



**Provided as a service for  
SilpaSathi Portal : *the  
revamped Single Window  
Portal for the State of West  
Bengal.***

***Sarai License :  
Personnel and  
Administrative  
Reforms & E-  
Governance***

*Service Manual for users*

**National Informatics Centre (NIC)**

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## Introduction

This document is intended to serve as a User Manual for grant of “[Sarai License](#)” service from the Personnel and Administrative Reforms & E-Governance. The provision of service is accessed through 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.

Silpasathi portal is the revamped State Single Window Portal for the businessmen and entrepreneurs of West Bengal. Single Window Services can be accessed through an EODB-Online Single Window Portal using IT-enabled devices which includes desktop PCs and laptops. Silpa Sathi is a dedicated set up in West Bengal Industrial Development Corporation Ltd. (WBIDCL) to facilitate investors in obtaining services required for setting up and operate business in the State in smooth and time bound manner.

### Salient Features of Silpasathi Portal:

- The Single Window Portal allows seamless integration with portals of different government departments thereby eliminating the need to fill forms multiple times, ensuring time-bound clearance, as well as ensuring single login credential for all applications.
- 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.
- Business Entrepreneurs can get certificates and licences required for setting up and operating business in the State in a smooth and time-bound manner, without the need to visit any government department or office.

## About the Service

The **Sarai license** by *Personnel and Administrative Reforms & E-Governance* is issued by the Government of West Bengal and is valid for a limited period of time. The license allows the holder to use the Sarai for the purpose of rest and relaxation. The license is issued to individuals/agencies who are associated with hotelier business and tourist accommodation. The license assists the hotel industry and tourism industry entrepreneurs in ensuring customer satisfaction, healthy food and proper accommodation. The license is free of cost and is issued on a first-come, first-served basis.

## Checklist of Documents

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

- *Land Deed/ Lease Deed of the land*
- *Parcha of the land*
- *Conversion Certificate of Land*
- *Khajna in r/o the plot(s)*
- *Trade License*
- *Plan approved by Gram Panchayat Authority*
- *Food Licence (FSSAI) issued by Health Department, Govt. of W.B.*
- *Pollution Certificate (Consent to Establish and Consent to Operate) issued by the General Manger, District Industry Centre, Govt. of W. B. on behalf of Pollution Control Board, Govt. of W. B.*
- *Excise License, if bar*

- *Fire Safety Certificate*
- *Profession Tax*
- *Goods & Services Tax Return*
- *Latest Electricity Bill*
- *Affidavit*
- *Income Tax Return*
- *Character Certificate of the Keeper of Sarai*
- *EPIC/ PAN/ Other document of the applicant*

## Timeline (WBRTPS)

**Sarai license by Personnel and Administrative Reforms & E-Governance** is provided within 90 days from the date of submission of application.

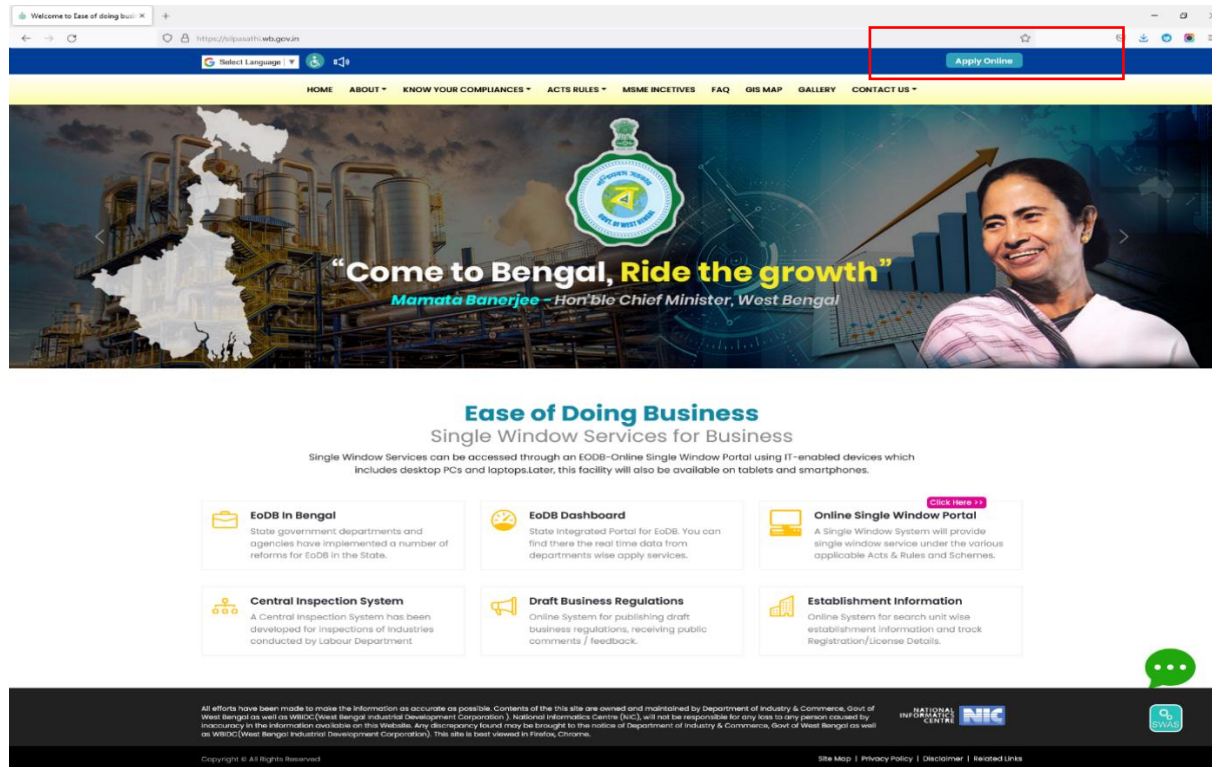
## Field Instructions

Sl. No.	Field Name	Instructions
1.	Applicant Name	Enter Name of the applicant
2.	Designation	Occupation of the applicant/ position held
3.	Mobile Number	Enter Contact Details/phone number
4.	Email id	Enter email id
5.	Application for	Name of the agency/industry
5.	Application Type	Government/Non-Government/
6.	Address	Address details with district, state, city, pincode

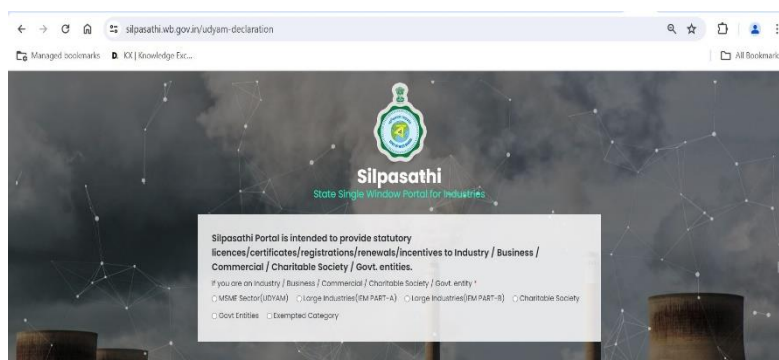
## Application Process

### User Registration

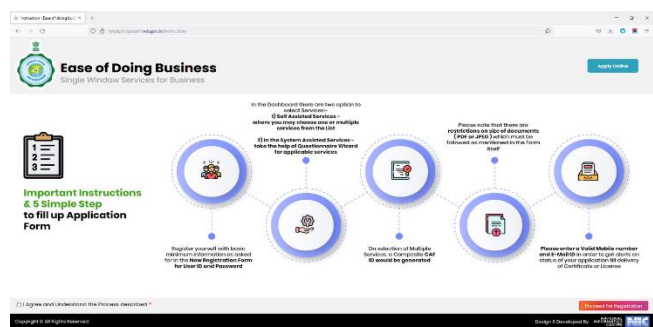
In order to complete the user registration, the applicant has log on to [www.silpasathi.wb.gov.in](http://www.silpasathi.wb.gov.in) and click on 'Apply online' button.

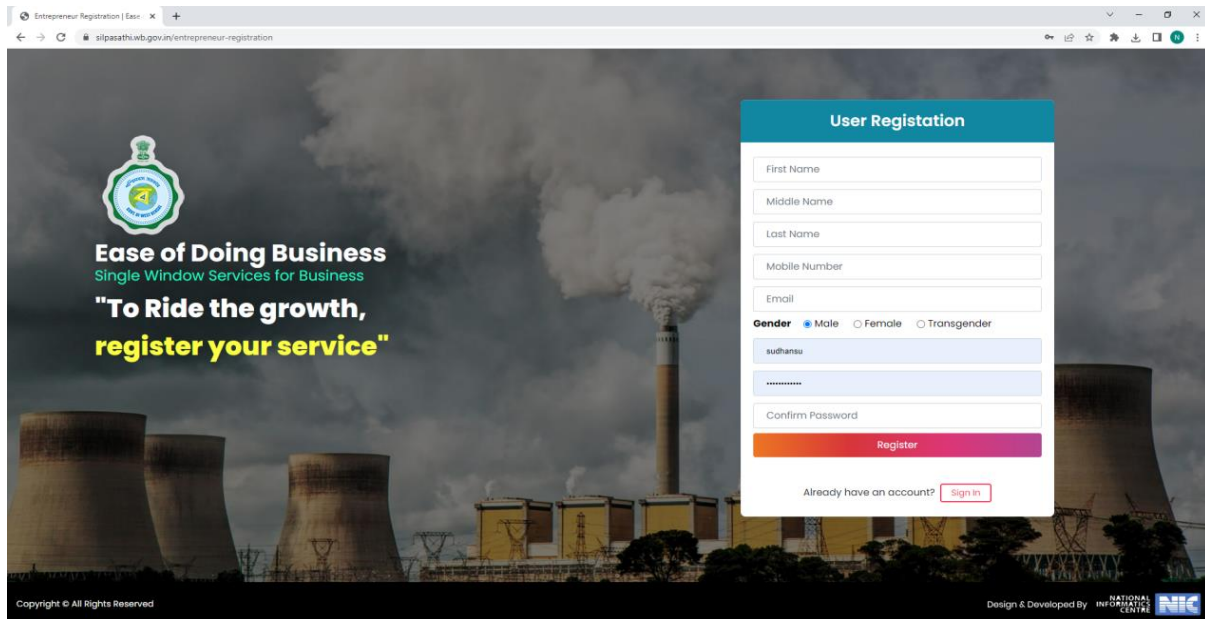


**The applicant has to perform Udyam Registration before starting the application process.**



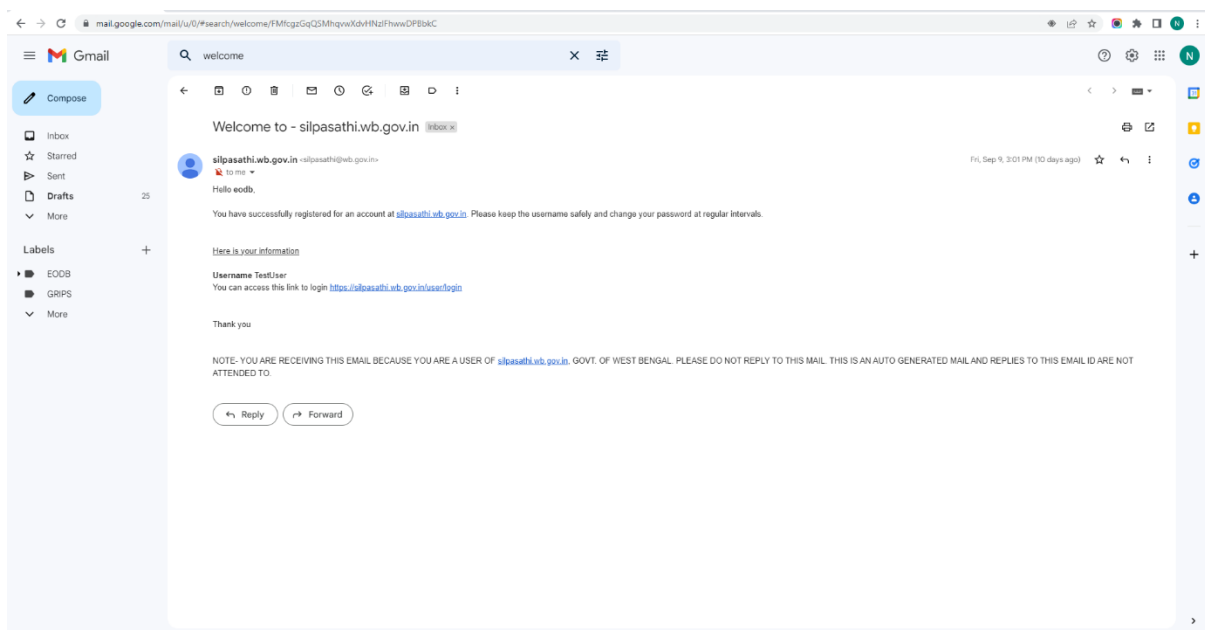
SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal. Before proceeding for Registration page. The 'User Registration' window will appear with the relevant fields that the applicant needs to fill accurately and click on 'Register' as shown by the below screenshot.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



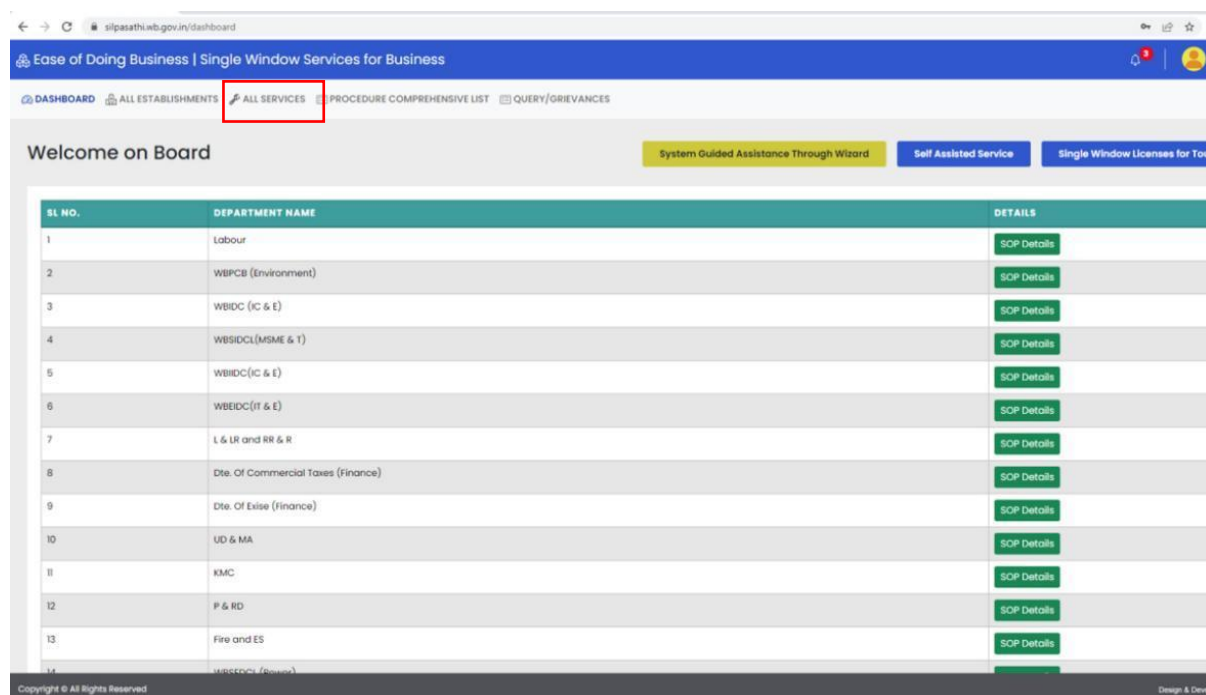


The screenshot shows the 'Entrepreneur Registration | Ease' portal. The background features a large image of industrial cooling towers with the text: **Ease of Doing Business**, *Single Window Services for Business*, **"To Ride the growth, register your service"**. On the right, a 'User Registration' form is displayed with the following fields: First Name, Middle Name, Last Name, Mobile Number, Email, Gender (Male, Female, Transgender), Username (with 'suthansu' entered), Password, and Confirm Password. A 'Register' button is at the bottom of the form, and a 'Sign in' link is provided for existing users. The footer includes 'Copyright © All Rights Reserved' and 'Design & Developed By NATIONAL INFORMATICS CENTRE NIC'.

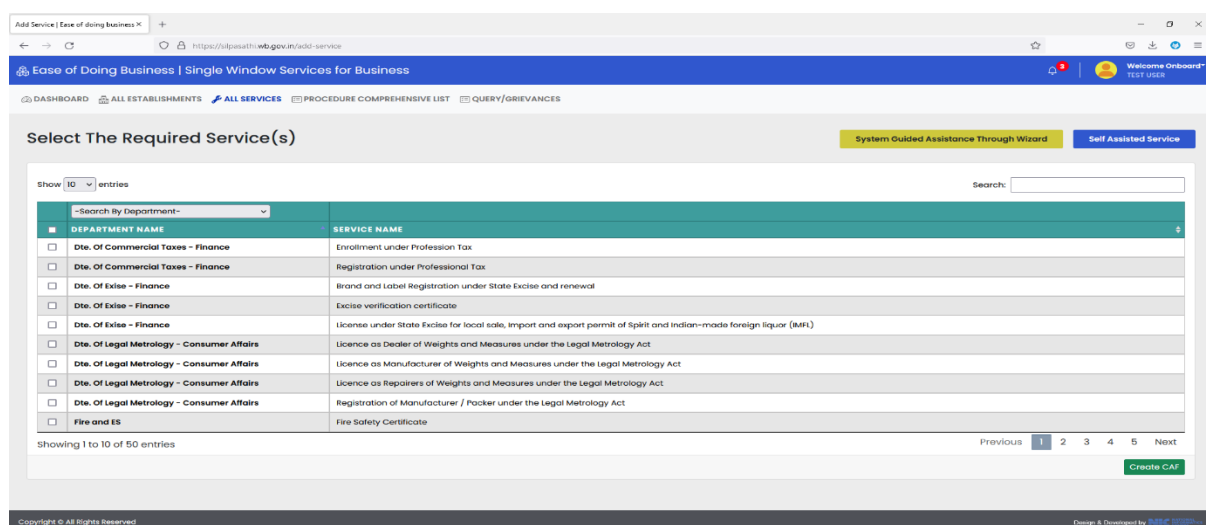
Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:



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

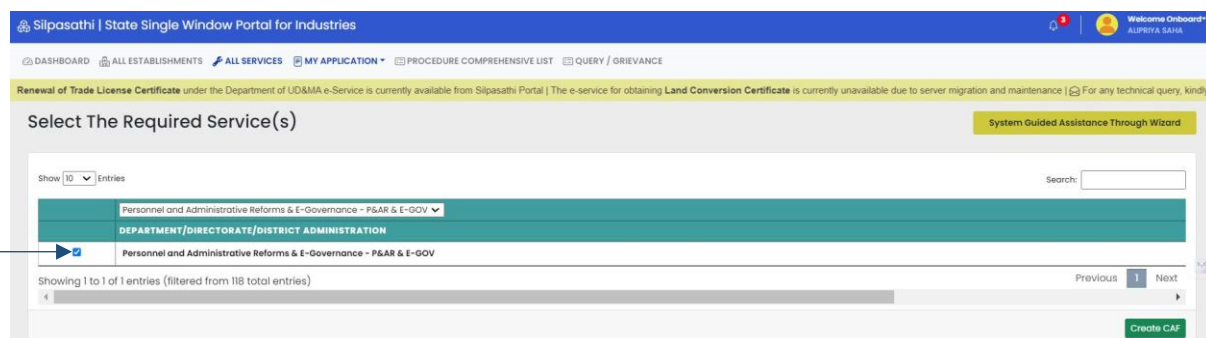


The applicant has to click on '[ALL SERVICES](#)' to view the list of all services mapped with their corresponding departments.



Once done, a list of services will appear. Applicants need to click on [the checkbox](#) adjacent to the service named '**Personnel and Administrative Reforms & E-Governance – P&AR & E-Gov**'

The required service has been selected.





After selecting the service 'Personnel & Administrative Reforms – P&AR', 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.

## Application Submission in SilpaSathi

CAF ID is generated.

Silpasathi | State Single Window Portal for Industries

WELCOME ONBOARD\* AUPRIYA SAHA

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES MY APPLICATION PROCEDURE COMPREHENSIVE LIST QUERY / GRIEVANCE

Trade License Certificate (New) under the Department of UD&MA from : <https://edistrict.wb.gov.in/PACE/login.do> whereas Renewal of Trade License Certificate under the Department of UD&MA e-Service is currently available from Silpasathi Portal | The e-service for obta

Service Added Successfully

Add Establishment System Guided Assistance Through Wizard Self Assisted Service Sector Specific License Query / Grievance Submission / Tracking Your Profile

Your Selected Service(s)

\* Note : The applications not submitted post 90 days would be removed from the system.

BUSINESS REFERENCE ID : **CAF2024425397** Apply Online

SL NO.	SERVICE	ACTION
1	<b>Sarai License</b> (WBRTPS Timeline: 90 days) ● Basic Details saved ● Application Submitted ● Application review at OC-JM ● In-progress ● Review verification at OC-JM ● Approved	

Click on 'Apply online' to proceed with the application.

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. Upon completion of the process the applicant clicks on the 'Submit' button for final submission of the application. Please refer to the screenshots below for detailed illustrations.

Silpasathi | State Single Window Portal for Industries

WELCOME ONBOARD\* AUPRIYA SAHA

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES MY APPLICATION PROCEDURE COMPREHENSIVE LIST QUERY / GRIEVANCE

between 10am to 5pm on Monday to Friday | Applicants can avail the e-Service - Issuance of Trade License Certificate (New) under the Department of UD&MA from : <https://edistrict.wb.gov.in/PACE/login.do> whereas Renewal of Trade License Certificate under the Depar

Common Application Form : **CAF2024425397**

Process Start 1 10%

Application For Sarai Certificate

Applicant Name\* Santosh Das Designation Businessman Mobile Number\* 7979789797 Your Email Id\* santosh@gmail.com

Application For\* Santosh Fooding and Lodging Application Type\* Non Govt. Agency District\* HOWRAH Pincode\* 711002

Address Line  
Shibpur Howrah

<< Back Save & Continue >>



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 above.

Click on 'Submit' option to submit final application

Common application form data partially Submitted.

Common Application Form Preview - CAF2024425397

Almost Completed 67%

APPLICANT REGISTRATION INFORMATION

Basic Details

Applicant Name	Santosh Das
Designation	Businessman
Mobile Number	7979789797
Email Id	santosh@gmail.com
Application For	Santosh Fooding and Lodging
Application Type	Non Govt. Agency
District	HOWRAH
PIN	71102
Full Address	Shibpur Howrah

☒ I Heraby Declare That The Particulars Given Above Are True To The Best Of My Knowledge And Belief

Submit

Final declaration before submission

Final submission of application

**Please note:** Prior to filling the application form for the service, the user is required to enter his establishment details. The screenshot below provides an illustration.

Add Establishment

Enter Establishment Name\*

Select Category Of Industry\*

Whether Owner Of Industry Is Female\*

Select Ownership Type\*

Select Identity Card Type\*

Enter OST No

Enter GST No

Establishment Address

Enter Pincode\*

District\*

Enter Subdivision\*

Enter Area Type\*

Enter Block\*

Select Panchayat\*

Enter Police Station\*

Post Office\*

Enter Address\*

\*All fields are mandatory

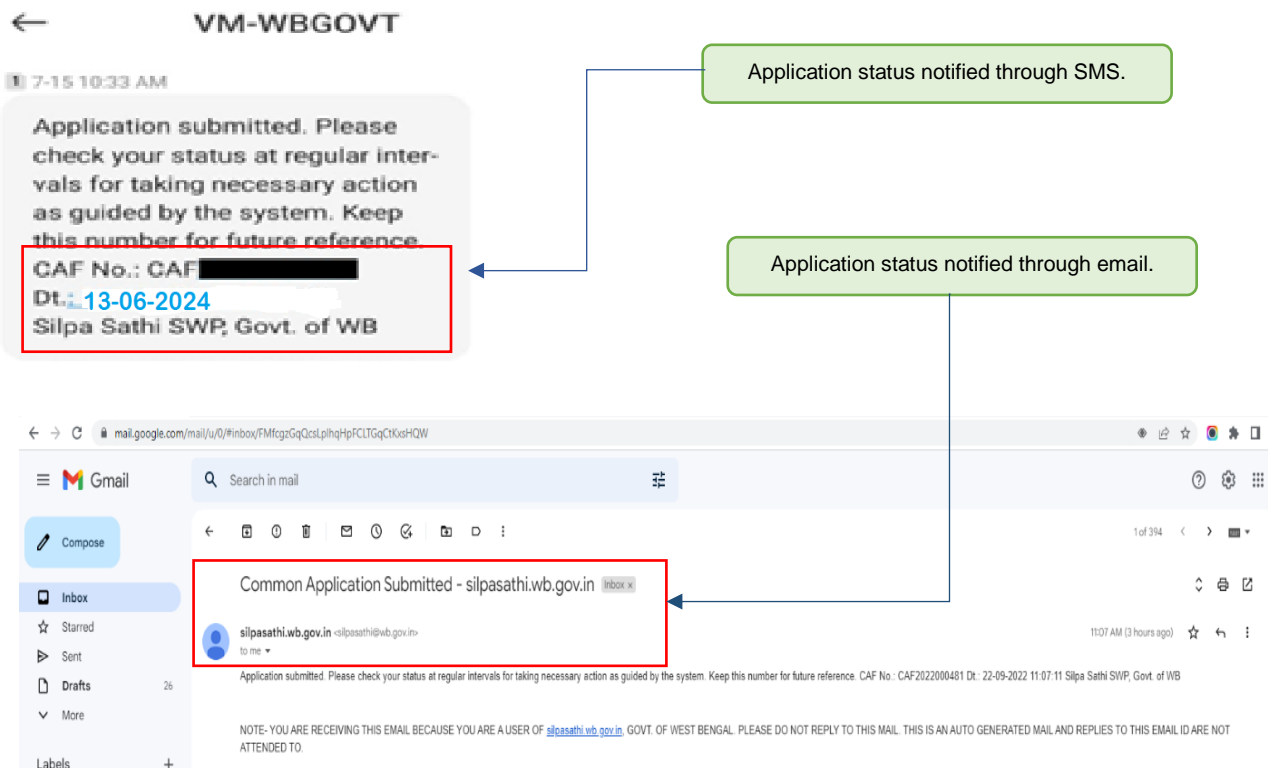
Add Establishment

The establishment section shall appear before proceeding with the main application form. The applicant has to correctly fill the necessary details as mandated in the form. After final submission of application, the user shall be able to view the updated status of his application in the user dashboard.

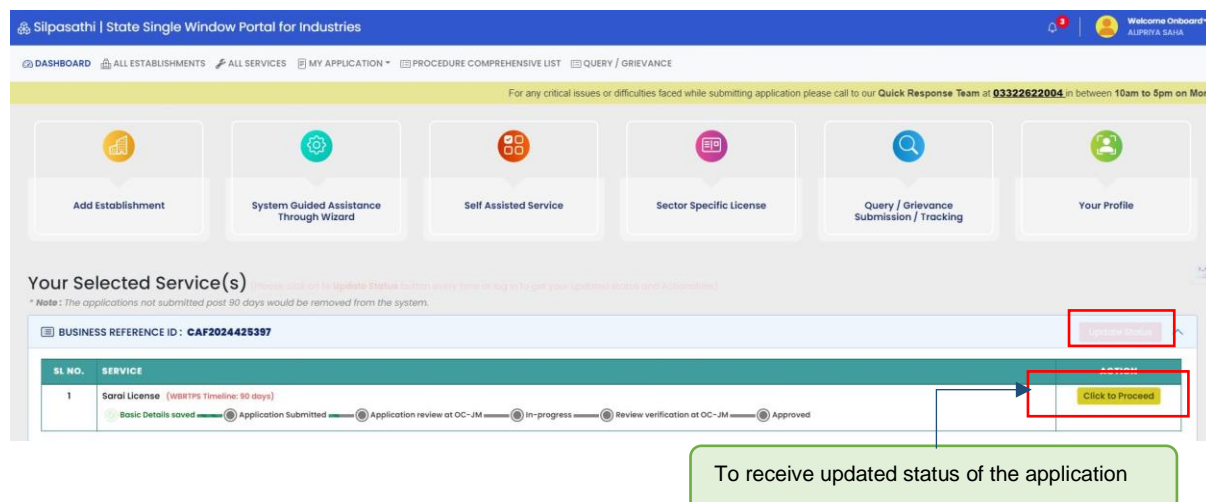
CAF2024425397 - Current Status

NAME OF THE SERVICES	STATUS TITLE	CURRENT STATUS	ACTION TAKEN DATE
Sarai License	Basic Details saved	Completed	13/06/2024
	Application Submitted	Pending	
	Application review at OC-JM	Pending	
	In-progress	Pending	
	Review verification at OC-JM	Pending	
	Approved	Pending	

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 or rejection.



The applicant/user can move to the SilpaSathi dashboard now as illustrated below. He can now click on '[Click to Proceed](#)' button and he will be further redirected to the official website of **TathyaSathi** (<https://tathyasathi.bangla.gov.in/>). Refer to the screenshots below detailed understanding.



The applicant is required to click on '[Update Status](#)' frequently to view the updated status of the application. The applicant is now redirected to the official website of **TathyaSathi** as per the following screenshots.

## Submission of Departmental Application form

The applicant will now have to fill the relevant document details related to Owner Details, Sarai details, Room Details, etc. The related screenshots have been added below:

**ServicePlus**  
Metadata-based Integrated eService Delivery Framework

Menu: Manage Profile, Apply for services, View all available services, View Status of Application, Messages & Alerts

Apply For Services / View All Available Services

view: WEST BENGAL

Search: sarai

Sl.No.	Service Name	Department Name	State
1	Application of Granting SARAI Licence	Department of Personnel and Administrative Reforms and E-Governance	WEST BENGAL

Showing page 1 of 1

First Previous 1 Next Last

MINISTRY OF PANCHAYATI RAJ, Digital India, data.gov.in, india.gov.in, DeltY, PMINDIA

**ServicePlus**  
Metadata-based Integrated eService Delivery Framework

Menu: Manage Profile, Apply for services, View all available services, View Status of Application, Messages & Alerts

APPLICATION FORM  
(TO BE SUBMITTED BY THE KEEPER OF THE SARAI)

Owner Details

Name of the keeper of the Sarai(Owner) \* Santosh Das

Father's Name \* Manoj Das

E-Mail \* santosh@gmail.com

Address :Local \* Shibpur, Howrah

Nationality \* Indian

District \* HOWRAH

Select Police type \* ☐ Police District ☒ Police Commissionerate

Police Commissionerate \* Howrah

Date of Birth \* 07/12/1993

Age \* 30 Year 0 Month

Contact No.(Mobile No. Must be (keeper)) \* 7979789797

Address : Permanent \* Shibpur, Howrah

Occupation \* Businessman

Sub-Division \* Howrah Sadar

Fill application details in the form.

https://tathvasathi.banala.gov.in/conf/auth/home.do?OWASP\_CSRFTOKEN=STZW-INOO-LU9V-70IT-VHVS-C17U-2CGI-AMOD

**Sarai Details**

Name of Sarai : Santosh Fooding and Lodging

Address : Shibpur, Howrah

What is the area of accommodation inside the proposed establishment? : 1200

Is the floor cemented and pucca? : ☒ yes ☐ no

Is there a separate kitchen in the proposed establishment? : ☒ yes ☐ no

Whether applicant is ready to perform the duties of a Sarai-keeper as prescribed by Sec. 7 of the Sarai Act, 1987? : ☒ yes ☐ no

Did you ever apply before for a licence for hotel/guest house? : ☐ yes, attach result of such application ☒ no

Do you propose to play music, vocal or instrumental including gramophone or Radio Sets and TV inside your proposed establishment? : ☒ yes ☐ no

Whether the premise is a : ☒ residential building ☐ commercial building

Whether any generator is used? If yes, capacity of energy to be mentioned : ☒ yes ☐ no

capacity of generator : 320

Contact No.(Mobile No. Must)(sarai) : 7979789797

Nature of Licence/Certificate you apply for : New License

Whether the applicant is for : ☒ a new case ☐ a conversion case ☐ a name transfer case ☐ a renewal

Are the walls strong and white-washed? : ☒ yes ☐ no

Whether the applicant is ready to abide by all the other provisions of the Sarai Act, 1987 and the Bengal Sarai Regulations, 1927? : ☒ yes ☐ no

Were you ever accused of or convicted on a criminal charge? If so, please give details : ☐ yes, please give details ☒ no

The date from which the establishment is running? : 02/05/2023

If you are not owner of the premises, have you been permitted by the land lord to run the proposed establishment there? : ☐ yes, attach the consent letter of the land lord ☒ no

**Room Details**

**Room Details**

Class	Room Count	No. of bed per room	charge per room(rs)	Off Season Discount(%)
A	20	10	320	10

**Declaration**

I hereby declare that the information furnished above is true, complete and correct to the best of my knowledge and belief.

☒ I Agree

**Additional Details**

Apply to the Office : Office of the District Magistrate( DISTRICT- HOWRAH) - Rural/Urban

**Word verification**

jw62ka

Please enter the characters shown above

jw62ka

[Draft](#) [Submit](#) [Close](#) [Reset](#)

The applicant is required to fill the details correctly and upload the necessary documents.

**Menu**

- Manage Profile
- Apply for services
  - View all available services
  - View Status of Application
  - Messages & Alerts

**Owner Details**

Application Reference Number : Draft\_AGSL/2023/00021

Name of the keeper of the Sarai(Owner) : Santosh Das

Date of Birth : 07/12/1993

Father's Name : Manoj Das

Age : 30 Year 0 Month

E-Mail : santosh@gmail.com

Contact No.(Mobile No. Must)(keeper) : 7979789797

Address :Local : Shibpur, Howrah

Address : Permanent : Shibpur, Howrah

Nationality : Indian

Occupation : Bussinessman

District : HOWRAH

Sub-Division : Howrah Sadar

Select Police type : Police Commissionerate

Police Commissionerate : Howrah

**Sarai Details**

Name of Sarai : Santosh Fooding and Lodging

Contact No.(Mobile No. Must)(sarai) : 7979789797

Address : Shibpur, Howrah

Nature of Licence/Certificate you apply for : New License

Applicant can preview the filled application.

establishment :

The date from which the establishment is running? : 02/05/2023

Whether the premise is a : residential building

If you are not owner of the premises, have you been permitted by the land lord to run the proposed establishment there? : no

Whether any generator is used? If yes, capacity of energy to be mentioned : yes

capacity of generator : 320

**Room Details**

Class	Room Count	No. of bed per room	charge per room(rs)	Off Season Discount(%)
A	20	10	320	10

**Declaration**

I hereby declare that the information furnished above is true, complete and correct to the best of my knowledge and belief.

I Agree : Yes

**Additional Details**

Apply to the Office : Office of the District Magistrate( DISTRICT- HOWRAH)

05/12/2023 02:57:51 IST

[Edit](#) [Attach Annexure](#) [Cancel](#) [Print](#) [Export to PDF](#) [Click here to initiate new application](#)

http://tathyasathi.bangla.gov.in/configure

Upload necessary documents

The top screenshot shows the 'ATTACH ENCLOSURE(S)' section of the application portal. A red box highlights the following documents:

Type of Enclosure *	Enclosure Document *	File/Reference *
Land Deed/ Lease Deed of the land *	Land Deed/ Lease Deed of the land Document Format	Browse... AGSL_2023_00014 (2).pdf Scan
Parcha of the land *	Land document ( Parcha) Document Format	Browse... AGSL_2023_00014 (2).pdf Scan
Conversion Certificate of Land *	Conversion Certificate of Land Document Format	Browse... AGSL_2023_00014 (2).pdf Scan
Khajna in r/o the plot(s) *	Khajna in r/o the plot(s) Document Format	Browse... AGSL_2023_00014 (2).pdf Scan
Trade License *	Trade License Document Format	Browse... AGSL_2023_00015.pdf Scan
Plan approved by Gram Panchayat Authority *	Plan approved by Gram Panchayat Authority Document Format	Browse... AGSL_2023_00015.pdf Scan
Food Licence (FSSAI) issued by Health Department, Govt. of W.B. *	Food Licence (FSSAI) issued by Health Department, Govt. of W.B. Document Format	Browse... AGSL_2023_00018.pdf Scan

The bottom screenshot shows the 'Checklist of documents' section. A red box highlights the following documents:

Fire Safety Certificate *	Fire Safety Certificate Document Format	Browse... AGSL_2023_00014.pdf Scan
Profession Tax *	Profession Tax Document Format	Browse... AGSL_2023_00014 (2).pdf Scan
Goods & Services Tax Return *	Goods & Services Tax Return Document Format	Browse... AGSL_2023_00018.pdf Scan
Latest Electricity Bill *	Latest Electricity Bill Document Format	Browse... AGSL_2023_00018.pdf Scan
Income Tax Return *	Income Tax Return Document Format	Browse... AGSL_2023_00014.pdf Scan
Affidavit *	Affidavit Document Format	Browse... AGSL_2023_00018.pdf Scan
Character Certificate of the Keeper of Sarai *	Character Certificate of the Keeper of Sarai Document Format	Browse... AGSL_2023_00015.pdf Scan
EPIC/ PAN/ Other document of the applicant *	EPIC/ PAN/ Other document of the applicant Document Format	Browse... AGSL_2023_00014 (2).pdf Scan

At the bottom of the second screenshot, there is a green box labeled 'Checklist of documents' and buttons for 'Save Annexure', 'Cancel', and 'Back'.

The highlighted portions have the significant checklist of documents to be uploaded by the applicant.

Engineer

100

### Annexure List

1) Land Deed/ Lease Deed of the land	Land Deed/ Lease Deed of the land
2) Parcha of the land	Land document ( Parcha)
3) Conversion Certificate of Land	Conversion Certificate of Land
4) Khajna in rio the plot(s)	Khajna in rio the plot(s)
5) Trade Licence	Trade Licence
6) Plan approved by Gram Panchayat Authority	Plan approved by Gram Panchayat Authority
7) Food Licence (FSSAI) issued by Health Department, Govt. of W.B.	Food Licence (FSSAI) issued by Health Department, Govt. of W.B.
8) Pollution Certificate (Consent to Establish and Consent to Operate) issued by the General Manger, District Industry Centre, Govt. of W. B. on behalf of Pollution Control Board, Govt. of W. B.	Pollution Certificate (Consent to Establish and Consent to Operate) issued by the General Manger, District Industry Centre, Govt. of W. B. on behalf of Pollution Control Board, Govt. of W. B.
9) Excise Licence, if bar	Excise Licence, if bar
10) Fire Safety Certificate	Fire Safety Certificate
11) Profession Tax	Profession Tax
12) Goods & Services Tax Return	Goods & Services Tax Return
13) Latest Electricity Bill	Latest Electricity Bill
14) Income Tax Return	Income Tax Return
15) Affidavit	Affidavit
16) Character Certificate of the Keeper of Sarai	Character Certificate of the Keeper of Sarai
17) EPIC/ PAN/ Other document of the applicant	EPIC/ PAN/ Other document of the applicant

### Additional Details

Apply to the Office

Office of the District Magistrate( DISTRICT-HOWRAH)

Submit

Cancel

Print

Download PDF

Applicant can now finally submit the application

View Status of Application

Messages & Alerts

### Application Acknowledgment

Date: 05/12/2023

Dear chintnyo, mitalal,

Thank you for using ServicePlus.

Your application for Application of Granting Sarai/Licence has been successfully submitted to Office of the District Magistrate, DISTRICT- HOWRAH, WEST BENGAL.

### Application Summary

Application Reference Number is: AGLS/2023/0016

Your application was received by Online mode on: 05/12/2023.

### List of Enclosures with Application

Type of document(s)	Document(s) Attached
Trade Licence	Trade Licence
EPIC/ PAN/ Other document of the applicant	EPIC/ PAN/ Other document of the applicant
Plan approved by Gram Panchayat Authority	Plan approved by Gram Panchayat Authority
Character certificate of the keeper of Sarai	Character certificate of the keeper of Sarai
Latest Electricity Bill	Latest Electricity Bill
Goods & Services Tax Return	Goods & Services Tax Return
Income Tax Return	Income Tax Return
Profession Tax	Profession Tax
Excise Licence, if bar	Excise Licence, if bar
Pollution Certificate (Consent to Establish and Consent to Operate) issued by the General Manager, District Industry Centre, Govt. of W. B. on behalf of Pollution Control Board, Govt. of W. B.	Pollution Certificate (Consent to Establish and Consent to Operate) issued by the General Manager, District Industry Centre, Govt. of W. B. on behalf of Pollution Control Board, Govt. of W. B.
Food Licence (FSSAI) issued by Health Department, Govt. of W. B.	Food Licence (FSSAI) issued by Health Department, Govt. of W. B.
Land Deed/ Lease Deed of the land	Land Deed/ Lease Deed of the land
Parcha of the land	Land document ( Parcha)
Conversion Certificate of Land	Conversion Certificate of Land
Khajna in rio the plot(s)	Khajna in rio the plot(s)

Service Designated Officer:  
Name: Office of the District Magistrate DISTRICT- HOWRAH on  
Address: Howr,  
Email: sarai@sarai123@gmail.com  
Phone No:  
Regards,  
ServicePlus

Print

Export to PDF

Close

The applicant can view the updated status of his application by clicking on the 'Update Status' button on the SilpaSathi dashboard. The following screenshots provide an illustration on the application status processing as each time the applicant clicks on the 'Update Status' button.

Silpasathi | State Single Window Portal for Industries

1

Welcome Onboard\*

ALUPRIYA SAHA

DASHBOARD

ALL ESTABLISHMENTS

ALL SERVICES

MY APPLICATION \*

PROCEDURE COMPREHENSIVE LIST

QUERY / GRIEVANCE

For any critical issues or difficulties faced while submitting application please call to our Quick i

### CAF2024425397 - Current Status

NAME OF THE SERVICES	STATUS TITLE	CURRENT STATUS	ACTION TAKEN DATE
Sarai License	Basic Details saved	Completed	13/06/2024
	Application Submitted	Completed	
	Application review at OC-JM	Completed	
	In-progress	Completed	
	Review verification at OC-JM	Pending	
	Approved	Pending	



DASHBOARD ALL ESTABLISHMENTS ALL SERVICES MY APPLICATION PROCEDURE COMPREHENSIVE LIST QUERY / GRIEVANCE

For any critical issues or difficulties faced while submitting ap

### CAF2024425397 - Current Status

NAME OF THE SERVICES	STATUS TITLE	CURRENT STATUS	ACTION TAKEN DATE
Sarai License	Basic Details saved	Completed	13/06/2024
	Application Submitted	Completed	
	Application review at OC-JM	Completed	
	In-progress	Completed	
	Review verification at OC-JM	Completed	
	Approved	Pending	

Silpasathi | State Single Window Portal for Industries

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES MY APPLICATION PROCEDURE COMPREHENSIVE LIST QUERY / GRIEVANCE

For any critical issues or difficulties faced while submitting applic

### CAF2024425397 - Current Status

NAME OF THE SERVICES	STATUS TITLE	CURRENT STATUS	ACTION TAKEN DATE
Sarai License	Basic Details saved	Completed	13/06/2024
	Application Submitted	Completed	
	Application review at OC-JM	Completed	
	In-progress	Completed	
	Review verification at OC-JM	Completed	
	Approved	Completed	

The application is now finally approved, and the applicant can now download the generated license after approval. The following screenshot illustrates the same.

  
**Government of West Bengal**  
**OFFICE OF THE DISTRICT MAGISTRATE & COLLECTOR,**  
**(Judicial Munshikhana)**  
**New Administrative Building**  
**Dist - HOWRAH -**  
**Email: tathyasathi.123@gmail.com**

---

Memo No.- OfficeMemo123/JM. Dated- 06/12/2023

From: The District Magistrate, HOWRAH  
 To: Santosh Das,  
 Proprietor of Santosh Fooding and Lodging,  
 Shibpur, Howrah  
 Dist- HOWRAH

**Sub: Grant of New/ Renewal of SARAI Licence, being Registration No. AGSL/2023/00016 of the Financial Year - 2023 - 2024**

The New/The Renewal of SARAI License, being Registration no. AGSL/2023/00016 of the Financial Year Sattr\_16844-2024 is hereby granted for the period up to 31/03/2024 in favour of the Sarai in the name "Santosh Fooding and Lodging", Prop - Santosh Das, situated at Shibpur, Howrah ,Contact - 7979789797 .

The proprietor will also strictly abide by Sec. 6,7,8,9, 10,11,12 of Sarai Act, 1867. The District Magistrate- HOWRAH , reserves the right to impose any other terms and condition from time to time for the betterment of the said Sarai and for the interest of the public.

In terms of Sec. 6 of the arai Act, 1867 the District Magistrate, HOWRAH also reserves the right to revoke the grant of registration of this Sarai at any time, in case, any Criminal offence is registered against you under the Sarai Act, 1867 or in connection with you or this Sarai whatsoever.

District Magistrate  
HOWRAH  
Dated: 06/12/2023

Memo No: OfficeMemo123 /1 (G)JM  
 Copy forwarded for information to:

- 1) The Commissioner of Police, Howrah
- 2) The Sub-Divisional Officer, Howrah Sadar
- 3) The BDO, Development Block, HOWRAH
- 4) The Agriculture Income Tax Officer, HOWRAH
- 5) C.A. to The D.M. HOWRAH
- 6) P.A. to The ADM(G) HOWRAH

For District Magistrate  
HOWRAH





## **Rejection of application**

If any kind of discrepancy is observed during the review verification process by OC-JM, the application might get rejected and the applicant shall have to resubmit the application.

The screenshot shows the Silpasathi State Single Window Portal for Industries dashboard. The user is logged in as ALPNEYA SAHA. The dashboard includes a navigation bar with links to DASHBOARD, ALL ESTABLISHMENTS, ALL SERVICES, MY APPLICATION, PROCEDURE COMPREHENSIVE LIST, and QUERY / GRIEVANCE. A banner at the top provides contact information for the Quick Response Team. Below the navigation bar, there are six service tiles: Add Establishment, System Guided Assistance Through Wizard, Self Assisted Service, Sector Specific License, Query / Grievance Submission / Tracking, and Your Profile. The 'Your Selected Service(s)' section shows a table with one entry: Sarai License (WBSTPS Timeline: 90 days). The status is 'Application Rejected'. The table has columns for SL NO., SERVICE, and ACTION. The ACTION column contains a 'Click to Proceed' button.

SL NO.	SERVICE	ACTION
1	Sarai License (WBSTPS Timeline: 90 days) Application Rejected	Click to Proceed

## **Third Party verification details:**

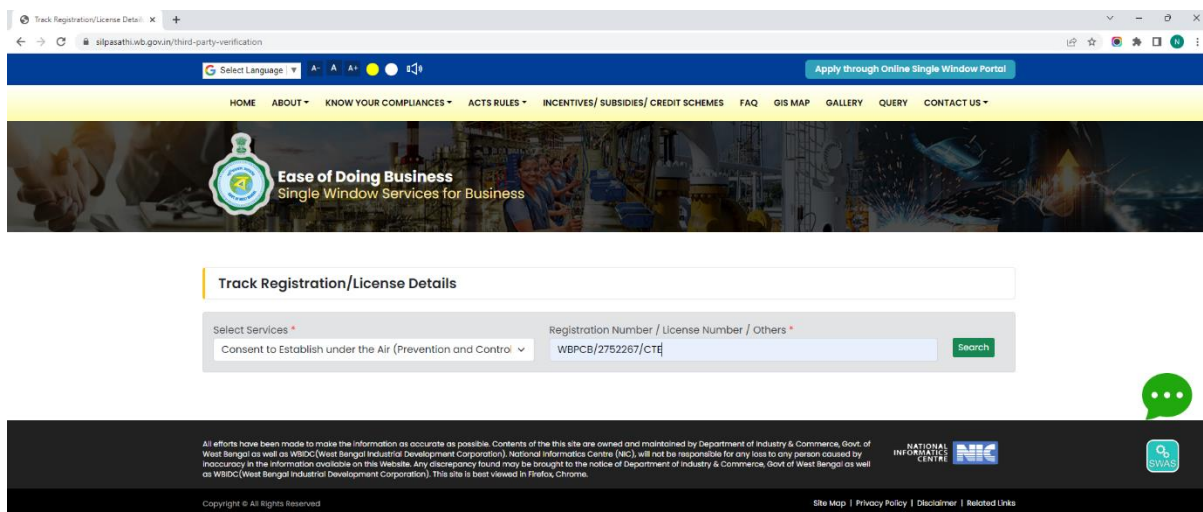
The applicant has to log on to [www.silpasathi.wb.gov.in](http://www.silpasathi.wb.gov.in)

The screenshot shows the Ease of Doing Business (EoDB) West Bengal website. The header includes a navigation bar with links to HOME, ABOUT, KNOW YOUR COMPLIANCES, ACTS RULES, MSME INCENTIVES, FAQ, GIS MAP, GALLERY, and CONTACT US. The main banner features a large image of a woman (Mamata Banerjee) and the text 'Come to Bengal, Ride the growth' and 'Mamata Banerjee - Hon'ble Chief Minister, West Bengal'. Below the banner, the text 'Ease of Doing Business' and 'Single Window Services for Business' is displayed. A paragraph explains that Single Window Services can be accessed through an EODB-Online Single Window Portal using IT-enabled devices. Below this, there are three sections: 'EoDB In Bengal' (State government departments and agencies have implemented a number of reforms for EoDB in the State), 'Advantage West Bengal' (Focussed development in physical and social infrastructure, improved work culture, stable government), and 'Online Single Window Portal' (A Single Window System will provide single window service under the various applicable Acts & Rules and Schemes).

Click on 'Establishment information' section.



The applicant has to enter the service name and the concerned Registration number/ License number.



Upon entering the correct registration and license number the user shall be able to view his registration/license details

## Approval Procedure

The workflow below represents an illustration of the overall application process starting from registration process to approval of the application.

