

Revamped Online Single Window Portal *Silpasathi* for all Statutory Clearances

Pre-Reform Scenario

Availing of Statutory clearances from several Government agencies for setting up of a business had been a tedious activity for entrepreneurs over the years. Business ecosystem seized rapid growth due to reluctance of entrepreneurs to traverse the path of physically visiting from one office to another for getting necessary clearances. Though, with standalone systems of individual departmental services were made online thereafter, however it was felt that the business fraternity was in need of a single integrated platform for availing all statutory clearances.

Pain-points

1. Due to lack of information regarding clearances required for setting up of a business, entrepreneurs were required to navigate through several portals to gather information against each clearance or physically visit Govt. offices to gather such knowledge
2. Substantial time used to get consumed to gather desired information and knowledge for setting up of a business
3. For information on available industrial land bank, physical visits were required
4. Several forms had to be submitted online at different portals for different clearances.
5. Common information and documents were required to be furnished repeatedly while applying for various online services through separate portals.
6. Different payment options were available against each service. While some payments could be made online, some were against Challans. For online payments also, multiple payments had to be made at different portals.
7. Tracking of each application status was incommensurate
8. Final certificates had to be downloaded from various portals, wherever available. Otherwise, physical visits to Govt. offices were required for availing of Final certificates against each application.
9. Operation of intermediaries was dominant

Post-Reform Scenario

Brief overview of the Reform:

Silpasathi (www.silpasathi.wb.gov.in) – A One stop shop for investors in West Bengal is a dedicated Single Window System for industry facilitation. It has main three components, viz. (i) information wizard – guides an investor about the statutory compliances required for his enterprise, (ii) GIS system-based land availability in Govt. owned industrial estate/ parks – enables an investor to apply online for land/ buildings required for his enterprise in Govt. industrial estates/ parks with requisite infrastructural facilities, (iii) Single Window portal for all statutory clearances from a single point for starting and operating a business in the State within a specified time frame notified under West Bengal Right to Service Act 2013.

Ease of Doing Business - Marquee features

Information Wizard Module:

1. It is an interactive tool that guides an entrepreneur by asking a series of questions to provide information regarding licenses / NoCs / permits required at the pre-establishment and pre-operational stages of establishing a business.
2. An entrepreneur is to fill in the necessary information about the enterprise. Once the fully filled-in proforma is submitted, a checklist of the statutory compliances required for that particular enterprise is provided.
3. The entrepreneur can also know the timeline, procedure, department(s) involved, documents required and cost involved against all statutory compliances required for a particular enterprise.

GIS System based Land Bank Module:

1. The GIS earmarks land parcels with the kind of industry that can be setup on such land and provides details about available infrastructure such as road, water, drainage/ sewerage, electrical substation and poles, proximity to National/State highways, Railway lines etc. for all industrial land banks of State that is available or accessible to each plot of land.
2. It also clearly highlights the type of industries that are set up and the common facilities that are available for the industries across the state.
3. Detailed mapping of Industrial Parks / GCs / Estates is available up to the extent of plot level and with details of infrastructure associated with the land bank in the Industrial Park.
4. In addition, a comparative chart of 'Basic Amenities provided by each of the Industrial Park in the State is also available in the web portal.

Single Window Application Module:

1. Simple mobile no. & email verification-based registration which takes less than 5 mins
2. Single interface for applicant for end-to-end application process
3. Generation of dynamic Common Application Form (CAF) online for all selected services.
4. Common information is required to be filled up only once in the dynamically generated CAF.
5. Common documents are required to be uploaded only once throughout the lifecycle of the business.
6. Integrated payment for various services through Debit/Credit/Net banking/UPI
7. Realtime tracking of application Status
8. Applicants are notified of any status changes through email and sms
9. Final certificates can be downloaded from the Applicant dashboard.
10. Third parties are able to verify online through Single Window System about the authenticity of the approval granted.

Numbers

From 1st Jan 2023 till 31st Dec 2024, **10 Lakhs+** applications have been received in Silpasathi across **100+** Industry / Business centric services of **15+** Departments have been availed with a disposal rate of around **97%**.

Reform Outcomes

Industry and Citizens are now availing of all Statutory licenses in Hassle free manner within stipulated timeline for a single end-to-end integrated portal. Involvement of intermediaries has been irradiated.

Portal Snapshots

Facilities Under Silpasathi

Quick Response Team to address difficulties faced while submitting application







Contact : **03322622004**

- System Assisted Wizard for Simple and guided handholding
- Facility for multiple online applications through a Dynamic Single Application Form
- Necessity to upload common documents only once
- Facility to make payments, track status and download certificates of all applications made through this single portal
- Receive Status notification on registered Mobile & Email

Silpasathi

The Revamped State Single Window Portal

Single Window Services can be accessed through an EoDB-Online Single Window Portal using IT-enabled devices which includes desktop PCs and laptops. Later, this facility will also be available on tablets and smartphones.

 EoDB In Bengal State government departments and agencies have implemented a number of reforms for EoDB in the State.	 EoDB Dashboard State Integrated Portal for EoDB. You can find there the real time data from departments wise apply services.	 Online Single Window Portal A Single Window System will provide single window service under the various applicable Acts & Rules and Schemes. Click Here >>
 Central Inspection System A Central Inspection System has been developed for inspections of Industries conducted by Labour Department	 Draft Business Regulations And Final Notifications Online System for publishing draft business regulations, receiving public comments / feedback.	 Third Party Verification Online System for search unit wise establishment information and track Registration/License Details.