

Fire & Emergency Services:

Grant of Fire License

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

User Manual

Grant of Fire License

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Introduction

This document is intended to serve as a User Manual for grant of the service "Grant of Fire License" by Fire & Emergency Services, 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

Grant of Fire License is required to ensure that a business or establishment meets fire safety regulations and protects the lives of people and property from fire hazards. 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.	Consent Letter of Landowner, if rented premises	A Consent Letter of Landowner is a document that grants permission to an individual or organization to use their land for a specific purpose
2.	FSR document, if yes	Fire Safety Recommendation Certificate

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#	Documents Required	Detailed Description
3.	Old License (if any)	Old License
4.	PAN Card of the applicant	Permanent Account Number
5.	Upload other documents (if any)	Upload other documents

Timeline (WBRTPS)

Grant of Fire License has an WBRTPS timeline of 60 days till approval by the authorities.

Instructions related to the application form

SI. No.	Field Name	Instructions
1.	Applicants Basic Information	Enter Applicants Basic Information which include name, phone number, email id, ID card, etc
2.	Address of the Property	Enter address details of the property: block, municipality, mouza, pincode
3.	Communication Address	Enter details of the address for communication
4.	Floor Area Details	Enter details of floor area
5.	Property details	Enter address
6.	Open Water Premises	Enter address, pin code, etc.

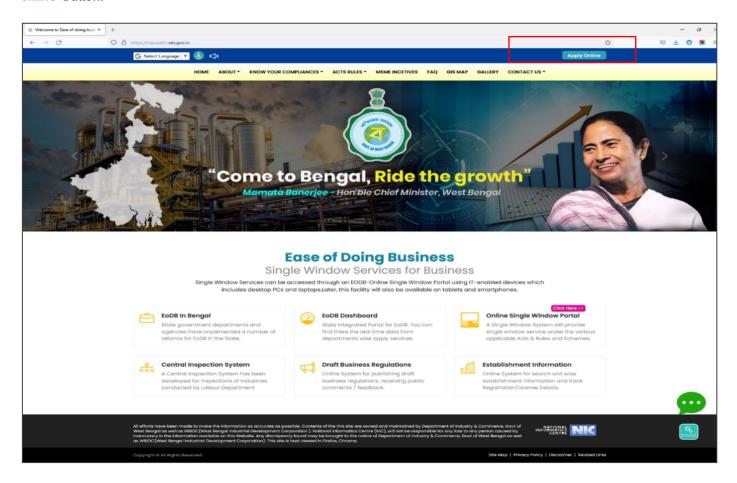
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Application Process through SilpaSathi

1. Online Application submission along with online submission of documents

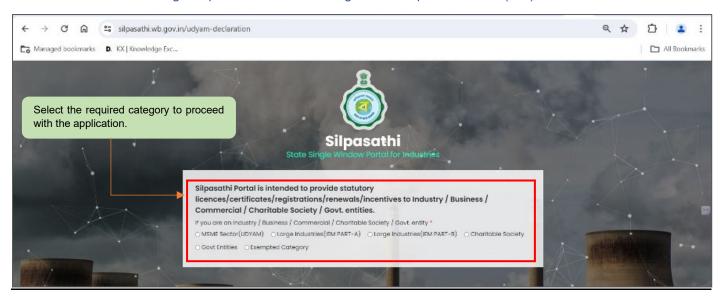
In order to complete the user registration, the applicant has log on to https://silpasathi.wb.gov.in/ and click on 'Apply online' button.



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

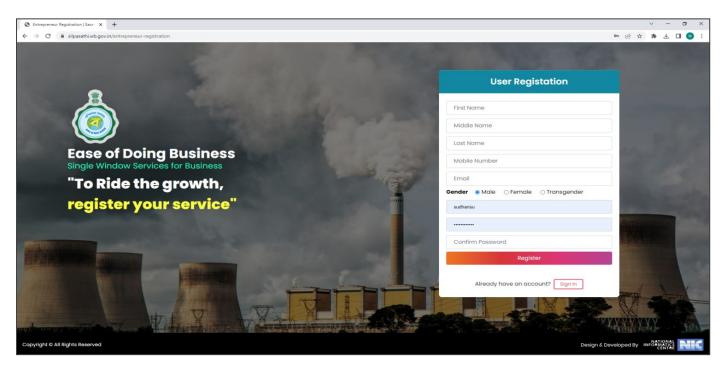
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A sign-up window appears on the screen. The user has to select 'Create New' if he is a new user. An already registered user in SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal.

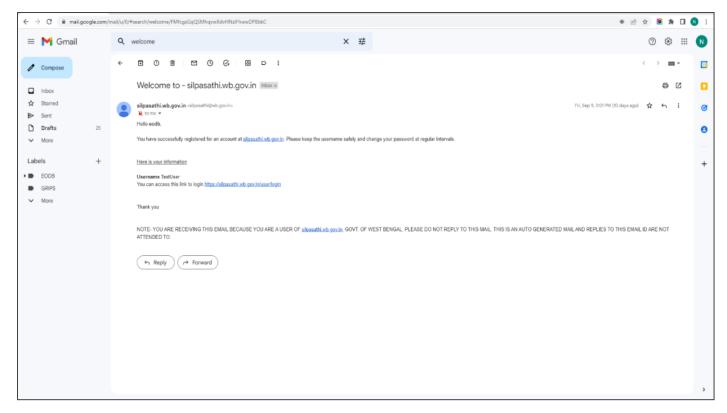
The <u>'User Registration'</u> window will appear with the relevant fields that the applicant needs to fill accurately and click on <u>'Register'</u> as shown by the below screenshot. In case the applicant already has an account, click on the <u>'Sign In'</u> button and login using valid **User ID**,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



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

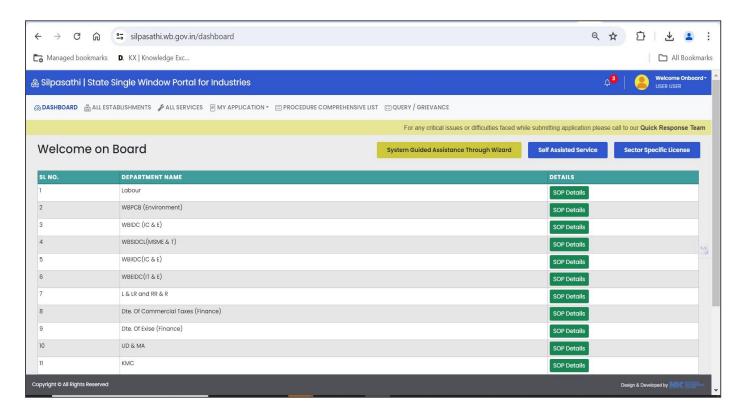
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Online Application submission

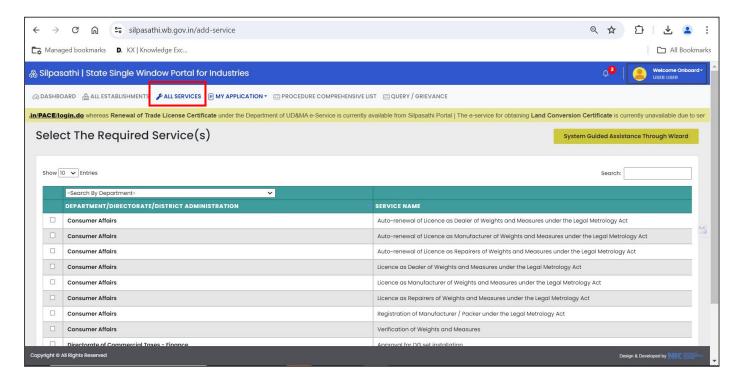
Applicants will now be directed to the user dashboard for completing the further procedures. The following screenshots below illustrate the same.



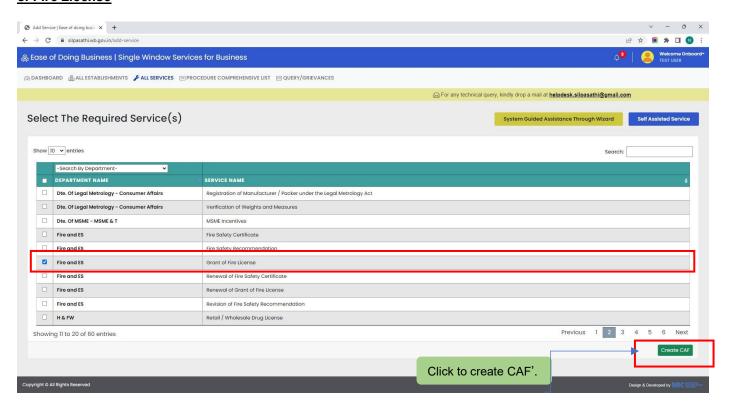
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The applicant has to click on 'ALL SERVICES' to view the list of all services mapped with their corresponding departments.



Once done, a list of services will appear. Applicants need to click on the checkbox adjacent to the service named **Grant** of Fire License

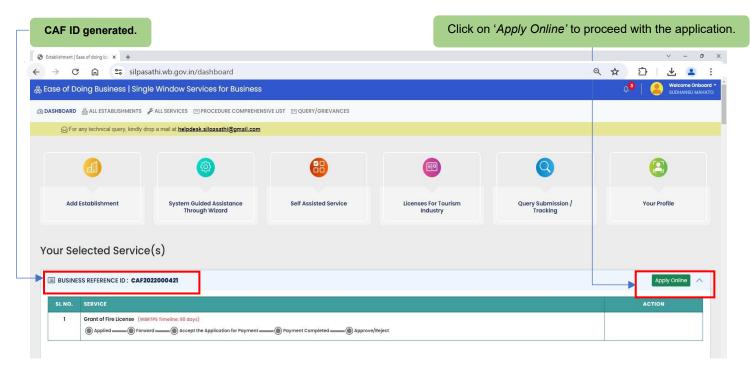


After selecting the service **Grant of Fire License**, the applicant has to click on <u>'Create CAF'</u>. Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

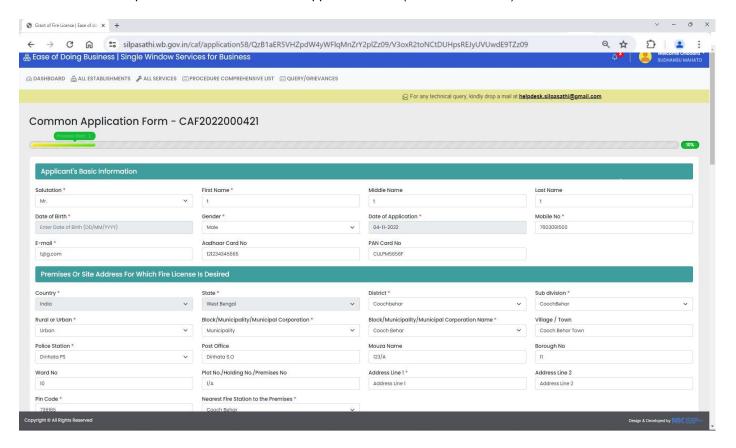
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Applicant's Dashboard

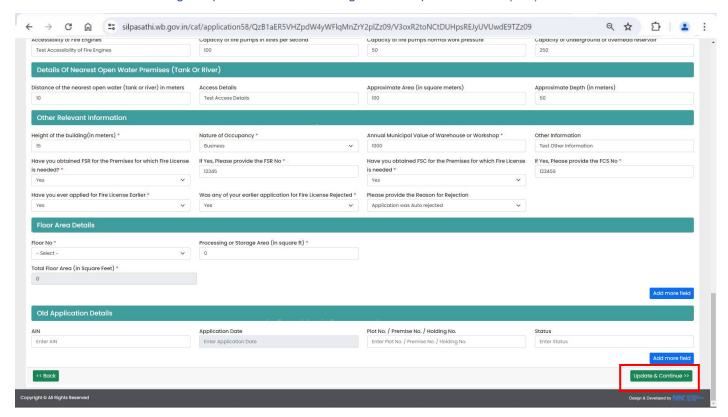


After clicking on '<u>Apply Online'</u> option, the applicant shall be redirected to the main application form. The applicant will have to fill in the required details and review the application form (screenshot below):



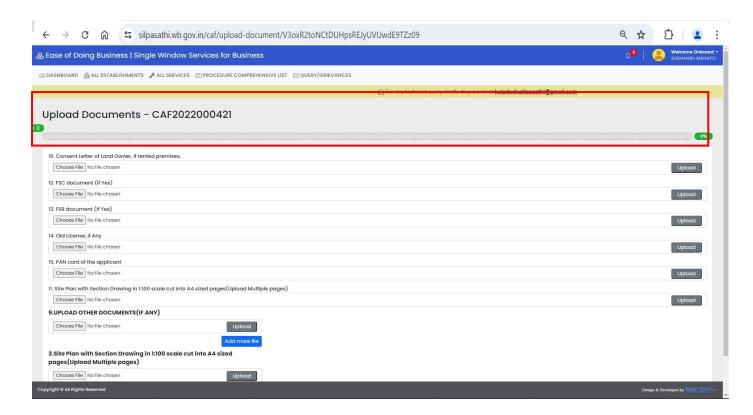
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Upon completion of the application process along with document submission, the applicant clicks on the <u>'Submit'</u> button for final submission of the application.

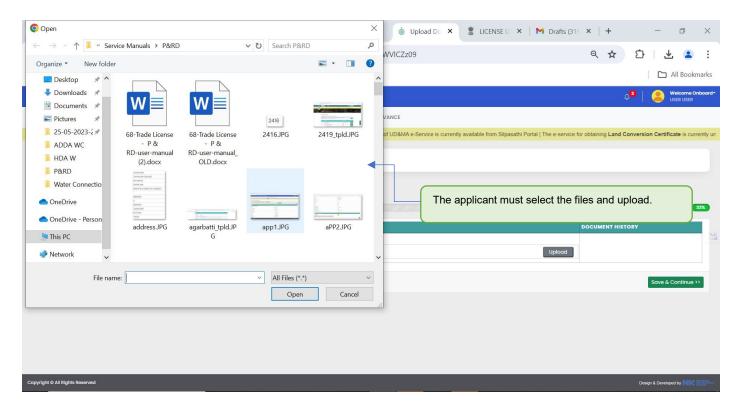
The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.



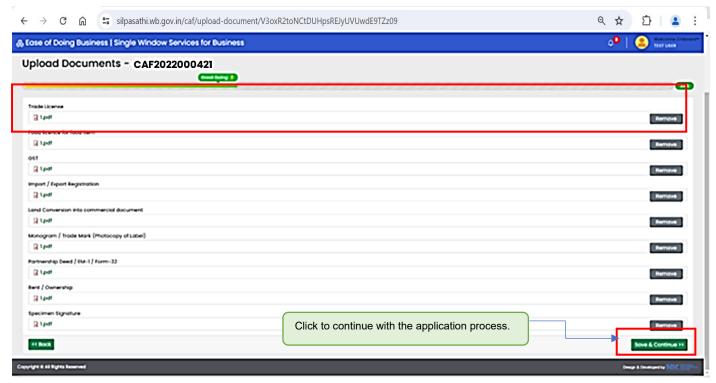
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The applicant has to browse the required files in his system and upload them as described in the screenshots. A dialogue box appears after clicking on 'Browse'. Once the required file is selected, the applicant has to click on 'Upload' button to upload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



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.

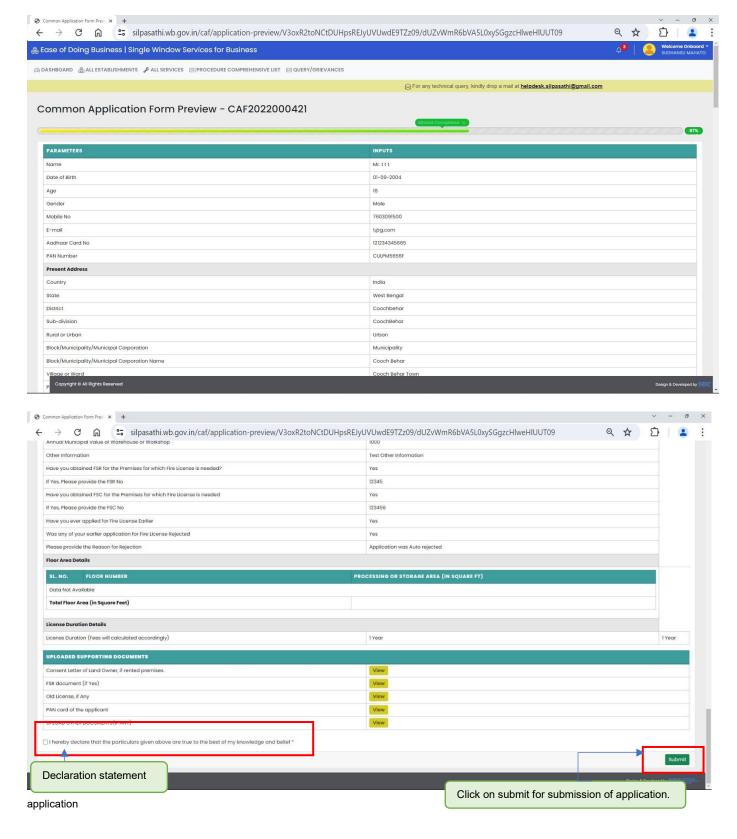


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The applicant shall review the filled in application form and proceed for final submission of application. Once reviewed, the applicant shall also be required to click on the Declaration checkbox on the bottom left of the application page before proceeding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

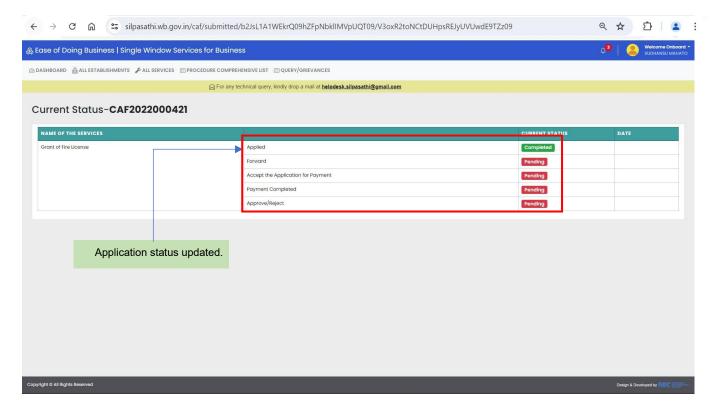
Application Form



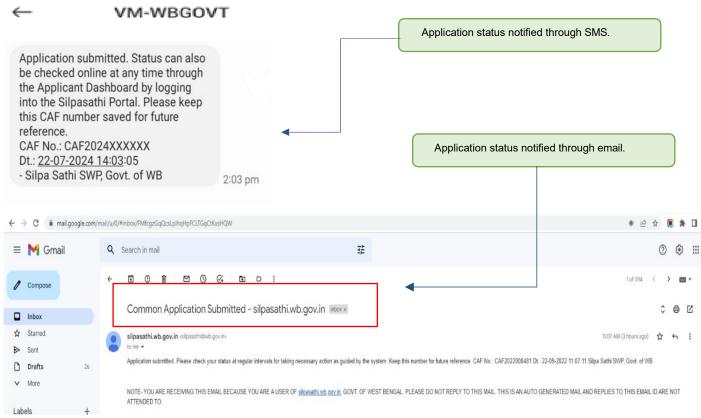
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On clicking on 'Submit' link, the following webpage appears post submission of application with updated Status.



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.



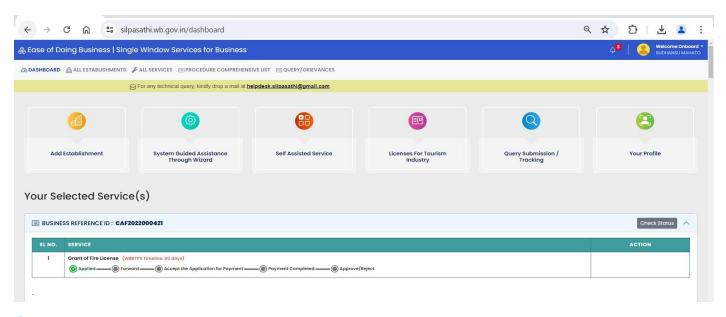
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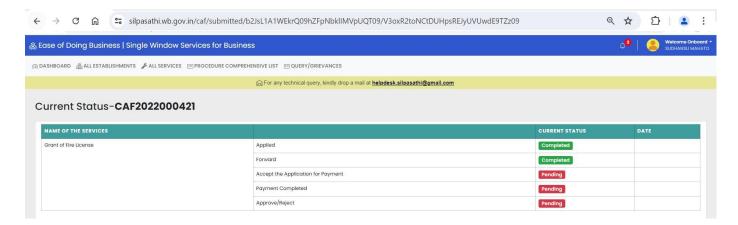
2. Online Payment of fees

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

Applicant's Dashboard

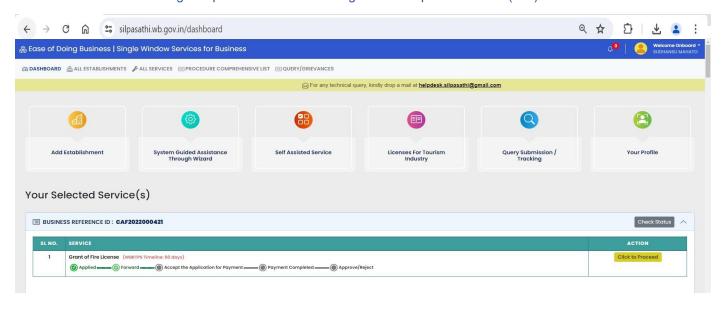


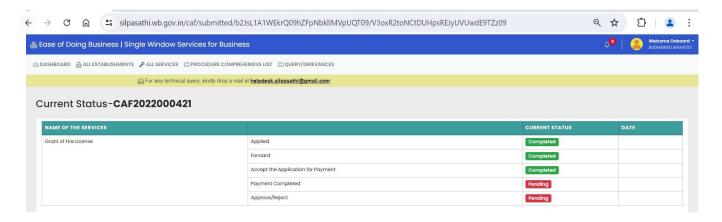
Status Dashboard

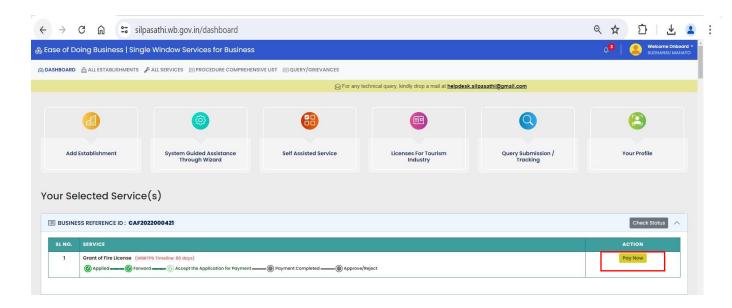


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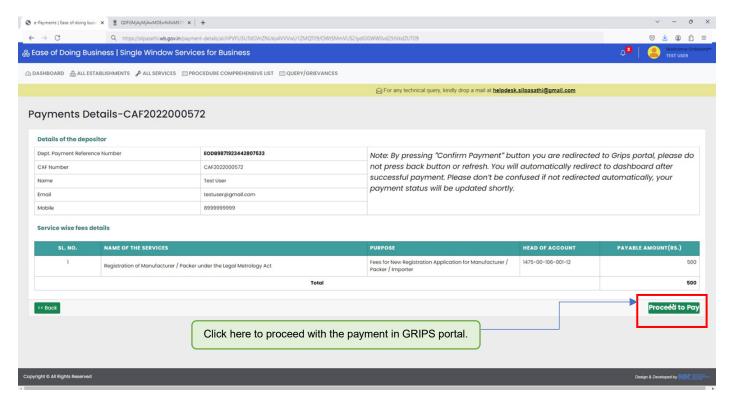




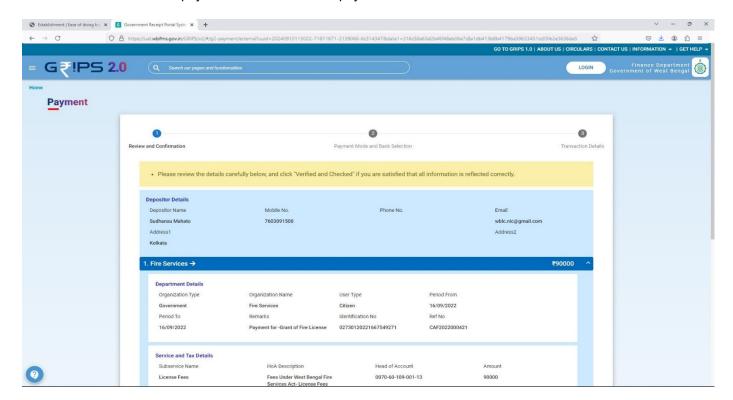
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The payment procedure has been illustrated as per the following screenshots. The applicant can proceed with the payment after clicking on the 'Proceed to Pay' option.

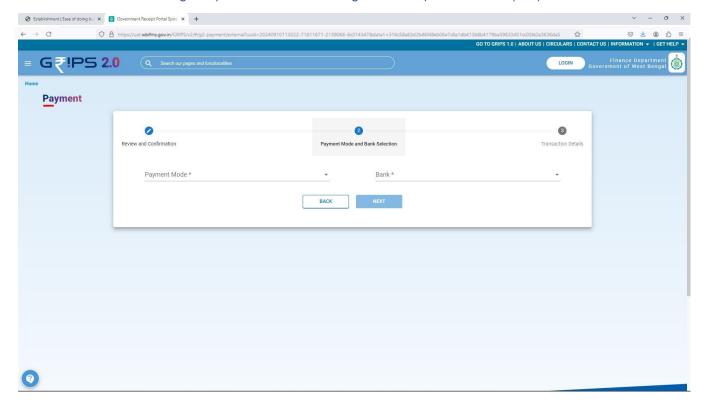


The applicant is redirected to the **GRIPS portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.

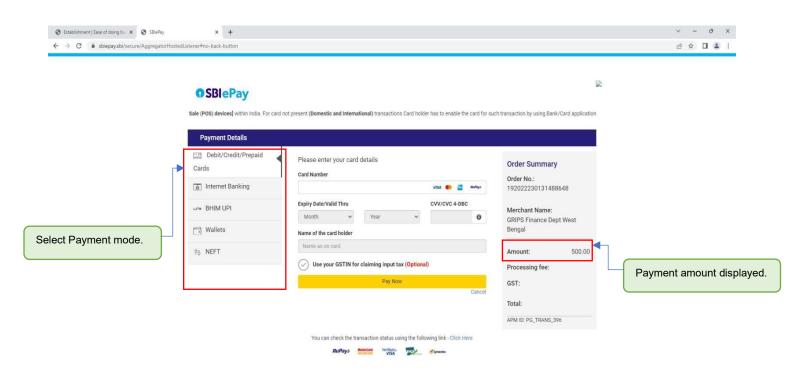


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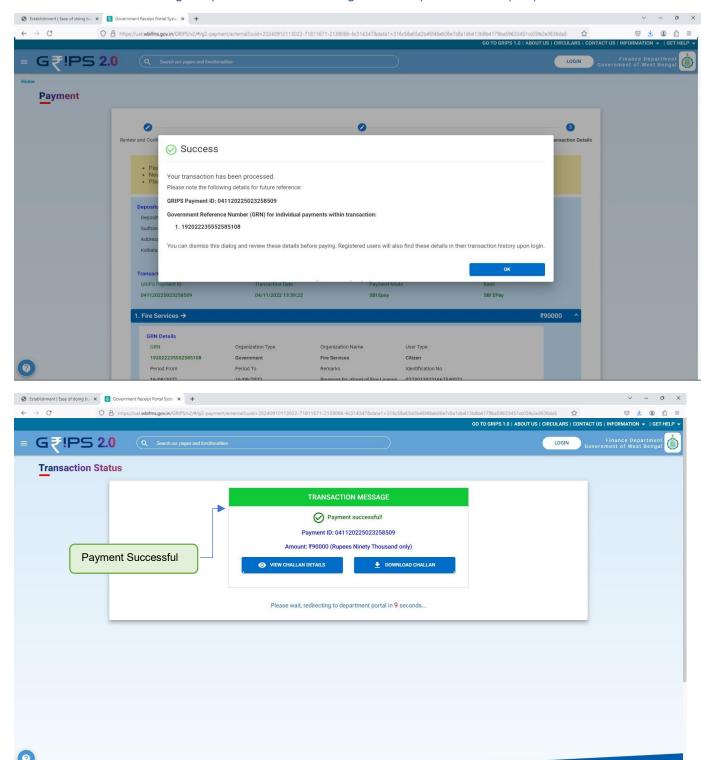
The applicant can choose his required mode of payment.



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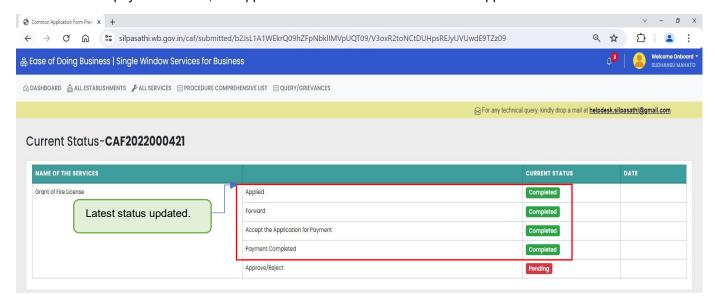


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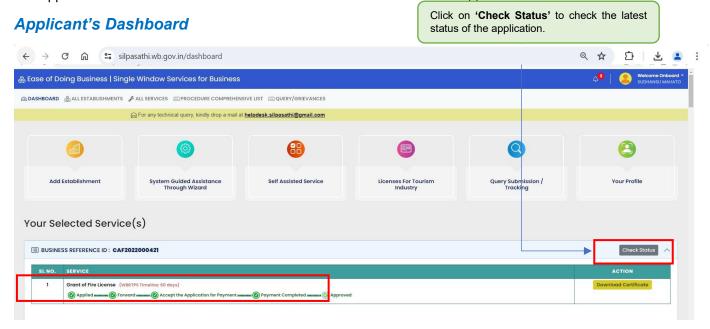
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After successful payment of fees, the applicant can see the latest status of his application in the Status Dashboard.



3. Track Status of Application

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

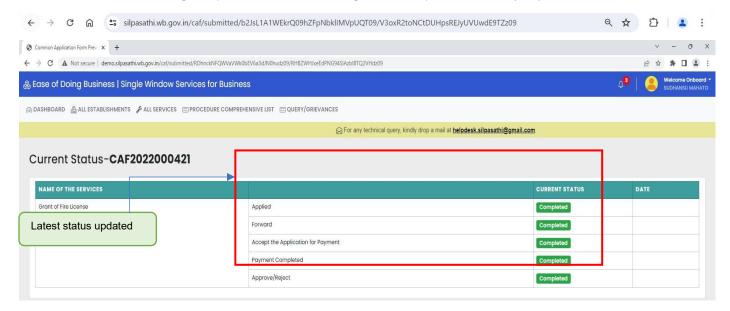


Note: Latest status can be seen any time through Applicant's Dashboard

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

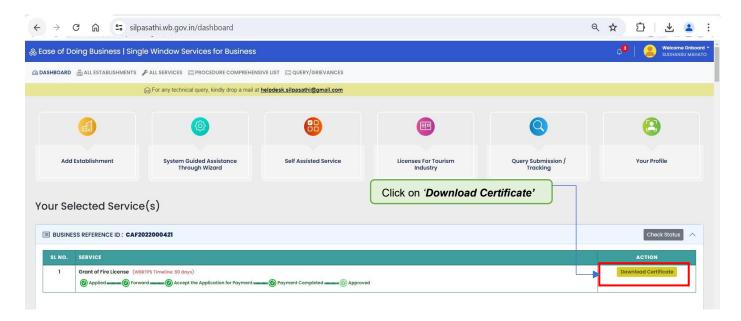
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Note: Applicant can click on 'Check Status' at periodic intervals and can view the latest status of the application

4. Online Download of final approval certificate

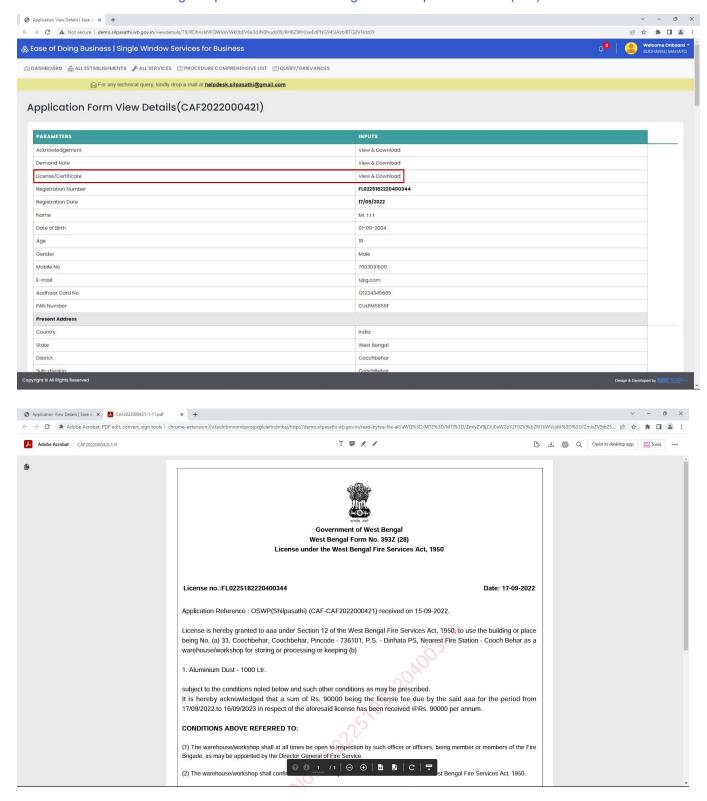


Note: Latest status can be seen any time through Applicant's Dashboard

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

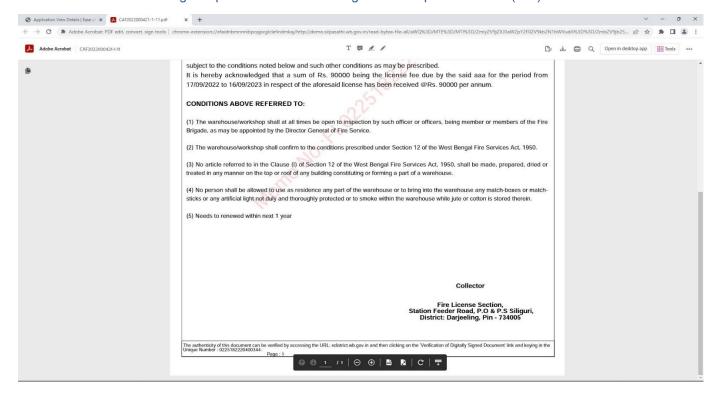
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The certificate as downloaded:



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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, without

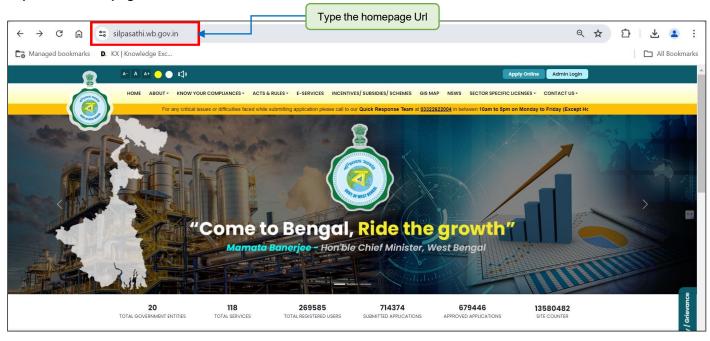
Third party verification process

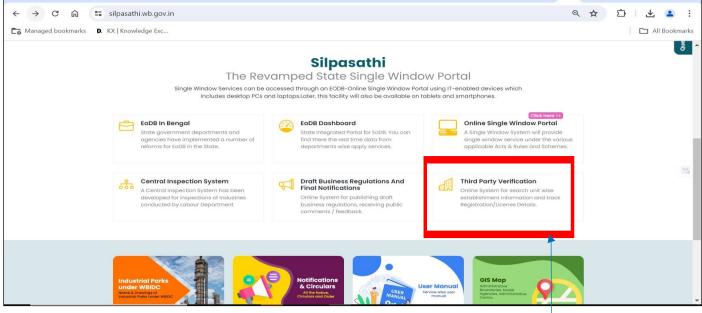
The applicant or any user has to log in to https://silpasathi.wb.gov.in/.

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



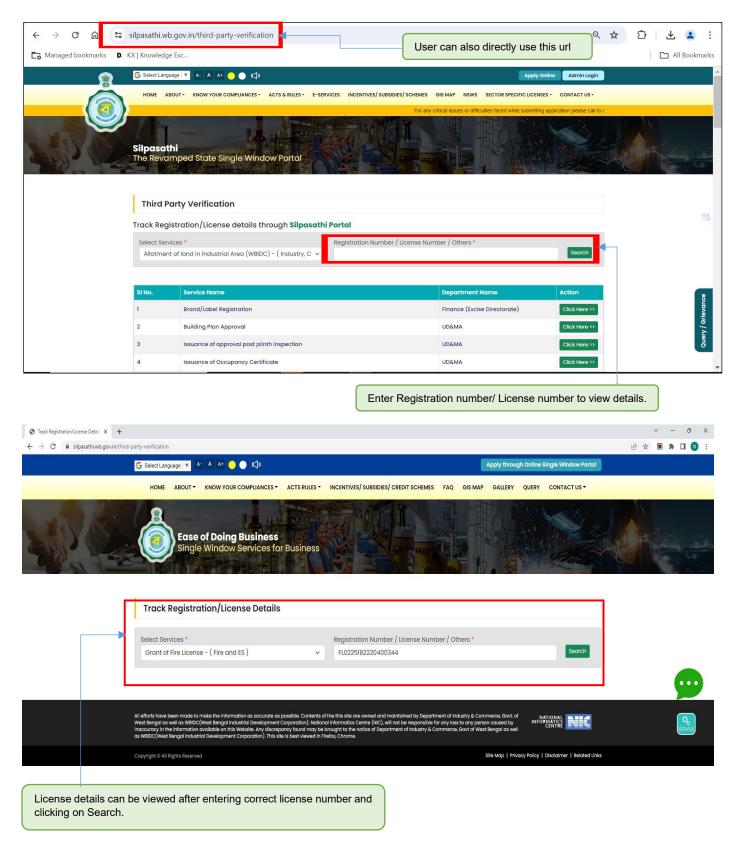


Select 'Third Party Verification'

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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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The third party can view the details as illustrated below:

