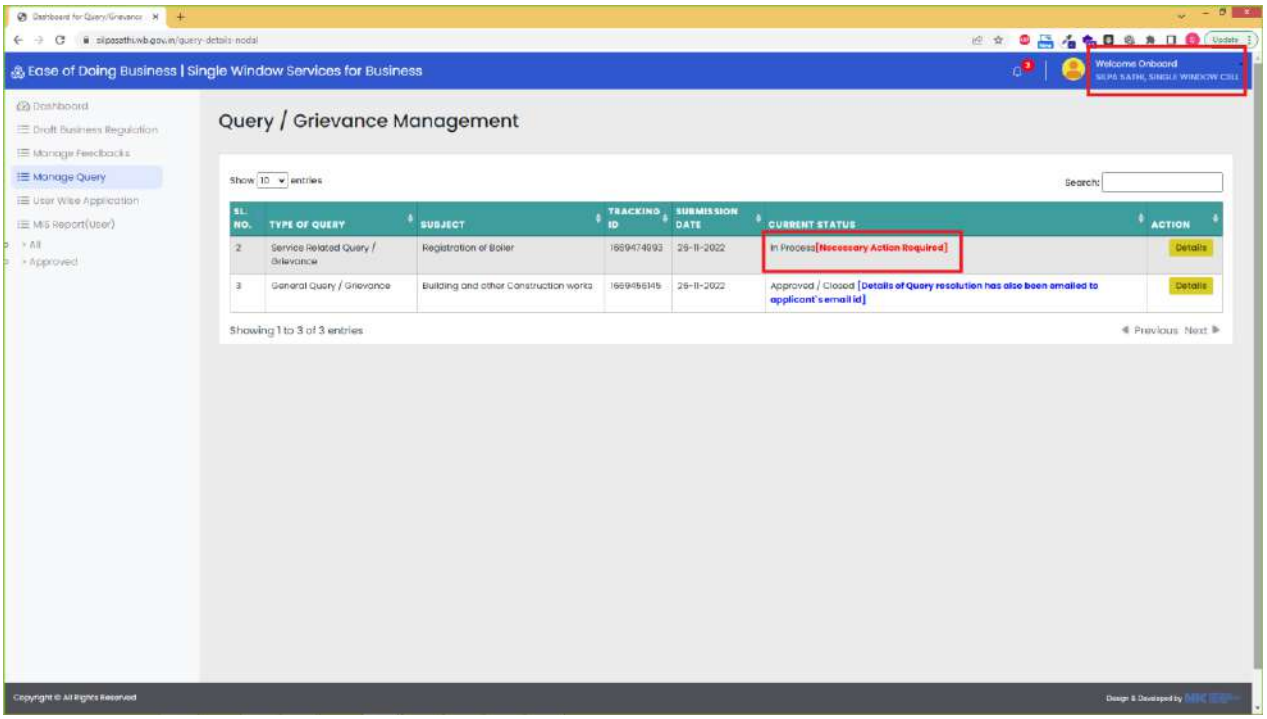


Clicking on the "Details" button the current status of the Query/ Grievance is being displayed. After forwarding General Query/ Grievance to the Concerned Department for necessary reply the Query/ Grievance 'Status Details' view will appear as follows:

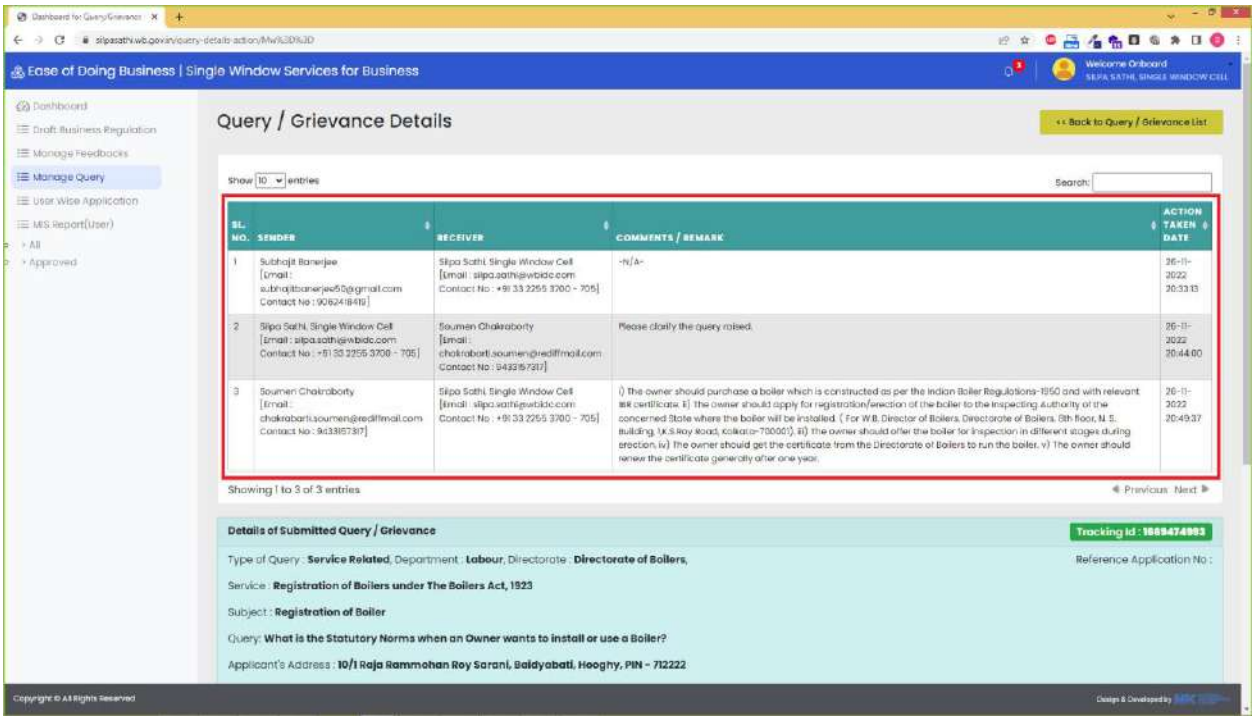


Re-appearing of Service Related Query/ Grievance at 'Silpasathi Official User' level

- After a reply by the concerned Department official, the same Query/ Grievance will appear at the 'Silpasathi Official User' level. Clicking on the 'Details' link the 'Status Details' screen will appear.

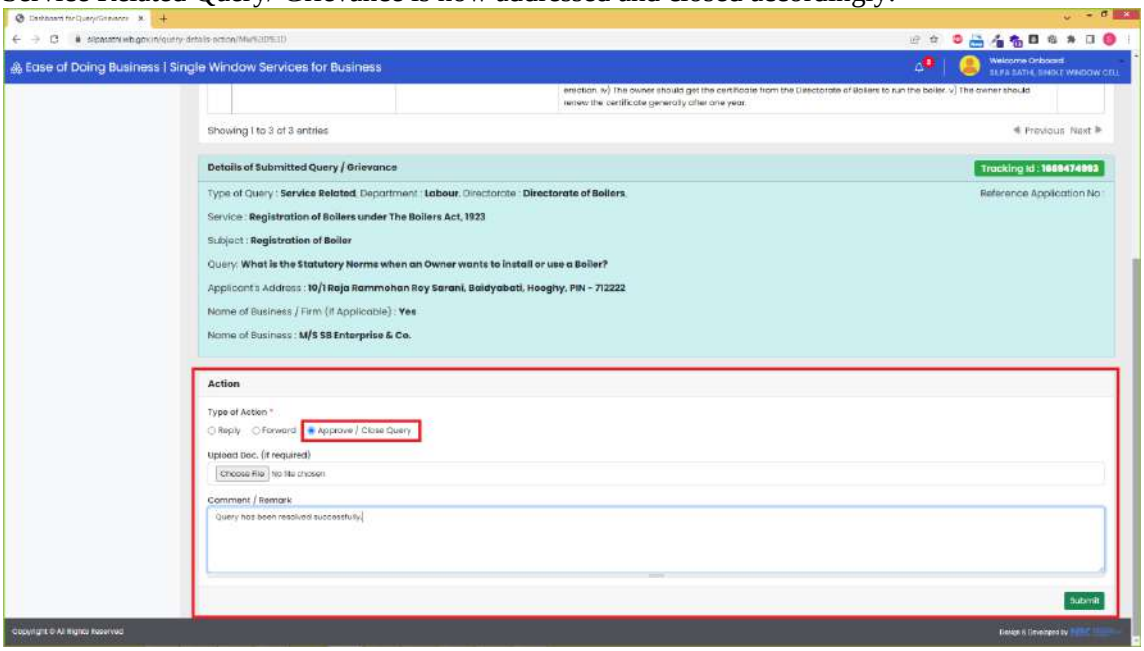


- **The Query/ Grievance status view will appear as follows:**



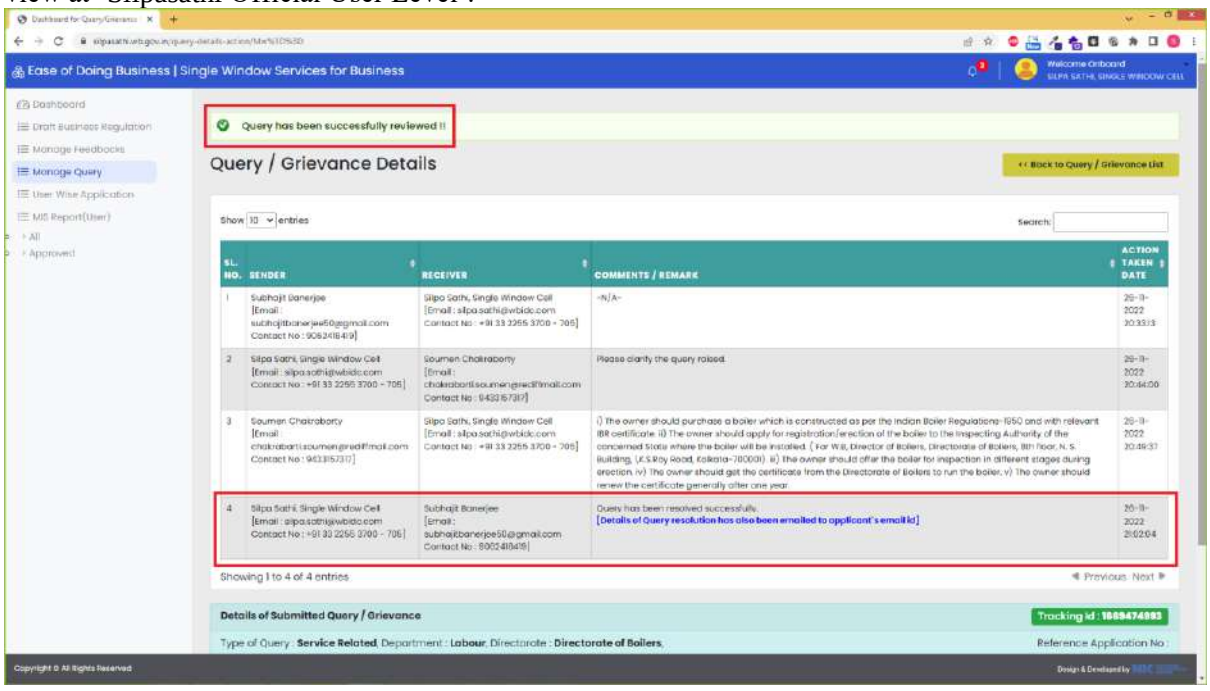
Reply to Service Related Query/ Grievance by Silpasathi Official User Level & Closing/ Resolution of of Service Related Query/ Grievance (by Silpasathi Official User level)

- Reply to Service Related Query/ Grievance to the 'Applicant/Investor'
- 'During reply of Service Related Query/ Grievance, Choose, 'Type of Action' as 'Approve / Close Query/ Grievance' and input necessary comments/remark and Click on the Submit button.
- Hence, Service Related Query/ Grievance is now addressed and closed accordingly.

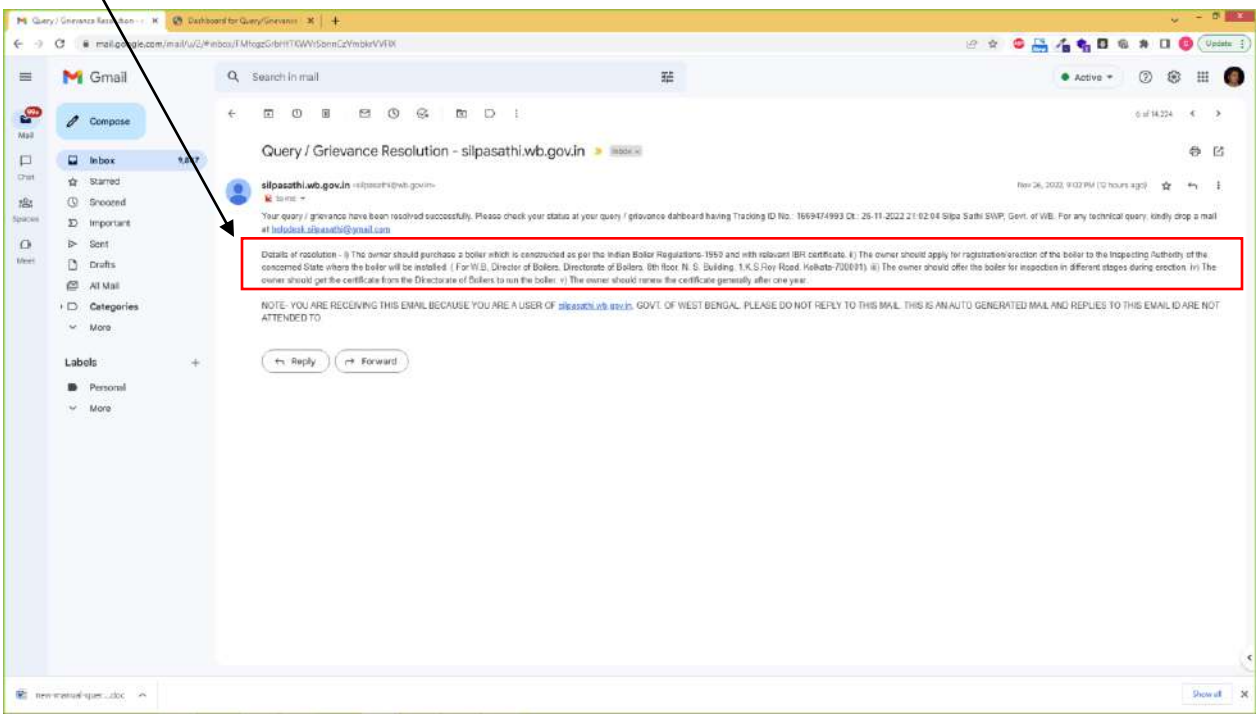


After Closing/ Resolution of the Service Related Query/ Grievance View at 'Silpasathi Official User Level' i.e. Resolution of Query/ Grievance)

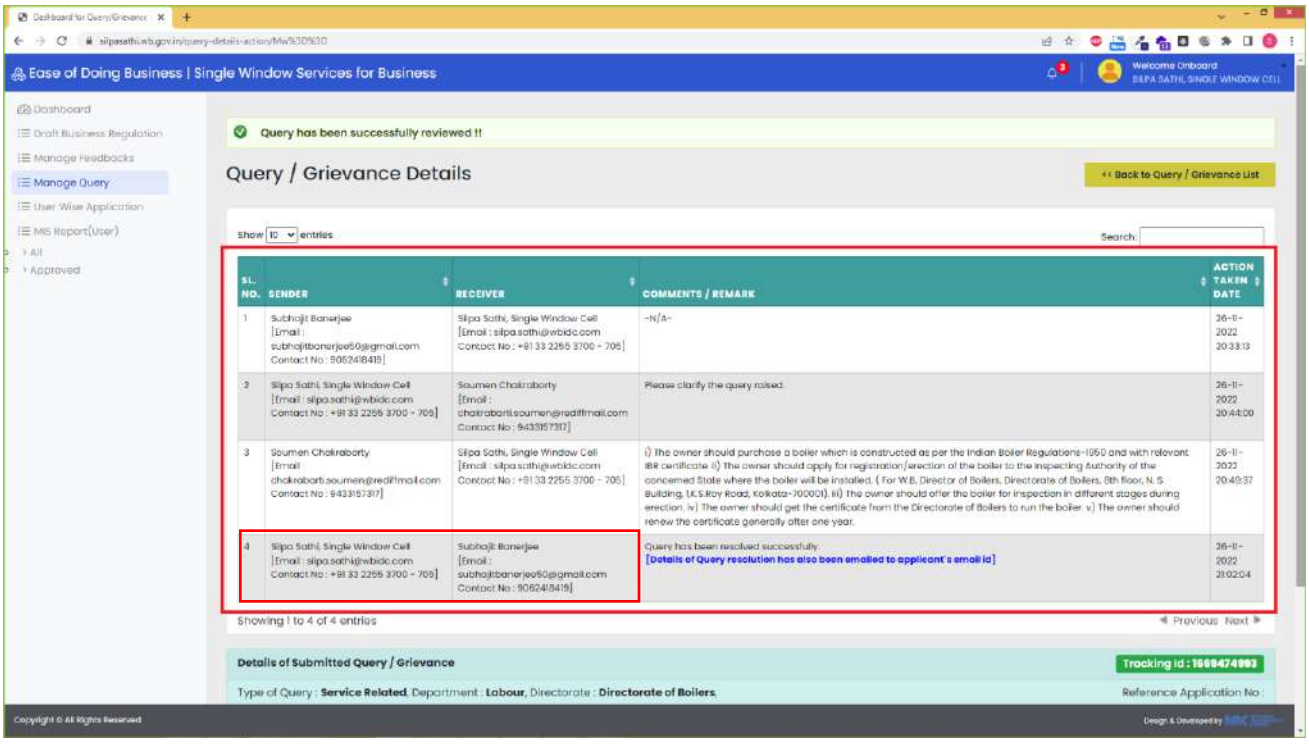
A success message will be displayed saying 'Query/ Grievance has been successfully reviewed'. Query/ Grievance Dashboard view at 'Silpasathi Official User Level'.



On successful **resolution of a query** applicant recieves an email intimation as follows :

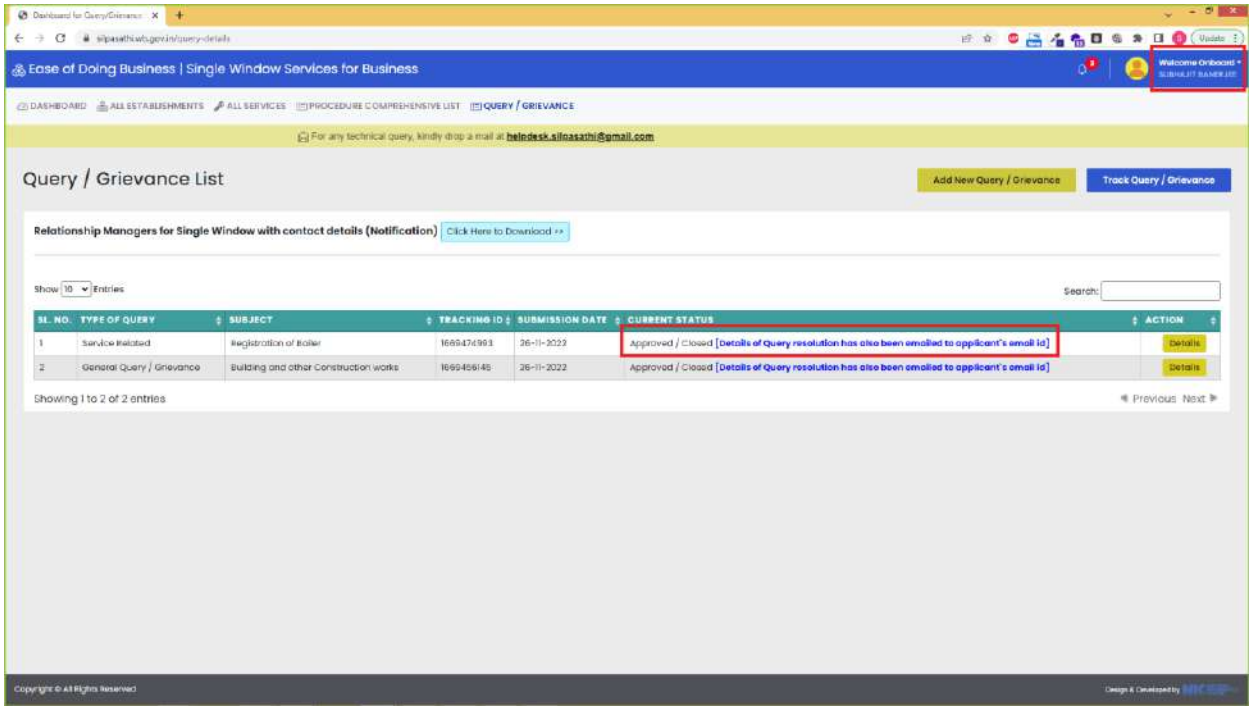


Query/ Grievance Status Detail view at 'Silpasathi Official User Level' (after clicking on the 'Details' link)

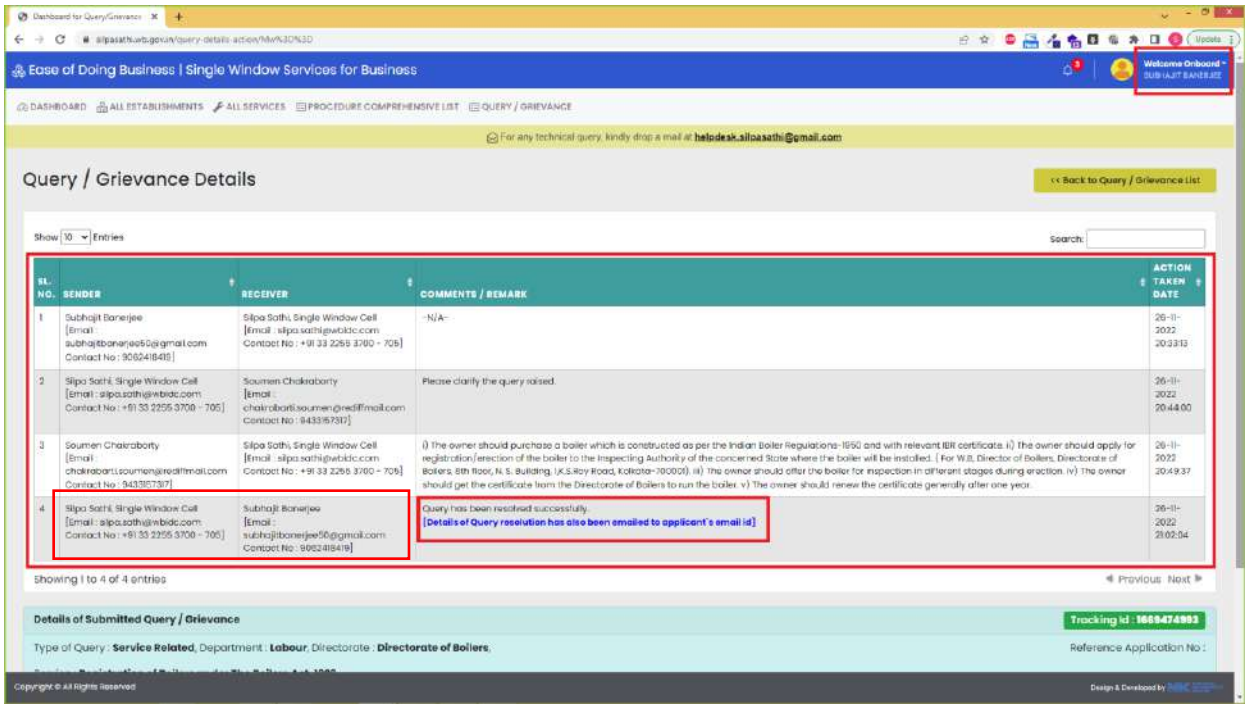
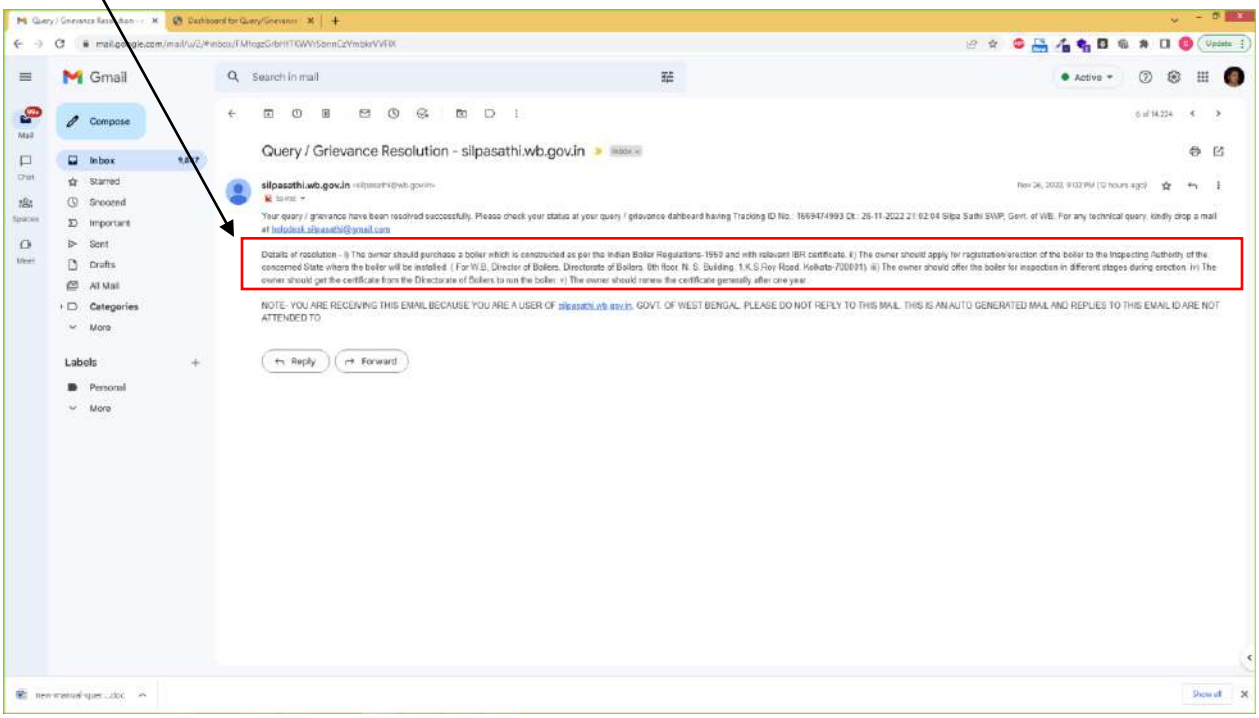


Service Related Query/ Grievance Status Details view at the 'Applicant/ Investor' level

When a Query/ Grievance is being finally resolved and closed by the Single Window agency 'Silpasathi' end then Applicant will view the 'Approved / Closed' Status as shown in the image below which means that the Query/ Grievance was duly resolved by the Single Window agency 'Silpasathi'



Query/ Grievance Details Status view at 'Applicant/Investor' level (Clicking on the 'Details' link, after Closing/ Resolution of Service Related Query/ Grievance by Silpasathi Official level User)



Email received by applicant on successful **<u>resolution of query</u>**: