



## **Health and Family Welfare:**

### **Retail/Wholesale Drug License Retention**

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

*User Manual*

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# User Manual

## Retail/Wholesale Drug License Retention

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

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## Retail/Wholesale Drug License Retention

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### Introduction

This document is intended to serve as a User Manual for grant of the service “Retail/Wholesale Drug License Retention” 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 Retention- H&FW** aims to retain the Retail/whole drug license. A Wholesale Drug License is a mandatory registration required by the government to operate a wholesale drug business. To retain this license, a Wholesale Drug License Retention service is necessary. The primary purpose of this service is to ensure compliance with regulatory requirements and maintain the validity of the license. 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 (Graduation, post-graduation certificates)

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#	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 license, 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 authorization, 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

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#	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 Retention has an WBRTPS timeline of **90 days** till approval by the authorities.

## Instructions related to the application form

Sl. No.	Field Name	Instructions
<b>Firm Details</b>		
1.	Application Type	Select Application Type
2.	Type of Firm	Select Type of Firm
3.	Name of Firm	Enter Name of Firm
4.	Nature of Firm	Select Nature of Firm (micro/small/large)
<b>Firm Address</b>		
1.	Building No/ Holding No/ Daag Number	Enter details

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Sl. No.	Field Name	Instructions
2.	Street Name	Enter Street Name
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
<b>Contract Details of Establishment</b>		
1.	Trade License	Enter trade license details
2.	Actual Floor Space	Enter details
3.	Nature of Ceiling	Enter Nature of Ceiling
4.	Working hours	Enter number of hours
5.	Email	Enter emailid
6.	Landline	Enter landline number
7.	Mobile	Enter mobile number
8.	Qualification of the person responsible for operation if granted	Enter qualification details
9.	Classification	Select classification
<b>Owner Details</b>		
1.	Owner Name	Enter Full Name of the owner
2.	Owner Signature	Add signature
3.	Owner Photo	Add photo

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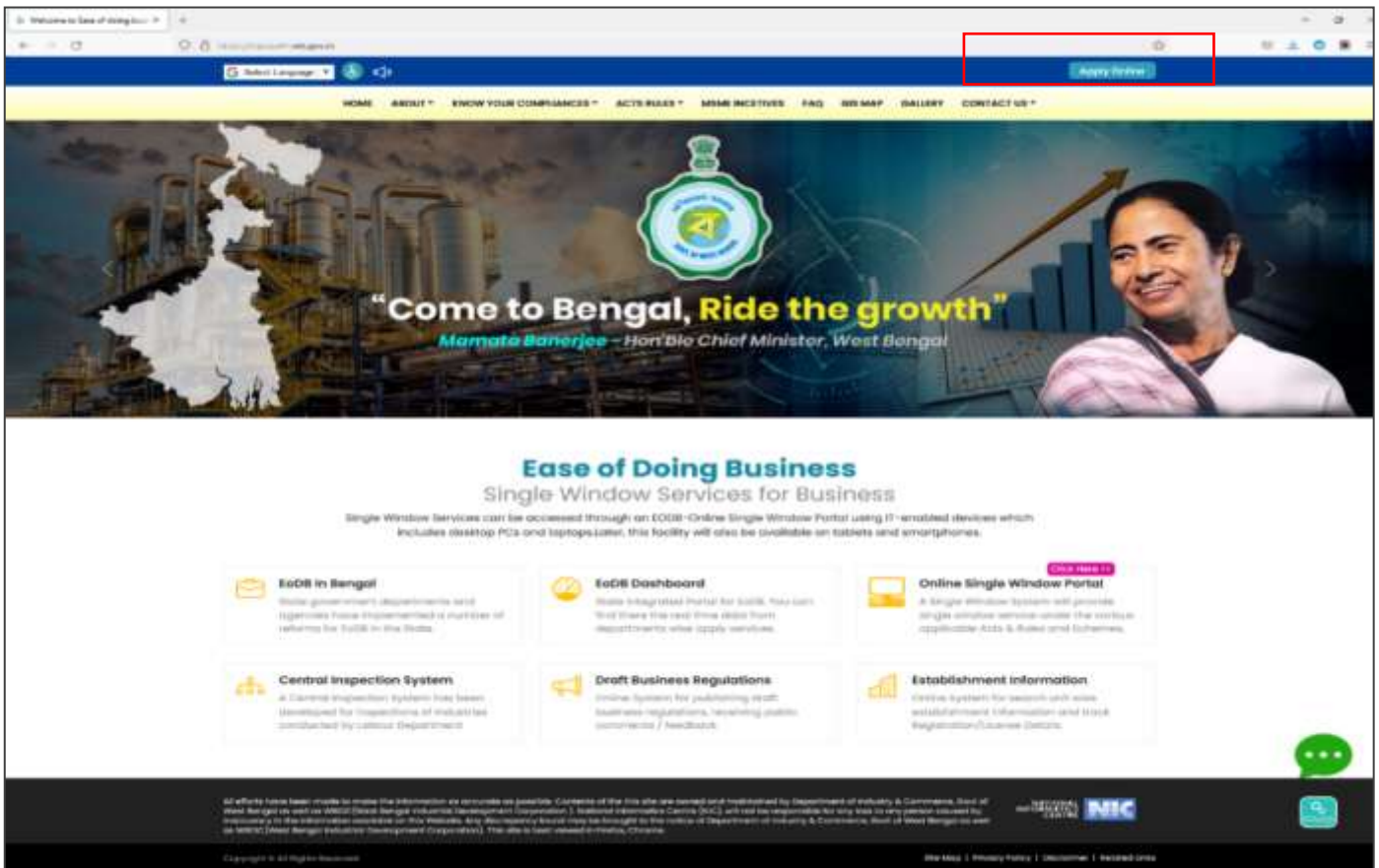
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### Application Process through SilpaSathi

#### 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.

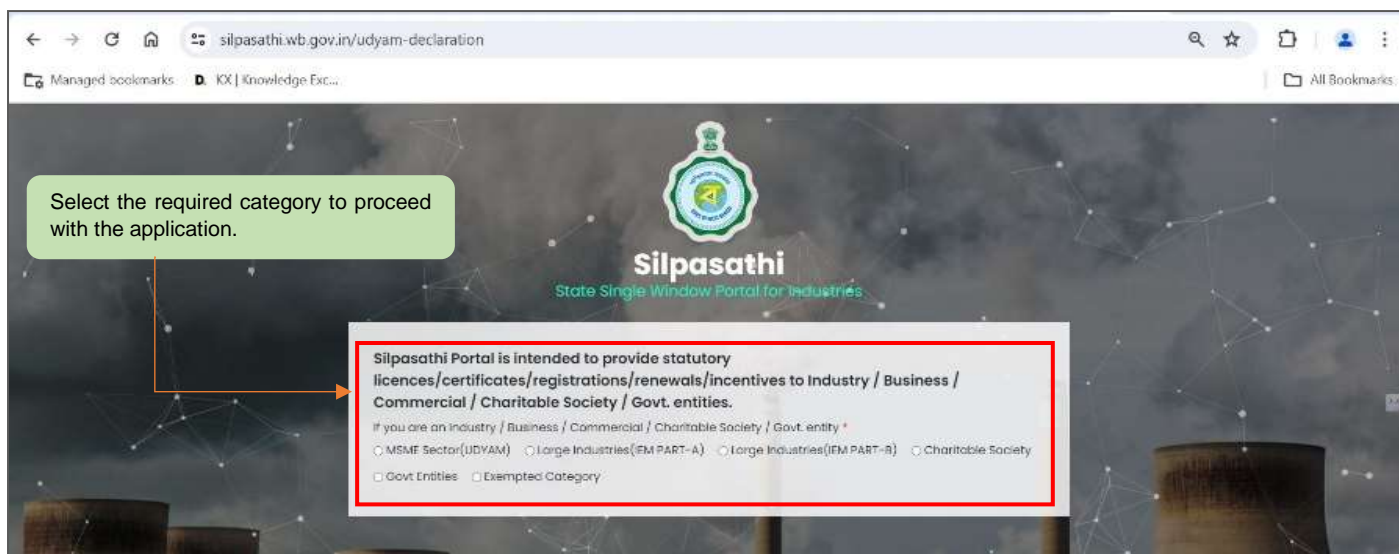


**Applicant Log-in:** The applicant needs to **select the required category** as illustrated in the screenshot below and proceed for registration.

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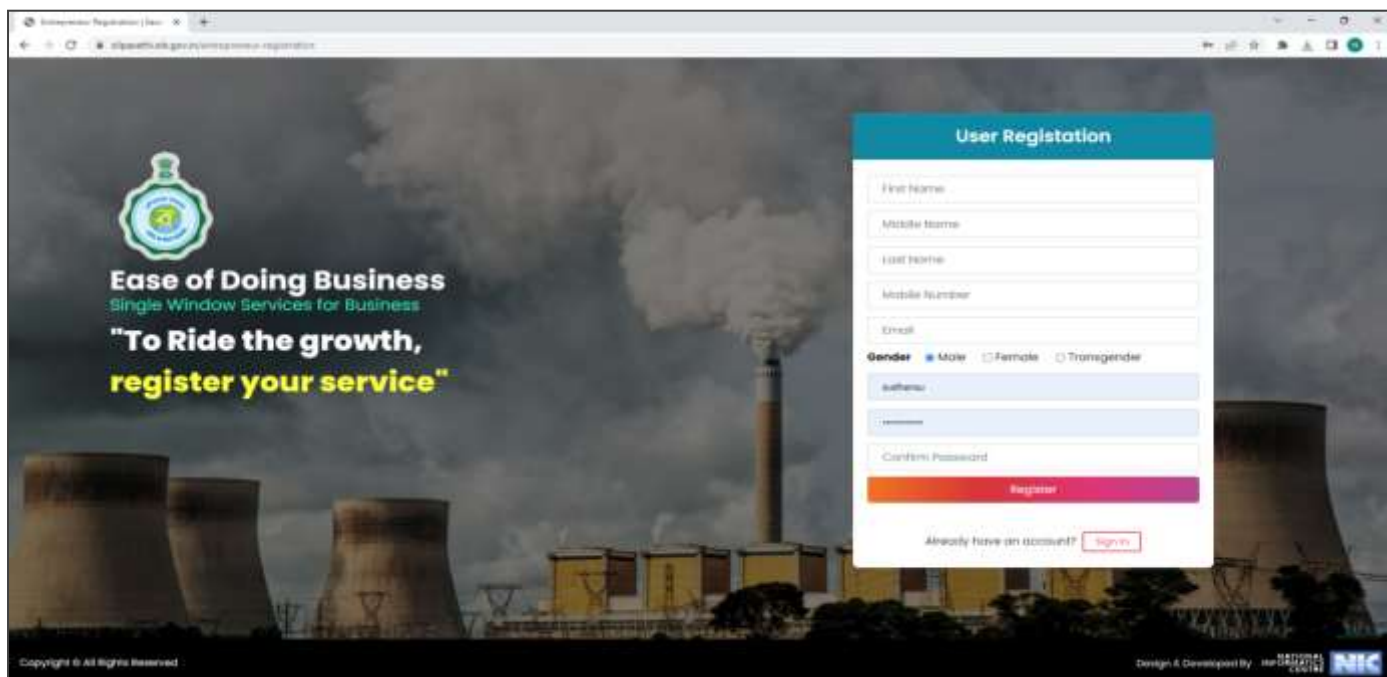
## Retail/Wholesale Drug License Retention

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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 '[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**.



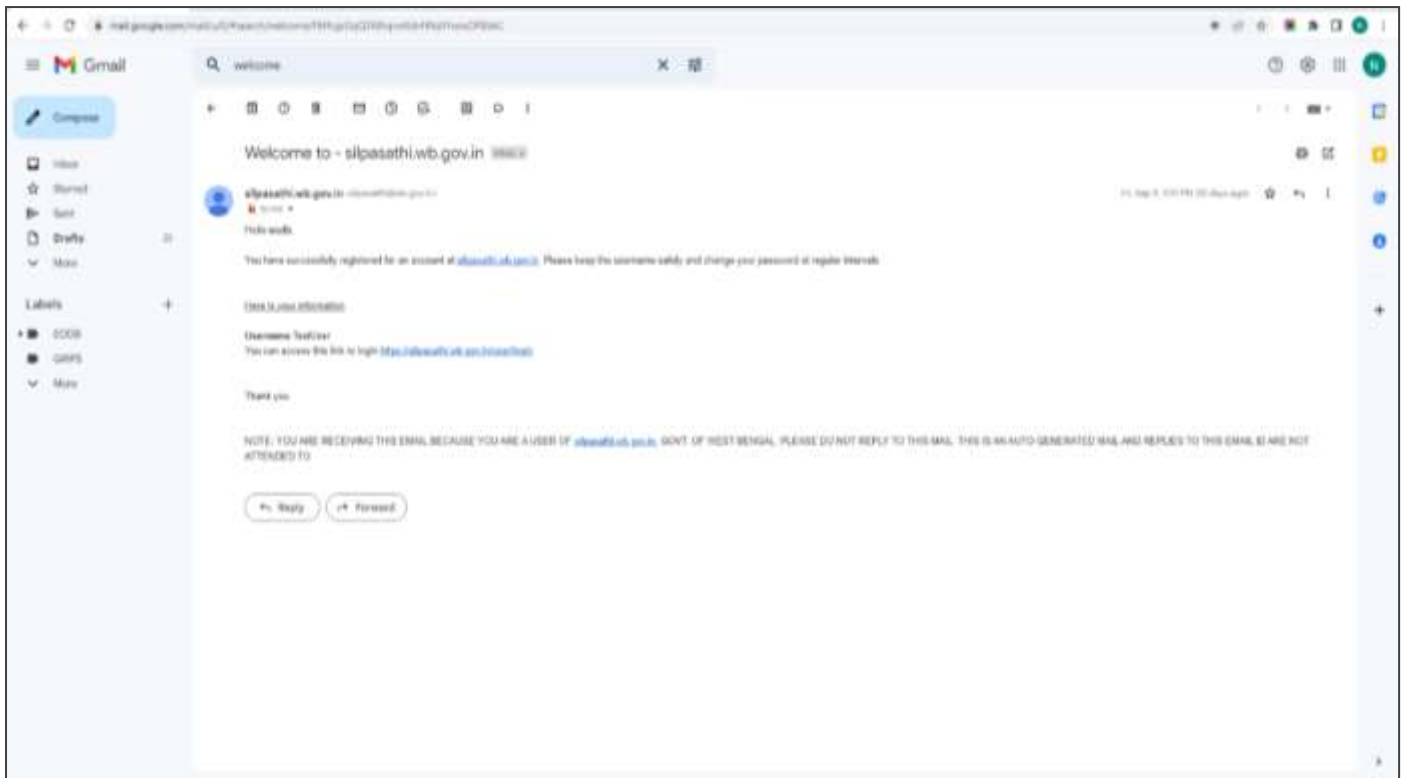
Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:



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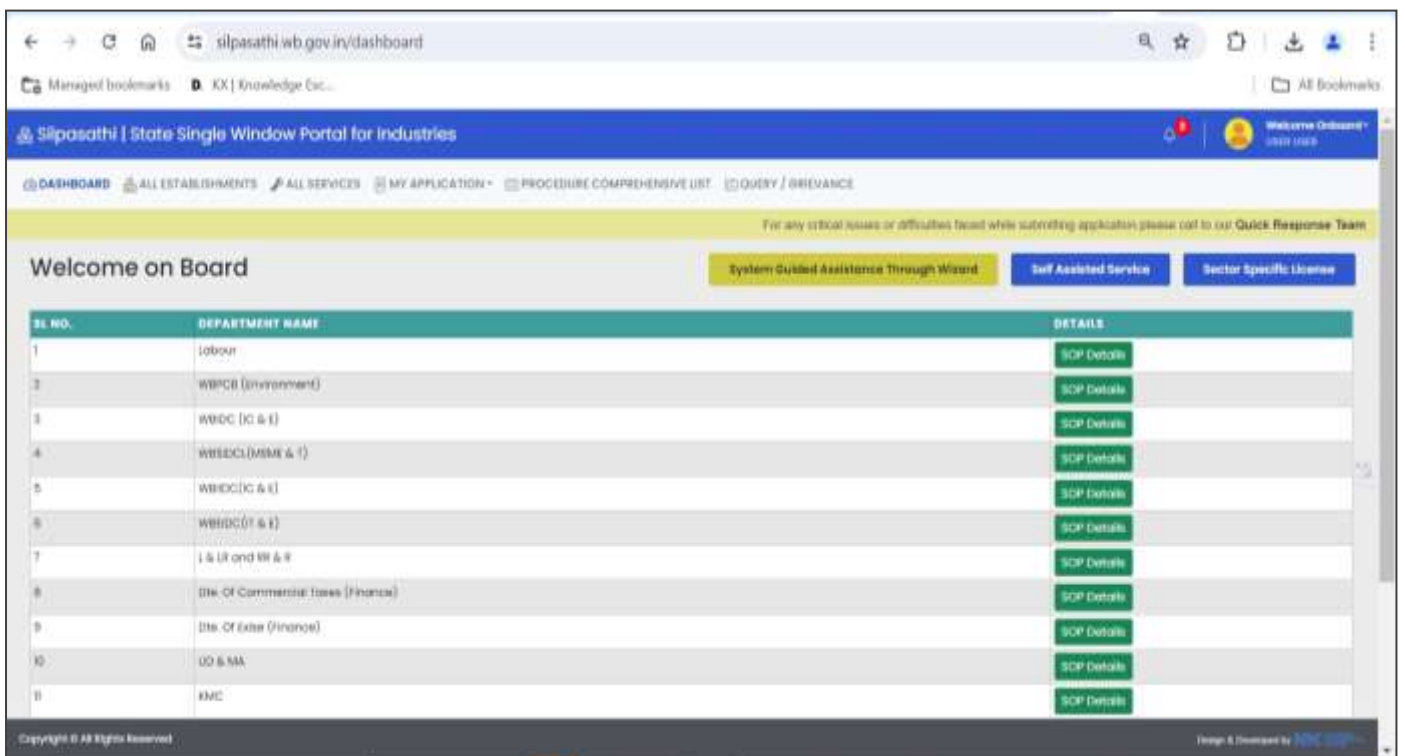
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## Online Application submission

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

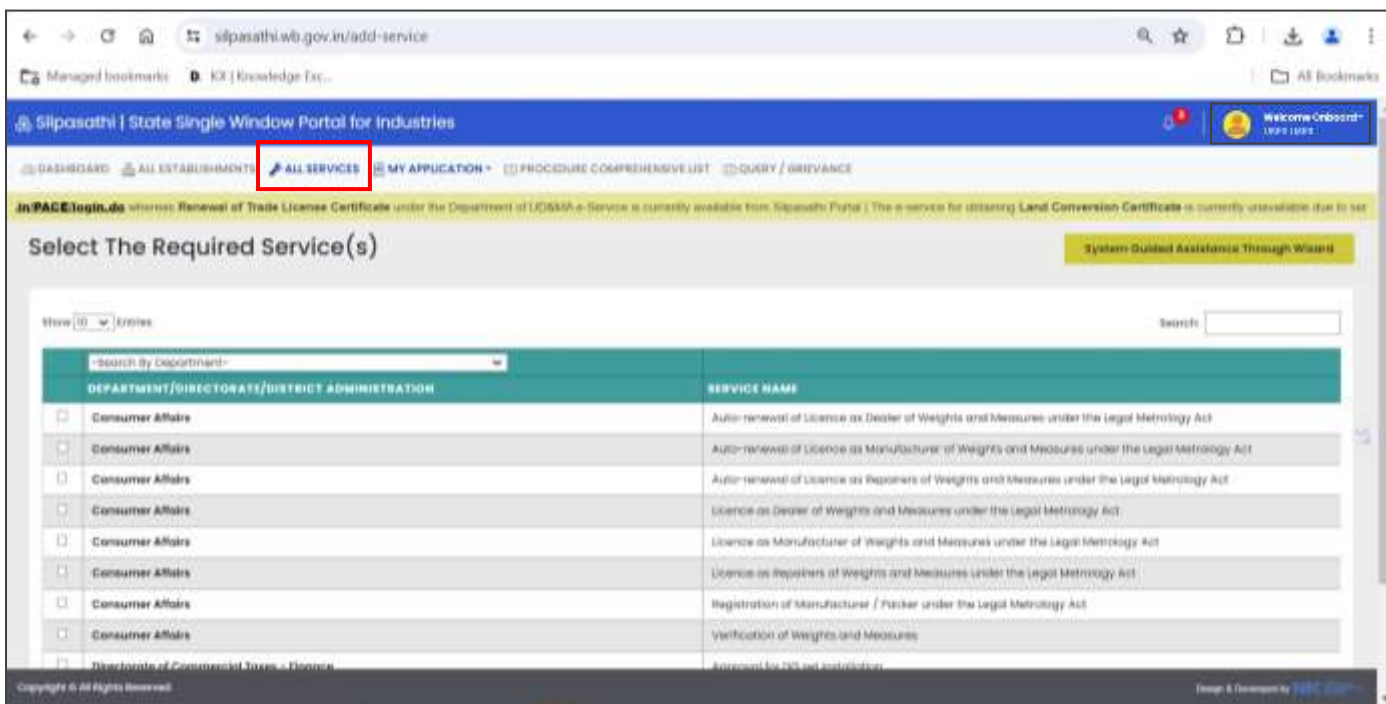


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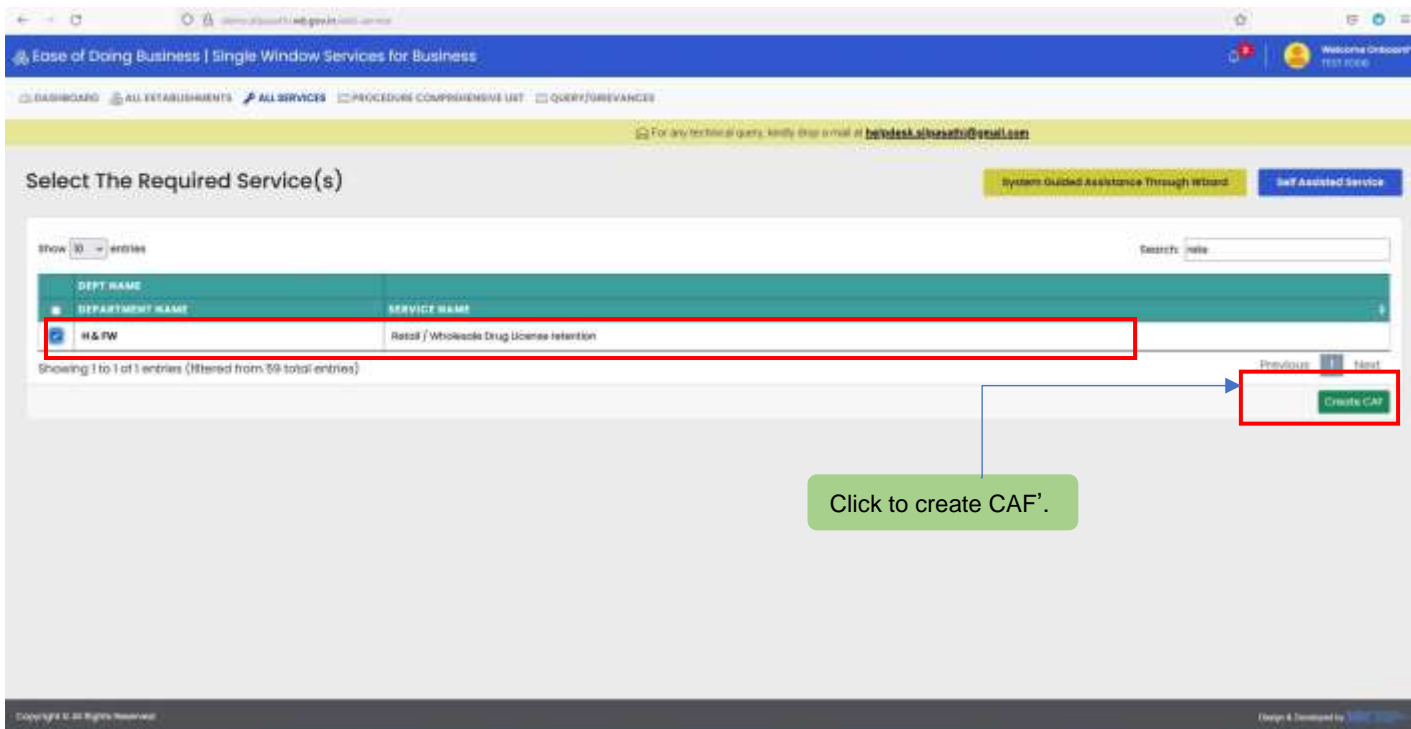
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The applicant has to click on '[ALL SERVICES](#)' to view the list of all services mapped with their corresponding departments.



Once done, a list of services will appear. Applicants need to click on [the checkbox](#) adjacent to the service named '**Retail/Wholesale Drug License Retention – H&FW**'.



After selecting the service '**Retail/Wholesale Drug License Retention – H&FW**', 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.

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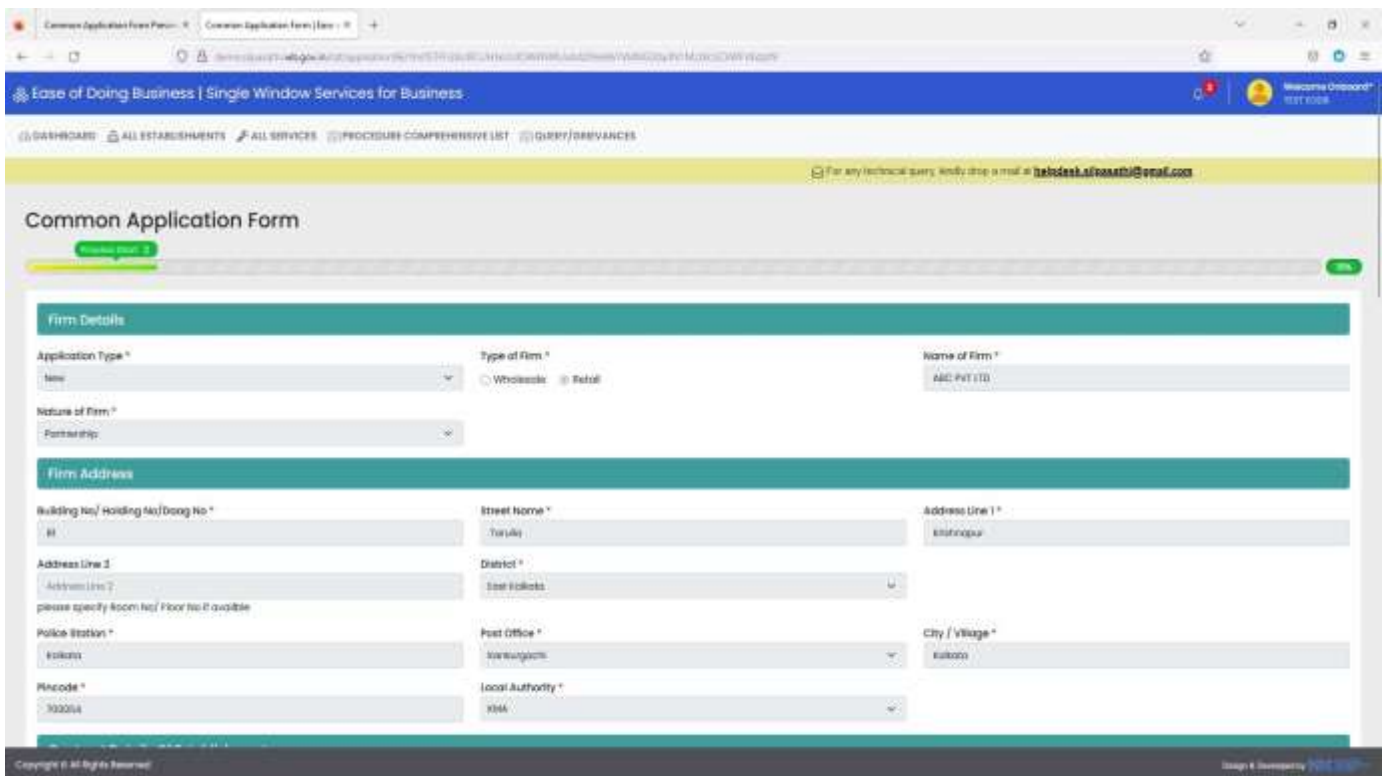
## Retail/Wholesale Drug License Retention

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### 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):



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**Service Details**

Categories of drugs to be sold \*  
Biological

License Number Bio \*  
C7495463

License Issue Date \*  
01-01-2022

License Valid upto Date \*  
01-01-2022

License Certificate Date \*  
09-11-2022

Particulars of storage accommodation for schedules C and C(1) drugs in the premises \*  
 Yes  No

Actual floor space area (sqft) \*  
300

Height from floor to ceiling (ft) \*  
200

Trade license \*  
 Applied for license  Available

A brief statement on construction of the premises (whether brick built, plastered and floor cemented/roofing and ceiling). \*  
Brick built

Nature of Calling \*  
RDC

Trade Licences / Trade Enlistment Certificate \*  
 Yes  No

Do you have any other drug license? \*  
 Yes  No

Whether any other application has been rejected or convicted under D & A Act? \*  
 Yes  No

Premises Type \*  
General by owner

**Registered Pharmacist Details**

Name  
Name

Qualification  
select an option

Other Qualification  
Other Qualification

Age  
Age

Experience (in years)  
Experience (in years)

Registration No  
Registration No

Appointment Letter  
 Yes  No

Joining Letter  
 Yes  No

Educational Certificate  
 Yes  No

Experience Certificate  
 Yes  No

Registration Certificate  
 Yes  No

SL NO	NAME	QUALIFICATION	OTHER QUALIFICATION	AGE	EXPERIENCE (IN YEARS)	REGISTRATION NO	APPOINTMENT LETTER	JOINING LETTER	EDUCATIONAL CERTIFICATE	EXPERIENCE CERTIFICATE	REGISTRATION CERTIFICATE	ACTION
1	Siddi Muthurjee	B.Pharm	Btech	32	5	749573	Yes	No	Yes	Yes	No	
2	Bhram Saha	M.Pharm	Btech	32	5	2434	No	No	Yes	Yes	Yes	

**Owner Details**

Owner Name  
Owner Name

Owner Signature  
Browse... No file selected

Owner Photo  
Browse... No file selected

SL NO	OWNER NAME	OWNER PHOTO	OWNER SIGNATURE
1	94000000		

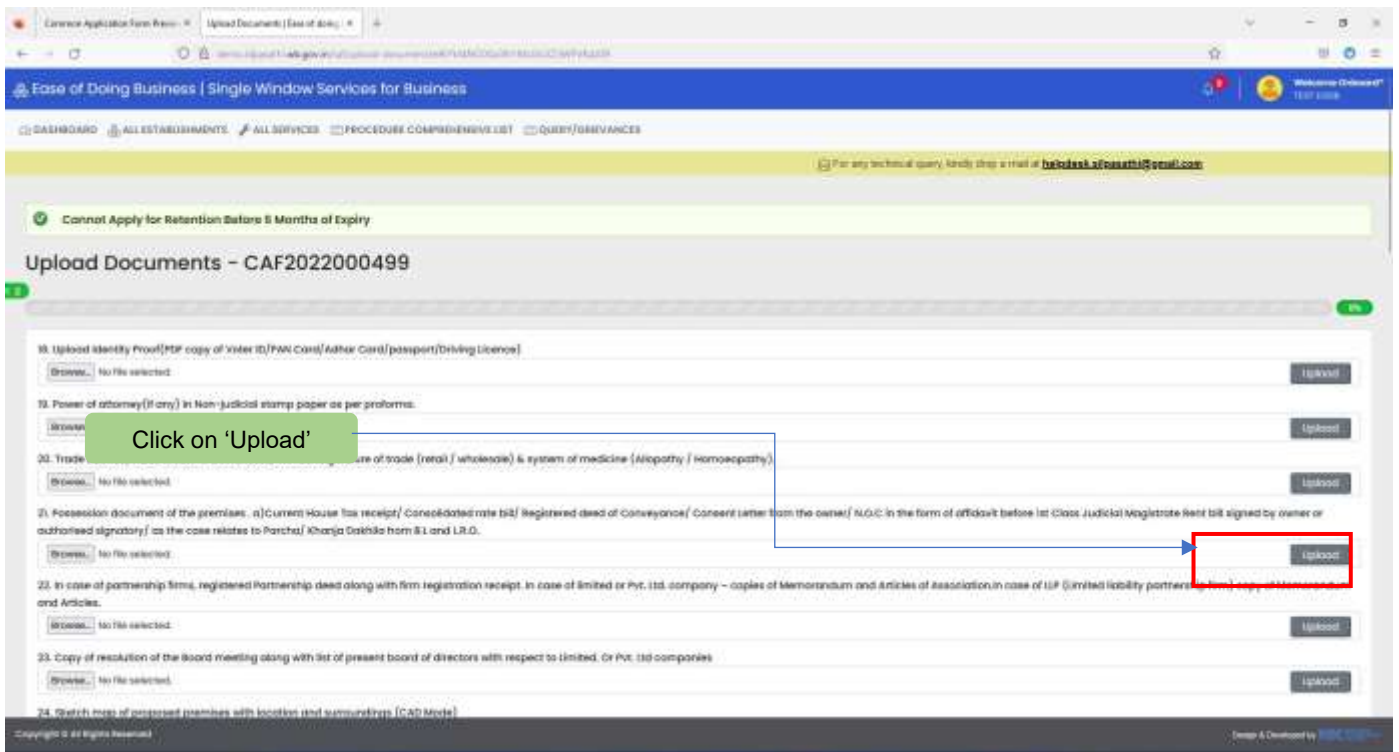
Upon completion of the application process along with document submission, the applicant clicks on the **'Submit'** button for final submission of the application.

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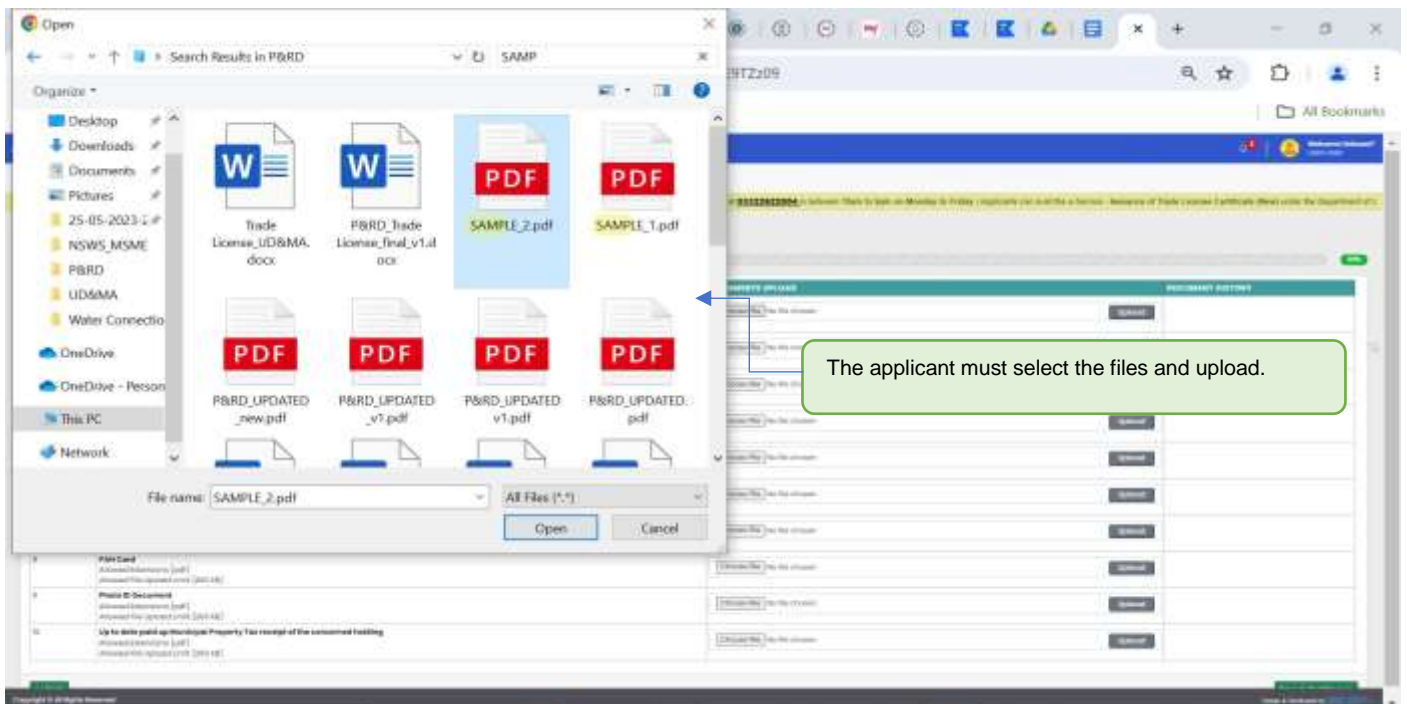
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**The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.**



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.

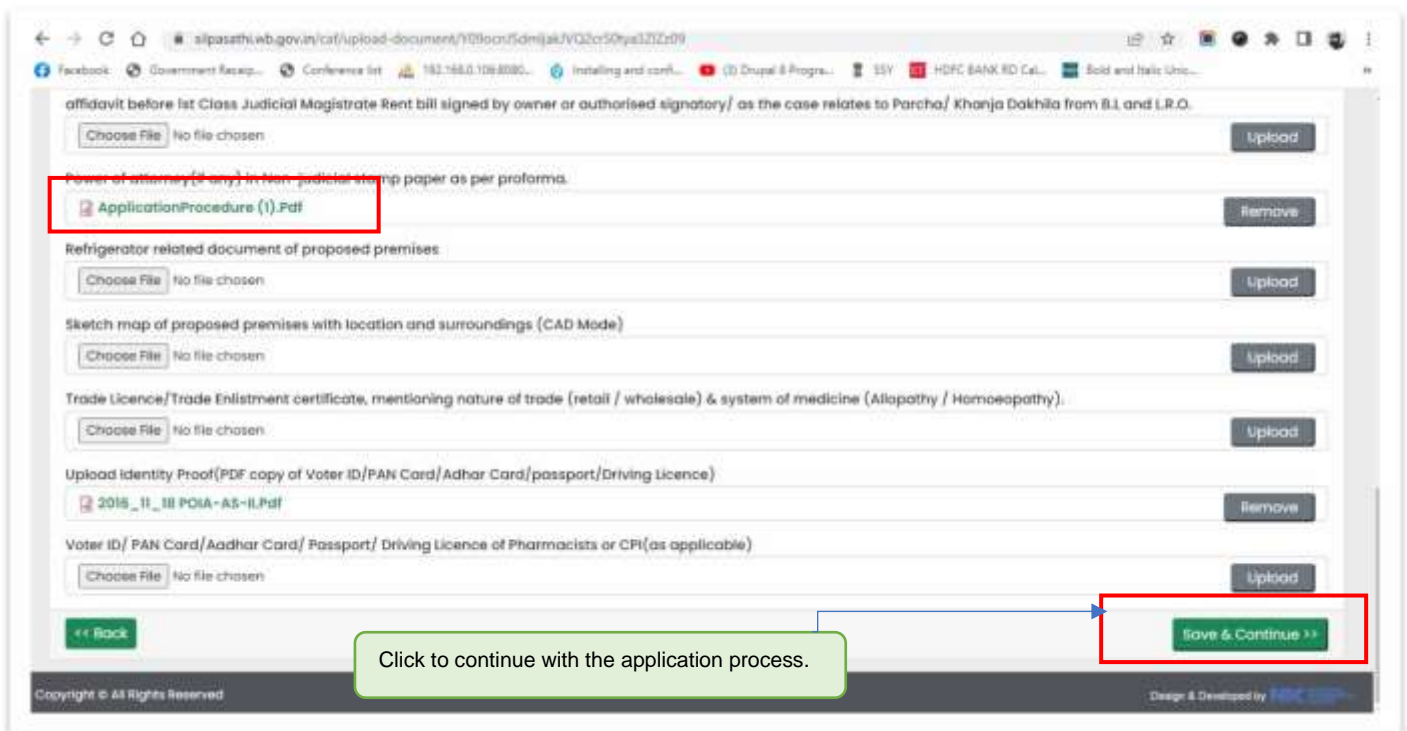
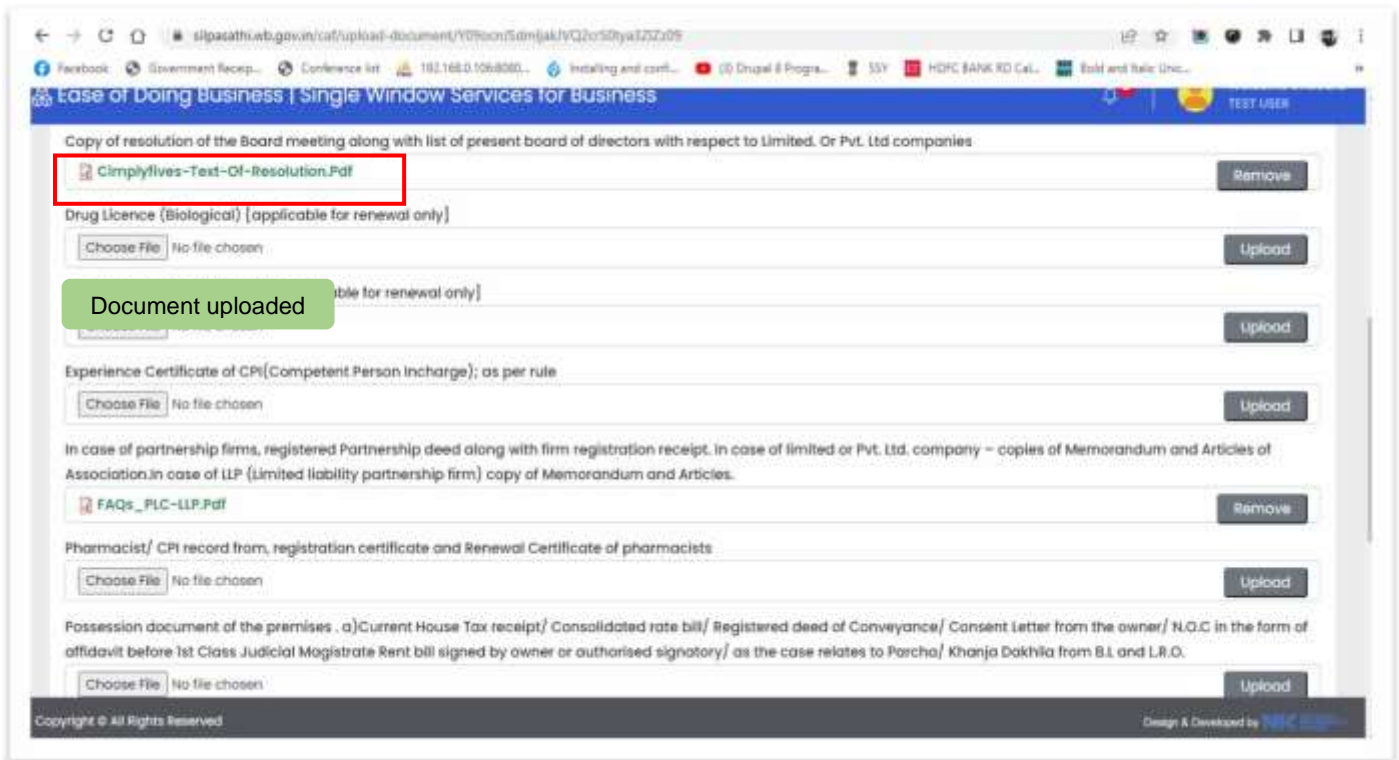


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The applicant is required to upload **both the required documents** in **pdf format** as illustrated in the screenshots. After filling the application form and uploading the required documents the applicant has to click on '**Save and Continue**' to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

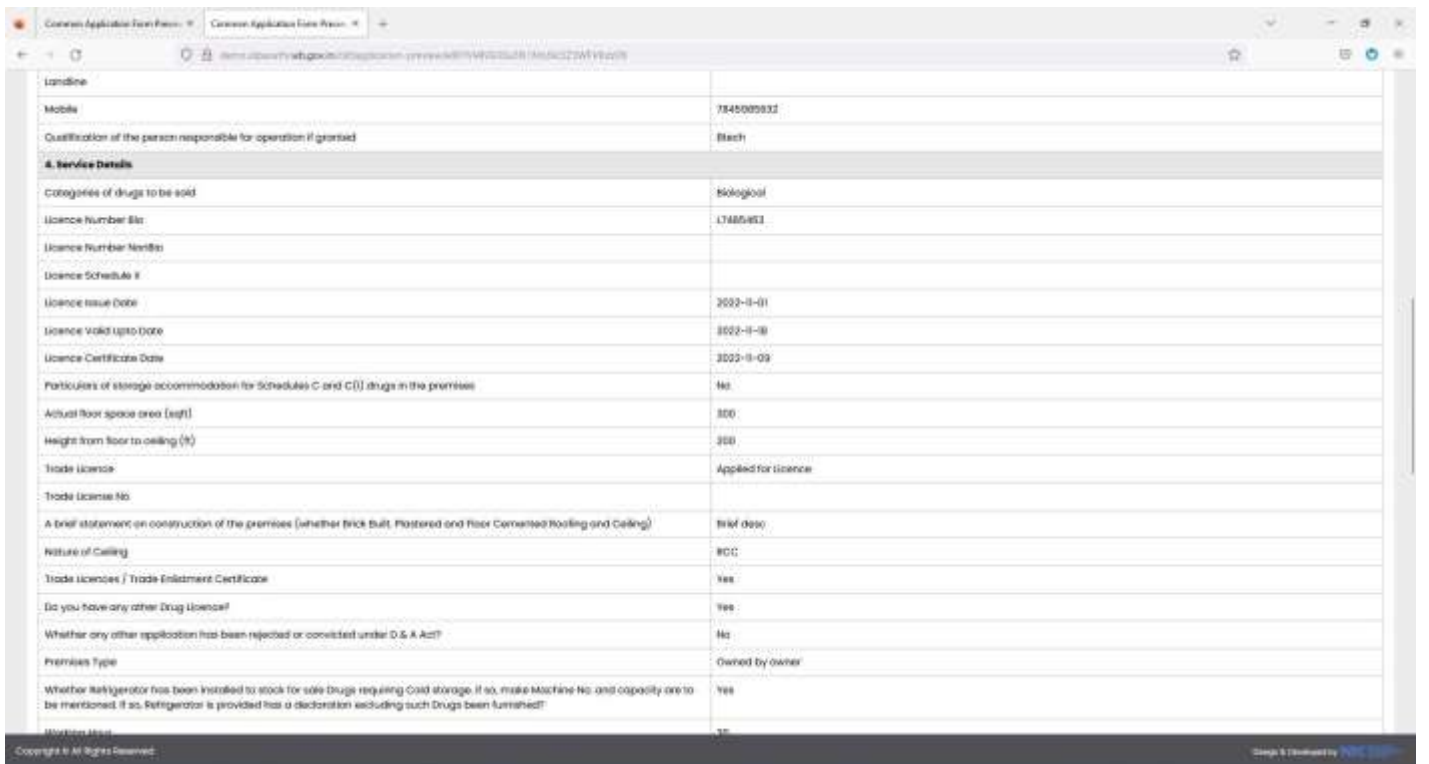
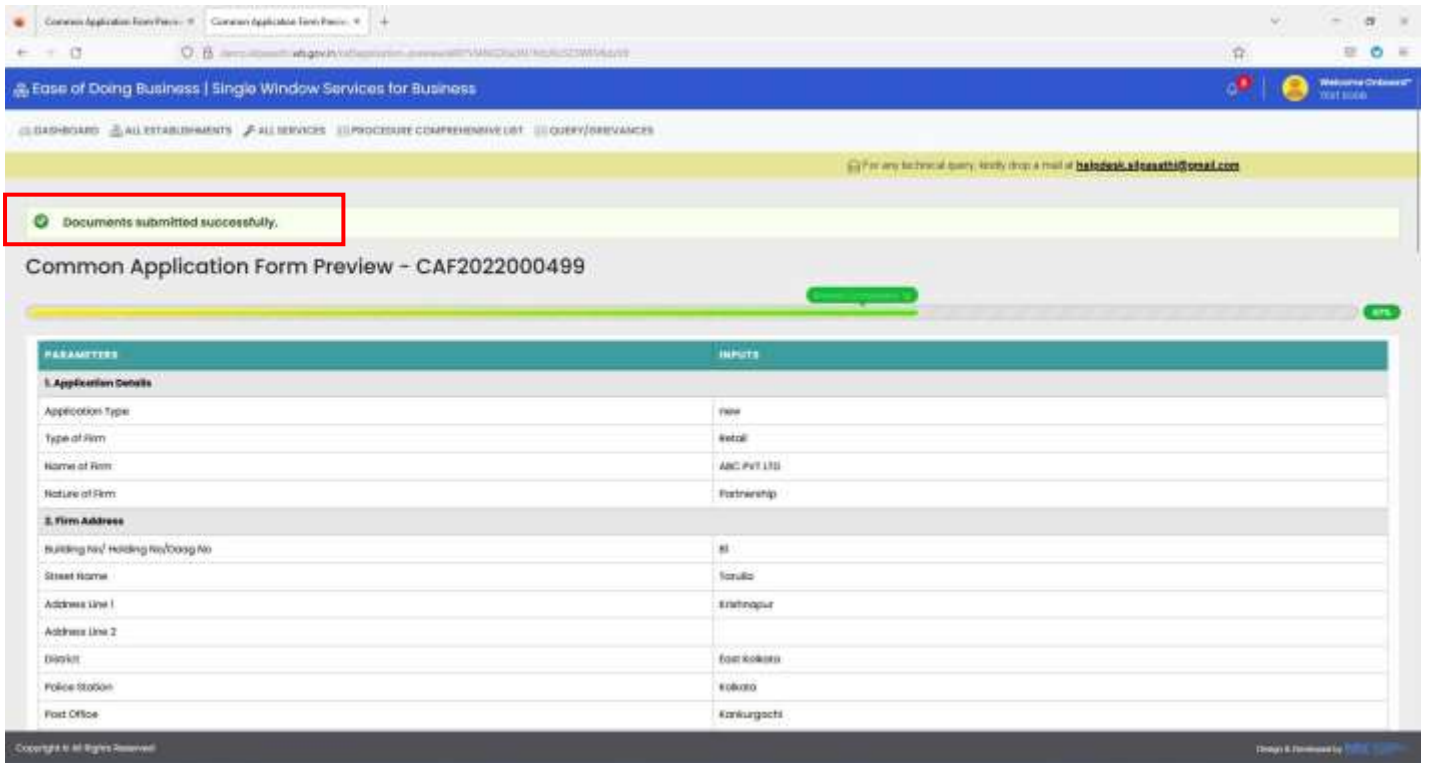


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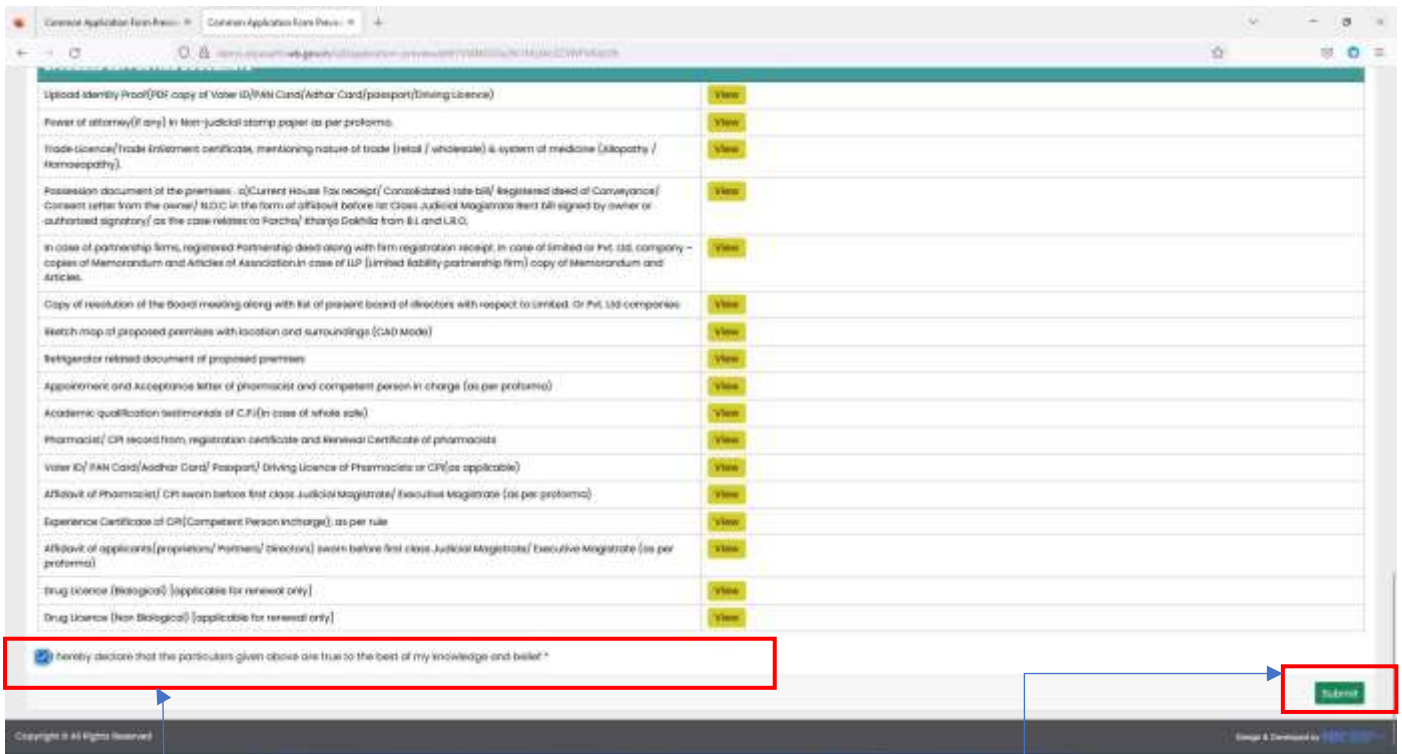
The applicant shall review the filled in application form and proceed for final submission of application. Once reviewed, the applicant shall also be required to click on the Declaration checkbox on the bottom left of the application page before proceeding to 'Submit' button, as illustrated in the screenshots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



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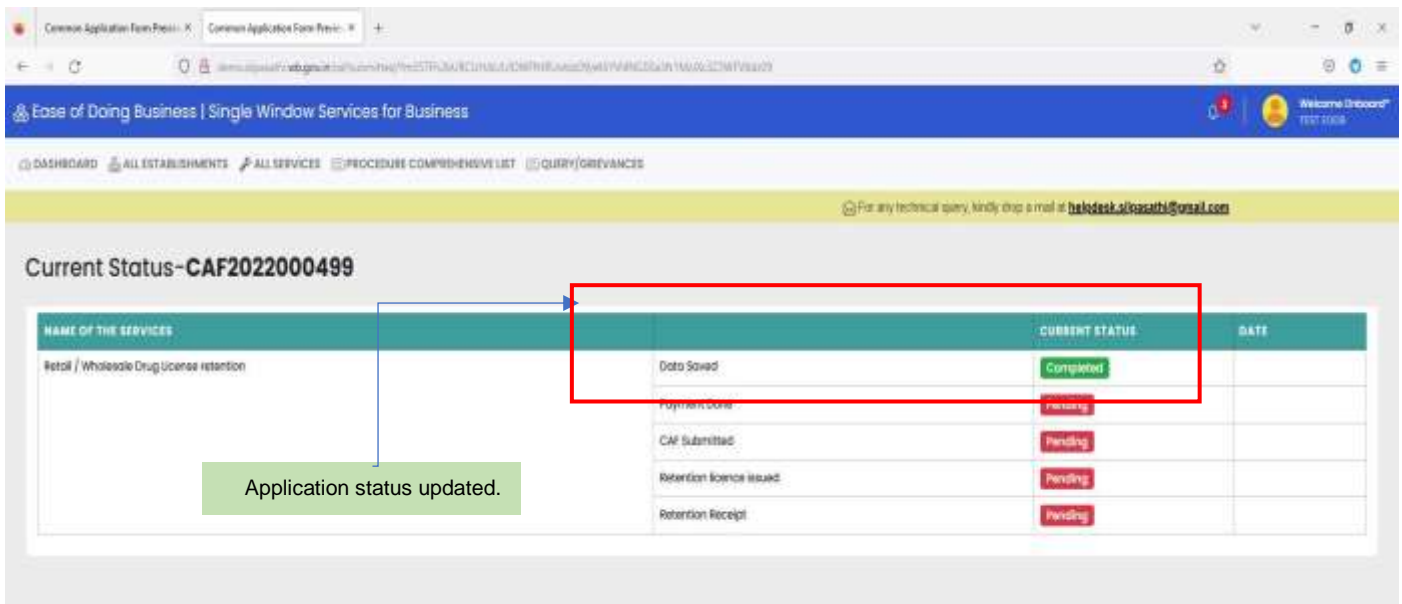
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Declaration statement

Click on submit for submission of application.

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



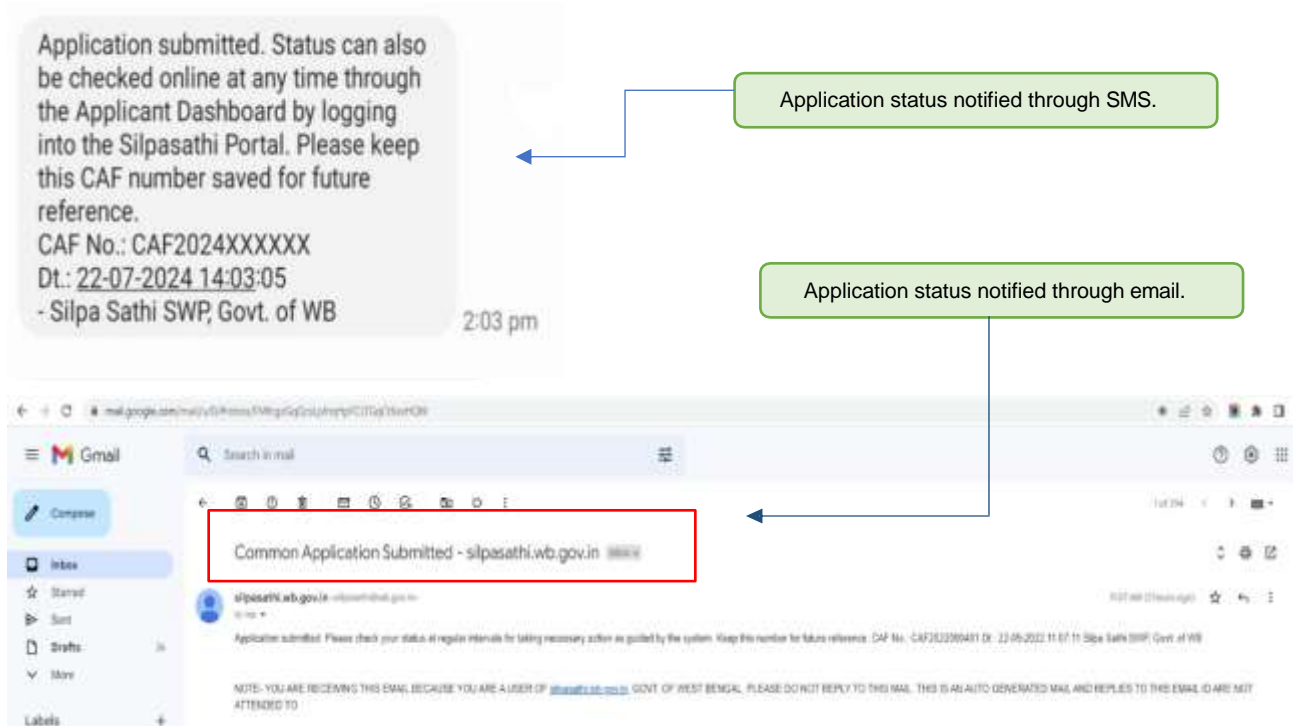


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The applicant /user shall be notified via SMS and email on his registered phone number and email id respectively. The applicant receives notifications at different stages of the application - application submission, application approval, etc.



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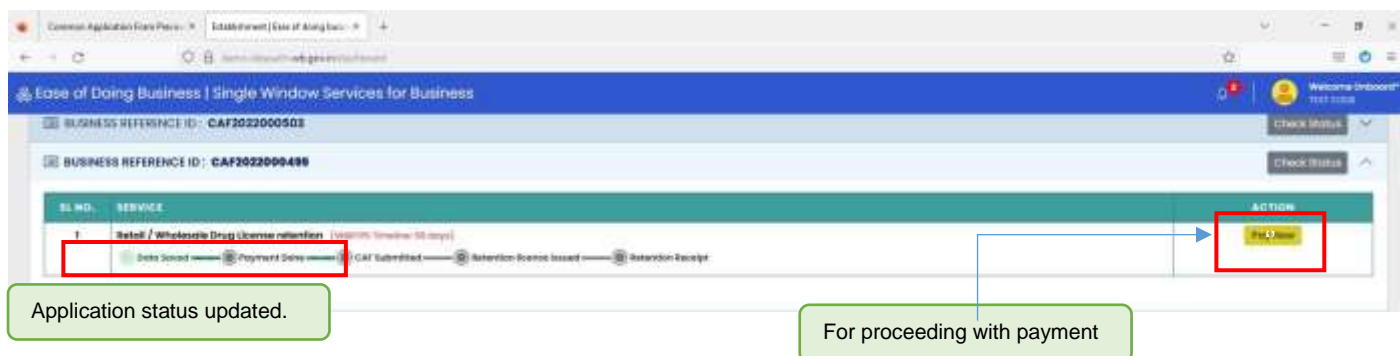
## Retail/Wholesale Drug License Retention

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

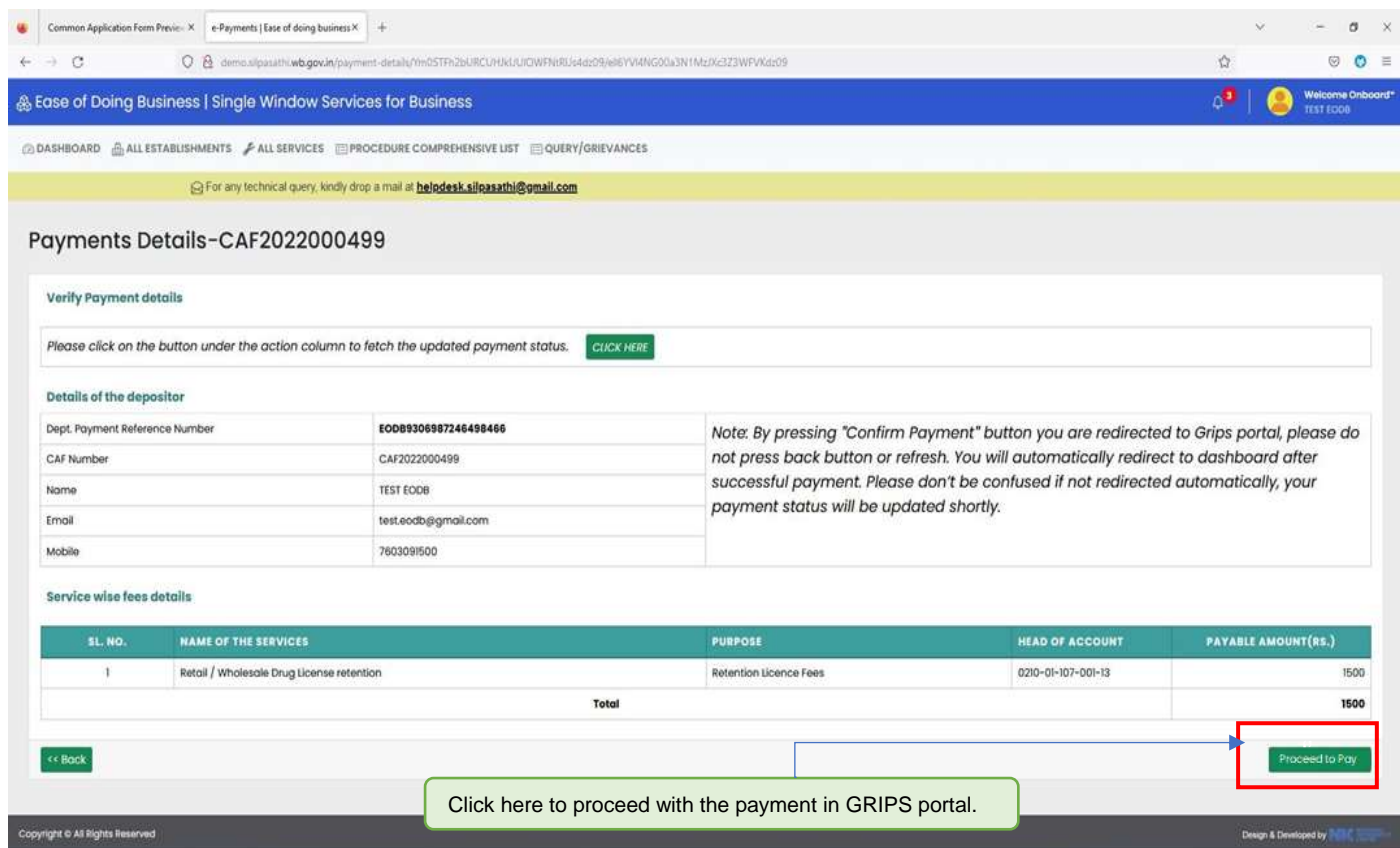
### 2. Online Payment of fees

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.

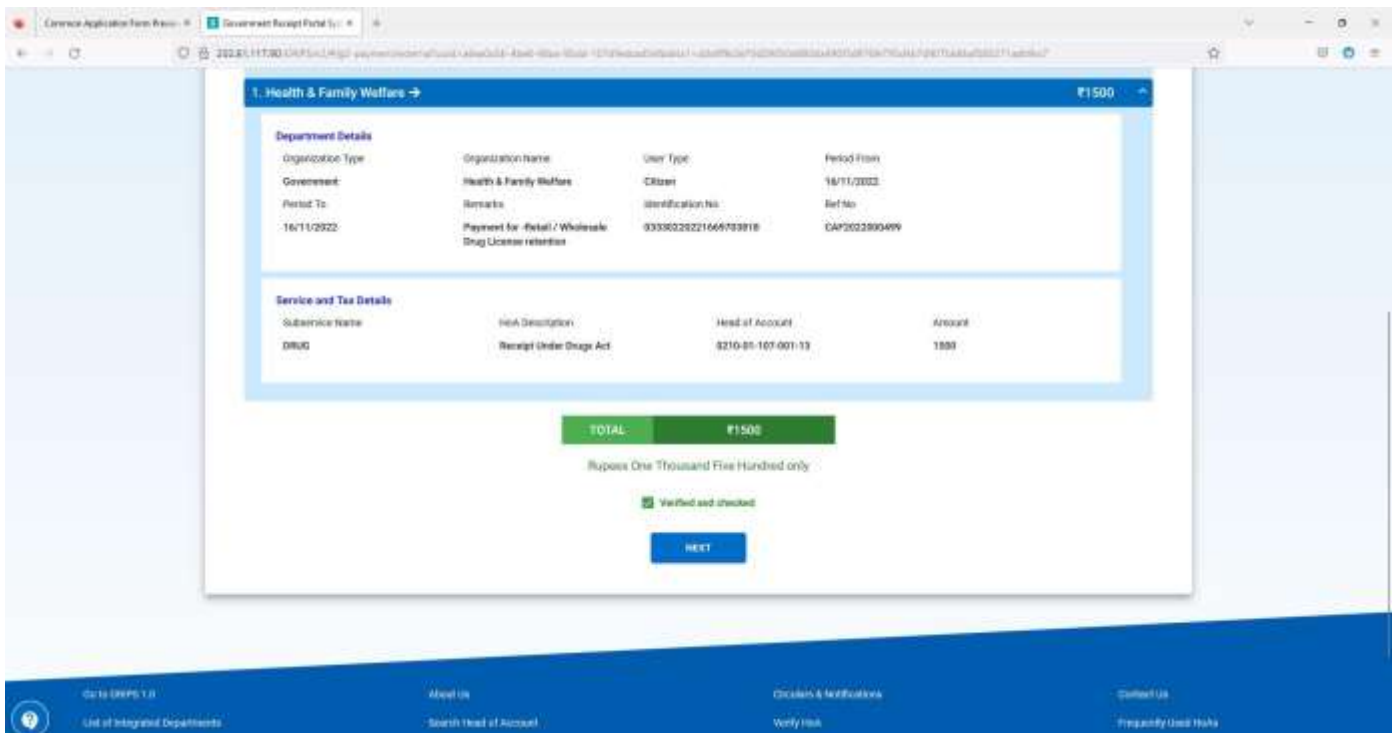
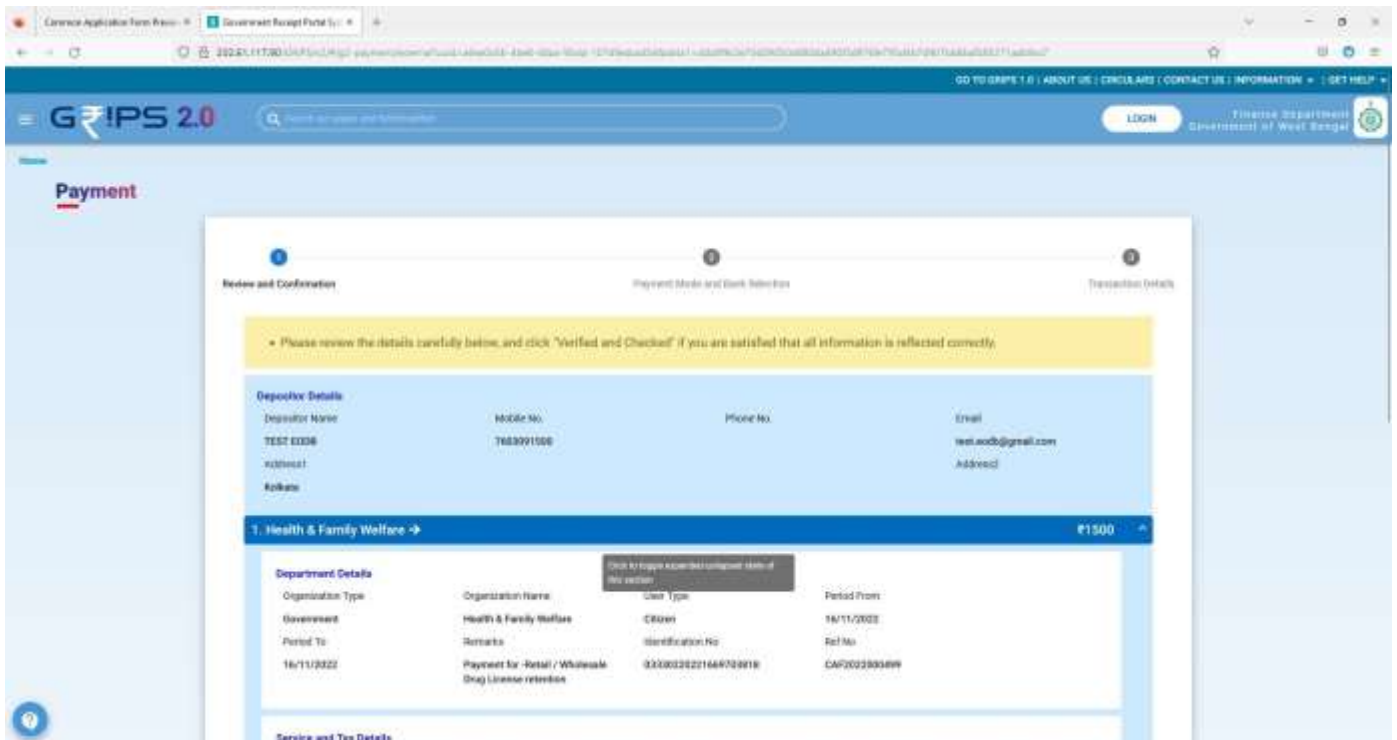


The applicant is redirected to the **GRIPS portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.

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The screenshot shows the iFMS (Integrated Financial Management System) interface for West Bengal. The page title is 'DEPOSITOR'S DETAILS'. A table titled 'Details of Payment' is displayed, with the 'Total Amount[?]' field highlighted by a red box. A green callout box points to this field with the text 'Payment amount displayed.'.

Details of Payment	
Department:	Health & Family Welfare
Depositor Name:	Test User
Mobile No:	8888888888
Identification No:	03330220221663583248
In favour of:	H & FW
Period From:	19/09/2022
Total Amount[?]:	1500
No. Of Head:	1
Address:	Kolkata
E-Mail:	testuser@gmail.com
Payment Ref. No.:	CAF2022000487
Payment Mode:	NA
Period To:	19/09/2022
Remarks:	Payment for -Retail / Wholesale Drug License

The screenshot shows the 'CHALLAN DETAILS' section of the portal. It contains a table with the following data:

SUB SERVICE	IDENTIFICATION NO	HEAD OF ACCOUNT	HEAD DESCRIPTION	AMOUNT[?]
DRUG	03330220221663583248	0210-01-107-001-13	Receipt Under Drugs Act	1500
Total Amount:				1500
IN WORDS:				ONE THOUSAND FIVE HUNDRED ONLY.

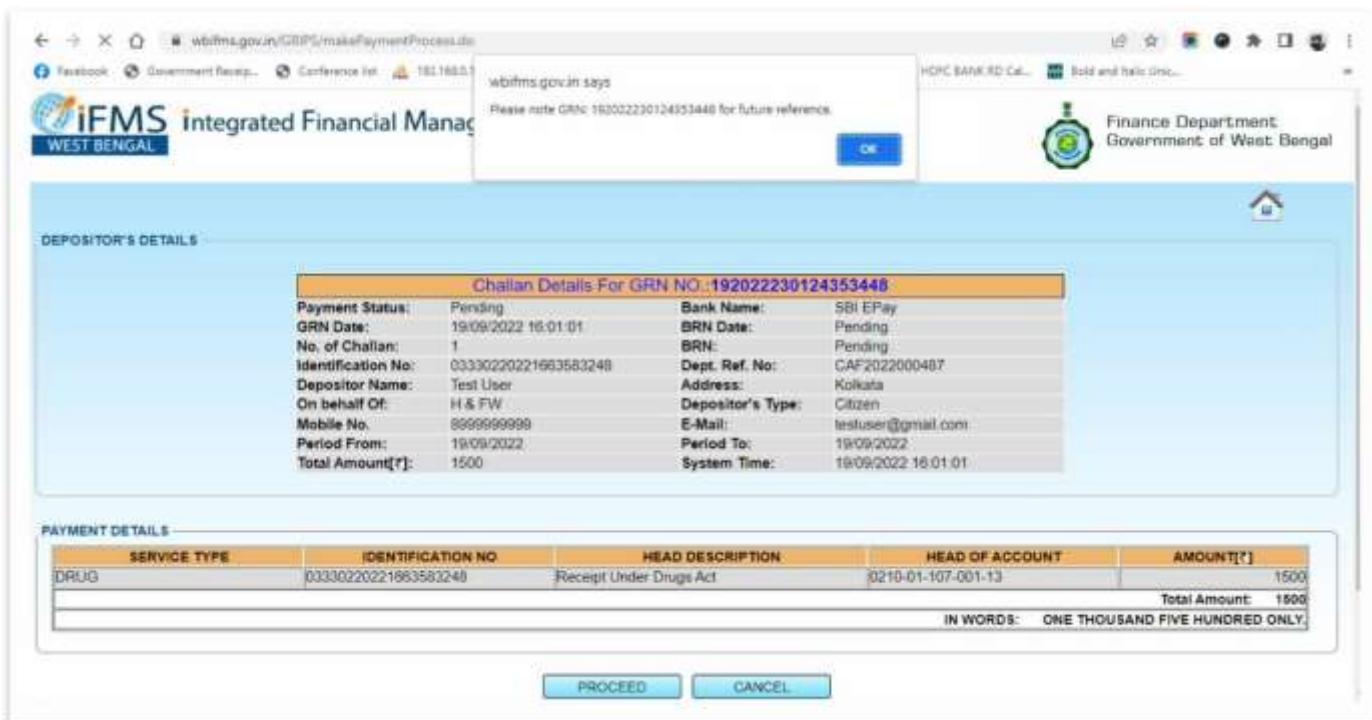
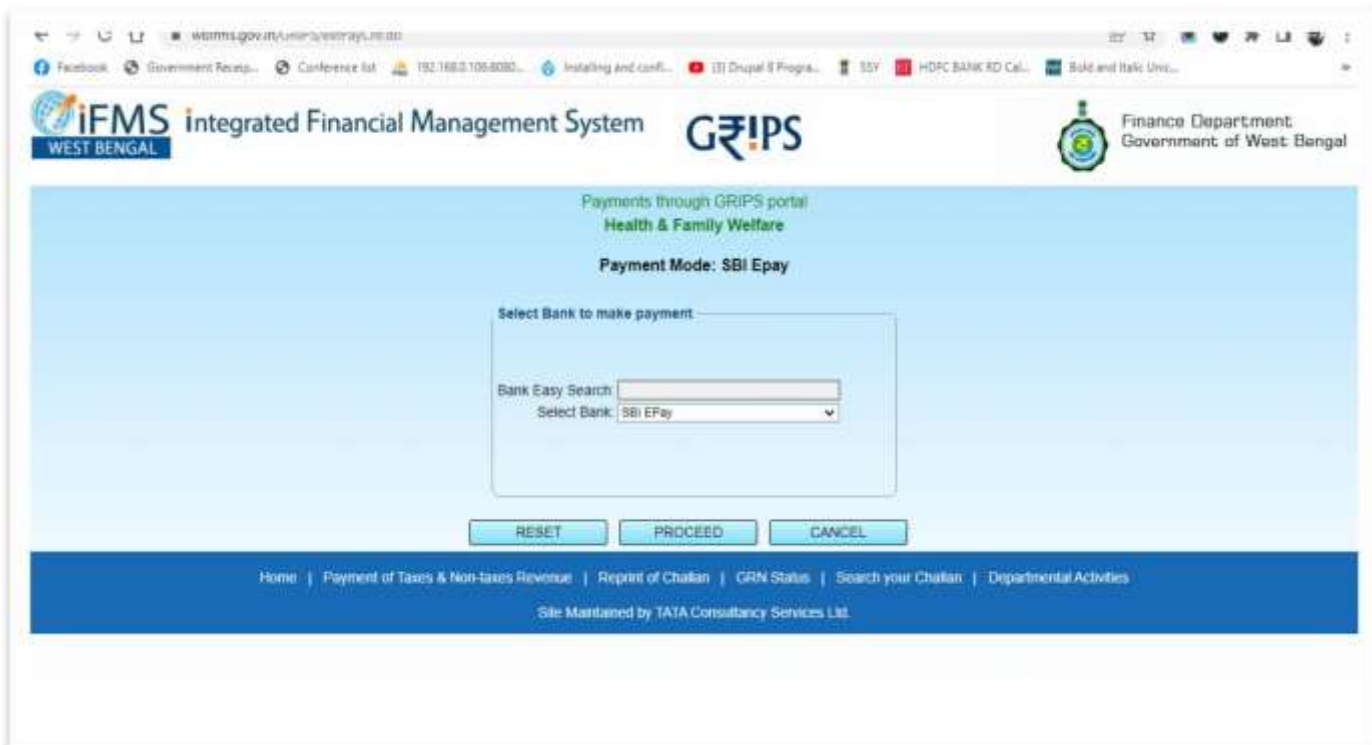
Below the table, there is a 'Select Payment Mode' dropdown menu with 'SBI Epay' selected. There are 'CONFIRM' and 'CANCEL' buttons below the dropdown.

Home | Payment of Taxes & Non-taxes Revenue | Reprint of Challan | GRN Status | Search your Challan | Departmental Activities  
Site Maintained by TATA Consultancy Services Ltd.

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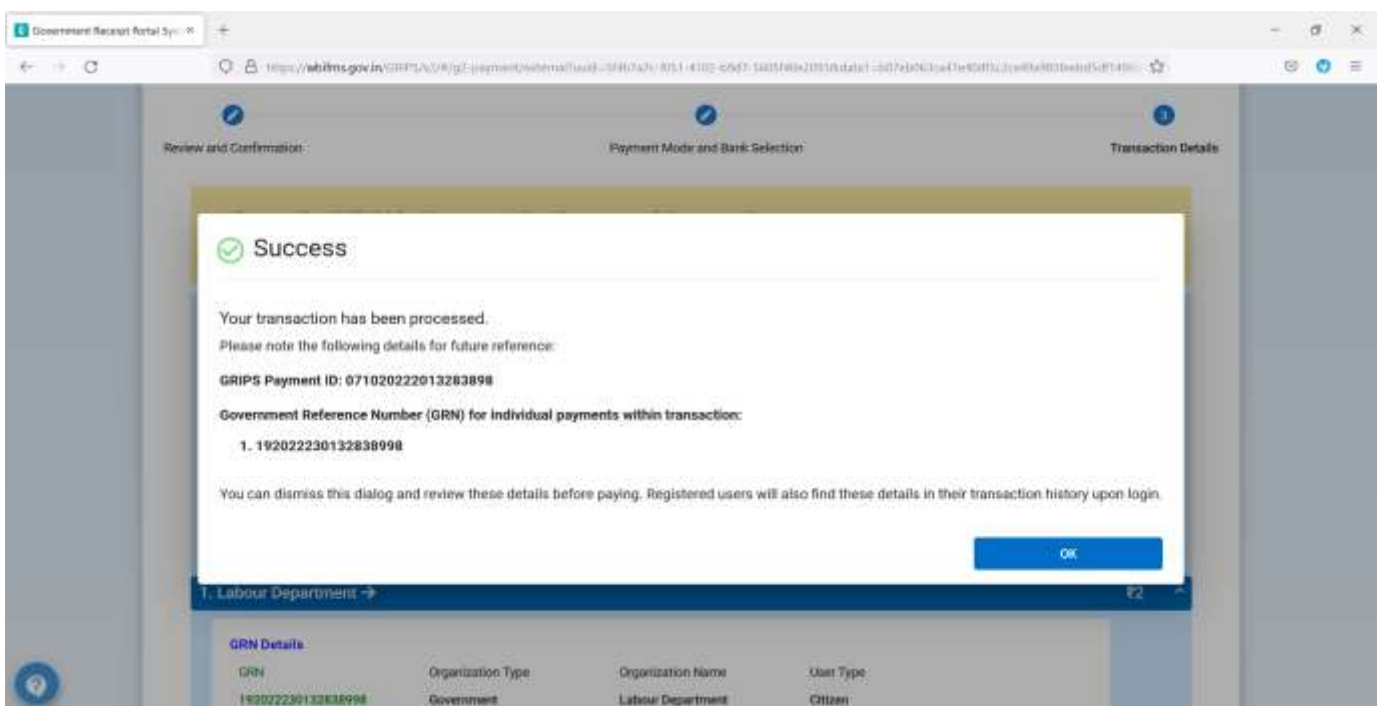
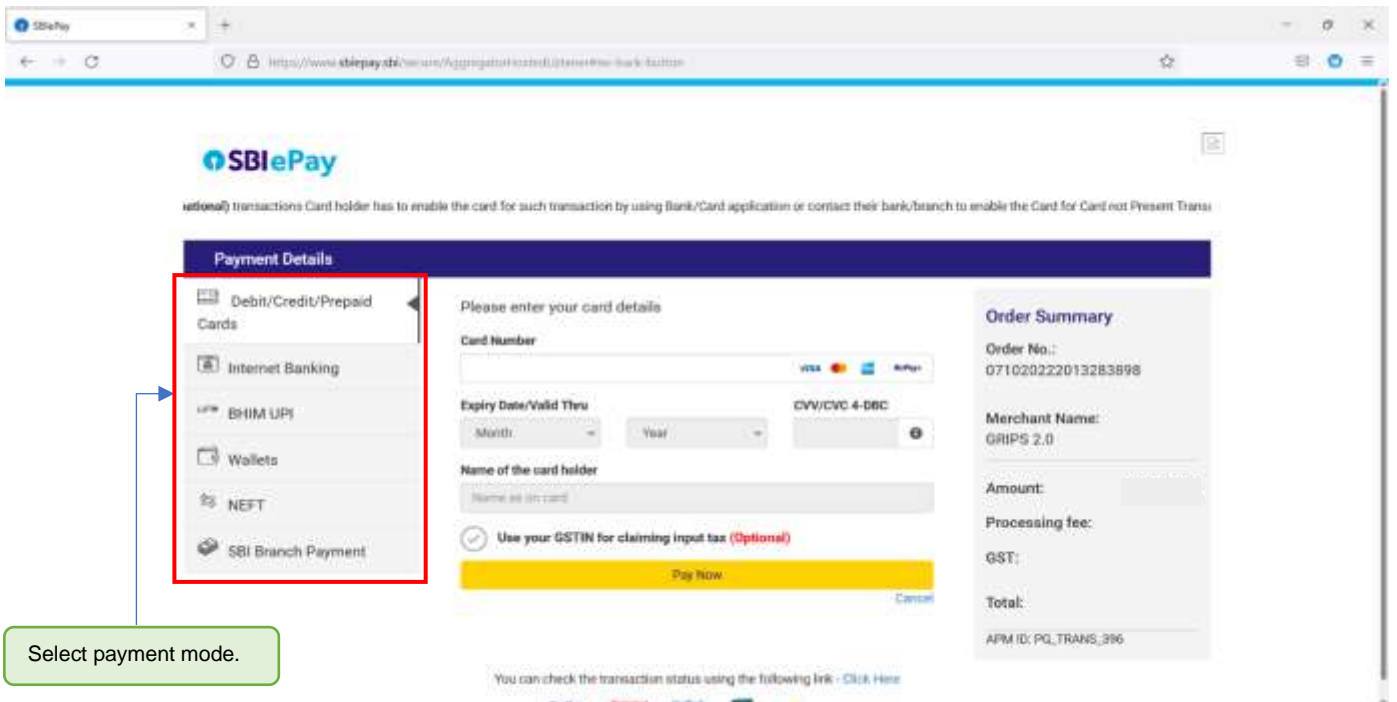
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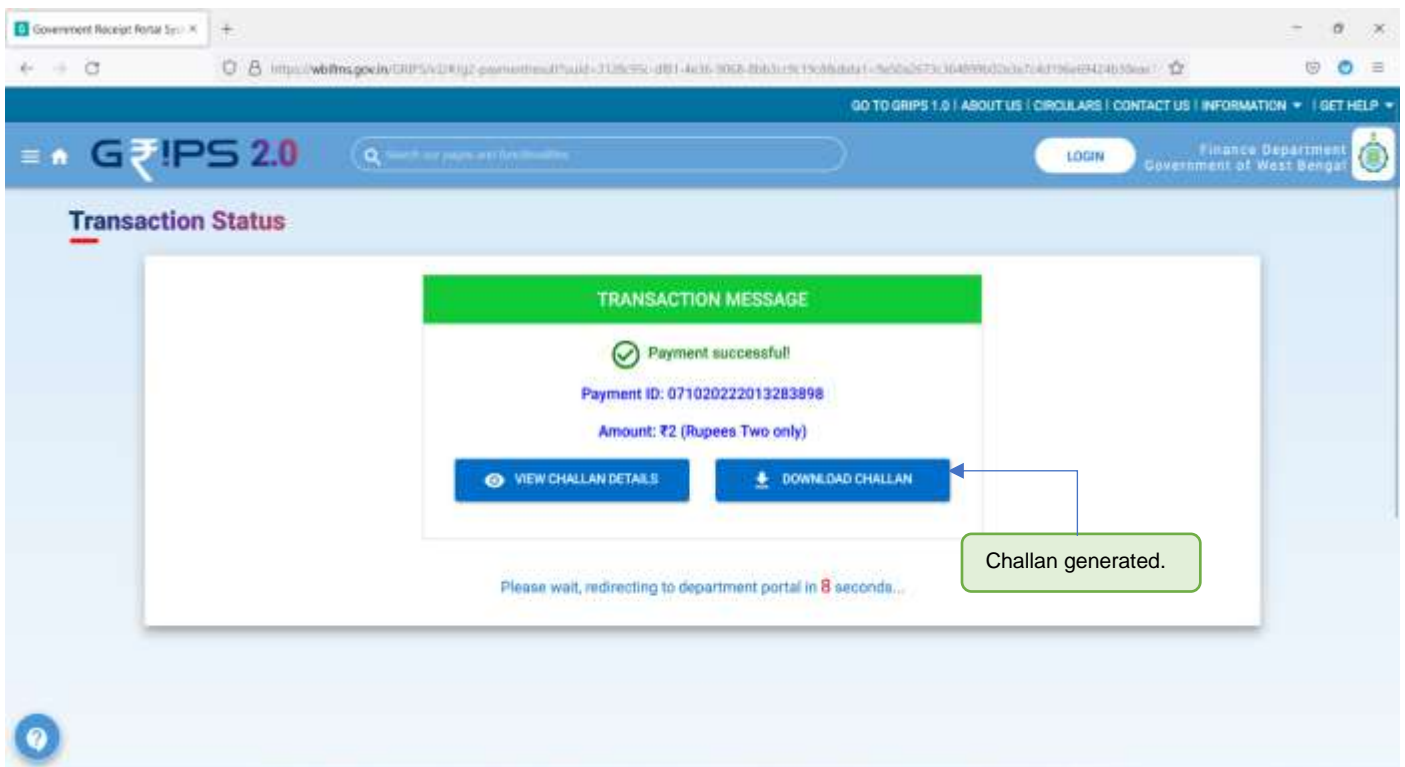
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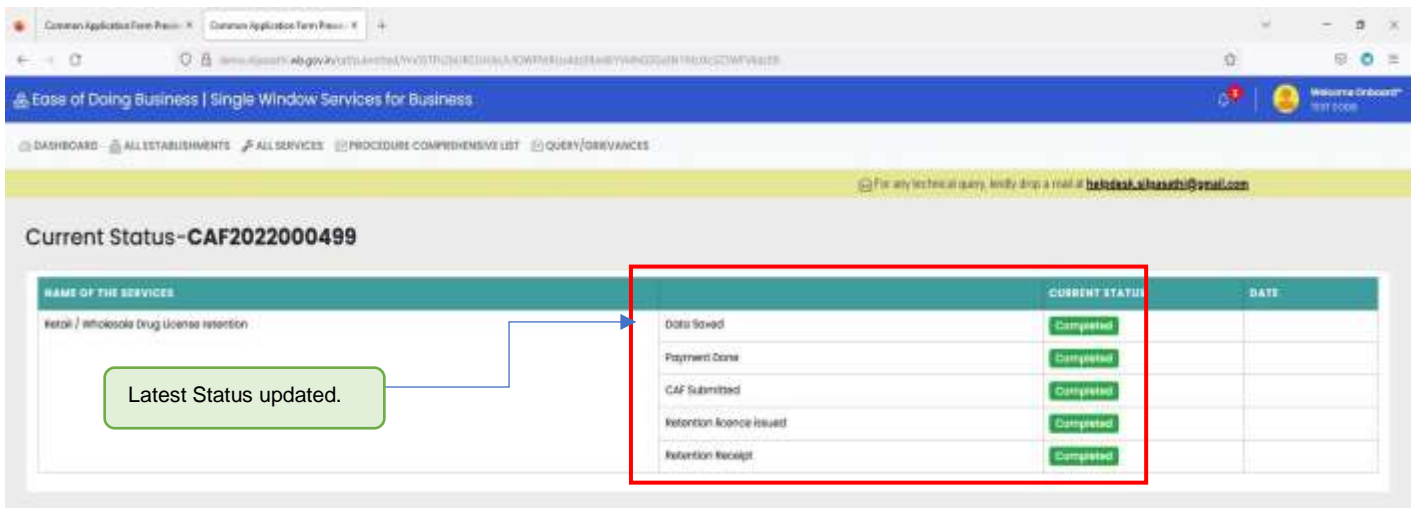
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After subsequent approval by the authority, the applicant will receive in the online system the License approved by the Department.



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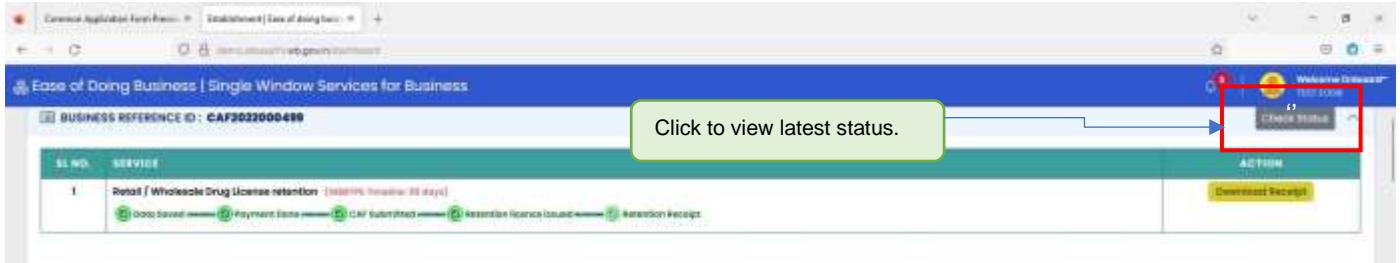
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### 3. Track Status of Application

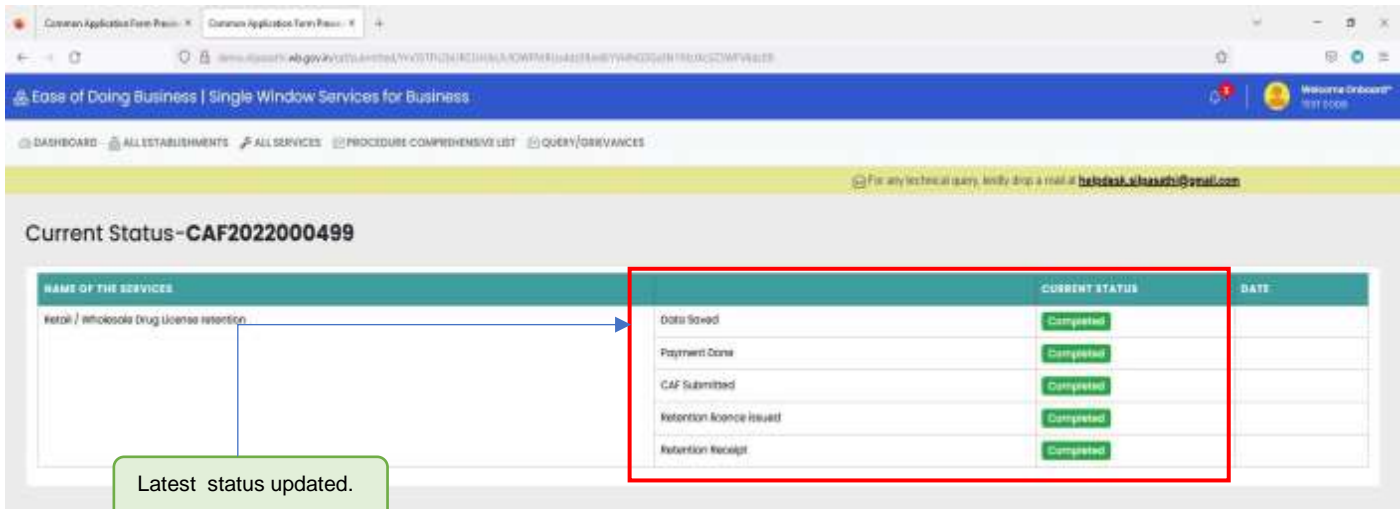
The applicant has to click on '**Check Status**' to view the latest status of the application.

#### Applicant's Dashboard



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

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





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### 4. Online Download of final approval certificate

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

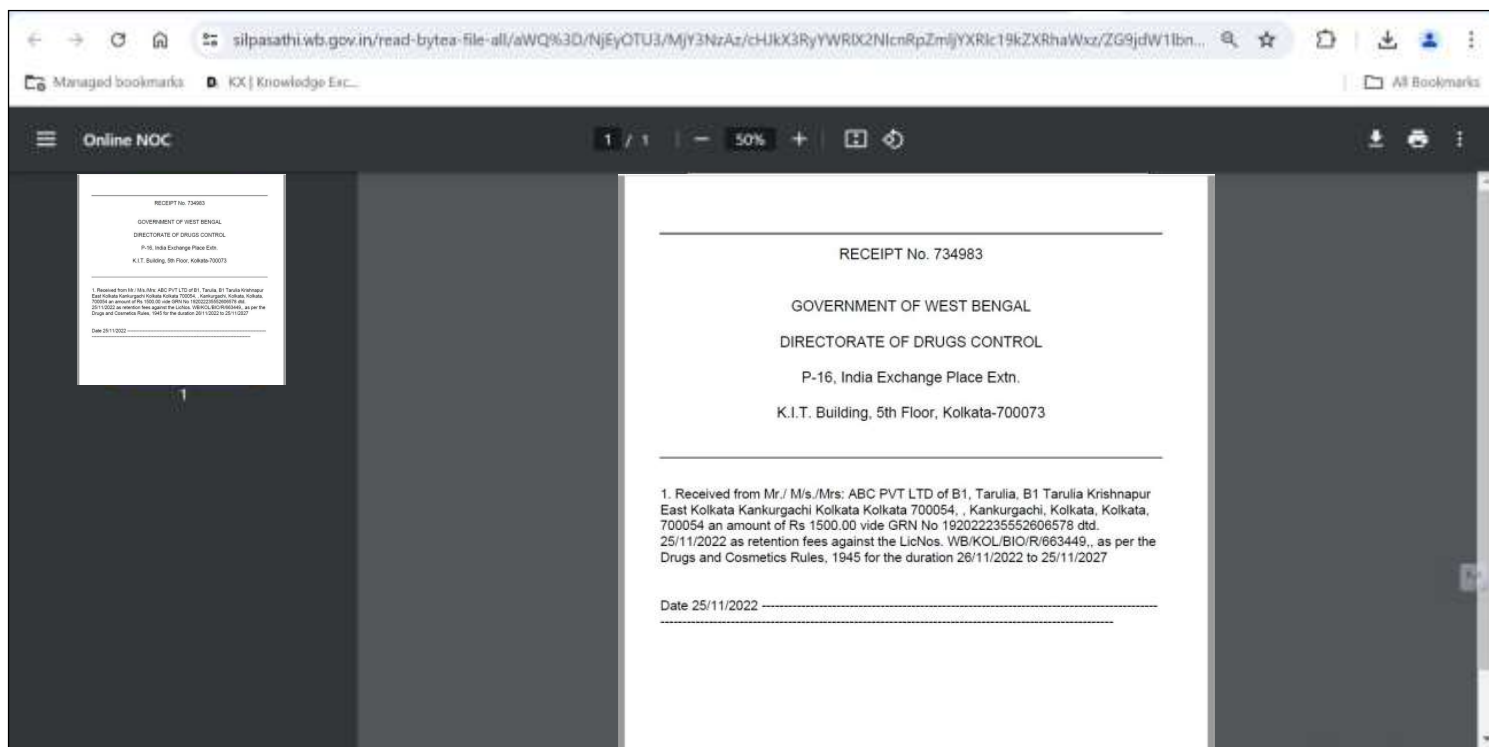
#### Applicant's Dashboard



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

**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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RECEIPT No. 734983

GOVERNMENT OF WEST BENGAL  
DIRECTORATE OF DRUGS CONTROL  
P-16, India Exchange Place Extn.  
K.I.T. Building, 5th Floor, Kolkata-700073

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1. Received from Mr./ M/s./Mrs: ABC PVT LTD of B1, Tarulia, B1 Tarulia Krishnapur East Kolkata Kankurgachi Kolkata Kolkata 700054, , Kankurgachi, Kolkata, Kolkata, 700054 an amount of Rs 1500.00 vide GRN No 192022235552606578 dtd. 25/11/2022 as retention fees against the LicNos. WB/KOL/BIO/R/663449, , as per the Drugs and Cosmetics Rules, 1945 for the duration 26/11/2022 to 25/11/2027

Date 25/11/2022 \_\_\_\_\_  
\_\_\_\_\_

# User Manual

## Retail/Wholesale Drug License Retention

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.

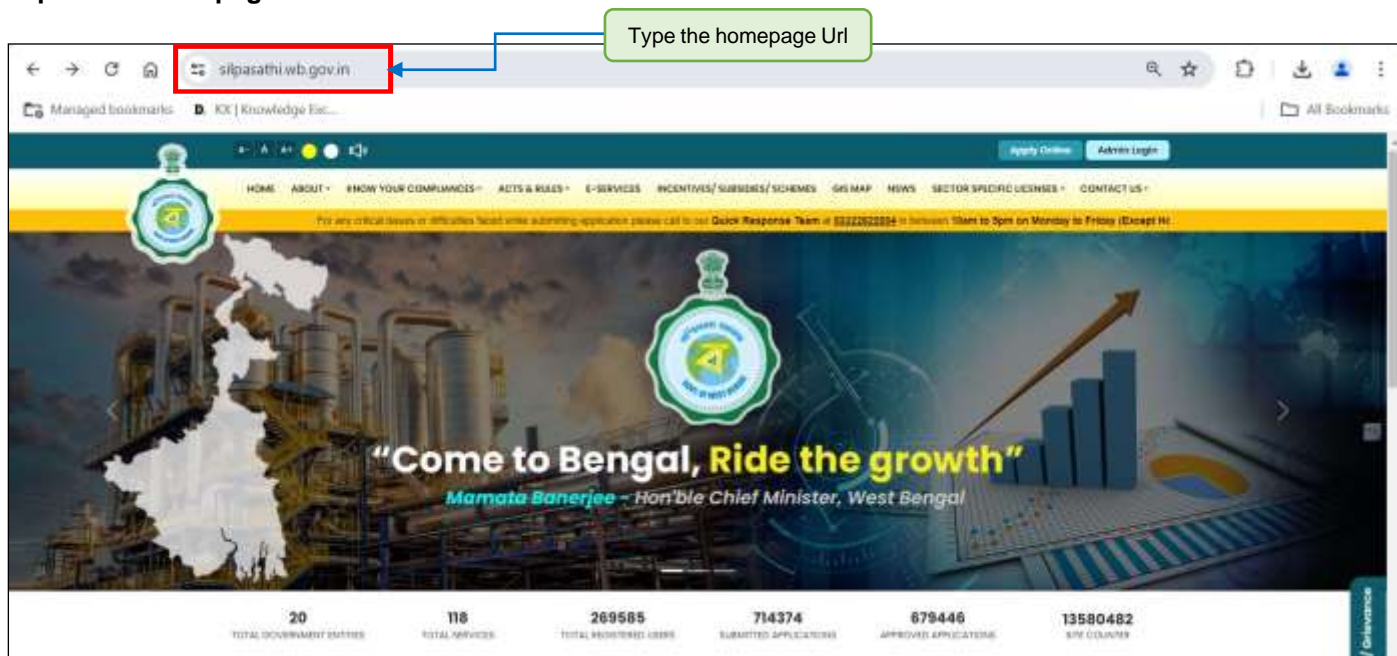
#### Third part verification process

The applicant or any user has to log in to [www.silpasathi.wb.gov.in](http://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):

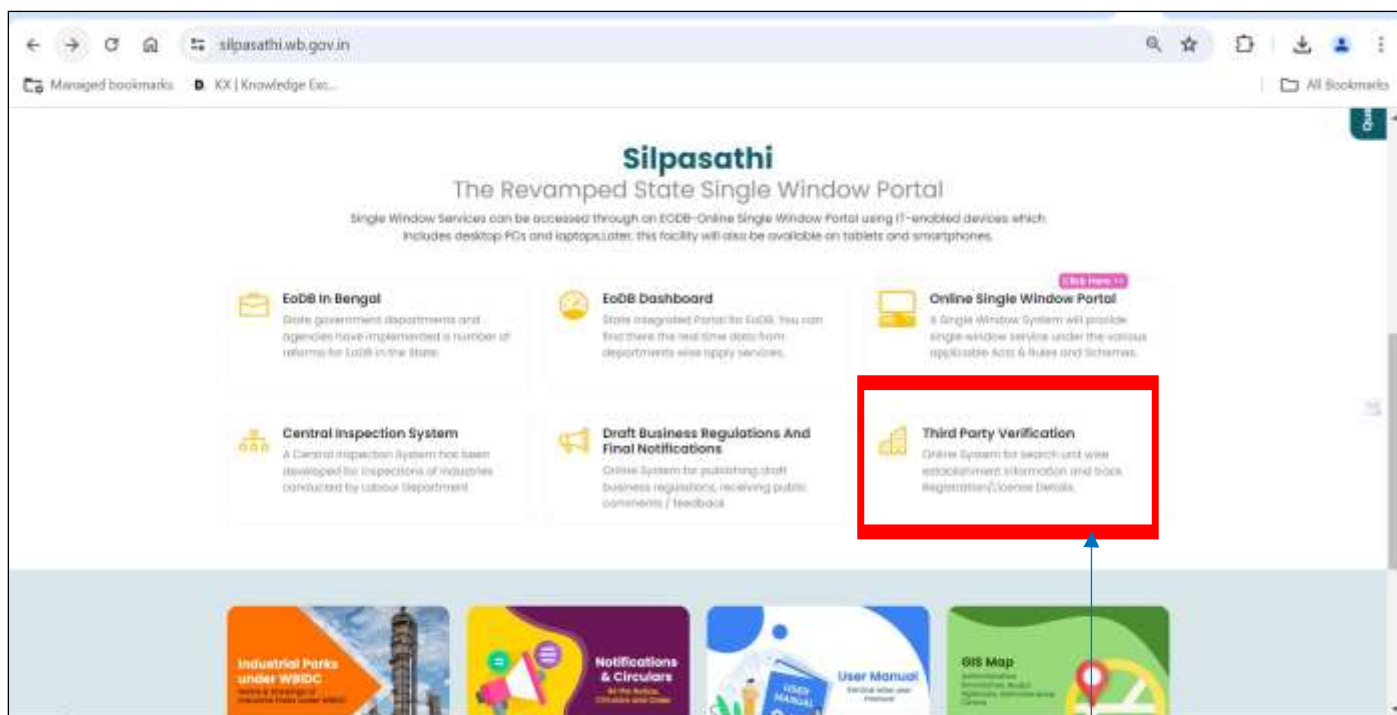
#### SilpaSathi Homepage



# User Manual

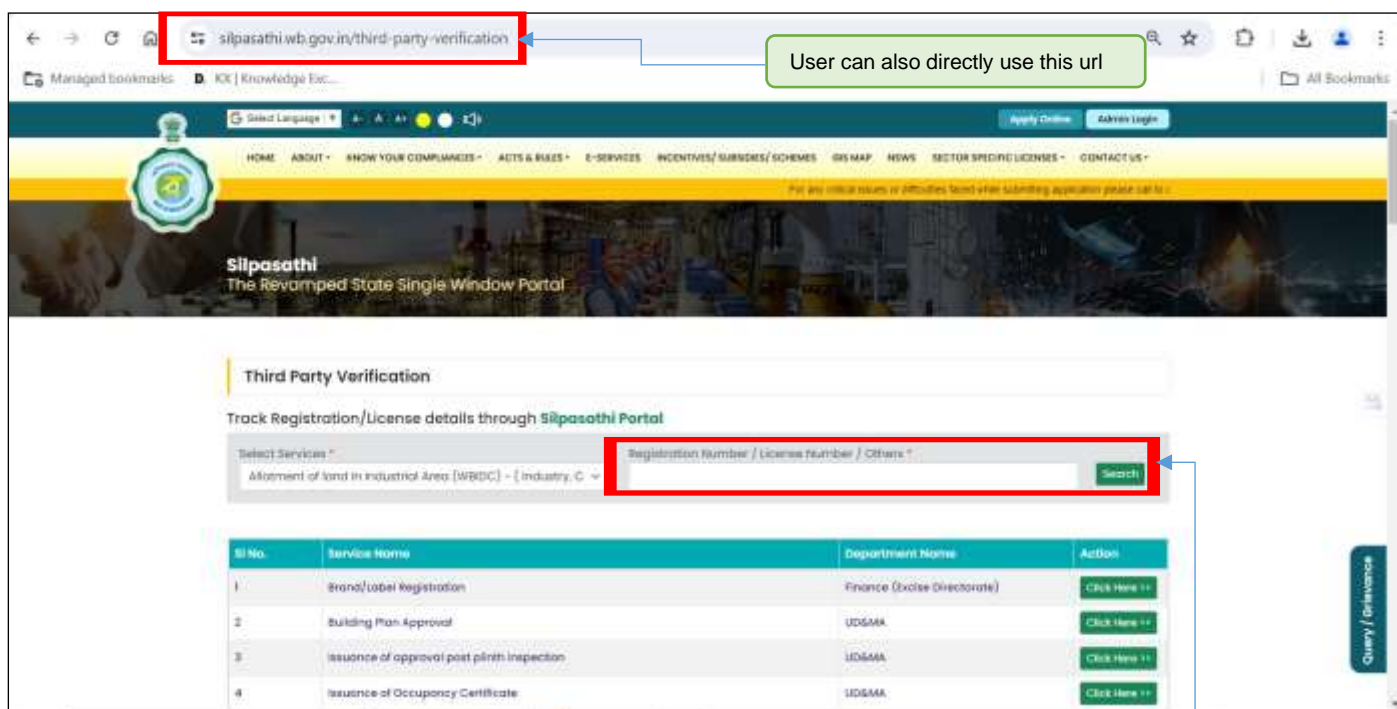
## Retail/Wholesale Drug License Retention

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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.

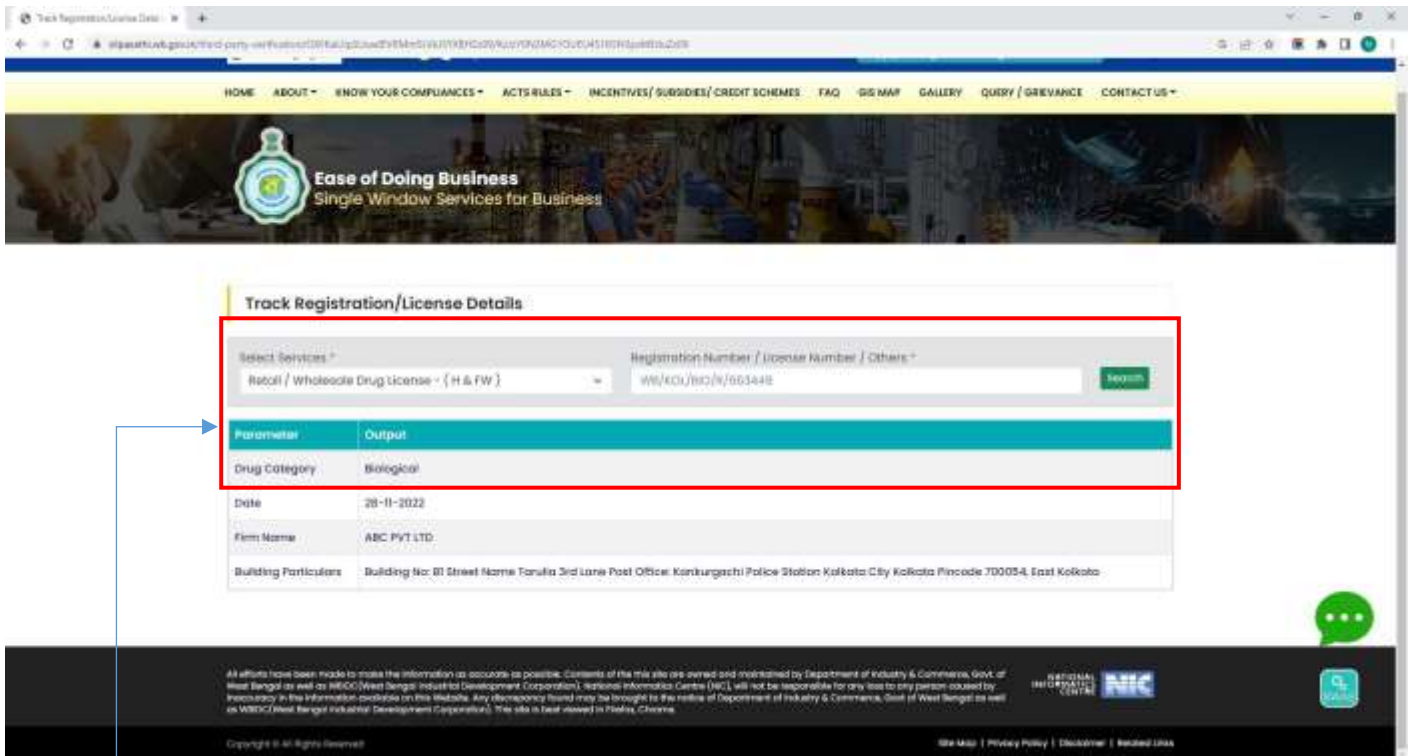


The third party can view the details as illustrated below:

# User Manual

## Retail/Wholesale Drug License Retention

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