Heath & Family Welfare: Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi', the Online Single Window portal of the State (West Bengal)

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Table of Contents

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Introduction

This document is intended to serve as a User Manual for grant of the service **"Retail/Wholesale Drug License"** by **Health & Family Welfare Department, Govt. of West Bengal** through Single window of the State, 'SilpaSathi'. The service is integrated with the Single Window (SilpaSathi) and can be accessed through the SilpaSathi portal. This document has been designed as a user-friendly guide to assist applicants in filling their application forms. It will help them to familiarise with the entire procedure in a seamless manner for successful submission of application and download final Approval certificate from the SilpaSathi portal without the requirement of physical visit to the Department(s).

<u>**Salient Features of Silpasathi Portal:**</u>

- The Single Window Portal of the State of West Bengal (SilpaSathi) allows seamless integration with portals of different government departments thereby providing single login credential for various applications, eliminating the need to provide common information multiple times in different forms of various Departments, and ensuring all clearances are available from a single portal.
- It serves as a digital gateway for providing the necessary statutory compliances under the applicable Acts, Rules, Policies and Schemes of the Govt of West Bengal from a single portal.
- Business Entrepreneurs can get certificates and licences required for setting up and operating business in the State in a smooth and time-bound manner, smooth and time-bound manner, without the need to visit any government department or office.

About the Service

Retail/Wholesale Drug License is issued to medical stores, pharmacies, and other establishments that sell drugs to the public. A wholesale drug license is required for manufacturing, distribution, sale, or storage of drugs. A retail drug license is a permit that allows an individual or business to operate a chemist shop and sell drugs in India. The purpose of a drug license is to ensure the safety and efficacy of drugs, and to regulate the pharmaceutical industry. The online system has the following features without the requirement of physical visit to the Department: 1) Submission of Application 2) Online Payment of fees 3) Track Status of Application 4) Online Download of final approval certificate 5) Third Party Verification.

Comprehensive Checklist of Documents to be submitted online

The applicant is required to submit the following documents in order to apply for the service:

| #	Documents Required	Detailed Description
1.	Academic qualification testimonials of C.P.I(In case of wholesale)	Academic qualification testimonials

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

| #	Documents Required	Detailed Description
2.	Affidavit of applicants(proprietors/ Partners/ Directors) sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	An Affidavit of Applicants (Proprietors/Partners/Directors) is a sworn declaration presented before a First-Class Judicial Magistrate or Executive Magistrate
3.	Affidavit of Pharmacist/ CPI sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	An Affidavit of Pharmacist is a sworn statement, typically notarized, that verifies the authenticity of a pharmacist's actions, records, or documents
4.	Appointment and Acceptance letter of pharmacist and competent person in charge (as per proforma)	requirements for appointment and acceptance letters for a pharmacist and competent person in charge.
5.	Copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or Pvt. Ltd companies	A certified copy of a board resolution for a Limited or Private Limited company can be printed on the company's letterhead
6.	Drug Licence (Biological) [applicable for renewal only]	A drug licence, also known as a biological license, is a permit issued by government agencies to manufacturers, allowing them to produce and market biological products, such as vaccines, blood products
7.	Drug Licence (Non Biological) [applicable for renewal only]	A drug license, also known as a market authorisation, is a regulatory approval granted to a pharmaceutical company
8.	Experience Certificate of CPI(Competent Person In charge)	The Experience Certificate of CPI, also known as the Certificate of Proficiency in Industry (CPI), is a document that recognizes an individual's training or experience in a specific industry or sector, typically issued by the relevant authorities or organizations
9.	In case of partnership firms, registered Partnership deed along with firm registration receipt. In case of limited or Pvt. Ltd. company – copies of Memorandum and Articles of Association. In case of LLP (Limited liability partnership firm) copy of Memorandum and Articles.	registered Partnership deed along with firm registration receipt. In case of limited or Pvt. Ltd. company – copies of Memorandum and Articles of Association. In case of LLP (Limited liability partnership firm) copy of Memorandum and Articles.
10.	Pharmacist/ CPI record from, registration certificate and Renewal Certificate of pharmacists	Pharmacist registration and renewal certificates are essential documents for pharmacists

NIC

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

#	Documents Required	Detailed Description
11.	Possession document of the premises . a)Current House Tax receipt/ Consolidated rate bill/ Registered deed of Conveyance/ Consent Letter from the owner/ N.O.C in the form of affidavit before 1st Class Judicial Magistrate Rent bill signed by owner or authorised signatory/ as the case relates to Parcha/ Khanja Dakhila from B.L and L.R.O.	A possession certificate is a legal document that proves the transfer of a property's ownership from the seller to the buyer
12.	Refrigerator related document of proposed premises	Refrigerator related document
13.	Sketch map of proposed premises with location and surroundings (CAD Mode)	Sketch map of proposed premises
14.	Power of attorney(if any) in non-judicial stamp paper as per proforma.	A power of attorney (POA) is a legal document that gives someone the authority to act on another person's behalf
15.	Trade Licence/Trade Enlistment certificate, mentioning nature of trade (retail / wholesale) & system of medicine (Allopathy / Homoeopathy).	A Trade License or Trade Enlistment Certificate is a crucial document for individuals who engage in a trade or profession
16.	Upload Identity Proof(PDF copy of Voter ID/PAN Card/Aadhar Card/passport/Driving Licence)	PDF copy of Voter ID/PAN Card/Aadhar Card/passport/Driving License
17.	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving Licence of Pharmacists or CPI(as applicable)	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving License of Pharmacists or CPI

Timeline (WBRTPS)

Retail/Wholesale Drug License has an WBRTPS timeline of **90 days** till approval by the authorities.

Instructions related to the application form

Sl. No.	Field Name	Instructions
Firm Details		
1.	Application Type	Select Application Type (new/old)
2.	Name of Firm	Enter Name of Firm
3.	Nature of Firm	Select Nature of Firm (Partnership/ private/ etc)
Firm Address		
1.	Building No/ Holding No/ Daag Number	Enter details
2.	Street Name	Enter Street Name

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Sl. No.	Field Name	Instructions
3.	Address Line 1	Enter Address
4.	Police Station	Enter name of the police station
5.	Post Office	Enter name of the post office
6.	City/Village	Enter name of city/village
7.	Pin Code	Enter pincode
8.	Local Authority	Enter local authority name
Contract Details of Establishment		
1.	Trade License	Enter trade license details
2.	Actual Floor Space	Enter details
3.	Nature of Ceiling	Enter Nature of Ceiling (Ex- Temporary shade over false ceiling)
4.	Working hours	Enter number of allotted working hours
5.	Email	Enter email id
6.	Landline	Enter landline number
7.	Mobile	Enter mobile number
8.	Registered Pharmacist details	Enter qualification details
Owner Details		
1.	Owner Name	Enter Full Name of the owner
2.	Owner Signature	Add signature
3.	Owner Photo	Add photo

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Application Process through SilpaSathi

1. Online Application submission along with online submission of documents

In order to complete the user registration, the applicant has log on to **https://silpasathi.wb.gov.in**/ and click on 'Apply online' button.
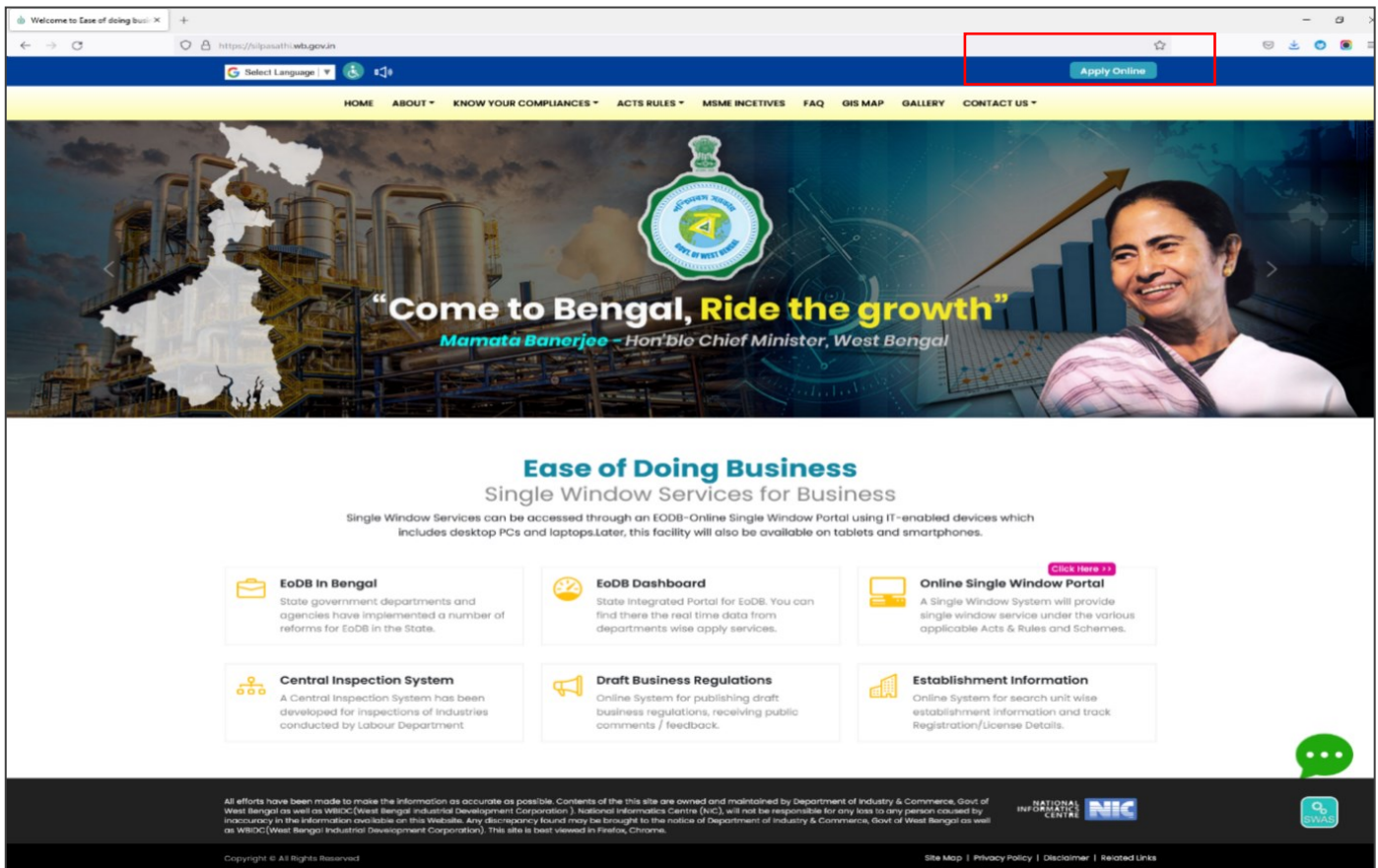
Applicant Log-in: The applicant needs to **select the required category** as illustrated in the screenshot below and **proceed for registration**.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)
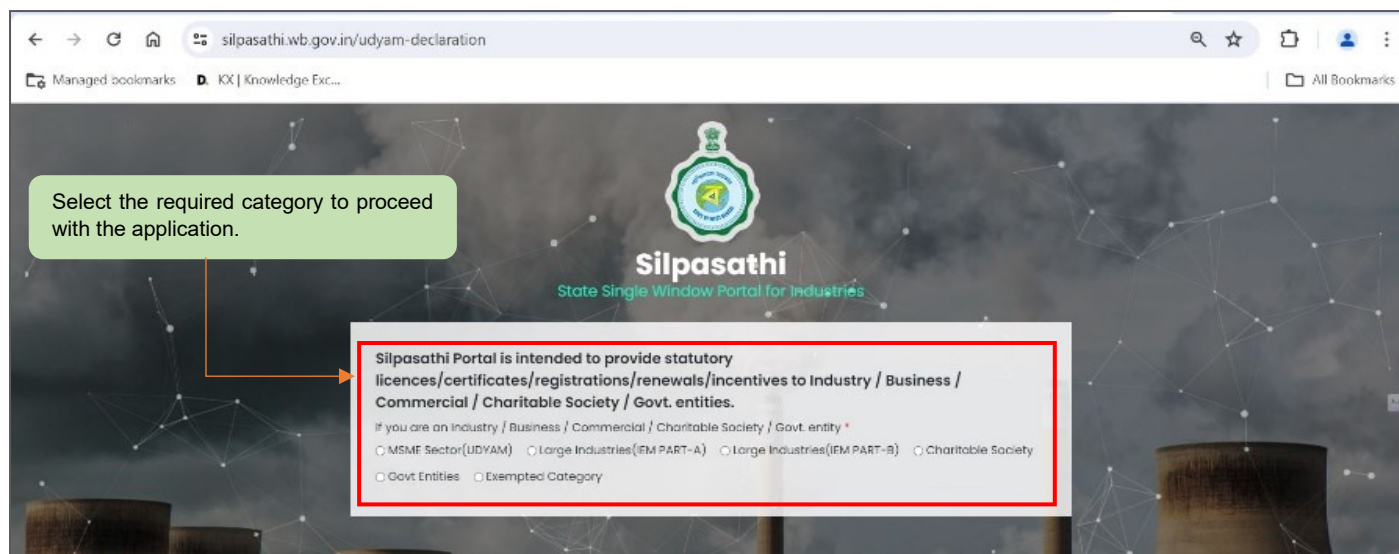
A sign-up window appears on the screen. The user has to select 'Create New' if he is a new user. An already registered user in SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal.

The 'User Registration' window will appear with the relevant fields that the applicant needs to fill accurately and click on 'Register' as shown by the below screenshot. In case the applicant already has an account, click on the 'Sign In' button and login using valid **User ID, password and Captcha.**

Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)
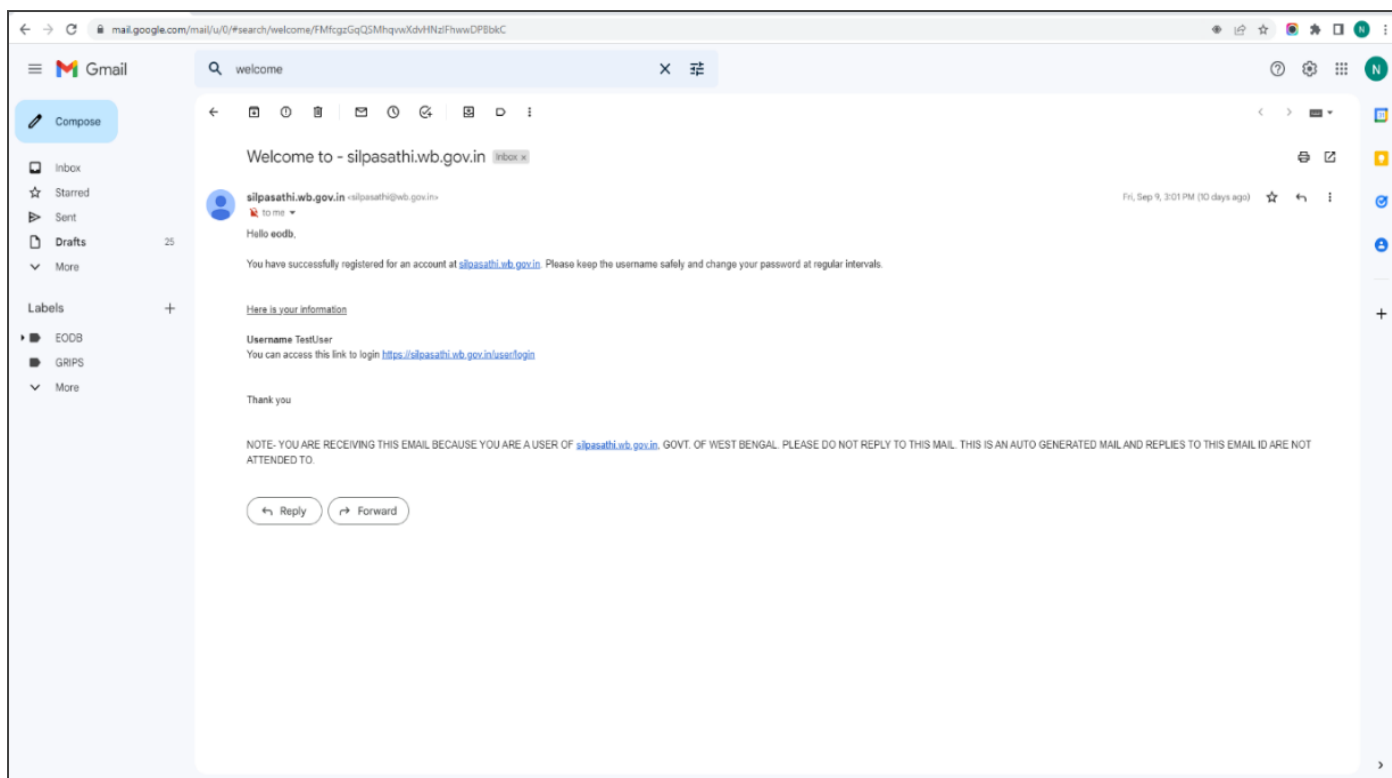
Online Application submission

Applicants will now be directed to the user dashboard for completing the further procedures. The following screenshots below illustrate the same.
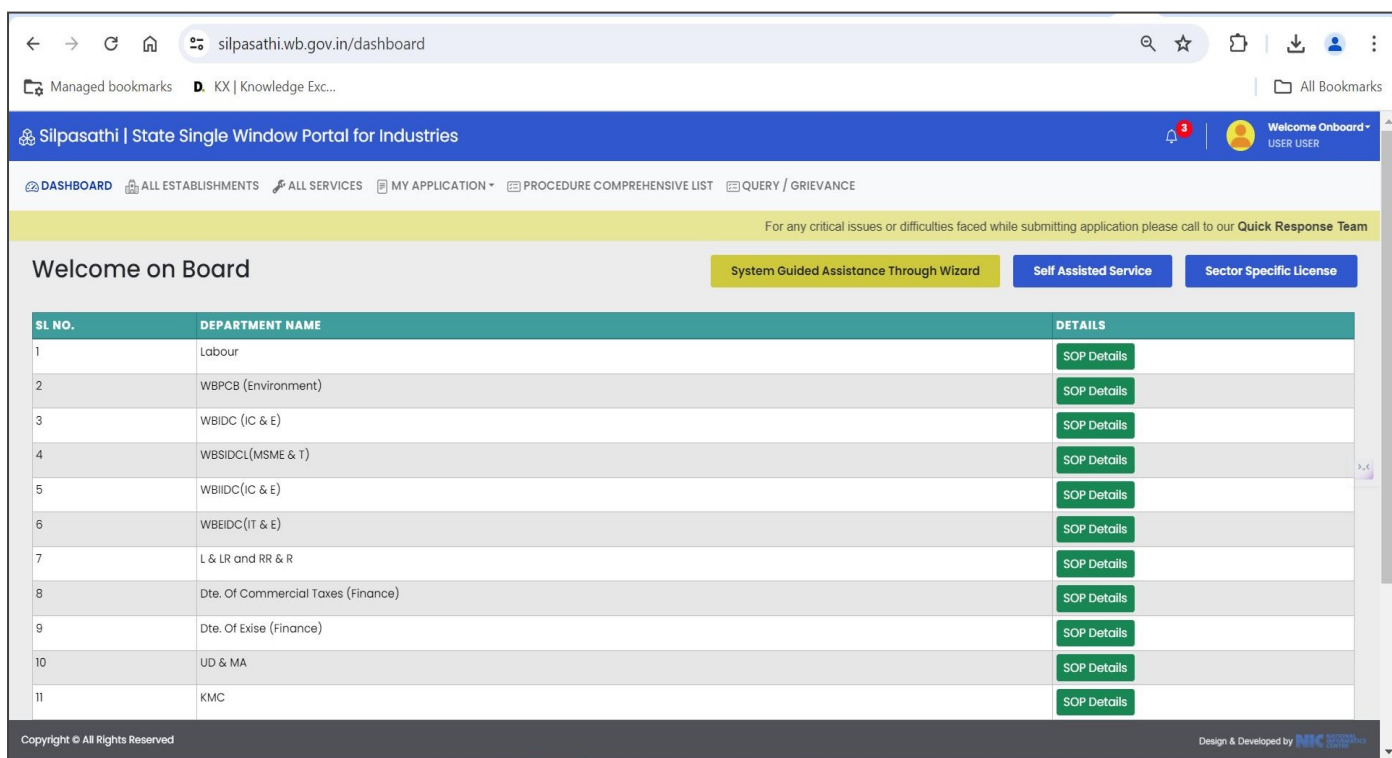
NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant has to click on 'ALL SERVICES' to view the list of all services mapped with their corresponding departments.
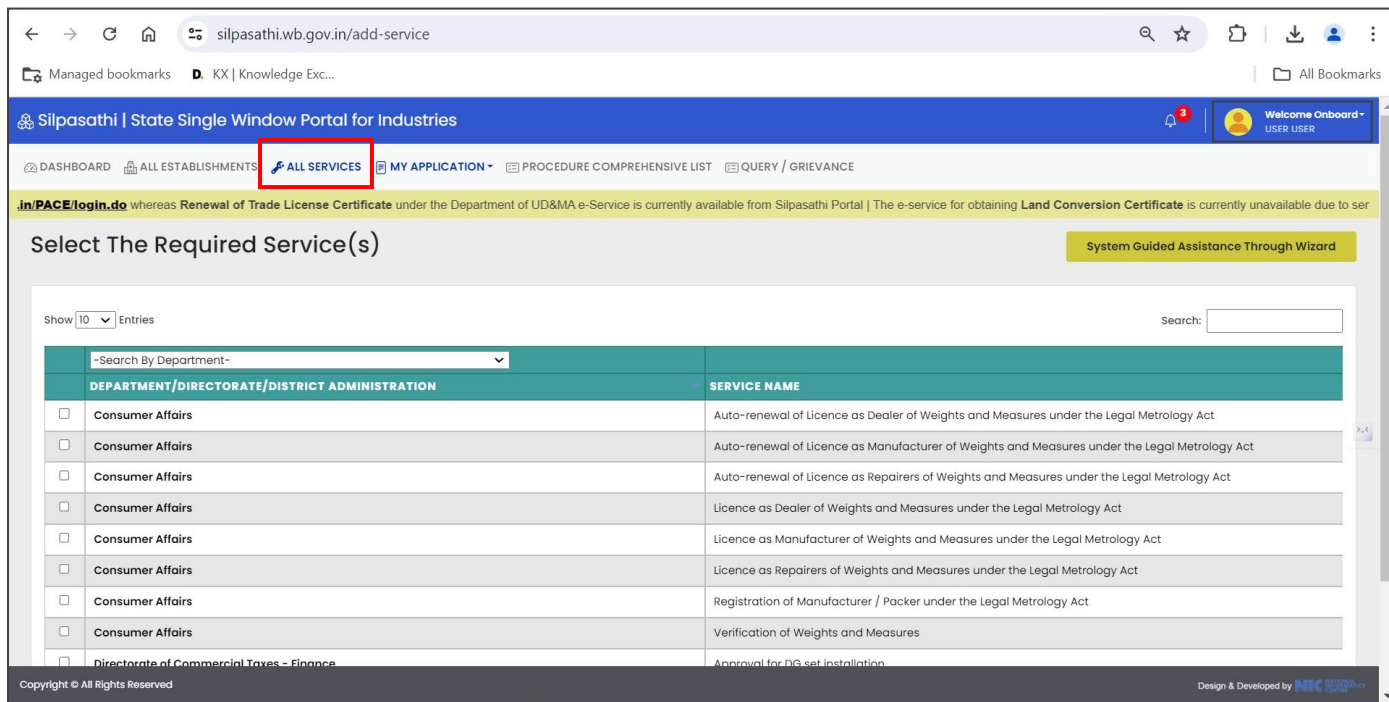
Once done, a list of services will appear. Applicants need to click on the checkbox adjacent to the service named **Retail/Wholesale Drug License.**
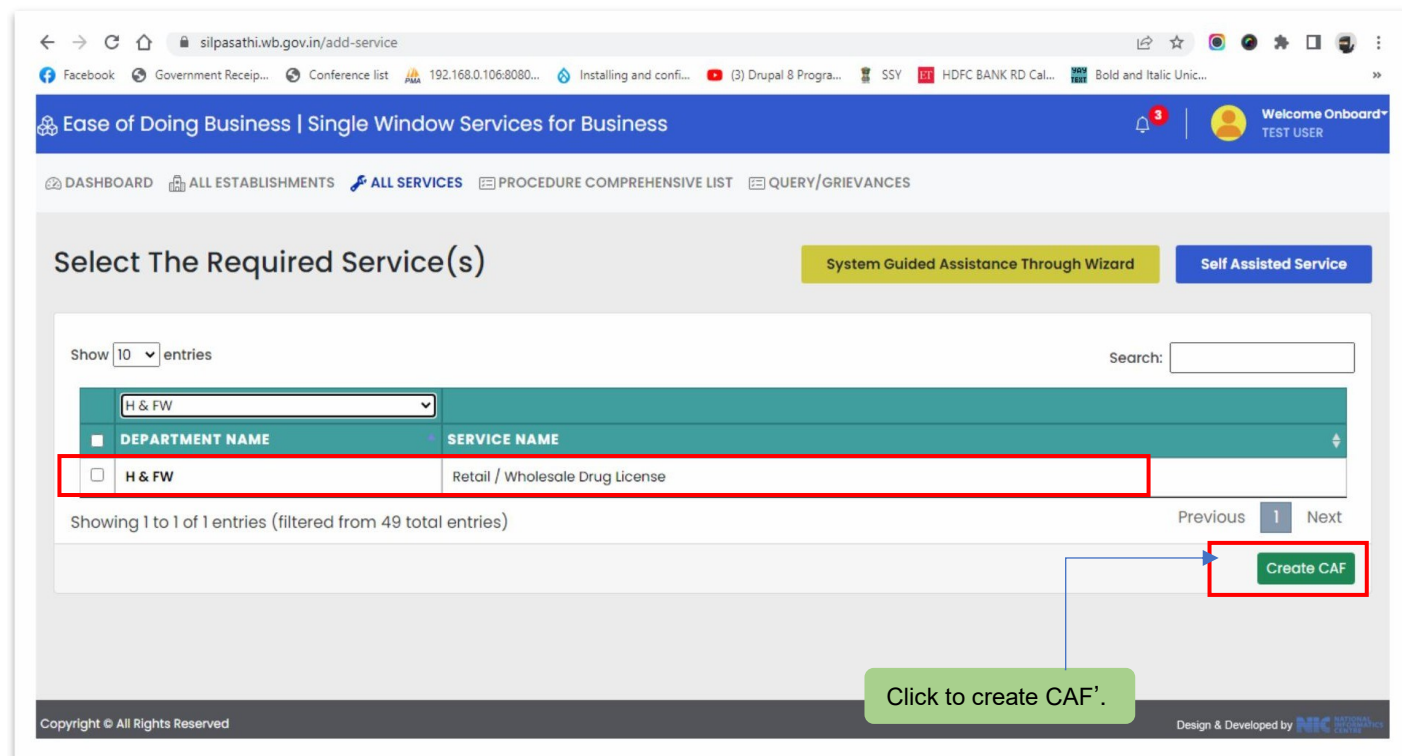
After selecting the service '**Retail/Wholesale Drug License'**, the applicant has to click on '**Create CAF'.** Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Applicant's Dashboard

After clicking on '*__Apply Online'__* option, the applicant shall be redirected to the main application form. The applicant will have to fill in the required details and review the application form (screenshot below):

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

z

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Upon completion of the application process along with document submission, the applicant clicks on the **_'Submit'_** button for final submission of the application.

**The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.**

The applicant has to browse the required files in his system and upload them as described in the screenshots. A dialogue box appears after clicking on '**Choose File'.** Once the required file is selected, the applicant has to click on **'Upload'** button to upload the files successfully.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant is required to upload **required documents** in **pdf format** as illustrated in the screenshots. After filling the application form and uploading the required documents the applicant has to click on '**Save and Continue'** to proceed with the application.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant shall review the filled in application form and proceed for final submission of application. Once reviewed, the applicant shall also be required to click on the Declaration checkbox on the bottom left of the application page before proceeding to 'Submit' button, as illustrated in the screenshots below.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

2. Firm Address	
Building No/ Holding No/Daag No	test
Street Name	test
Address Line 1	test
Address Line 2	test
District	24PARAGANAS NORTH
Police Station	Barasat
Post Office	test
City / Village	test
Pincode	700123
Local Authority	Others
Other Local Authority	test
3. Contract Details of Establishment	
Email	testusernic@gmail.com

Particulars of storage accommodation for Schedules C and C(i) drugs in the premises	No
Actual floor space area (sqft)	112
Height from floor to ceiling (ft)	567
Trade Licence	Applied for Licence
Trade License No	
A brief statement on construction of the premises (whether Brick Built, Plastered and Floor Cemented Roofing and Ceiling)	WEST BENGAL
Nature of Ceiling	Temporary Shade Over False Ceiling
Trade Licences / Trade Enlistment Certificate	No
Do you have any other Drug Licence?	No
Whether any other application has been rejected or convicted under D & A Act?	No
Premises Type	Rented
Whether Refrigerator has been installed to stock for sale Drugs requiring Cold storage. if so, make Machine No. and capacity are to be mentioned. If so, Refrigerator is provided has a declaration excluding such Drugs been furnished?	No
Working Hour	47
Weekly Closing Day	test

NIC
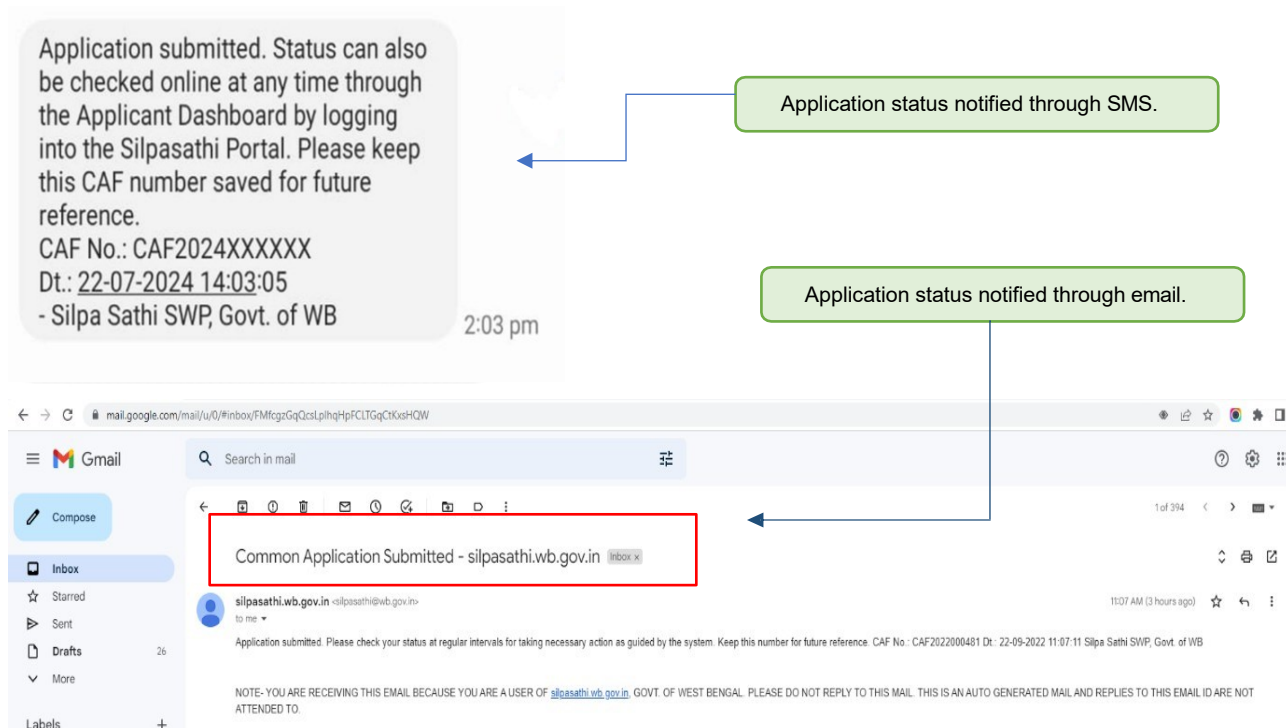
User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Declaration statement

Click on submit for submission of application.

On clicking on '**Submit**' link, the following webpage appears post submission of application with updated Status.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Application status updated.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant /user shall be notified via SMS and email on his registered phone number and email id respectively. The applicant receives notifications at different stages of the application - application submission, application approval, etc.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

2. Online Payment of fees

The applicant is now required to pay the required fees based on the application filled by the applicant. The applicant has to click on '**Pay Now**' option and proceed with the payment procedure. The screenshot below provides an illustration:

Applicant's Dashboard

The payment procedure has been illustrated as per the following screenshots. The applicant can proceed with the payment after clicking on the *'Proceed to Pay'* option.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant is redirected to the **GRIPS portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Payment amount displayed.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Select payment mode.

14mins 53seconds

Request you to approve the transaction by logging in to the UPI app...Please wait while the payment is in process

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Challan generated.
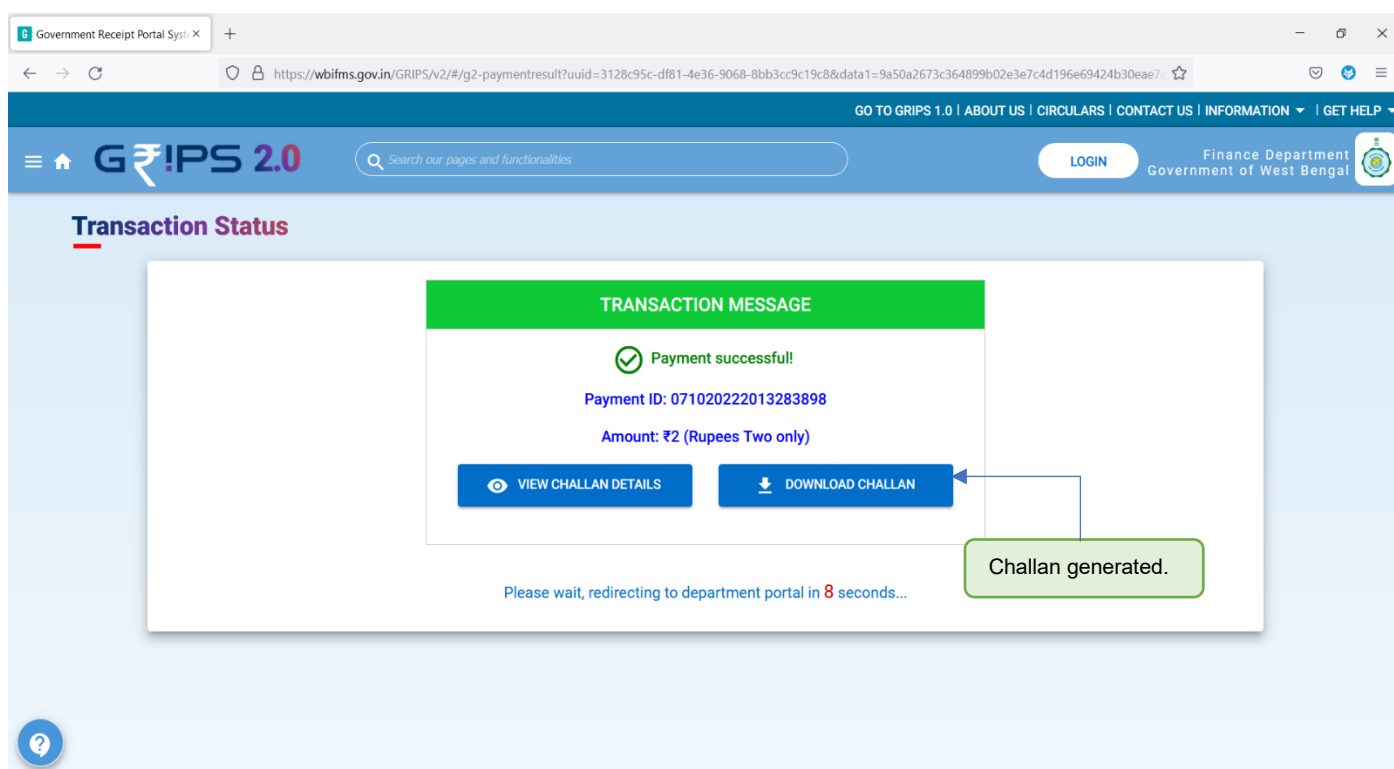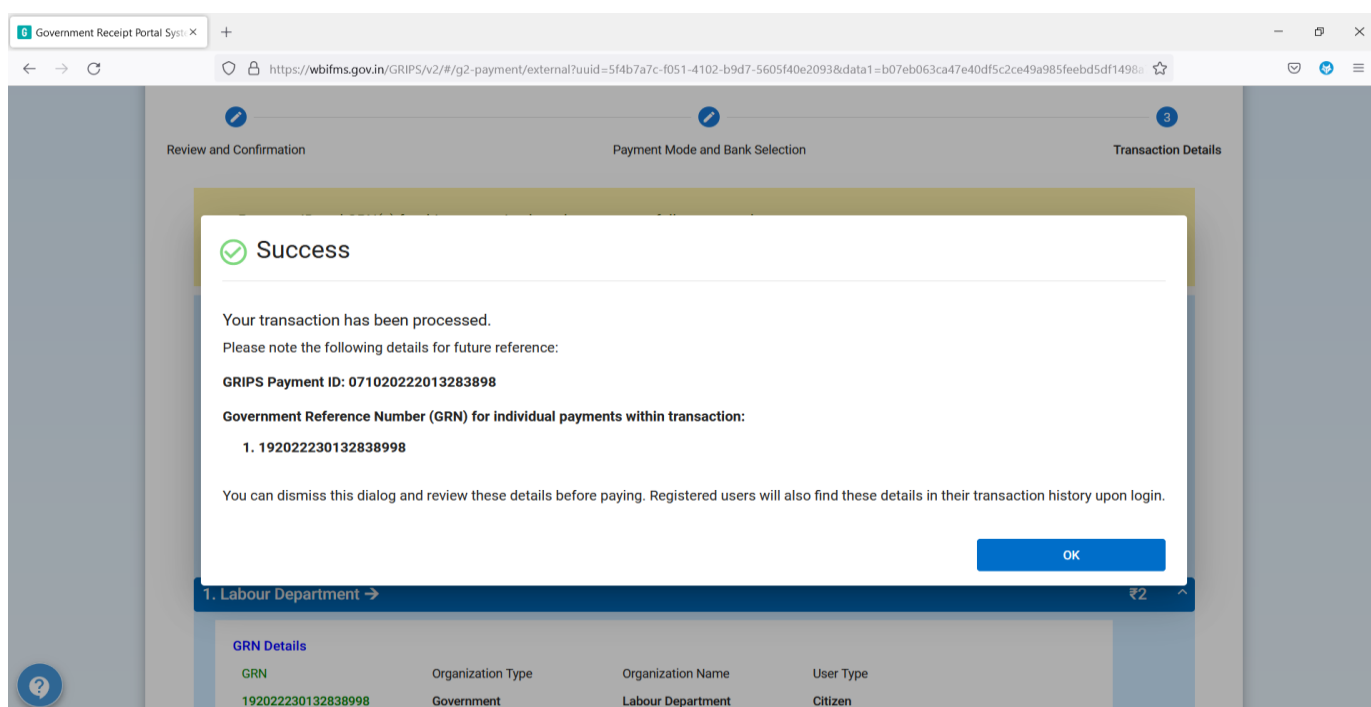
Once the CAF is successfully submitted, the concerned application will be sent for Signature upload followed by Form 19 upload. After subsequent approval by the authority, the applicant will receive in the online system the License approved by the Department.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Current Status-CAF2022000487

NAME OF THE SERVICES		CURRENT STATUS	DATE
Retail / Wholesale Drug License	User Created	Completed	
	Token Generated/paytment Pending	Completed	
	Payment Done	Completed	
	CAF Submitted	Completed	
	OwnerPhoto Signature Uploaded	Completed	
	Upload supporting document	Completed	
	Upload Form 19	Completed	
	Application Submitted	Completed	
	Approved Validity Certificate	Completed	
	Download Certificate	Completed	

Latest Status updated.

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

3. Track Status of Application

The applicant has to click on **'Check Status'** to view the latest status of the application.

Applicant's Dashboard

Note: Latest status can be seen any time through Applicant's Dashboard

Current status appears in the Status Dashboard (Screenshot below).

User Manual

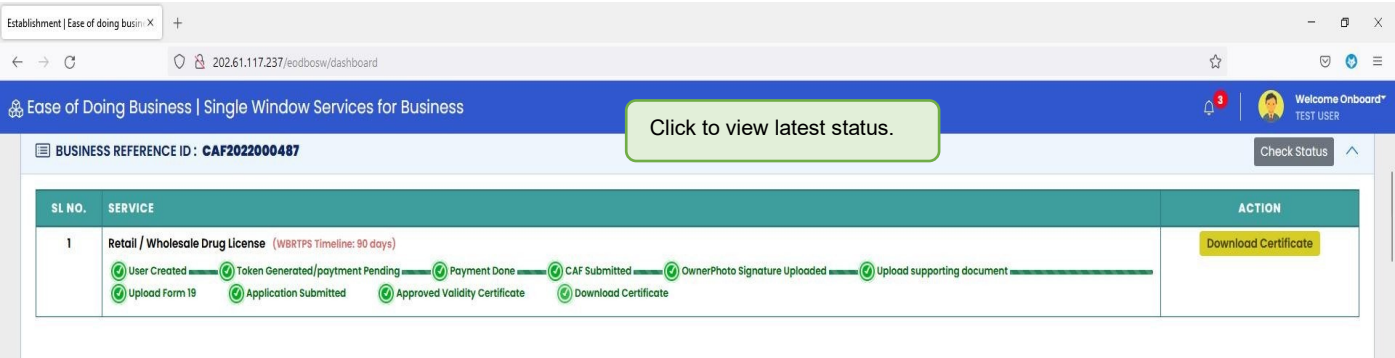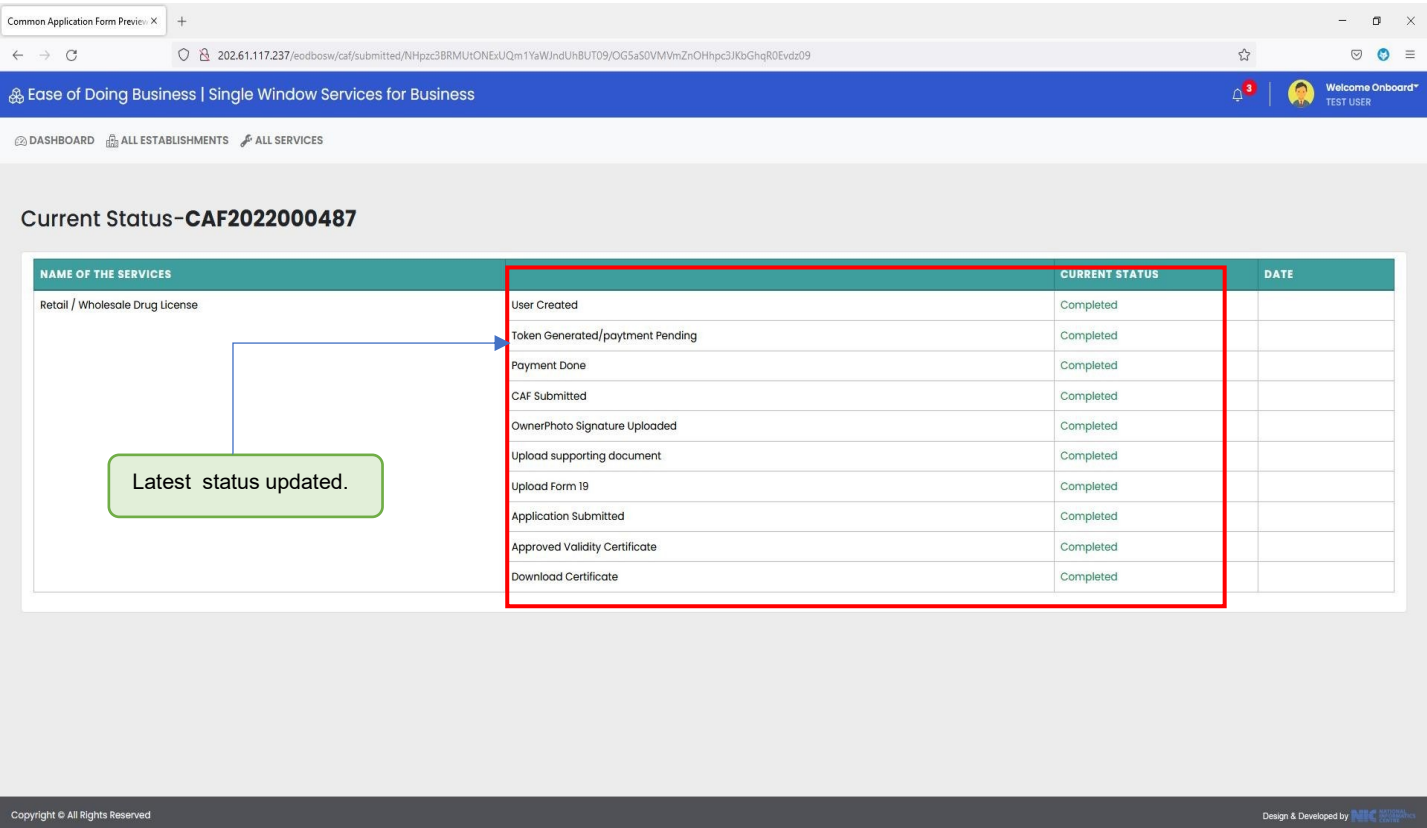## Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

4. Online Download of final approval certificate

The applicant has to *'Download License'* to view further.

Applicant's Dashboard

Note: Latest status can be seen any time through Applicant's Dashboard

The applicant shall now be able to download the final certificate after final approval of application. The applicant has to click on **'PDF'** icon to download the Final Approval Certificate issued**.**

User Manual

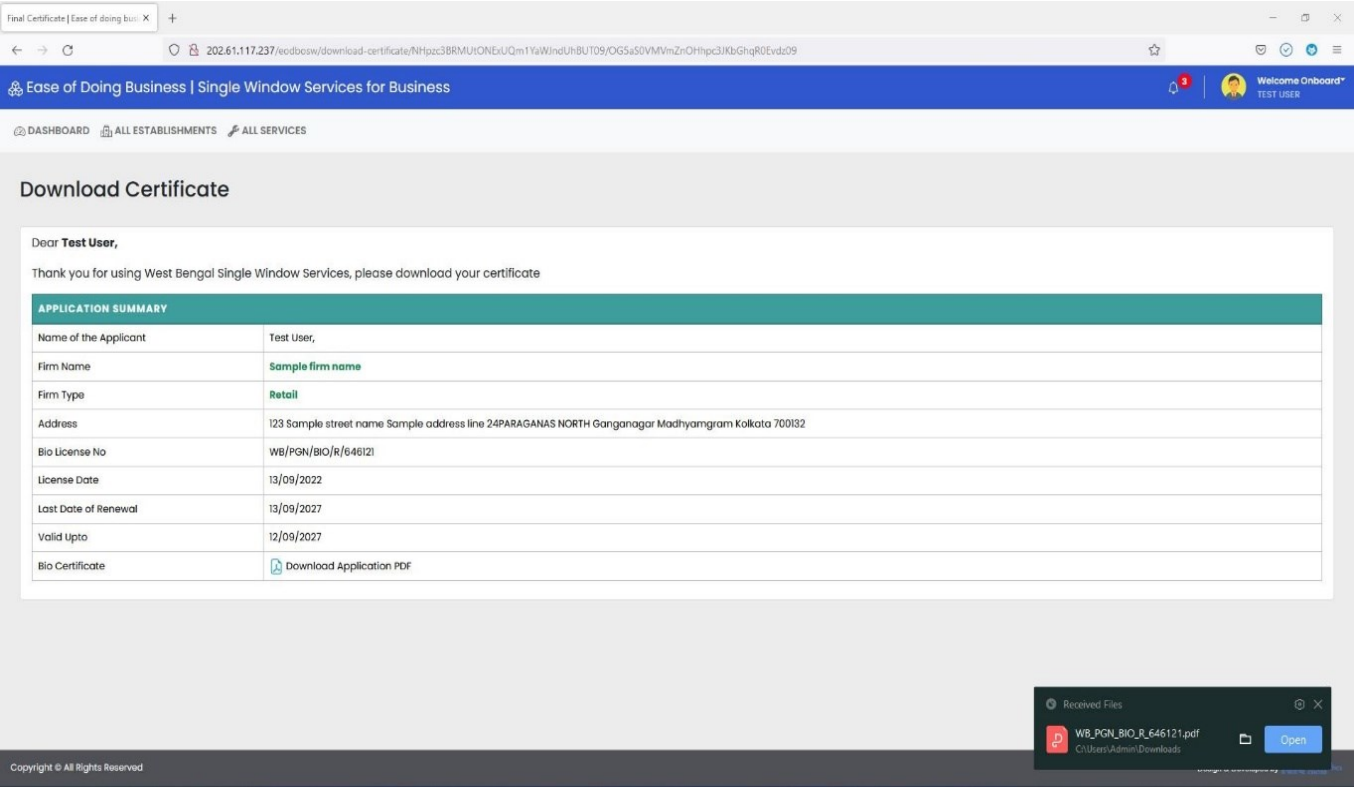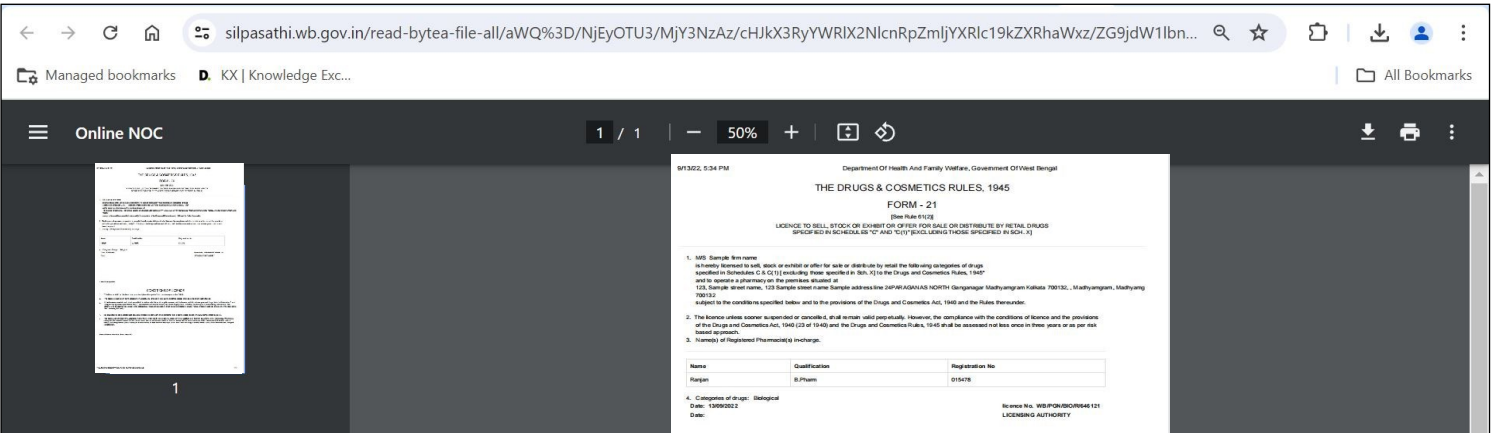## Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The certificate as downloaded has been illustrated in the screenshot below:

The Final Certificate gets downloaded (Screenshot)

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

One Approval certificate document has been illustrated below:

9/13/22, 5:34 PM Department Of Health And Family Welfare, Government Of West Bengal

THE DRUGS & COSMETICS RULES, 1945

FORM - 21

[See Rule 61(2)]

LICENCE TO SELL, STOCK OR EXHIBIT OR OFFER FOR SALE OR DISTRIBUTE BY RETAIL DRUGS
SPECIFIED IN SCHEDULES "C" AND "C(1)" [EXCLUDING THOSE SPECIFIED IN SCH. X]

1. M/S Sample firm name
   is hereby licensed to sell, stock or exhibit or offer for sale or distribute by retail the following categories of drugs
   specified in Schedules C & C(1) [excluding those specified in Sch. X] to the Drugs and Cosmetics Rules, 1945"
   and to operate a pharmacy on the premises situated at
   123, Sample street name, 123 Sample street name Sample address line 24PARAGANAS NORTH Ganganagar Madhyamgram Kolkata 700132, , Madhyamgram, Madhyamg
   700132
   subject to the conditions specified below and to the provisions of the Drugs and Cosmetics Act, 1940 and the Rules thereunder.

2. The licence unless sooner suspended or cancelled, shall remain valid perpetually. However, the compliance with the conditions of licence and the provisions of the Drugs and Cosmetics Act, 1940 (23 of 1940) and the Drugs and Cosmetics Rules, 1945 shall be assessed not less once in three years or as per risk based approach.

3. Name(s) of Registered Pharmacist(s) in-charge.

Name	Qualification	Registration No
Ranjan	B.Pharm	015478

4. Categories of drugs: Biological
   Date: 13/09/2022   licence No. WB/PGN/BIO/R/646121
   Date: LICENSING AUTHORITY

*Delete if not applicable

CONDITIONS OF LICENCE

1. This licence shall be displayed in a prominent place in a part of the premises open to the Public.

2. The licensee shall report to the Licensing Authority any change in the qualified staff in charge within one month of such change.

3. If the licensee wants to sell, stock or exhibit for sale or distribute, during the currency of the licence, additional categories of drugs listed in Schedules C and C(1) [excluding those specified in Sch.X] but not included in this licence, he should apply to the Licensing Authority for the necessary permission. This Licence will be deemed to extend to the categories of drugs in respect of which such permission is given. This permission shall be endorsed on the licence by the Licensing Authority.

4. No drug shall be sold unless such drug is purchased under cash or credit Memo from a duly licensed dealer or a duly licensed manufacturer.

5. The licensee shall inform the Licensing Authority in writing in the event of any change in the constitution of the firm operating under the licence. Where any change in the constitution of the firm takes place, the current licence shall be deemed to be valid for a maximum period of three months from the date on which the change takes place unless, in the meantime, a fresh licence has been taken from the Licensing Authority in the name of the firm with the changed constitution.

Owner Names:Moumita, Shop Area:123

192.168.9.24:8080/WBDL/formFourViewBioRetail.jsp   1/1

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

5. Third Party verification details

Third party verification is a process by which any independent user / third party verifies an individual's license and registration details online check authenticity of the Certificate.
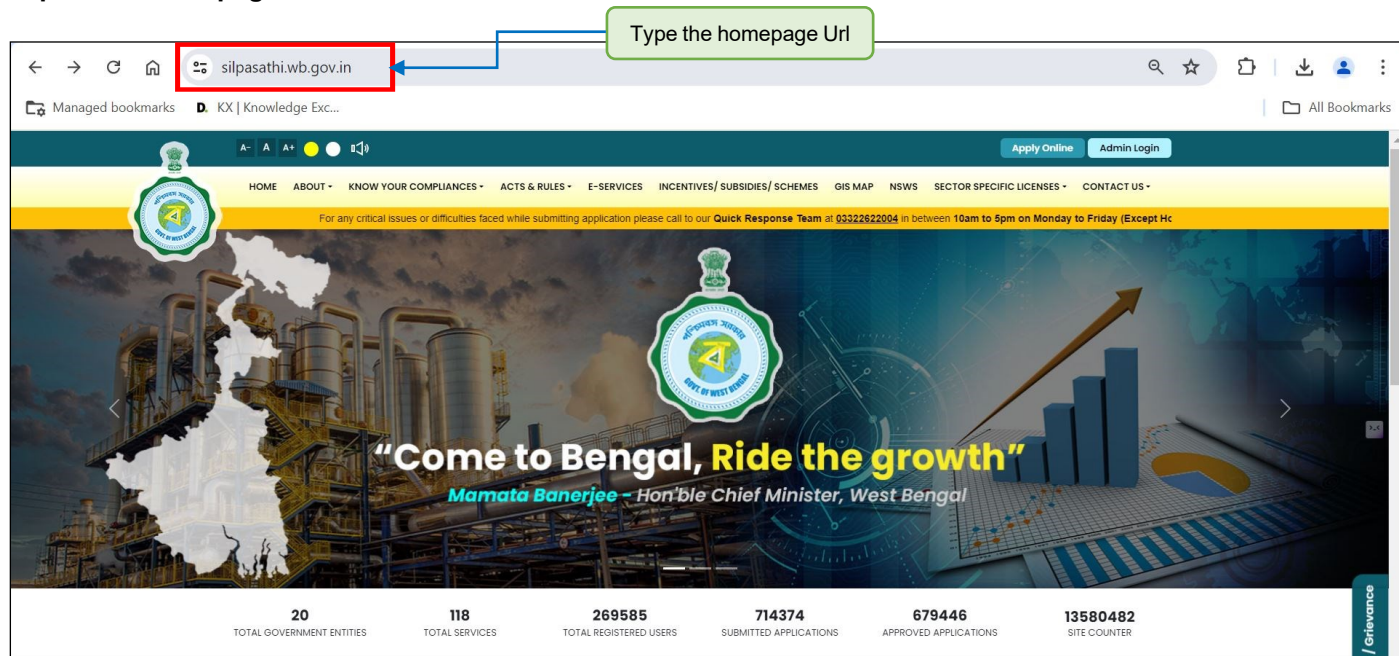
Third part verification process

The applicant or any user has to log in to **https://silpasathi.wb.gov.in**/.

A user (any third party) needs to click on '*Third party Verification'* section in the homepage and enter registration number / license number and then click on 'Search' link, for Verification of Certificate.

(Screenshots below):

SilpaSathi Homepage

NIC

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

Select 'Third Party Verification'

Applicant selects the service and then enter the Certificate/ Approval number in the text box beside it and clicks on 'Search' to view details of certificate.

User can also directly use this url

Enter Registration number/ License number to view details.

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

License details can be viewed after entering correct license number and clicking on Search.

The third party can view the details as illustrated below:

NIC