

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

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Table of Contents

Introc	duction	3	
Abou	It the Service	3	
Comp	prehensive Checklist of Documents to be submitted online	3	
Timel	line (WBRTPS)	5	
Instru	uctions related to the application form	5	
Appli	cation Process through SilpaSathi	7	
1.	Online Application submission along with online submission of documents		7
2.	Online Payment of fees		21
3.	Track Status of Application		27
4.	Online Download of final approval certificate		28
5.	Third Party verification details		31

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).

Salient Features of Silpasathi Portal:

- 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

Retail/Wholesale Drug License

#	Documents Required	Detailed Description
2.	Affidavit of applicants(proprietors/ Partners/ Directors) sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	AnAffidavitofApplicants(Proprietors/Partners/Directors)is a sworndeclarationpresentedbefore aFirst-ClassJudicialMagistrateorExecutiveMagistrate
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

Retail/Wholesale Drug License

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#	Documents Required	Detailed Description
11.	Possession document of the premises . a)Current House	A possession certificate is a legal document
	Conveyance/ Consent Letter from the owner/ N.O.C. in the	ownership from the seller to the buyer
	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.	
12.	Refrigerator related document of proposed premises	Refrigerator related document
13.	Sketch map of proposed premises with location and	Sketch map of proposed premises
	surroundings (CAD Mode)	
14.	Power of attorney(if any) in non-judicial stamp paper as	A power of attorney (POA) is a legal document
	per proforma.	that gives someone the authority to act on
		another person's behalf
15.	Trade Licence/Trade Enlistment certificate, mentioning	A Trade License or Trade Enlistment
	nature of trade (retail / wholesale) & system of medicine	Certificate is a crucial document for individuals
	(Allopathy / Homoeopathy).	who engage in a trade or profession
16.	Upload Identity Proof(PDF copy of Voter ID/PAN	PDF copy of Voter ID/PAN Card/Aadhar
	Card/Aadhar Card/passport/Driving Licence)	Card/passport/Driving License
17.	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving	Voter ID/ PAN Card/Aadhar Card/ Passport/
	Licence of Pharmacists or CPI(as applicable)	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

SI. No.	Field Name	Instructions
Firm Deta	ails	
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 Add	lress	
1.	Building No/ Holding No/ Daag Number	Enter details
2.	Street Name	Enter Street Name

Retail/Wholesale Drug License

SI. 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 De	tails	
1.	Owner Name	Enter Full Name of the owner
2.	Owner Signature	Add signature
3.	Owner Photo	Add photo

Retail/Wholesale Drug License

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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 <u>https://silpasathi.wb.gov.in</u>/ and click on 'Apply online' button.



<u>Applicant Log-in</u>: The applicant needs to **select the required category** as illustrated in the screenshot below and **proceed for registration**.

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A sign-up window appears on the screen. The user has to select '<u>Create New</u>' 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 <u>'User Registration'</u> window will appear with the relevant fields that the applicant needs to fill accurately and click on <u>'Register'</u> as shown by the below screenshot. In case the applicant already has an account, click on the <u>'Sign In'</u> 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:

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Online Application submission

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

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The applicant has to click on <u>'ALL SERVICES'</u> 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 <u>the checkbox</u> adjacent to the service named **Retail/Wholesale Drug License.**

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Copyright © AE Rights Reserved		Click to create CAF'.	engen & Devencend by Marco and

After selecting the service '**Retail/Wholesale Drug License**', the applicant has to click on <u>'Create CAF'</u>. Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

Retail/Wholesale Drug License

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

Applicant's Dashboard

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After clicking on '<u>Apply Online</u>' 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):

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Retail/Wholesale Drug License

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Retail/Wholesale Drug License

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Retail/Wholesale Drug License

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Upon completion of the application process along with document submission, the applicant clicks on the <u>'Submit</u>' button for final submission of the application.

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

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Academic qualification testimonials of C.P.I(in case of whole sole)	strate (as per proforma) Upload

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.

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

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copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or	r Pvt. Ltd companies
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n case of partnership firms, registered Partnership deed along with firm registration receipt. In case of limited Association.in case of LLP (Limited Hability partnership firm) copy of Memorandum and Articles.	t or Pvt. Ltd. company - copies of Memorandum and Articles of
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affidavit before 1st Class Judicial Magistrate Rent bill signed by owner or authorised signatory/ as the case rel	lates to Parcha/ Khanja Dakhila from 8.L and L.R.O.

Retail/Wholesale Drug License

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affidavit before 1st Class Judicial N	lagistrate Rent bill signed by or	wher ar authorised sign	natory/ as the case rel	ates to Parcha/ #	hanja Dakhila fron	BL and L	R.O.			
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ApplicationProcedure (1).Pdf								Restri	ave.	
Refrigerator related document of p	roposed premises									
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Sketch map of proposed premises	with location and surrounding	s (CAD Mode)								
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Trade Licence/Trade Enlistment ce	rtificate, mentioning nature of	trade (retaii / wholesa	ie) & system of medic	ne (Allopathy / H	omoeopathy).					
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Upload identity Proof(PDF copy of 1	/oter ID/PAN Card/Adhar Card	/passport/Driving Licer	nce)							
2015_11_18 POLA-AS-ILPdf								liem	ove	
Voter ID/ PAN Card/Aadhar Card/	Possport/ Driving Licence of Ph	armacists or CPI(as ap	splicable)							
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A C FRANK						1	fiave	6.Conti	inue >>	

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 <u>Submit</u> button, as illustrated in the screenshots below.

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Retail/Wholesale Drug License

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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	tout.	
City / Village	teut	
Pincode	200423	
Local Authority	Others	
Other Local Authority	test	
3. Contract Details of Establishment		
Emai	testusemicalignmail.com	

Particulars of storage accommodation for Schedules C and C()) 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 Gemented Booling and Ceiling)	WESTBENGAL	
Nature of Celling	Temporary Shade Over False Ceiling	
Trade Licences / Trade Enlistment Certificate	No	
Do you have any other Drug Licence?	Np	
Whether any other application has been rejected or convicted under D & A Act?	No	
Promisos Type	Rented	
Whether Refrigerator has been installed to stock for sale Drugs requiring Cold storage. If sa, make Machine No. and capacity are to be mentioned. If so, Refrigerator is provided has a declaration excluding such Drugs been furnished?	.Ne/:	
Warking Hour	42	
Wwekly Closing Day	text.	

Retail/Wholesale Drug License

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

5. Regist	tered Pl	harmacist Details									
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Academic qualit	lication testimonials of CPJ(in case of w	hole sale)	View				
I hereby declar	re that the particulars given above are	true to the best of my knowledge	and belief *				
						Sub	mit
ant O All Rights Res	wrved				Design & Deve	kord by MR	c

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

Retail/Wholesale Drug License

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Retail/Wholesale Drug License

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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.



Retail/Wholesale Drug License

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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 '<u>Pay Now'</u> option and proceed with the payment procedure. The screenshot below provides an illustration:

Applicant's Dashboard

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(@) OwnerPhoto Sig	nature Uploadest 🛛 🛞 Upload	i supporting document (@ Up	Food Form 18 (Application 5	ubmit	

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.

Retail/Wholesale Drug License

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Please click on the	button under the action column to	fetch the u	pdated payment status.					
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yright © All Rights Reserved	Ω.					Design	& Developed by	Circus.
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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.

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Retail/Wholesale Drug License

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Retail/Wholesale Drug License

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Retail/Wholesale Drug License

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



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.

Retail/Wholesale Drug License

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	Download Certificate	Competent	

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

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

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

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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

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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.

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

The Final Certificate gets downloaded (Screenshot)

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One Approval certificate document has been illustrated below:

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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 www.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



Retail/Wholesale Drug License

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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.

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Enter Registration number/ License number to view details.

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

The third party can view the details as illustrated below:

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