

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:

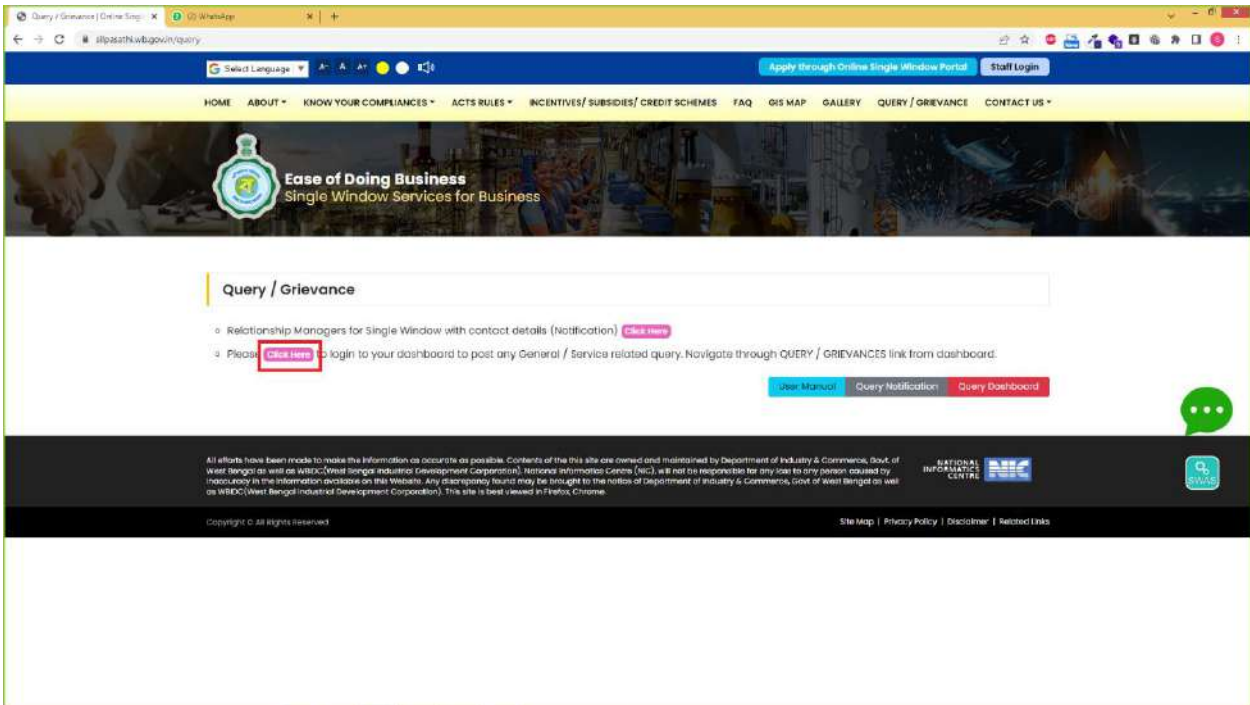


Applicant then click on the “Query/ Grievance” link in the title menu bar to as shown in the Screenshot below:

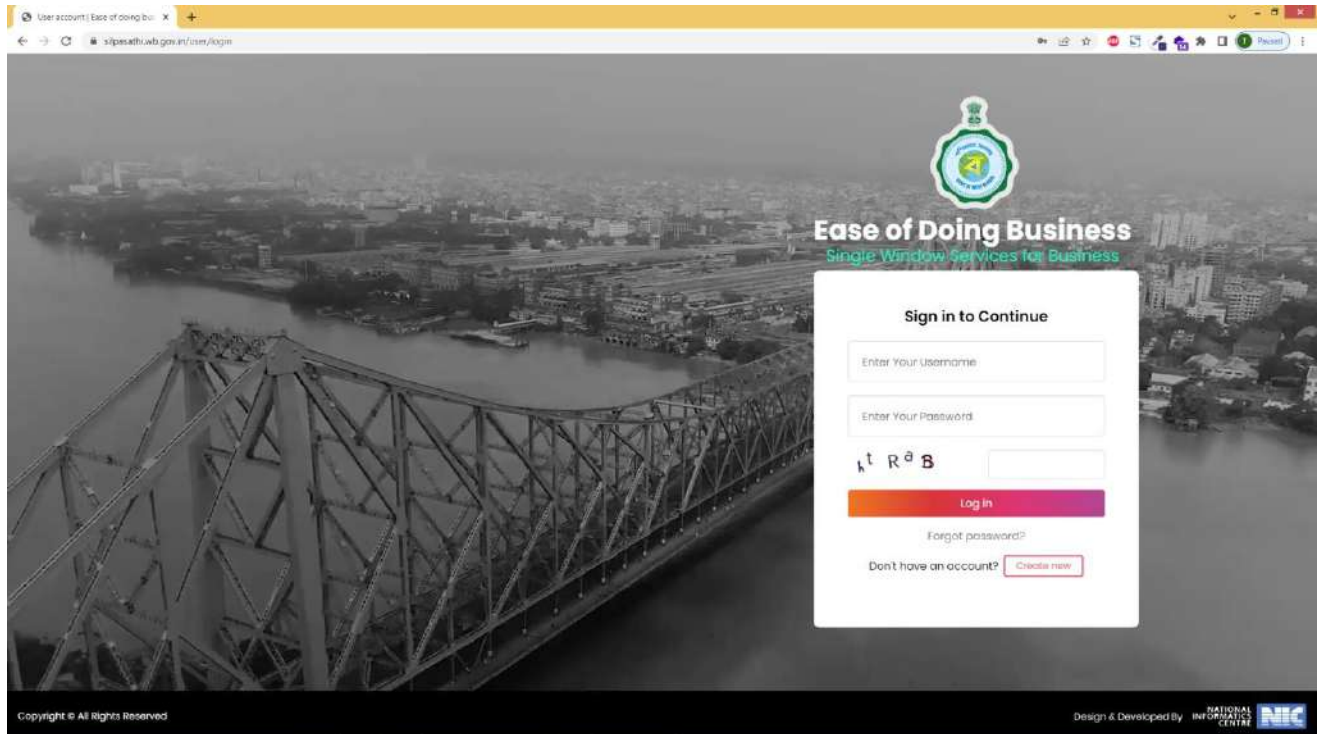


User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

The 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.



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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’.

Ease of Doing Business Apply Online
Single Window Services for Business

Important Instructions & 5 Simple Step to fill up Application Form

In the Dashboard there are two options to select Services:-
1) Self Assisted Services - where you may choose one or multiple services from the List
2) In the System Assisted Services - take the help of Questionnaire Wizard for applicable services

Please note that there are restrictions on size of documents (PDF or JPEG) which must be followed as mentioned in the Form itself

Register yourself with basic minimum information as asked for in the **New Registration Form** for User ID and Password

On selection of Multiple Services, a Composite CAF ID would be generated

Please enter a Valid Mobile number and E-Mail ID in order to get alerts on status of your application till delivery of Certificate or License

☐ I Agree and Understand the Process described *

Proceed For Registration

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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.

Ease of Doing Business Apply Online
Single Window Services for Business

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☒ I Agree and Understand the Process described *

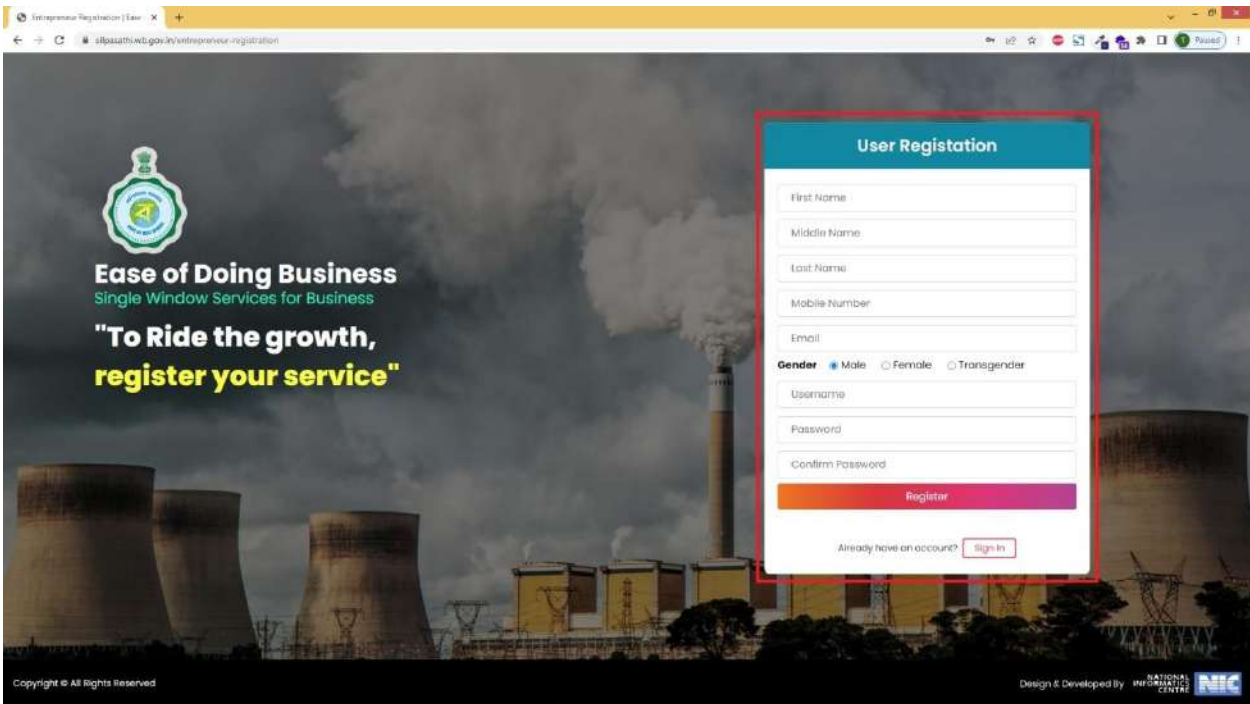
Proceed For Registration

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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

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

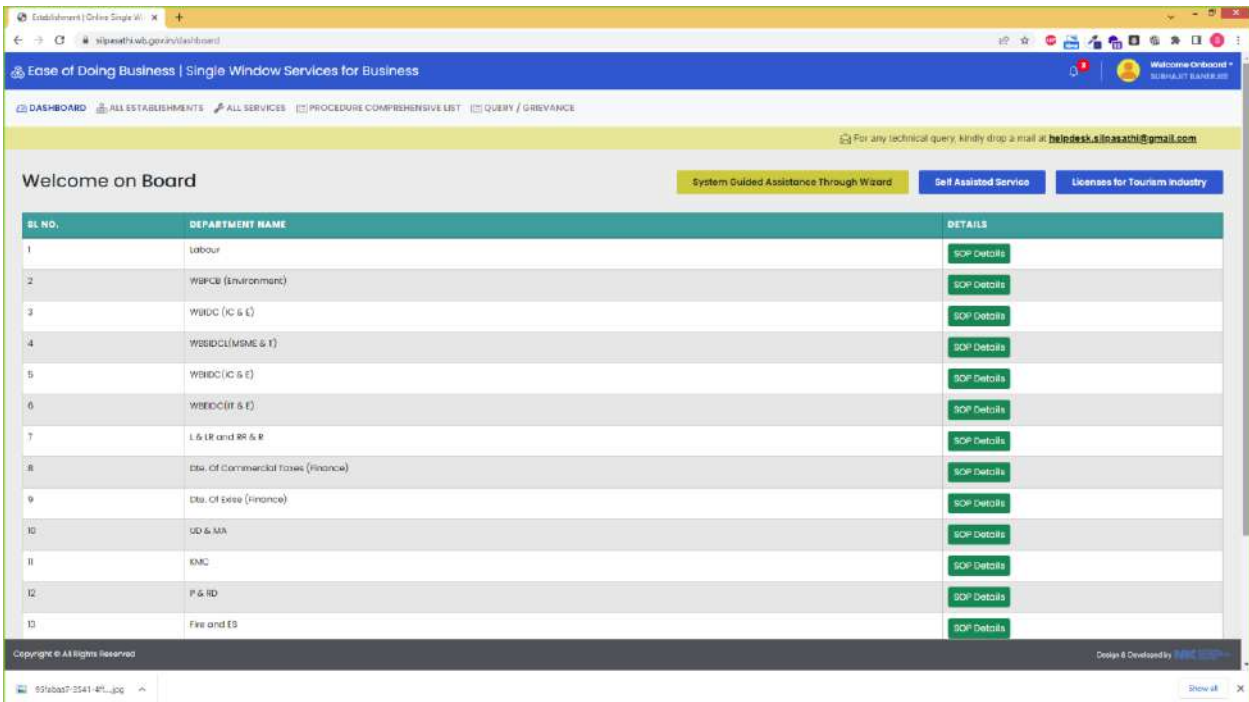
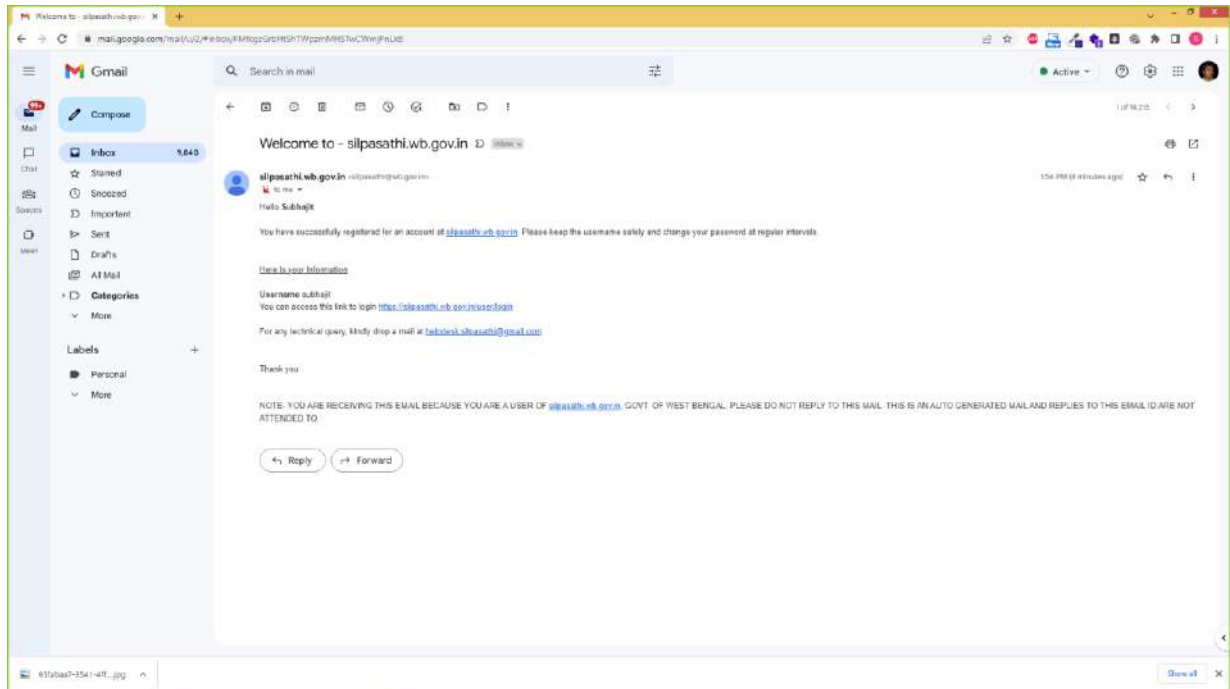


The screenshot shows a web browser window with the URL silpasathi.wb.gov.in/entrepreneur-registration. The page features a large background image of industrial cooling towers. On the left, there is a logo and the text: "Ease of Doing Business", "Single Window Services for Business", and "To Ride the growth, register your service". On the right, a "User Registration" form is displayed with the following fields: First Name, Middle Name, Last Name, Mobile Number, Email, Gender (Male, Female, Transgender), Username, Password, and Confirm Password. A "Register" button is at the bottom of the form, and a "Sign In" link is provided for users who already have an account. The footer of the page includes "Copyright © All Rights Reserved" and "Design & Developed by NATIONAL INFORMATION CENTRE NIC".

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

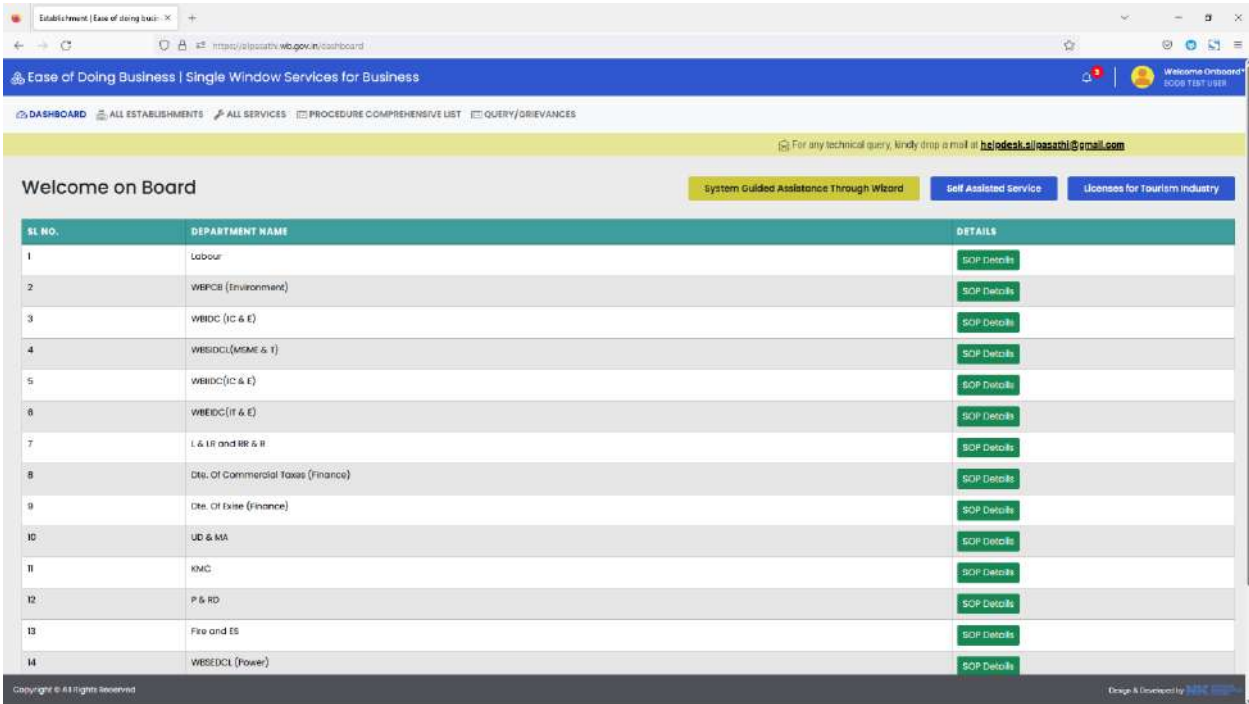


User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

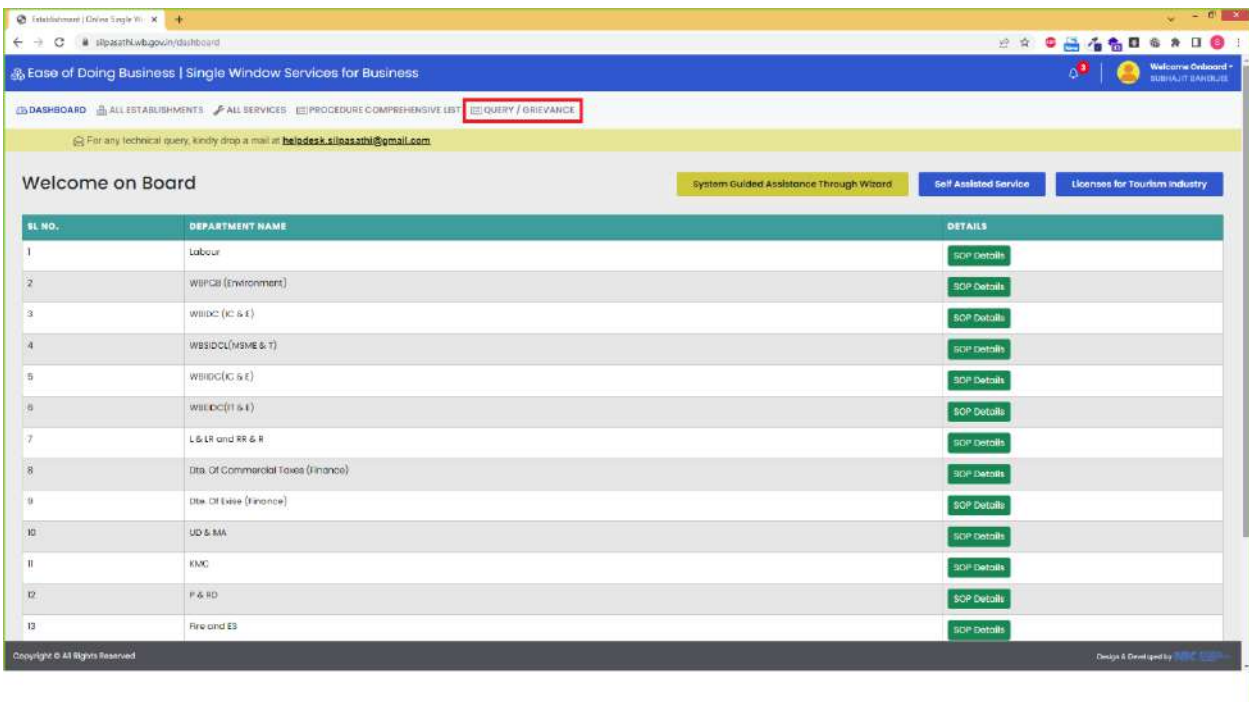


User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

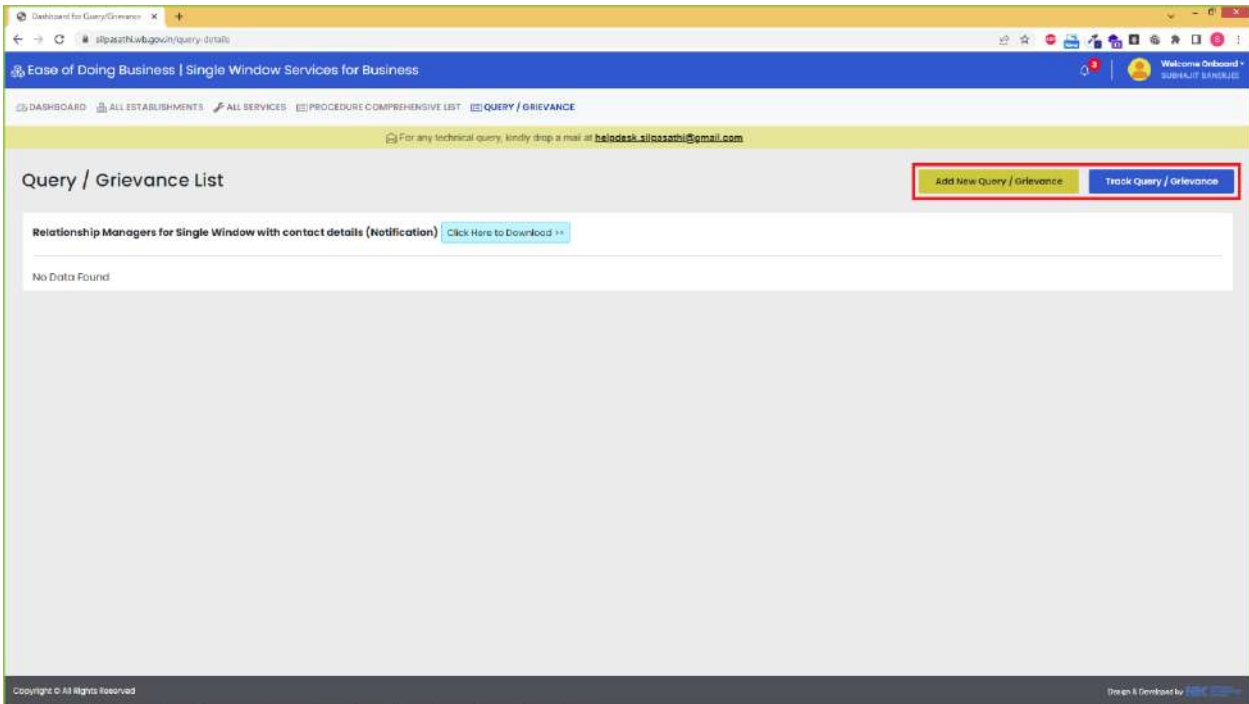
After successful registration applicant will be automatically re-directed to the applicant dashboard.



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



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

The screenshot shows a web browser window with the URL 'silpasathiweb.gov.in/query-submit-form'. The page title is 'Ease of Doing Business | Single Window Services for Business'. The navigation bar is the same as the previous page. A message states: 'For any technical query, kindly drop a mail at helpdesk.silpasathi@gmail.com'. The main section is titled 'Query / Grievance Form' and contains a form with the following fields: 'Type Of Query' (radio buttons for 'General Query / Grievance' and 'Service Related Query / Grievance', with 'General Query / Grievance' selected), 'Subject' (text input), 'Query' (text input), 'Applicant's Address' (text input), 'Supporting Doc. (If Required)' (file upload field with 'Choose File' and 'No file chosen' options), and 'Name Of Business / Firm (If Applicable)' (radio buttons for 'Yes' and 'No', with 'No' selected). A 'Submit' button is located at the bottom right. The footer includes 'Copyright © All Rights Reserved' and 'Design & Developed by NISAT'.

2) Service Related Query/ Grievance

Query / Grievance Form

++ Back to Query / Grievance List

Type Of Query *

☐ General Query / Grievance ☒ Service Related Query / Grievance

Department *

-- Select Department --

Application No (If Applied For The Service)

Enter Application No

Application Date (If Applied For The Service)

Enter Application Date

Subject *

Enter Subject

Supporting Doc. (If Required)

Choose File No file chosen

Upload

Query *

Enter Query

Applicant's Address *

Enter Applicant's Address

Name Of Business *

Enter Name of Business

Submit

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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.

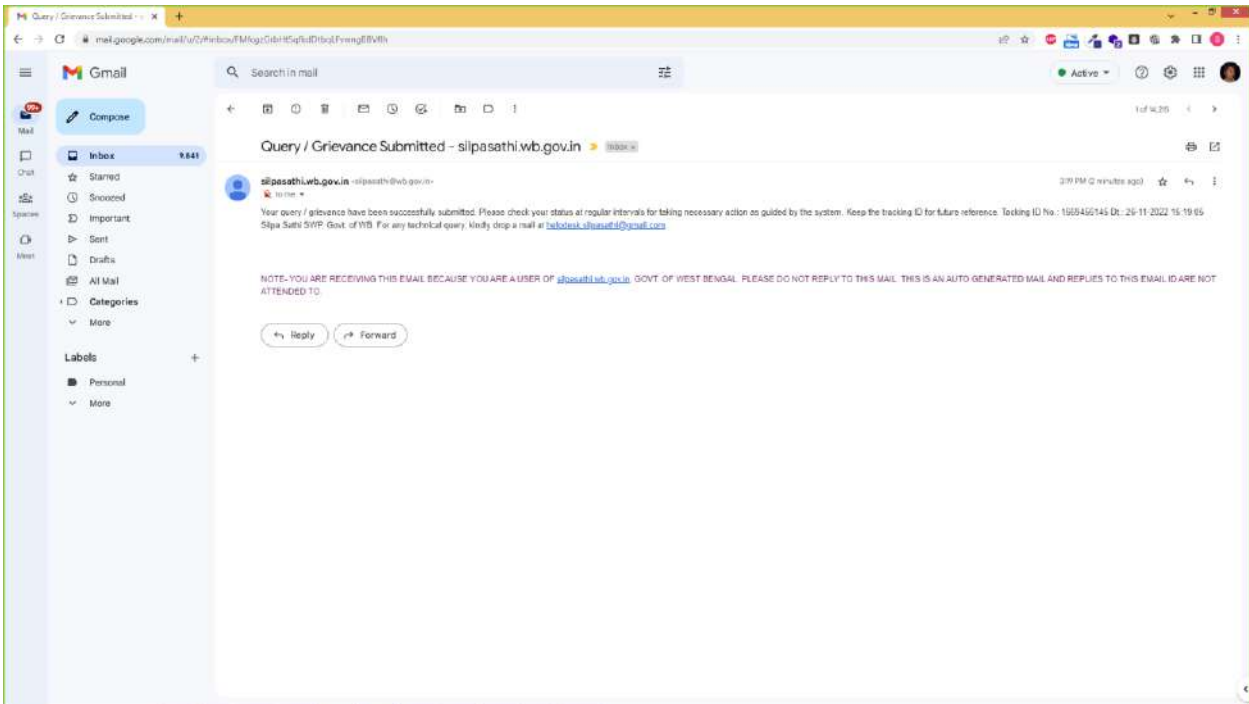
The screenshot shows a web browser window with the URL silpasathilab.gov.in/query-submit-form. The page header includes "Ease of Doing Business | Single Window Services for Business" and a navigation menu with "DASHBOARD", "ALL ESTABLISHMENTS", "ALL SERVICES", "PROCEDURE COMPREHENSIVE LIST", and "QUERY / GRIEVANCE". A yellow banner contains the text "For any technical query, kindly drop a mail at helodesk.silpasathi@gmail.com". The main form is titled "Query / Grievance Form" and has a "Back to Query / Grievance List" button. The form contains the following fields: "Type Of Query *" with radio buttons for "General Query / Grievance" (selected) and "Service Related Query / Grievance"; "Subject *" with a text box containing "Building and other Construction works"; "Supporting Doc. (if Required)" with "Choose File" and "No file chosen" options and an "Upload" button; "Query *" with a text box containing "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 *" with a text box containing "178/5 D. T. Road Boddygalludi, Hingaly, PIN - 702292"; "Name Of Business / Firm (if Applicable): *" with radio buttons for "Yes" (selected) and "No"; and "Name Of Business *" with a text box containing "M/S SG Enterprise & Co.". A green "Submit" button is at the bottom right. The footer includes "Copyright © All Rights Reserved" and "Design & Developed by NRC".

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

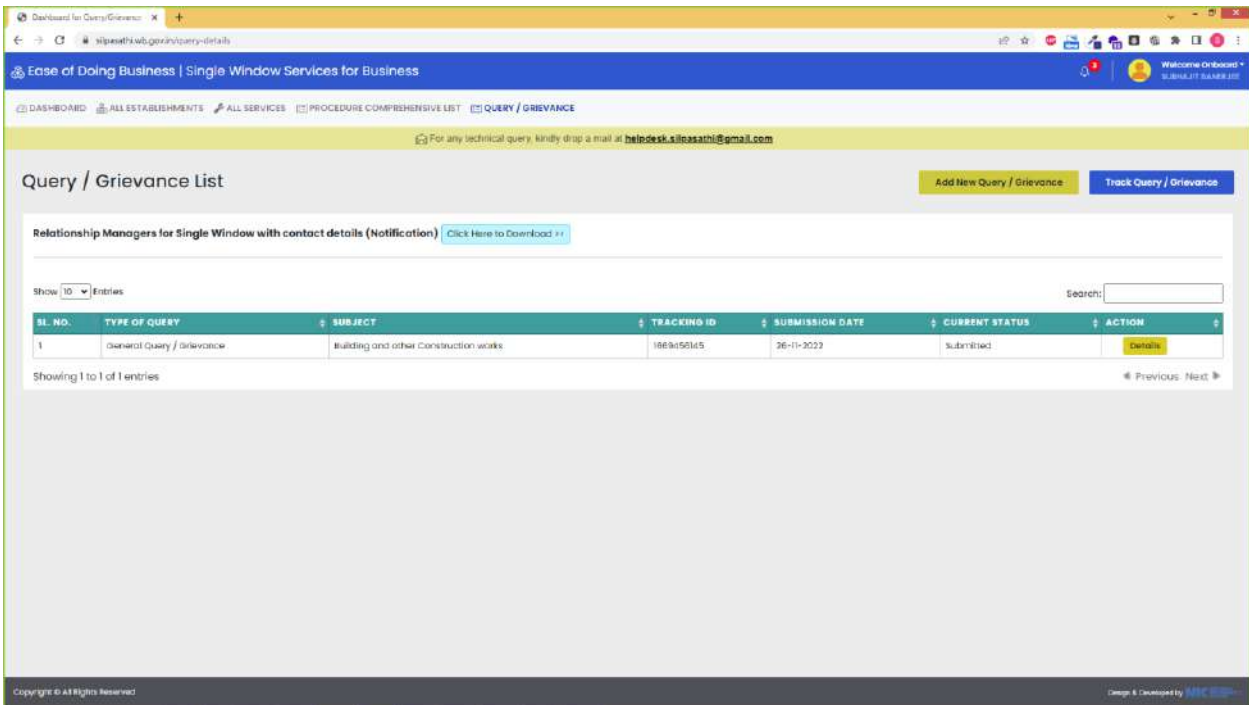
The screenshot shows the same web browser window as the previous one, but with a green success message at the top: "Query / Grievance Submitted Successfully. Your Tracking ID is 1969456145. Keep it for future reference." The form fields are now empty, with "Subject *" containing "Enter Subject", "Query *" containing "Enter Query", and "Applicant's Address *" containing "Enter Applicant's Address". The "Name Of Business / Firm (if Applicable): *" radio buttons are now "No" (selected) and "Yes". The "Name Of Business *" text box is empty. The "Submit" button remains at the bottom right. The footer is the same as the previous screenshot.

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

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”.

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

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

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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Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

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	Subhojit Banerjee [Email: subhojitbanerjee50@gmail.com Contact No: 966248419]	Single Window Cell [Email: silpa.sathi@wbida.com Contact No: +91 33 2255 3700 - 706]	-N/A-	26-11-2022 15:10:05

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 Baldyabati, 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.

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

DASHBOARD 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	Subhojit Banerjee [Email : subhojitbanerjee50@gmail.com] Contact No : 905248413	Single Window Cell [Email : silpasathisilpasathi@gmail.com] Contact No : +91 33 2296 3700 - 706]	-N/A-	26-11-2022 15:19:00

Showing 1 to 1 of 1 entries Previous Next

Details of Submitted Query / Grievance

Tracking Id : 1600450145

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 Q. T. Road Baldiyabati, Hoghly, PIN - 712222

Name of business / Firm (if Applicable) : Yes

Name of business : M/s SB Enterprise & Co.

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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.

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

DASHBOARD 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	1600450145	26-11-2022	Submitted	Details

Showing 1 to 1 of 1 entries Previous Next

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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.

Query / Grievance Tracking Form

Tracking Id *

Enter Tracking Id

Submit

Back to Query / Grievance List

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

Query / Grievance Tracking Form

Tracking Id *

89994510425

Submit

Back to Query / Grievance List

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

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

The screenshot shows a web browser window with the URL silpasathi.gov.in/query-tracking-form. The page title is "Query / Grievance Tracking Form". Below the title, there is a "Tracking id" input field containing the value "3559455845" and a green "submit" button. Below the input field, there is a table with the following data:

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhajit Banerjee [Email: subhajitbanerjee60@gmail.com Contact No : 906248419]	Single Window Cell [Email : silpasathi@wbldc.com Contact No : +91 93 2255 3700 - 705]		20-11-2022 15:19:05

Below the table, it says "Showing 1 to 1 of 1 entries". There are "Previous" and "Next" links. The footer of the page contains "Copyright © All rights reserved" and "Design & Developed by ABC".

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:

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

Query / Grievance Management

Show 10 entries

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	General Query / Grievance	Building and other Construction works	1059456140	26-11-2022	Pending	Details

Showing 1 to 2 of 2 entries

Previous Next

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.

The screenshot shows the 'Query / Grievance Details' page on the Silpasathi portal. The page is divided into several sections:

- Query / Grievance Details Table:** A table with columns: SL. NO., SERVICE, RECEIVED, COMMENTS / REMARKS, and ACTION TAKEN DATE. It contains one entry with SL. NO. 1, SERVICE: SUPPLY SERVICES, and ACTION TAKEN DATE: 29-11-2022 10:19:05.
- Details of Submitted Query / Grievance:** A section containing the following information:
 - 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 for the workers engaged in building and other construction works?
 - Applicant's Address: 176/2A, T. Sanku Beldiyaweli, Haggaly, PM - 712233.
 - Normal of Business / Time of Application: Yes.
 - Name of Business: M/S 102 Enterprise & Co.
- Action:** A section with a 'Type of Action' dropdown menu. The 'Reply' option is selected. Below this are fields for 'Forward to' (with a dropdown), 'Forward Date' (with a date picker), and a 'Forward to' dropdown. There is also a 'Forward to' dropdown and a 'Forward to' dropdown.

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'

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 screenshot shows the 'Query / Grievance Details' page on the Silpasathi portal. The form is titled 'Query / Grievance Details' and includes a table with columns: SL. NO., SENDER, RECEIVER, COMMENTS / REMARKS, and ACTION TAKEN DATE. Below the table, there is a section for 'Details of Submitted Query / Grievance' with fields for Type of Query, Subject, Query, Applicant's Address, and Name of Business. The 'Action' section has a red box highlighting the 'Department' dropdown menu, which is currently set to 'Labour'. Other fields in the 'Action' section include 'Type of Action', 'Forwarded to', 'Forwarded by', 'Forwarded date', and 'Comments / Remarks'.

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:

The screenshot shows the 'Query / Grievance Details' page on the Silpasathi portal. The form is titled 'Query / Grievance Details' and includes a table with columns: SL. NO., SENDER, RECEIVER, COMMENTS / REMARKS, and ACTION TAKEN DATE. Below the table, there is a section for 'Details of Submitted Query / Grievance' with fields for Type of Query, Subject, Query, Applicant's Address, and Name of Business. The 'Action' section has a red box highlighting the 'Department', 'Directorate', and 'Service' dropdown menus, which are currently set to 'Labour', 'Labour Commissionerate', and 'Registration of Establishment under the Building and Other Construction Workers (Regulation of Eng...' respectively. Other fields in the 'Action' section include 'Type of Action', 'Forwarded to', 'Forwarded by', 'Forwarded date', and 'Comments / Remarks'.

Forward General Query/ Grievance

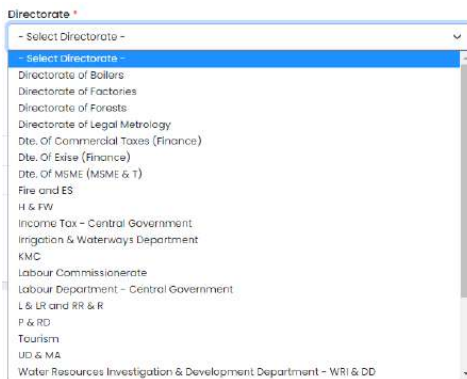
- Select the Option as “Forward”
- Select the ‘Department’, ‘Directorate’ and ‘Service’ from the Drop Down.
- Upload any supporting doc (if required) and provide comment / remark (if required)
- Click on the ‘Submit’ button. General Query/ Grievance will be forwarded to the concerned nodal of “Labour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

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

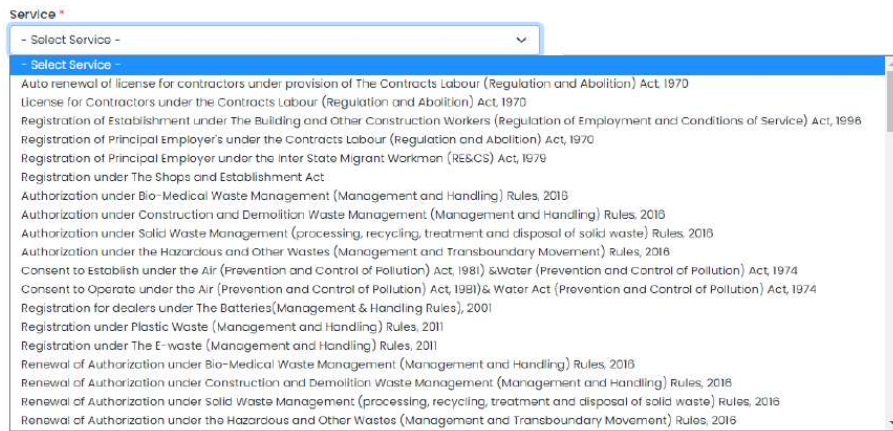
- **Departments**



- **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.

Query / Grievance Details

Showing 1 of 1 entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subinjit Banerjee [Email: subinjitbanerjee5@gmail.com Contact No: 985018418]	Silpa Sathi, Single Window Cell [Email: silpasathisilpa@gmail.com Contact No: +91 33 2286 3558 - 305]	N/A	26-11-2022 15:05

Showing 1 of 1 entries

Details of Submitted Query / Grievance

Tracking ID: **1000466348**

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 Baldiyabati, Haghly, PIN - 712222**

Name of Business / Firm (if Applicable): **Yes**

Name of Business: **M/s SB Enterprise & Co.**

Action

Type of Action: ☒ Reply ☐ Forward ☐ Approve / Close Query

Department: **Labour**

Service: **Health and welfare measures to the workers engaged in building and other construction works**

Comment / Remark:
Please reply the same

Submit

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’

Query / Grievance Details

Showing 1 of 1 entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subinjit Banerjee [Email: subinjitbanerjee5@gmail.com Contact No: 985018418]	Silpa Sathi, Single Window Cell [Email: silpasathisilpa@gmail.com Contact No: +91 33 2286 3558 - 305]	N/A	26-11-2022 15:05
2	Silpa Sathi, Single Window Cell [Email: silpasathisilpa@gmail.com Contact No: +91 33 2286 3558 - 305]	Dr. Sharmila Ghosh Khutua [Email: sharmikhatua28@gmail.com Contact No: 9433917165]	Please reply the same	26-11-2022 15:01:40

Showing 1 to 2 of 2 entries

Details of Submitted Query / Grievance

Tracking ID: **1000466348**

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 Baldiyabati, Haghly, PIN - 712222**

Name of Business / Firm (if Applicable): **Yes**

Name of Business: **M/s SB Enterprise & Co.**

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

The screenshot shows the 'Query / Grievance Details' page. At the top, a green message states 'Query has been successfully reviewed !!'. Below this is a table with columns: SL. NO., SENDER, RECEIVER, COMMENTS / REMARK, and ACTION TAKEN DATE. The table contains two entries, with the second entry highlighted by a red border. Below the table, the 'Details of Submitted Query / Grievance' section provides further information, including the type of query, subject, and applicant details.

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email : subhojitbanerjee5@gmail.com Contact No : 906248419]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	-N/A-	26-11-2022 15:19:05
2	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	Smt. Sharmika Shosh Chakraborty [Email : sharmikashosha63@gmail.com Contact No : 9433977994]	Please reply the same.	26-11-2022 19:01:40

Showing 1 to 2 of 2 entries

Details of Submitted Query / Grievance

Tracking id : 1803456149

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 Baldiyabati, Hoghly, PIN - 712222

Name of Business / Firm (If Applicable) : Yes

Name of Business : M/S SB Enterprise & Co.

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

This screenshot shows the same 'Query / Grievance Details' page as the previous one, but from the perspective of the applicant. The layout is identical, showing the table of queries and the details of the submitted query. The red border highlights the second entry in the table.

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email : subhojitbanerjee5@gmail.com Contact No : 906248419]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	-N/A-	26-11-2022 15:19:05
2	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	Smt. Sharmika Shosh Chakraborty [Email : sharmikashosha63@gmail.com Contact No : 9433977994]	Please reply the same.	26-11-2022 19:01:40

Showing 1 to 2 of 2 entries

Details of Submitted Query / Grievance

Tracking id : 1803456149

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?

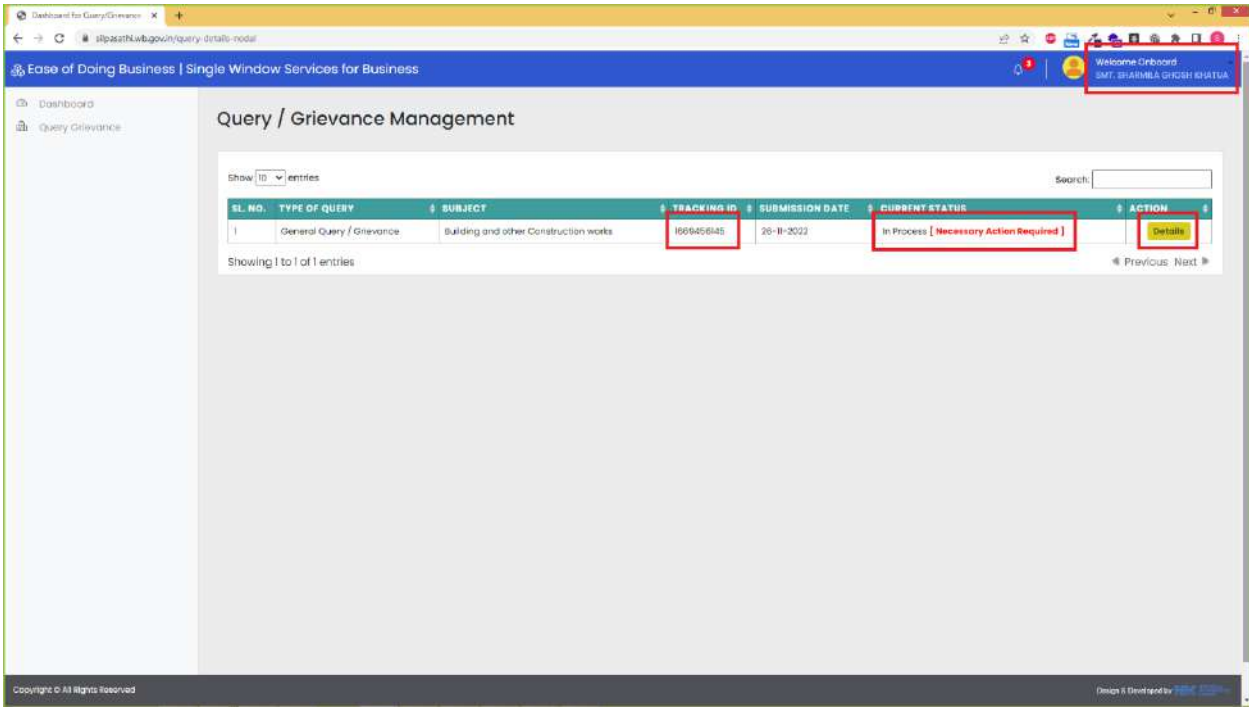
Applicant's Address : 179/3 G. T. Road Baldiyabati, Hoghly, PIN - 712222

Name of Business / Firm (If Applicable) : Yes

Name of Business : M/S SB Enterprise & Co.

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.



Dashboard for Query/Grievance Management

Ease of Doing Business | Single Window Services for Business

Welcome Dashboard
SMT. SHARMA GUNISH KHATUA

Query / Grievance Management

Show 10 entries

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	General Query / Grievance	Building and other Construction works	1566456145	28-11-2022	In Process [Necessary Action Required]	Details

Showing 1 to 1 of 1 entries

Previous Next

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

Query / Grievance Details

SL. NO.	SOURCE	SUBJECT	COMMENTS / REMARKS	ACTION TAKEN DATE
1	Silpasathi (Source: silpasathi@silpasathi.com)	Building and other construction works	What is the controlling body for ensuring the provision of health and welfare measures to the workers engaged in building and other construction works?	24-10-2023 15:45:00
2	Silpasathi (Source: silpasathi@silpasathi.com)	Building and other construction works	What is the controlling body for ensuring the provision of health and welfare measures to the workers engaged in building and other construction works?	24-10-2023 15:45:00

Showing 1 to 2 of 2 entries

Details of Submitted Query / Grievance

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: 17/10, 1. Road, Bangalore, India, PIN- 710222

Name of Business / Firm (if applicable): Yes

Name of Business: M/S S R Enterprises & Co.

Action

Type of Action: Forward

Forward to: Silpasathi (Source: silpasathi@silpasathi.com)

Comments / Remarks: Please reply the same.

Submit

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.

Query / Grievance Details

SL. NO.	SOURCE	SUBJECT	COMMENTS / REMARKS	ACTION TAKEN DATE
1	Silpasathi (Source: silpasathi@silpasathi.com)	Building and other construction works	What is the controlling body for ensuring the provision of health and welfare measures to the workers engaged in building and other construction works?	24-10-2023 15:45:00
2	Silpasathi (Source: silpasathi@silpasathi.com)	Building and other construction works	What is the controlling body for ensuring the provision of health and welfare measures to the workers engaged in building and other construction works?	24-10-2023 15:45:00

Showing 1 to 2 of 2 entries

Details of Submitted Query / Grievance

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: 17/10, 1. Road, Bangalore, India, PIN- 710222

Name of Business / Firm (if applicable): Yes

Name of Business: M/S S R Enterprises & Co.

Action

Type of Action: Forward

Forward to: State EODB Cell

Comments / Remarks: Please reply the same.

Submit

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

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

Query has been successfully reviewed !!

Query / Grievance Details

Showing 1 to 3 of 3 entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhash Banerjee [Email: subhashbanerjee5@gmail.com Contact No: 9832484492]	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	-N/A-	28-01-2022 15:18:05
2	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	Smt. Shamika Ghosh Khutua [Email: shamikakhuta@gmail.com Contact No: 9432971796]	Please reply the same.	28-01-2022 16:30:40
3	Smt. Shamika Ghosh Khutua [Email: shamikakhuta@gmail.com Contact No: 9432971796]	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	The Welfare Boards constituted under Section 18(1) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1955 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction Workers. In West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWV Board) constituted vide Notification No. 182-18(1)/1A-16/2004/10 Dt. 20.09.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. Lab/185/ (LC-11)/WB/3A-176 Dt. 31.08.2016.	28-01-2022 16:25:59

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Tracking ID: 1689466146

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: T79/3 G. T. Road Baidyabati, Hognly, PIN - 712222

Name of Business / Firm (If Applicable): Yes

Name of Business: M/S SB Enterprise & Co.

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

Query has been successfully reviewed !!

Query / Grievance Details

Showing 1 to 3 of 3 entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhash Banerjee [Email: subhashbanerjee5@gmail.com Contact No: 9832484492]	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	-N/A-	28-01-2022 15:18:05
2	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	Smt. Shamika Ghosh Khutua [Email: shamikakhuta@gmail.com Contact No: 9432971796]	Please reply the same.	28-01-2022 16:30:40
3	Smt. Shamika Ghosh Khutua [Email: shamikakhuta@gmail.com Contact No: 9432971796]	Silpa Sathi, Single Window Cell [Email: silpasathi@swc.gov.in Contact No: +91 33 2255 3709 - 705]	The Welfare Boards constituted under Section 18(1) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1955 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction Workers. In West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWV Board) constituted vide Notification No. 182-18(1)/1A-16/2004/10 Dt. 20.09.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. Lab/185/ (LC-11)/WB/3A-176 Dt. 31.08.2016.	28-01-2022 16:25:59

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Tracking ID: 1689466146

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: T79/3 G. T. Road Baidyabati, Hognly, PIN - 712222

Name of Business / Firm (If Applicable): Yes

Name of Business: M/S SB Enterprise & Co.

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

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

Query / Grievance Details

Showing 1 to 3 of 3 entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Sudhant Banerjee (Email : sudhantbanerjee5@gmail.com Contact No : 94248449)	Silpa Sathi, Single Window Cell (Email : silpasathi@silpa.co.in Contact No : +91 33 2255 3700 - 706)	-N/A-	25-11-2022 18:18:05
2	Silpa Sathi, Single Window Cell (Email : silpasathi@silpa.co.in Contact No : +91 33 2255 3700 - 706)	Smt. Sharmila Ghosh Chakrabarti (Email : sharmilaghosh5@gmail.com Contact No : 9423571726)	Please reply the same.	25-11-2022 16:04:40
3	Smt. Sharmila Ghosh Chakrabarti (Email : sharmilaghosh5@gmail.com Contact No : 9423571726)	Silpa Sathi, Single Window Cell (Email : silpasathi@silpa.co.in Contact No : +91 33 2255 3700 - 706)	The Welfare Boards constituted under Section 18(f) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1946 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction workers. In West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWW Board) constituted vide Notification No. 162-181/BJ-1A-8/2004/70 Dt. 23.09.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. Labr/905/ (LC-II)/LW/2A-1/16 Dt. 01.08.2016.	25-11-2022 18:25:58

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Tracking ID: **W60486146**

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 : **171/3 G. T. Road Baidyabati, Hooghly, PIN - 712222**

Name of Business / Firm (If Applicable) : **Yes**

Name of Business : **M/S SB Enterprise & Co.**

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.

Query / Grievance Management

Showing 1 to 2 of 2 entries

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	General Query / Grievance	Building and other Construction works	100400345	25-11-2022	In Progress [Necessary Action Required]	Details

Showing 1 to 2 of 2 entries

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

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

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Sushant Banerjee [Email : sushantbanerjee50@gmail.com Contact No. : 995243440]	Silpa Sathi, Single Window Cell [Email : silpasathi@wbdc.com Contact No. : +91 33 2255 3700 - 705]	-N/A-	28-11-2022 15:19:05
2	Silpa Sathi, Single Window Cell [Email : silpasathi@wbdc.com Contact No. : +91 33 2255 3700 - 705]	Smt. Sharmila Ghosh Khutua [Email : sharmilakhatua63@gmail.com Contact No. : 9433877790]	Please reply the same.	28-11-2022 15:24:49
3	Smt. Sharmila Ghosh Khutua [Email : sharmilakhatua63@gmail.com Contact No. : 9433877790]	Silpa Sathi, Single Window Cell [Email : silpasathi@wbdc.com Contact No. : +91 33 2255 3700 - 705]	The welfare boards constituted under Section 8(1) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction workers in West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWWB Board) constituted vide Notification No. 1882-18/ (LJ) 1A-18/ 2004 (P) dt. 20.06.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. 1007/1882 (LJ-18) 1A-18/ 2004 (P) dt. 20.06.2005 of the Labour Department, Govt. of West Bengal.	28-11-2022 15:25:59

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Tracking ID : 1889468148

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 : T79/3 G. T. Road Baidyabati, Hoghly, PIN - 712222

Name of Business / Firm (If Applicable) : Yes

Name of Business : M/S S8 Enterprise & Co.

Action

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.

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Tracking ID : 1889468148

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 : T79/3 G. T. Road Baidyabati, Hoghly, PIN - 712222

Name of Business / Firm (If Applicable) : Yes

Name of Business : M/S S8 Enterprise & Co.

Action

Type of Action :

☐ Reply ☒ Forward ☐ Approve / Close Query

Forward to :

Subhant Banerjee | Investor

Upload Doc. (If required)

Choose File No files chosen

Comment / Remark

State Comment / Remark

Submit

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

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

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance Tracking id : 1688468146

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 : T79/3 G. T. Road Baldiyabati, Haghly, PIN - 712222

Name of Business / firm (If Applicable) : Yes

Name of Business : M/S SB Enterprise & Co.

Action

Type of Action *

☒ Reply ☐ Forward ☐ Approve / Close Query

Forward to *

Smt. Sharmila Ghosh Khutub (Additional Labour Commissioner, Labour Commissioner) [Select Officer]

Upload Doc. (If required)

Choose File No file chosen

Comment / Remark

Enter Comment / Remark

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.

Dashboard for Query/Grievance

Ease of Doing Business | Single Window Services for Business

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance Tracking id : 1688468146

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 : T79/3 G. T. Road Baldiyabati, Haghly, PIN - 712222

Name of Business / firm (If Applicable) : Yes

Name of Business : M/S SB Enterprise & Co.

Action

Type of Action *

☐ Reply ☐ Forward ☒ Approve / Close Query

Forward to *

Smt. Sharmila Ghosh Khutub (Additional Labour Commissioner, Labour Commissioner) [Select Officer]

Upload Doc. (If required)

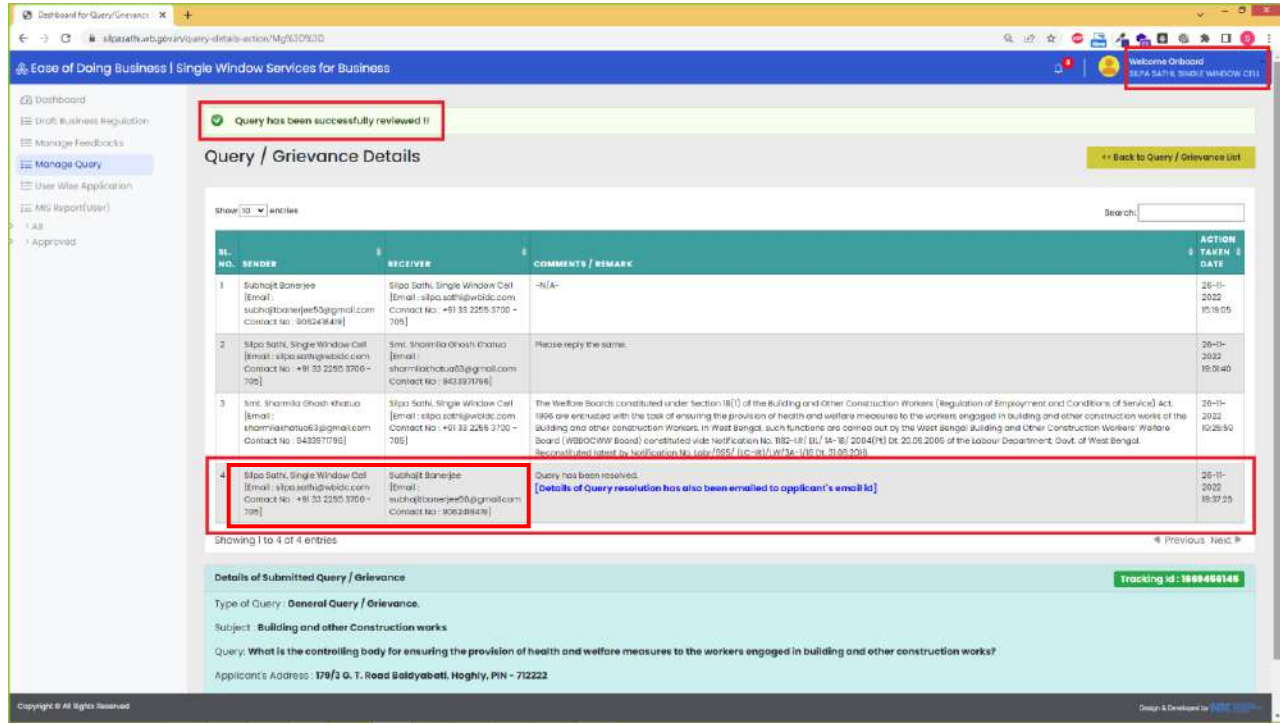
Choose File No file chosen

Comment / Remark

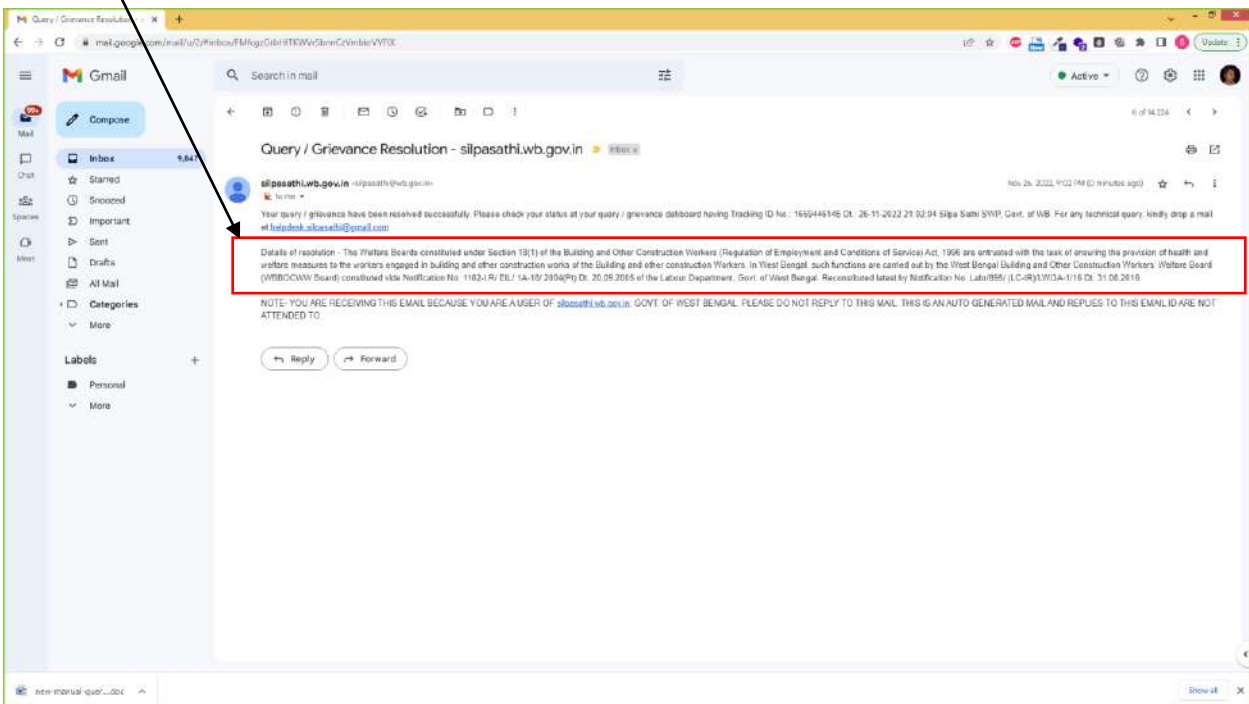
Query has been resolved.

Submit

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

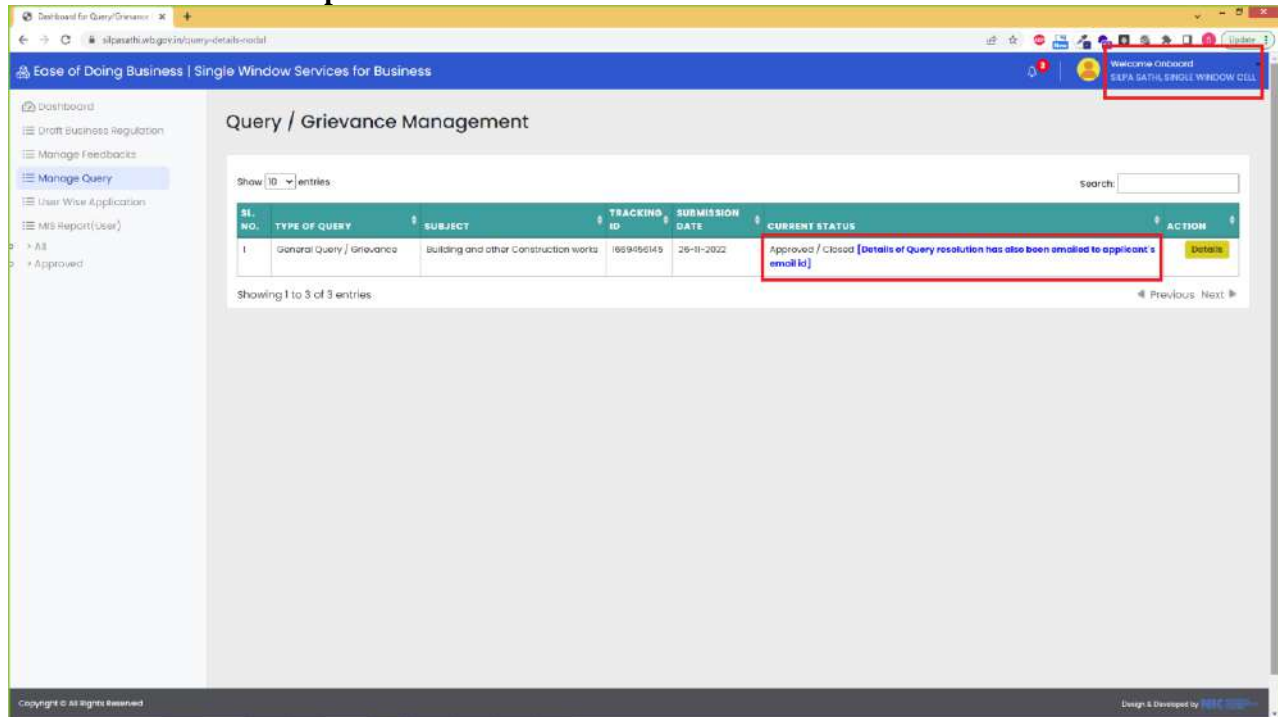


On successful resolution of a query applicant receives an email intimation as follows :



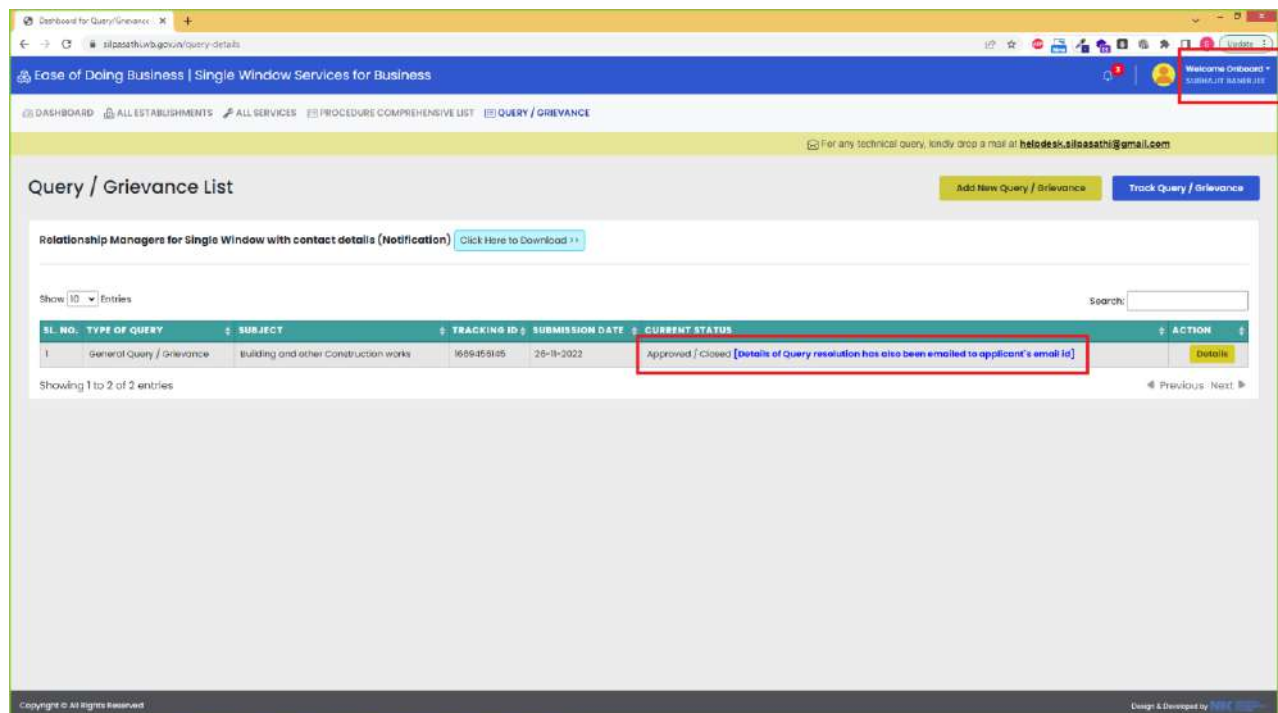
Once the Query/ Grievance is approved / closed by Silpasathi Official then “Approved / Closed” status is displayed in the Query/ Grievance dashboard of Silpasathi official.

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)

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email: subhojitbanerjee50@gmail.com Contact No: 9062418419]	Silpa Sathi, Single Window Cell [Email: silpasathi@wbdc.com Contact No: +91 33 2255 3700 - 705]	-N/A-	25-11-2022 15:10:06
2	Silpa Sathi, Single Window Cell [Email: silpasathi@wbdc.com Contact No: +91 33 2255 3700 - 705]	Smt. Shamika Ghosh Khutua [Email: shamikakhatua63@gmail.com Contact No: 9433971795]	Please reply the same.	28-11-2022 18:01:00
3	Smt. Shamika Ghosh Khutua [Email: shamikakhatua63@gmail.com Contact No: 9433971795]	Silpa Sathi, Single Window Cell [Email: silpasathi@wbdc.com Contact No: +91 33 2255 3700 - 705]	The Welfare Boards constituted under Section 18(1) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1966 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction Workers. In West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWW Board) constituted vide Notification No. 1182-I/R/ 14-10/2004(Pt) Dt. 20.09.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. Laba/855/ (LC-IR)/LW/2A-1/16 Dt. 31.08.2016.	28-11-2022 18:28:59
4	Silpa Sathi, Single Window Cell [Email: silpasathi@wbdc.com Contact No: +91 33 2255 3700 - 705]	Subhojit Banerjee [Email: subhojitbanerjee50@gmail.com Contact No: 9062418419]	Query has been resolved. (Details of Query resolution has also been emailed to applicant's email id)	29-11-2022 18:37:25

Showing 1 to 4 of 4 entries

Details of Submitted Query / Grievance

Type of Query: General Query / Grievance.

Tracking id: 1668486145

Email received by applicant on successful resolution of query:

Query / Grievance Resolution - silpasathi.wb.gov.in

silpasathi@wbdc.com

Nov 26, 2022, 9:02 PM (2 minutes ago)

Your query / grievance have been resolved successfully. Please check your status at your query / grievance dashboard having Tracking ID No.: 1668486145 Dt. 25-11-2022 21:02:04 Silpa Sathi SWR, Govt. of WB. For any technical query, kindly drop a mail at heliodesk.silpasathi@gmail.com

Details of resolution - The Welfare Boards constituted under Section 18(1) of the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1966 are entrusted with the task of ensuring the provision of health and welfare measures to the workers engaged in building and other construction works of the Building and other construction Workers. In West Bengal, such functions are carried out by the West Bengal Building and Other Construction Workers' Welfare Board (WBBOCWW Board) constituted vide Notification No. 1182-I/R/ 14-10/2004(Pt) Dt. 20.09.2005 of the Labour Department, Govt. of West Bengal. Reconstituted latest by Notification No. Laba/855/ (LC-IR)/LW/2A-1/16 Dt. 31.08.2016

NOTE: YOU ARE RECEIVING THIS EMAIL BECAUSE YOU ARE A USER OF silpasathi.wb.gov.in. GOVT. OF WEST BENGAL. PLEASE DO NOT REPLY TO THIS MAIL. THIS IS AN AUTO GENERATED MAIL AND REPLIES TO THIS EMAIL ID ARE NOT ATTENDED TO.

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

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

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 for Feedback / Grievance Form

← Back to Query Details List

Type of Query *

☐ General Query / Grievance ☒ Service Related

Department *

~ Select Department ~

Application No. (if applied for the service)

Enter Application No.

Application Date (if applied for the service)

Enter Application Date

Subject *

Enter Subject

Supporting Doc. (if required)

Choose File No file chosen

Upload

Query *

Enter Query

Applicant's Address *

Enter Applicant's Address

Name of Business *

Enter Name of Business

Submit

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

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

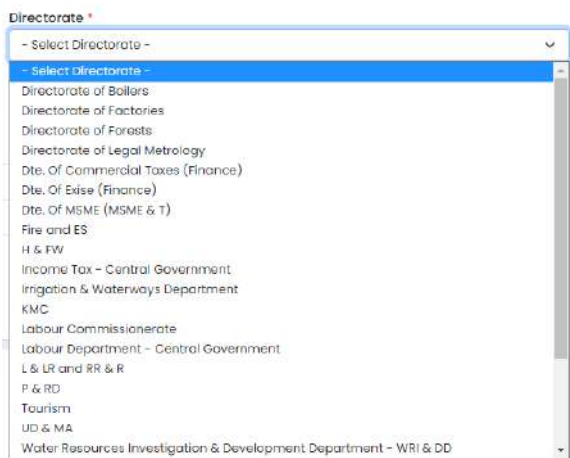
- Directorate
- Service

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

- Departments



- Directorates



- Services

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

Service *

- Select Service -

- Select Service -

- Auto renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- License for Contractors under the Contracts Labour (Regulation and Abolition) Act, 1970
- Registration of Establishment under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
- Registration of Principal Employer's under the Contracts Labour (Regulation and Abolition) Act, 1970
- Registration of Principal Employer under the Inter State Migrant Workmen (RE&CS) Act, 1979
- Registration under The Shops and Establishment Act
- Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
- Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
- Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016
- Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
- Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981) & Water (Prevention and Control of Pollution) Act, 1974
- Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981) & Water Act (Prevention and Control of Pollution) Act, 1974
- Registration for dealers under The Batteries (Management & Handling Rules), 2001
- Registration under Plastic Waste (Management and Handling) Rules, 2011
- Registration under The E-waste (Management and Handling) Rules, 2011
- Renewal of Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
- Renewal of Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
- Renewal of Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016
- Renewal of Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016

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'

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 screenshot shows the 'Query / Grievance Form' submission page on the Silpasathi website. The form is titled 'Query / Grievance Form' and includes a 'Back to Query / Grievance List' button. The form fields are as follows:

- Type Of Query ***: Radio buttons for 'General Query / Grievance' (selected) and 'Service Related Query / Grievance'.
- Service ***: A dropdown menu showing 'Registration of Boiler under The Boiler Act, 1923'.
- Subject ***: A text input field containing 'Registration of Boiler'.
- Supporting Doc. (If Required)**: A file upload section with a 'Choose File' button and an 'Upload' button.
- Department ***: A dropdown menu showing 'Labour'.
- Directorate ***: A dropdown menu showing 'Directorate of Boilers'.
- Application No. (If Applied for this Service)**: A text input field.
- Application Date (If Applied for this Service)**: A text input field.
- Query ***: A text input field containing 'What is the statutory norms when an owner wants to install or use a Boiler?'.
- Applicant's Address ***: A text input field containing 'K/1 Kripa Samudra, My Gated, (Gokulnagar), Bangalore, PIN - 752222'.
- Name Of Business ***: A text input field containing 'M/S SB Enterprise & Co'.
- Submit**: A green button at the bottom right of the form.

The form is enclosed in a red border. The website header includes 'Ease of Doing Business | Single Window Services for Business' and a navigation menu with 'DASHBOARD', 'ALL ESTABLISHMENTS', 'ALL SERVICES', 'PROCEDURE COMPREHENSIVE LIST', and 'QUERY / GRIEVANCE'. A footer note says 'Copyright © All Rights Reserved' and 'Design & Developed by SMC 2020'.

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

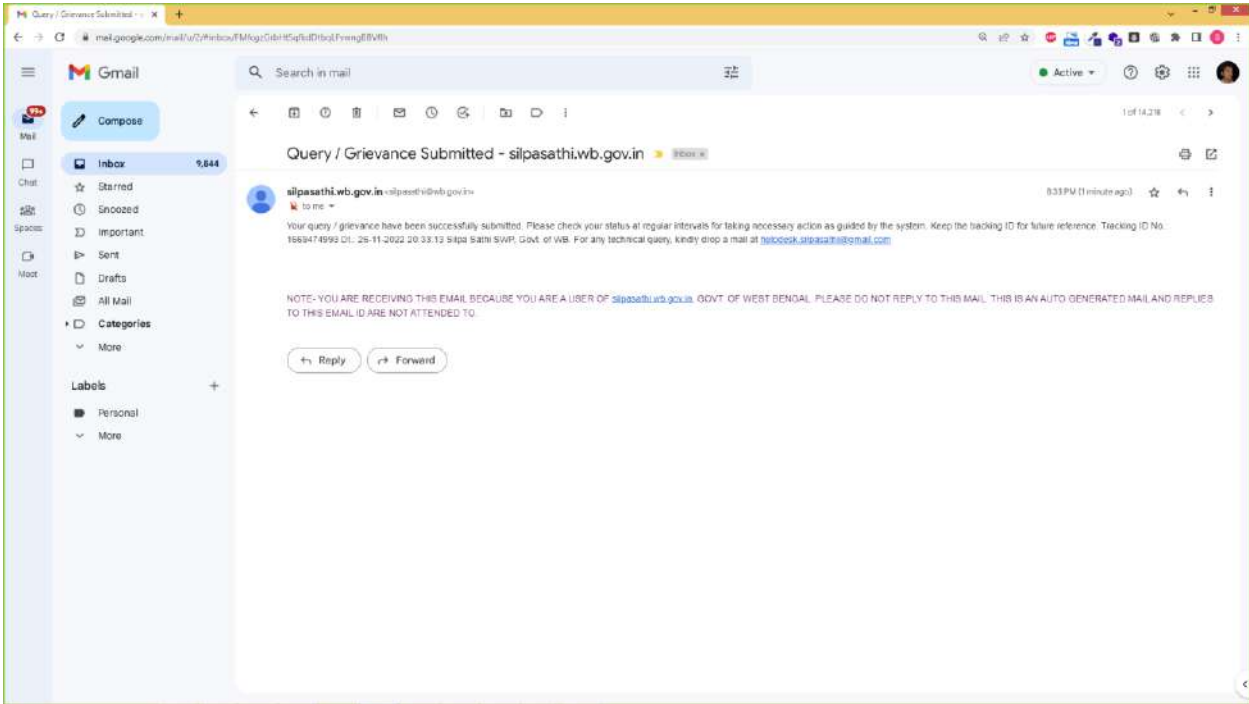
The screenshot shows the 'Query / Grievance Form' confirmation page on the Silpasathi website. The form is titled 'Query / Grievance Form' and includes a 'Back to Query / Grievance List' button. The form fields are as follows:

- Type Of Query ***: Radio buttons for 'General Query / Grievance' (selected) and 'Service Related Query / Grievance'.
- Subject ***: A text input field containing 'Enter Subject'.
- Supporting Doc. (If Required)**: A file upload section with a 'Choose File' button and an 'Upload' button.
- Query ***: A text input field containing 'Enter Query'.
- Applicant's Address ***: A text input field containing 'Enter Applicant's Address'.
- Name Of Business / Firm (If Applicable) ***: A text input field containing 'Yes'.
- Submit**: A green button at the bottom right of the form.

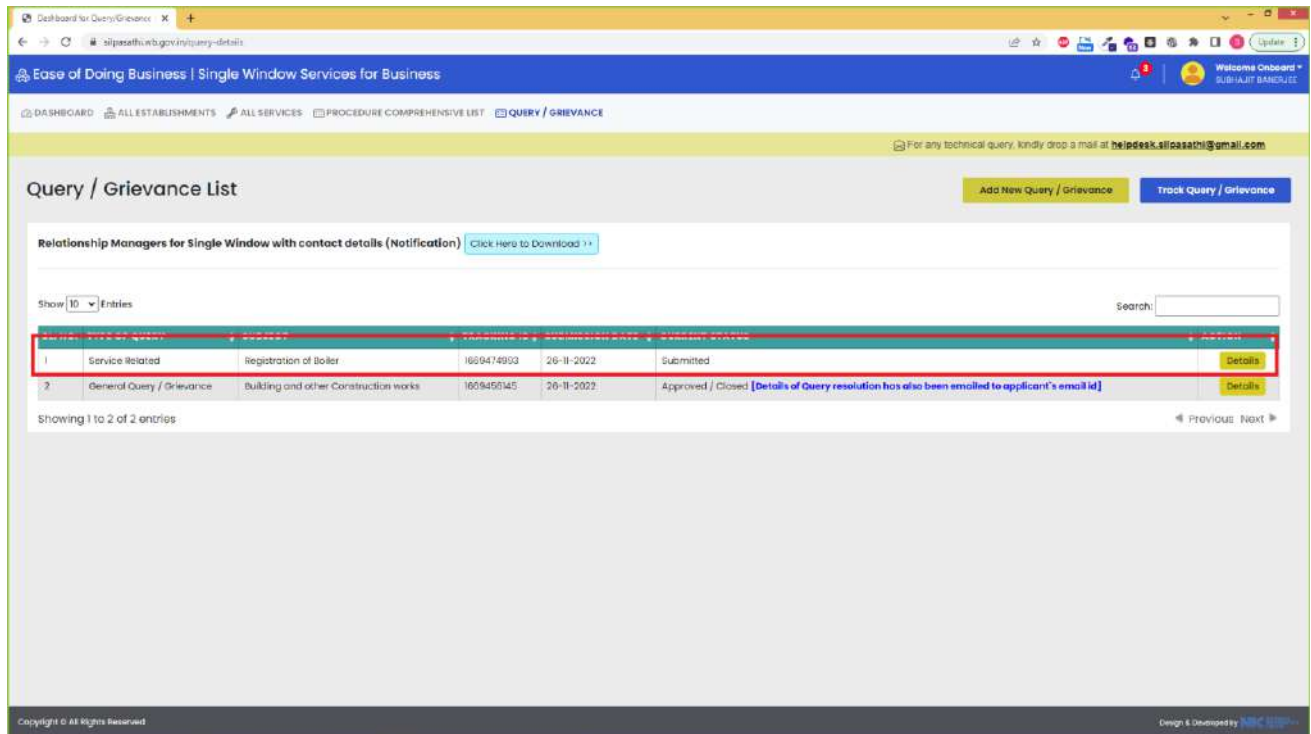
A green banner at the top of the form area reads: 'Query / Grievance Submitted Successfully. Your Tracking ID is 1665474893. Keep it for future reference.' The website header and footer are identical to the previous screenshot.

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

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

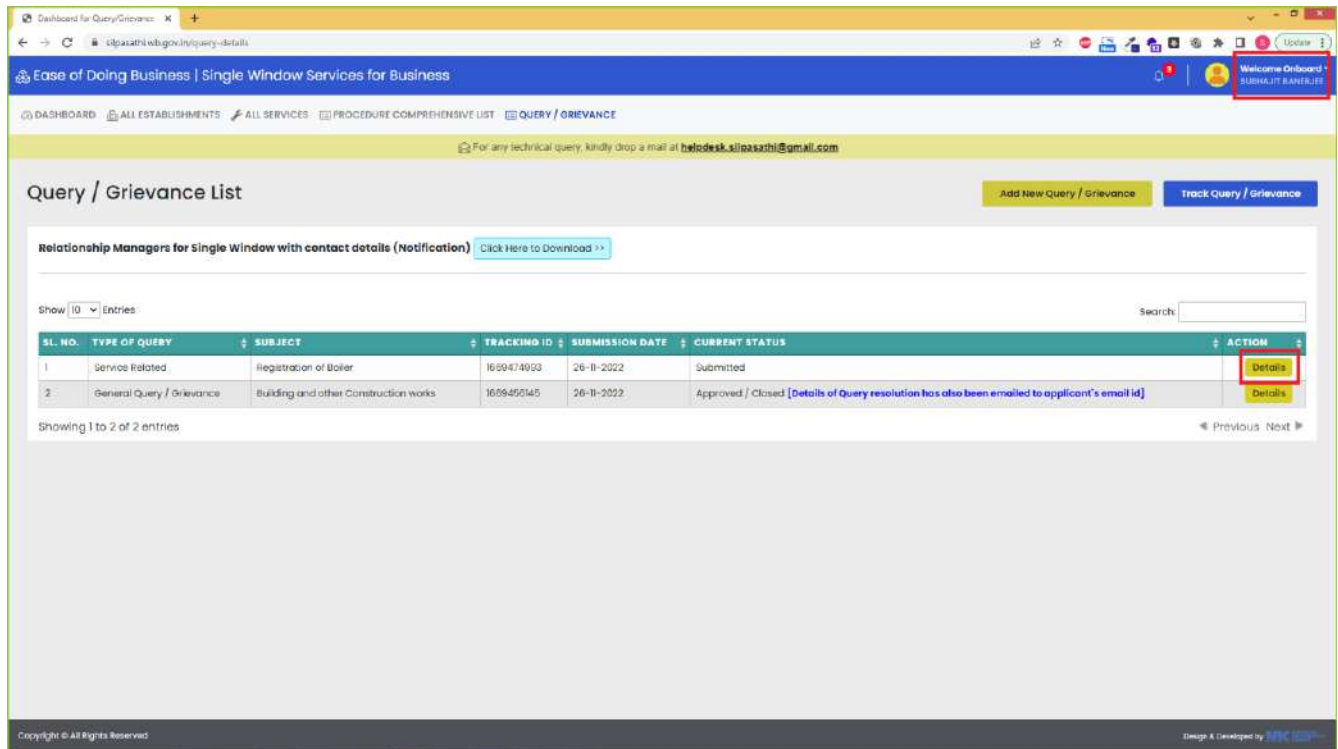


Now under the Query/ Grievance listing page the submitted service related Query/ Grievance will be displayed along with necessary information related with the Query/ Grievance.

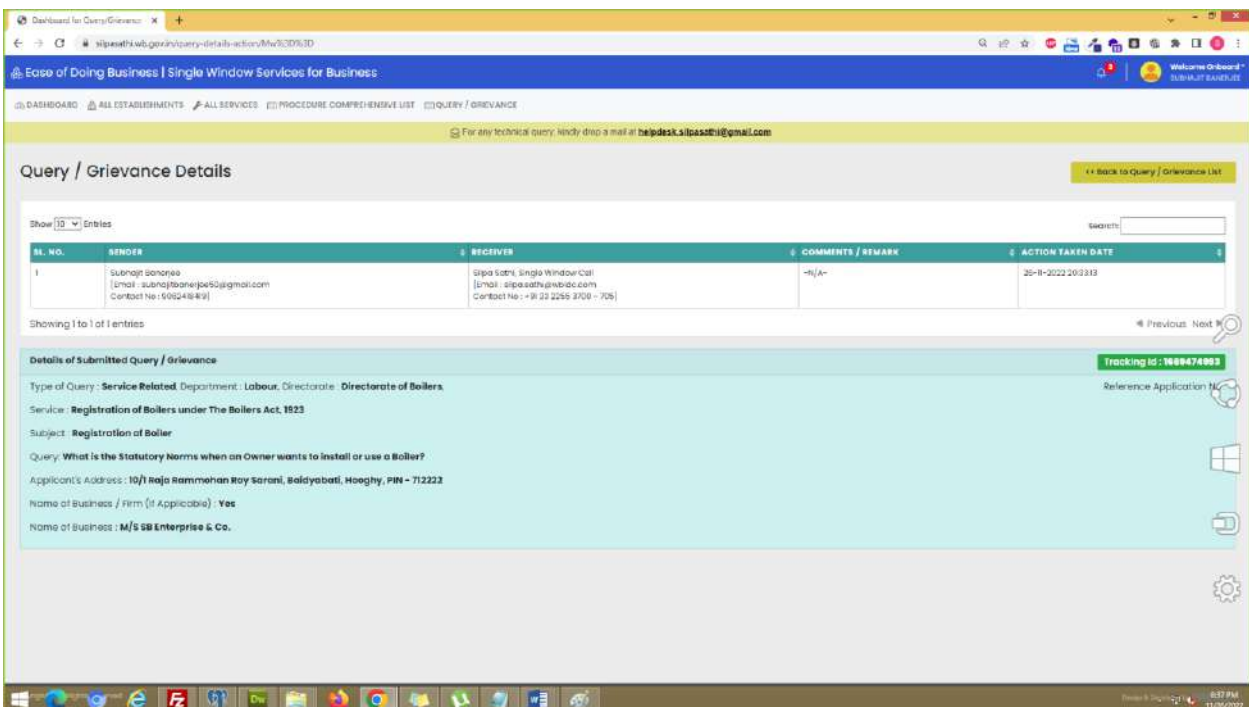


User Manual for applicant & working procedures of Actors (Single Window Agency, Silpasathi in tandem with Departments/ Directorate/ Parastatals) for resolution of Query/Grievance through Query/Grievance Recording & Handling mechanism

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.

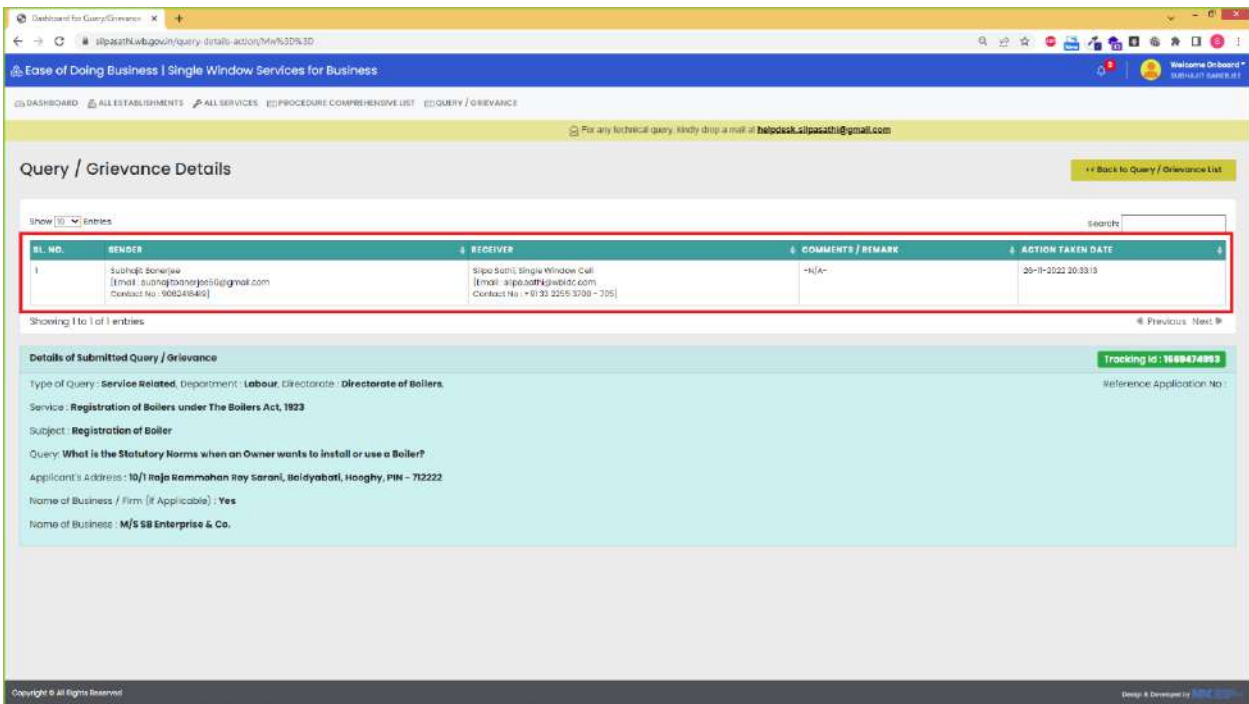


Details view of the Query/ Grievance is given below:



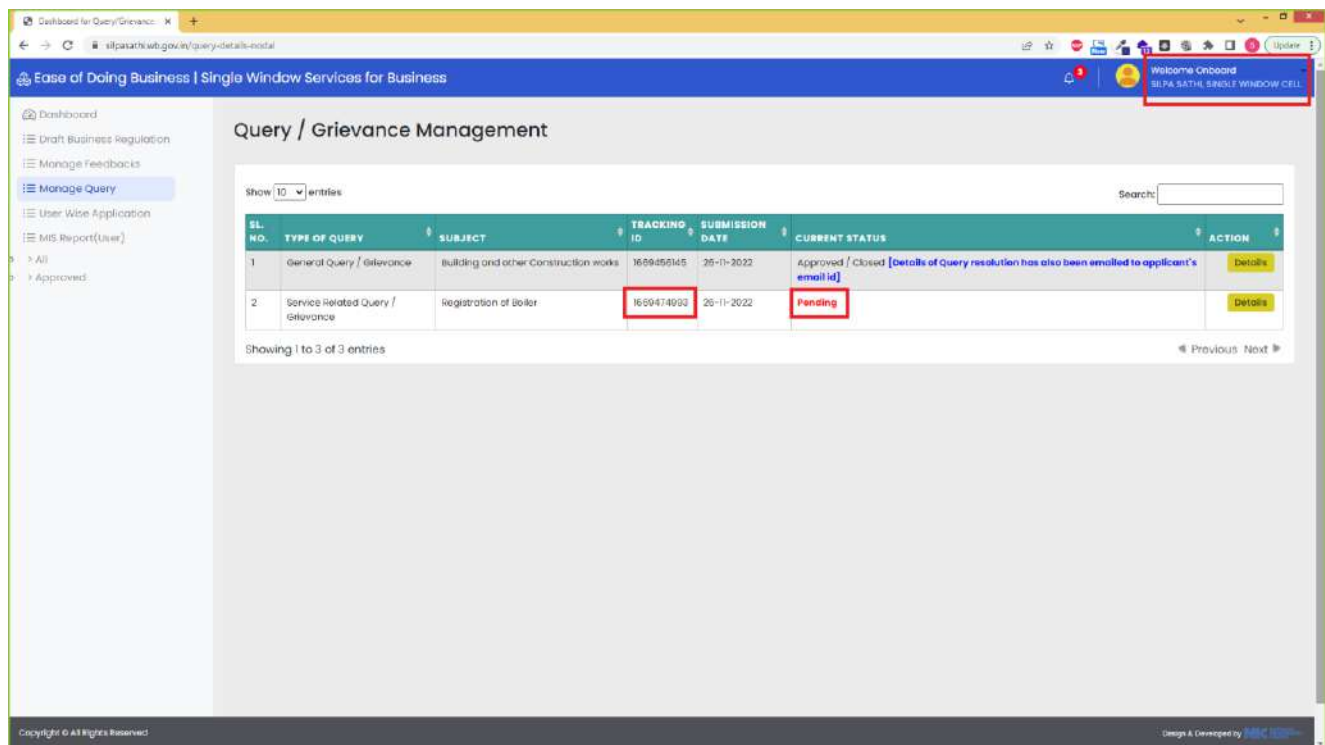
The top section displays the history of the status of the Query/ Grievance

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



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

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



In the above web-page:

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

- 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.

The screenshot displays the Silpasathi web application interface. At the top, there's a navigation bar with 'Ease of Doing Business | Single Window Services for Business'. Below this, a sidebar contains navigation links like 'Manage Query', 'User Wise Application', 'MSI Report/User', and 'Approval'. The main content area shows a table of queries with columns: SL. NO., SENDER, RECEIVER, COMMENTS / REMARK, and ACTION TAKEN DATE. A table with 1 entry is shown. Below the table, a 'Details of Submitted Query / Grievance' section is visible, containing information about the query type, service, subject, and applicant details. A 'Tracking id: 1688474863' is highlighted in a red box. Below this, an 'Action' section is shown, which includes a 'Type of Action' dropdown menu with options like 'Reply', 'Forward', 'Approve', and 'Close Query'. The 'Reply' option is selected. There are also fields for 'Forwarded to', 'Upload Doc. (if required)', and a 'Comment / Remark' section. A 'Submit' button is located at the bottom right of the action section.

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.

The screenshot displays the 'Dashboard for Query/Grievance' interface. On the left, a sidebar contains navigation links: 'Manage Query', 'User Info Application', 'MSI Registration', and 'Approved'. The main content area shows a table with one entry. Below the table, the 'Details of Submitted Query / Grievance' are visible, including the type of query, service, subject, and applicant information. The 'Action' section is highlighted with a red box, showing the 'Type of Action' dropdown set to 'Forward'. Below this, the 'Forward to' dropdown is also highlighted with a red box, showing 'Silpasathi Single Window Cell' selected. The 'Upload doc.' field is empty, and the 'Comment / Remark' field contains the text 'Please clarify the query raised'. A green 'Submit' button is located at the bottom right of the form.

Sl. No.	STATUS	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Submitted	Silpasathi Single Window Cell (Email: silpasathiservice@silpasathi.com) Contact No. : 98248-196	Appl.	20/11/2022 22:53:53

Showing 1 to 1 of 1 entries

Details of Submitted Query / Grievance

Type of Query : Service Related, Department : Labour, Directorate : Directorate of Boilers.
Service : Registration of Boilers under The Boilers Act, 1923
Subject : Registration of Boiler
Query : What is the Statutory Norms when an Owner wants to install or use a Boiler?
Applicant's Address : 10/1 Raja Rameshan Roy Sarani, Baldiyaboli, Hooghly, PIN - 712222
Name of Business / Firm (If Applicable) : Yes
Name of Business : M/S SB Enterprise & Co.

Action

Type of Action : ☒ Reply ☒ Forward ☐ Approve / Close Query

Forward to :
Silpasathi Single Window Cell (Selected) [No sel. Office]

Upload doc. (If required) :
[Choose file] No file chosen

Comment / Remark :
Please clarify the query raised

Submit

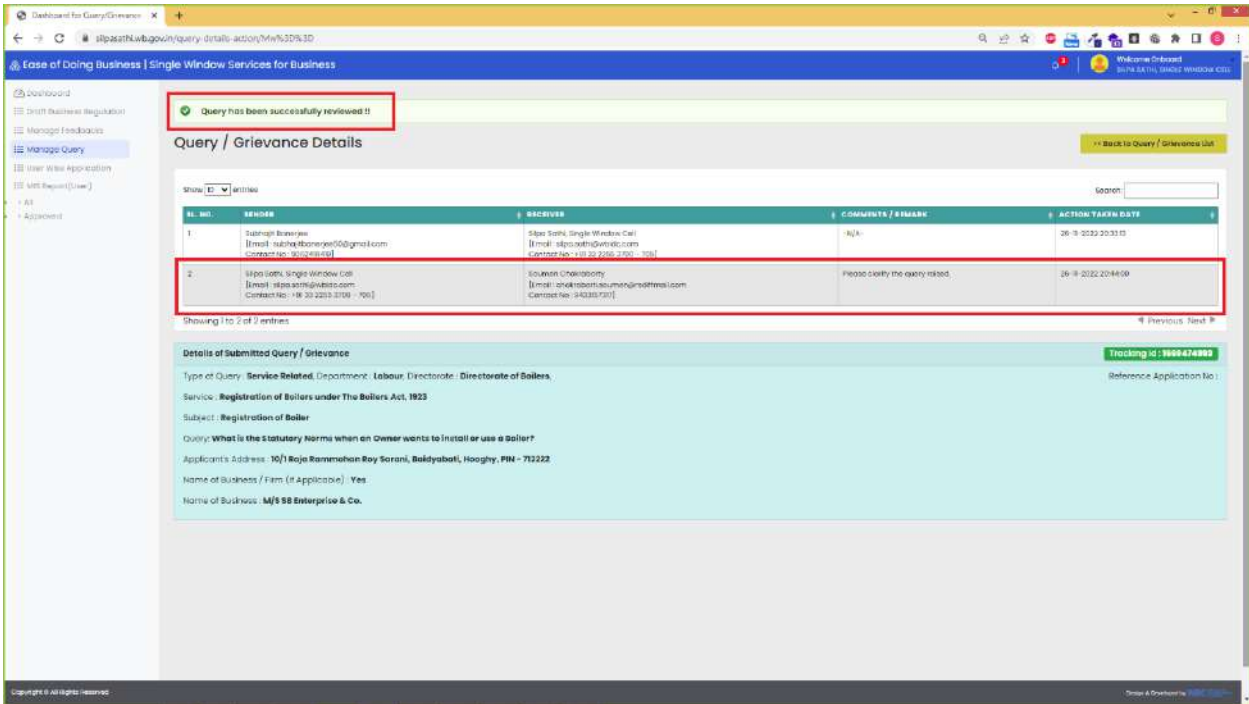
Forward ‘Service Related Query/ Grievance’ to the ‘Concerned Department’ by Silpasathi User (Silpasathi Official)

- 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.

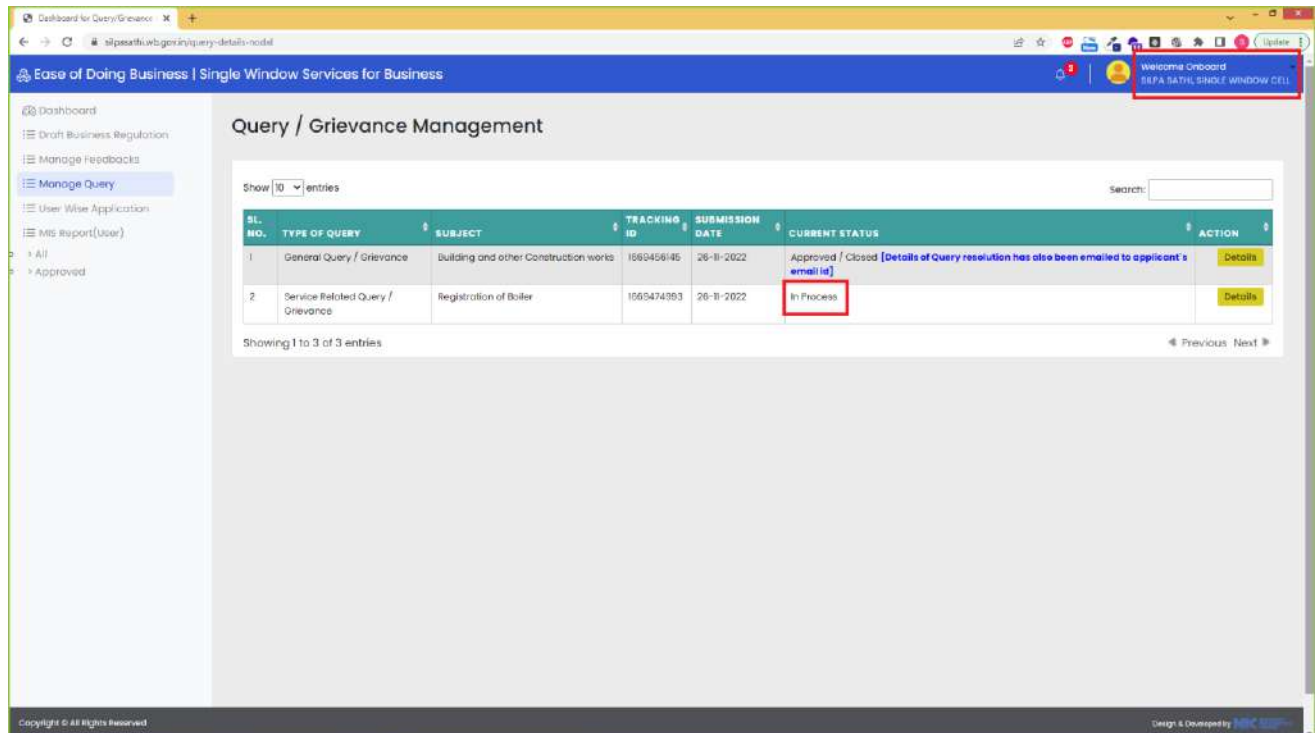
This screenshot is identical to the one above, showing the 'Forward' action for a query. The 'Type of Action' dropdown is set to 'Forward', and the 'Forward to' dropdown is set to 'Silpasathi Single Window Cell'. The 'Comment / Remark' field contains the text 'Please clarify the query raised'. The 'Submit' button is highlighted with a green box.

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

- 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:

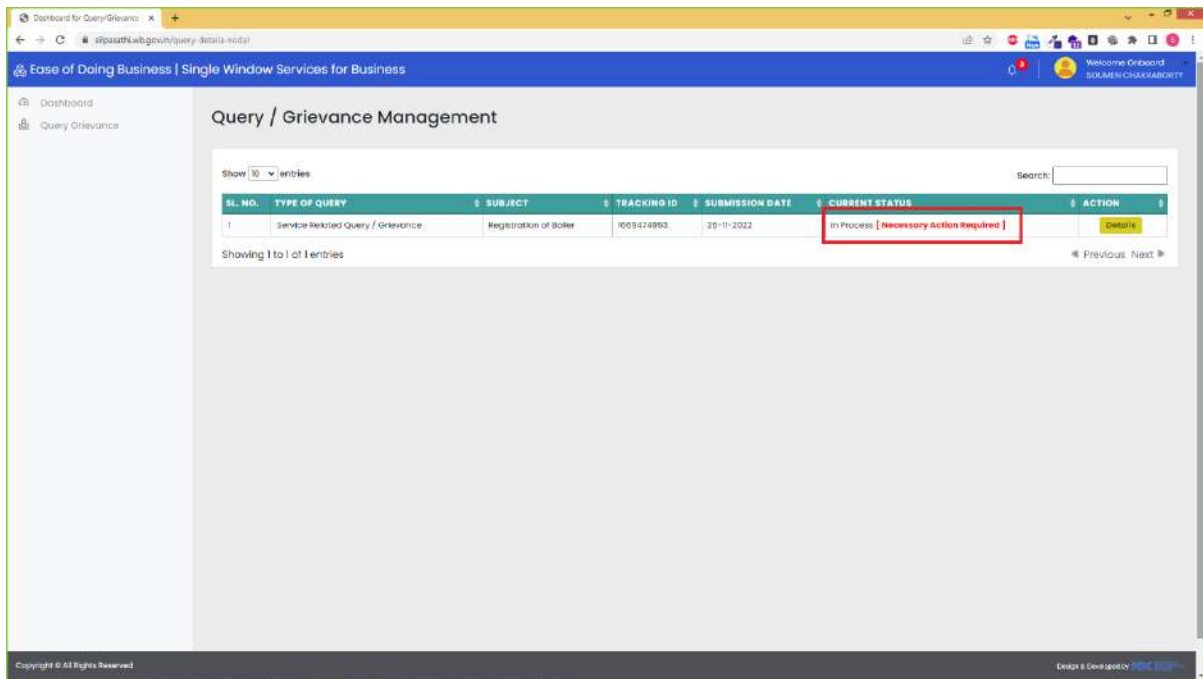


The current status of the Query/ Grievance in the Query/ Grievance dashboard of the Silpasathi official changes from ‘Pending’ to ‘In Process’.



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.

The screenshot shows the 'Details of Submitted Query / Grievance' form. The header includes 'Ease of Doing Business | Single Window Services for Business' and contact information for Silpa Sathi and Chakraborty. The form displays details for a 'Service Related' query regarding 'Registration of Boilers under The Boilers Act, 1923'. The 'Action' section is highlighted with a red box, showing 'Type of Action' as 'Reply', 'Forward to' as 'Silpa Sathi, Single Window Cell | STATE CELL', and a 'Comment / Remark' field with a text area containing instructions for boiler registration. A 'Submit' button is located at the bottom right. The footer includes 'Copyright © All Rights Reserved' and 'Design & Developed by NDC 1000'.

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

- 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 screenshot shows the 'Query / Grievance Details' page. At the top, a green banner displays the message: 'Query has been successfully reviewed !!'. Below this, a table lists three entries. The third entry is highlighted with a red box, showing a query from Soumen Chakraborty regarding boiler registration. The table columns are: SL. NO., SENDER, RECEIVER, COMMENTS / REMARK, and ACTION TAKEN DATE.

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email : subhojitbanerjee5@gmail.com Contact No : 9040418416]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	N/A	26-11-2022 20:53:13
2	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 943367317]	Please clarify the query raised.	26-11-2022 20:44:00
3	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 943367317]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	i) the owner should purchase a boiler which is constructed as per the Indian Boiler Regulations-1950 and with relevant BIR certificate. ii) The owner should apply for registration/erection of the boiler to the Inspecting Authority of the concerned state where the boiler will be installed. (For WB: Director of Boilers, Directorate of Boilers, 8th floor, N. S. Building, 18, S. Ray Road, Kolkata-700001). iii) The owner should after the boiler for inspection in different stages during erection. iv) The owner should get the certificate from the Directorate of Boilers to run the boiler. v) The owner should renew the certificate generally after one year.	26-11-2022 20:49:37

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Type of Query : **Service Related**, Department : **Labour**, Directorate : **Directorate of Boilers**,
 Service : **Registration of Boilers under The Boilers Act, 1923**
 Subject : **Registration of Boiler**

Tracking id : **1889474993**
 Reference Application No :

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

The screenshot shows the 'Query / Grievance Management' page. A table displays the current status of the query. The 'CURRENT STATUS' column for the first entry is 'In Process', which is highlighted with a red box. The table columns are: SL. NO., TYPE OF QUERY, SUBJECT, TRACKING ID, SUBMISSION DATE, CURRENT STATUS, and ACTION.

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	Service Related Query / Grievance	Registration of Boiler	1889474993	26-11-2022	In Process	Details

Showing 1 to 1 of 1 entries

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

The Query/ Grievance status displays ‘In Process’.

Query / Grievance List

Relationship Managers for Single Window with contact details (Notification) [Click Here to Download >>](#)

Show Entries

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	Service Related	Registration of boiler	8690474093	25-11-2022	In Process	Details
2	General Query / Grievance	Building and other Construction works	1066456145	25-11-2022	Approved / Closed [Details of Query resolution has also been emailed to applicant's email id]	Details

Showing 1 to 2 of 2 entries

Previous Next

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:

Query / Grievance Details

[Back to Query / Grievance List](#)

Show Entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Suthaji Banerjee [Email : suthaji@banerjee50@gmail.com Contact No : 905248419]	Silpa Sathi Single Window Cell [Email : silpasathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	-N/A-	25-11-2022 20:33:13
2	Silpa Sathi Single Window Cell [Email : silpasathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 943357387]	Please clarify the query raised.	26-11-2022 20:44:00
3	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 943357387]	Silpa Sathi Single Window Cell [Email : silpasathi@wbdc.com Contact No : +91 33 2255 3700 - 705]	i) The owner should purchase a boiler which is constructed as per the Indian Boiler Regulations-1908 and with relevant (SR) certificate. ii) The owner should apply for registration/erection of the boiler to the Inspecting Authority of the concerned State where the boiler will be installed. (For W.B. Director of Boilers, Directorate of Boilers, 8th floor, N. S. Building, U.S. Roy Road, Kolkata-700003) iii) The owner should offer the boiler for inspection in different stages during erection. iv) The owner should get the certificate from the Directorate of Boilers to run the boiler. v) The owner should renew the certificate generally after one year.	26-11-2022 20:49:37

Showing 1 to 3 of 3 entries

Previous Next

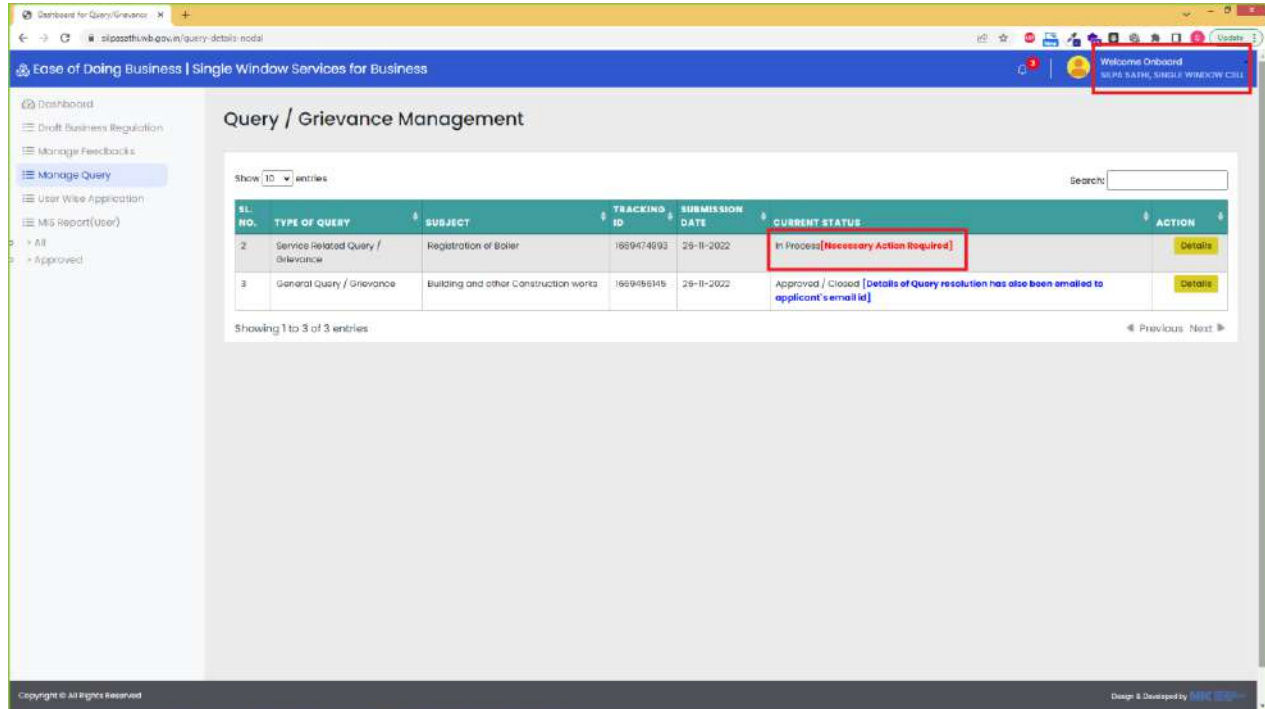
Details of Submitted Query / Grievance

Tracking id : 8690474093

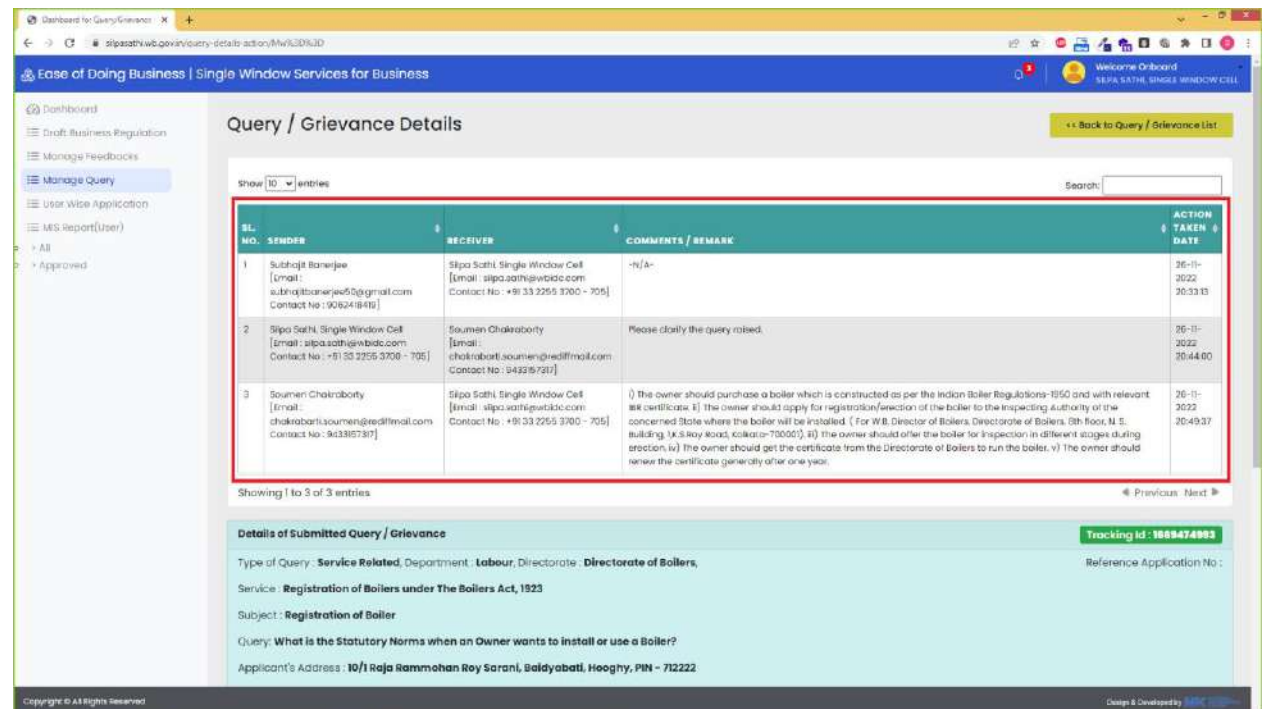
Type of Query : **Service Related**, Department : **Labour**, Directorate : **Directorate of Boilers**,
 Service : **Registration of Boilers under The Boilers Act, 1923**
 Subject : **Registration of Boiler**
 Query : **What is the Statutory Norms when an Owner wants to install or use a Boiler?**
 Applicant's Address : **10/1 Raja Rammohan Roy Sarani, Baldyabati, Hooghly, PIN - 712222**
 Name of business / Firm (if Applicable) : **Yes**

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.

Showing 1 to 3 of 3 entries

Details of Submitted Query / Grievance

Type of Query : **Service Related**, Department : **Labour**, Directorate : **Directorate of Boilers**,
 Service : **Registration of Boilers under The Boilers Act, 1923**
 Subject : **Registration of Boiler**
 Query : **What is the Statutory Norms when an Owner wants to install or use a Boiler?**
 Applicant's Address : **10/1 Raja Rammoohan Roy Sarani, Baldiyabati, Hooghly, PIN - 712222**
 Name of Business / Firm (If Applicable) : **Yes**
 Name of Business : **M/S SB Enterprise & Co.**

Tracking id : **1888474893**
 Reference Application No :

Action

Type of Action :
☐ Reply ☐ Forward ☒ **Approve / Close Query**

Upload doc. (if required)
 Choose File | No file chosen

Comment / Remark
 Query has been resolved successfully

Submit

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’.

Query / Grievance Details

Showing 1 to 4 of 4 entries

Search:

S.L. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email : subhojitbanerjee50@gmail.com Contact No : 908248419]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2265 3700 - 706]	-N/A-	29-09-2022 10:33:13
2	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2265 3700 - 706]	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 8452167317]	Please clarify the query raised.	29-09-2022 10:44:06
3	Soumen Chakraborty [Email : chakrabortysoumen@gmail.com Contact No : 9433157317]	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2265 3700 - 706]	i) the owner should purchase a boiler which is constructed as per the Indian Boiler Regulations- 1950 and with relevant BS certificate. ii) The owner should apply for registration/erection of the boiler to the Inspecting Authority of the concerned state where the boiler will be installed. (For Visit, Director of Boilers, Directorate of Boilers, 8th floor, N. S. Building, J.S. Road, Kolkata-700001) iii) the owner should offer the boiler for inspection in different stages during erection. iv) the owner should get the certificate from the Directorate of Boilers to run the boiler. v) The owner should renew the certificate generally after one year.	29-09-2022 10:48:37
4	Silpa Sathi, Single Window Cell [Email : silpa.sathi@wbdc.com Contact No : +91 33 2265 3700 - 706]	Subhojit Banerjee [Email : subhojitbanerjee50@gmail.com Contact No : 908248419]	Query has been resolved successfully. [Details of Query resolution has also been emailed to applicant's email id]	29-09-2022 21:02:04

Showing 1 to 4 of 4 entries

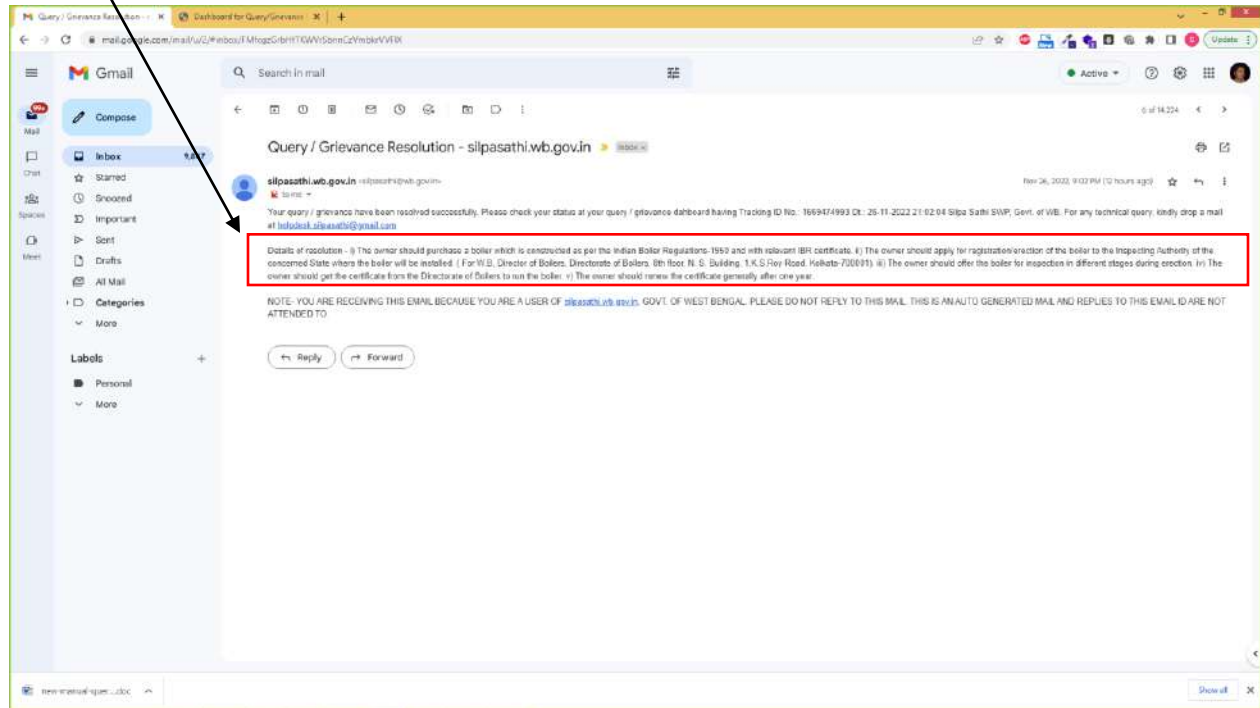
Details of Submitted Query / Grievance

Type of Query : **Service Related**, Department : **Labour**, Directorate : **Directorate of Boilers**,
 Reference Application No :

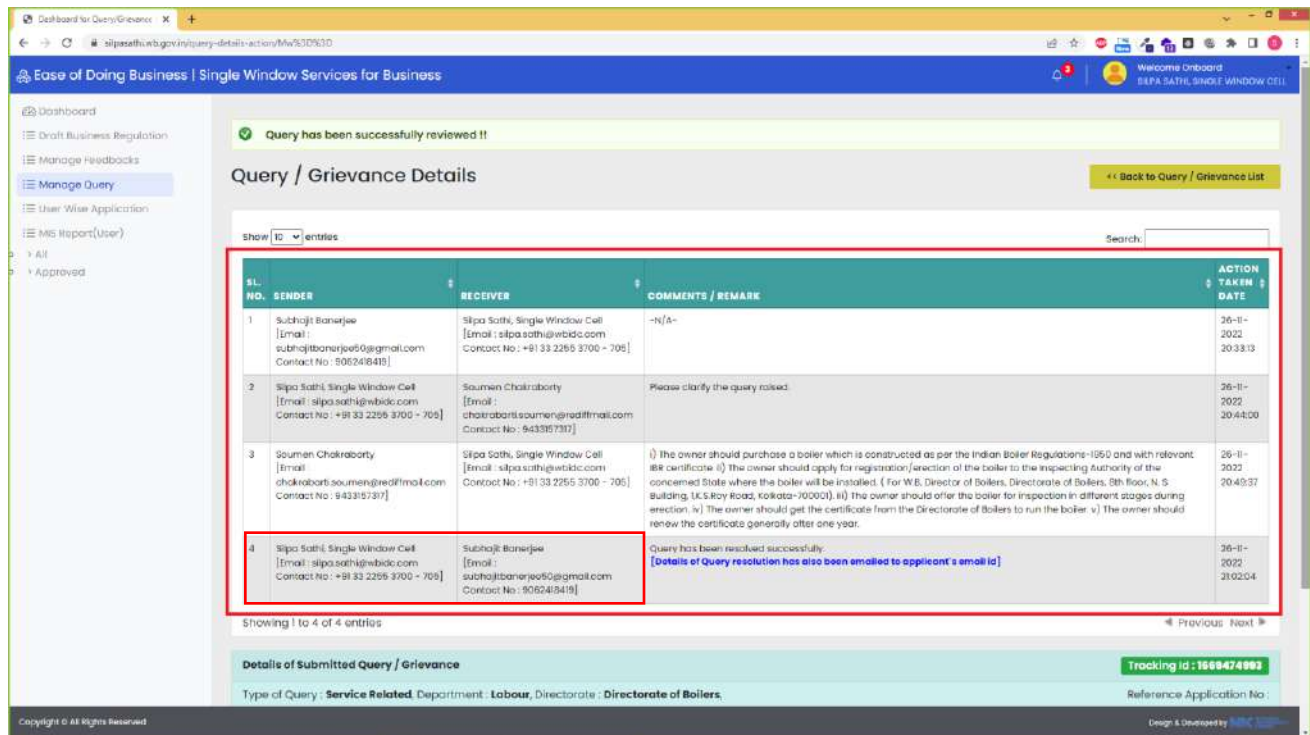
Tracking id : **1888474893**

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

On successful **resolution of a query** applicant receives 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 List

Relationship Managers for Single Window with contact details (Notification) [Click Here to Download >>](#)

Show 10 Entries

SL. NO.	TYPE OF QUERY	SUBJECT	TRACKING ID	SUBMISSION DATE	CURRENT STATUS	ACTION
1	Service Related	Registration of Boiler	1669474963	26-11-2022	Approved / Closed [Details of Query resolution has also been emailed to applicant's email id]	Details
2	General Query / Grievance	Building and other Construction works	1669456145	26-11-2022	Approved / Closed [Details of Query resolution has also been emailed to applicant's email id]	Details

Showing 1 to 2 of 2 entries

Previous Next

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)

Query / Grievance Details

Back to Query / Grievance List

Show 10 Entries

SL. NO.	SENDER	RECEIVER	COMMENTS / REMARK	ACTION TAKEN DATE
1	Subhojit Banerjee [Email: subhojitbanerjee@gmail.com Contact No: 9052418418]	Silpa Sothi, Single Window Cell [Email: silpa.sothi@wbdc.com Contact No: +91 33 2255 3760 - 705]	N/A	26-11-2022 20:33:13
2	Silpa Sothi, Single Window Cell [Email: silpa.sothi@wbdc.com Contact No: +91 33 2255 3760 - 705]	Soumen Chakraborty [Email: chakrabortysoumen@gmail.com Contact No: 9433167317]	Please clarify the query raised.	26-11-2022 20:48:00
3	Soumen Chakraborty [Email: chakrabortysoumen@gmail.com Contact No: 9433167317]	Silpa Sothi, Single Window Cell [Email: silpa.sothi@wbdc.com Contact No: +91 33 2255 3760 - 705]	i) The owner should purchase a boiler which is constructed as per the Indian Boiler Regulations-1950 and with relevant IBR certificate. ii) The owner should apply for registration/erection of the boiler to the inspecting authority of the concerned State where the boiler will be installed. [For W.S. Director of Boilers, Directorate of Boilers, 6th floor, N.S. Building, (K.S. Roy Road, Kolkata-700029). iii) The owner should offer the boiler for inspection in different stages during erection. iv) The owner should get the certificate from the Directorate of Boilers to run the boiler. v) The owner should renew the certificate generally after one year.	26-11-2022 20:49:37
4	Silpa Sothi, Single Window Cell [Email: silpa.sothi@wbdc.com Contact No: +91 33 2255 3760 - 705]	Subhojit Banerjee [Email: subhojitbanerjee50@gmail.com Contact No: 9052418418]	Query has been resolved successfully. [Details of Query resolution has also been emailed to applicant's email id]	26-11-2022 20:52:34

Showing 1 to 4 of 4 entries

Previous Next

Details of Submitted Query / Grievance

Tracking id: 1669474963

Type of Query: Service Related, Department: Labour, Directorate: Directorate of Boilers.

Reference Application No:

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

Email received by applicant on successful **resolution of query**:

