



# **USER GUIDE**

## **State Online Single Window Services**

### **Government of West Bengal**

**[[www.silpasathi.wb.gov.in](http://www.silpasathi.wb.gov.in)]**

Name of the Services	License under The Factories Act, 1948
Name of the Department/ Directorate	Directorate of Factories

# HOW TO APPLY

- 1) First, user shall visit '[www.silpasathi.wb.gov.in](http://www.silpasathi.wb.gov.in)' Portal.
- 2) User then needs to click on "Apply online" button on the top right section of the homepage.
- 3) If he is already registered, he can use his login details and click on 'Log in' button. If not, he can click on "Create new" button to proceed and follow the mentioned instructions. Once done, user needs to check the declaration check box and then click 'Continue' button.
- 4) Fill in the user registration form and complete the process (Note: Password must have uppercase, lowercase, numeric and special character) . Once registered, user will be directed to his respective dashboard.
- 5) To apply for a service, user needs to click on the 'ALL SERVICES' button on the top header section.
- 6) User select the service(s) he requires from the service selection page (based on his Unit/ Establishment/ Firm) and click on 'Create CAF" button at the bottom right.
- 7) A unique CAF (Common Application Form) will be created for the user (or applicant) with a unique CAF ID displayed on his dashboard.
- 8) Applicant needs to click on 'Apply Online' button on the CAF to start his application.
- 9) The concerned Common Application Form will open with fields that requires information of the applicant. Applicant needs to fill the CAF carefully with necessary details.
- 10) After filling the form, applicant needs to click on 'Save and Continue' and will be directed to the document upload page (if required for the service chosen).
- 11) Applicant needs to upload necessary documents and then click on 'Save & Continue' to go to the application preview page.
- 12) Applicant can review all the details he has filled and once done, he can check the declaration checkbox and click 'Submit' to finish his application.
- 13) Once the application is successfully submitted, applicant will have to follow the concerned dashboard accordingly. Applicant is required to ensure the department processes on his application by clicking on the 'Update status' button to view the action taken by department/ needs to be taken further by applicant (if necessary).
- 14) After successfully submitting the application, the applicant should follow the relevant dashboard. If any action is required on their part, they need to click the **Click to proceed** button. If the action is required by the Department, the applicant must wait and check the application status by clicking the **Update status** button to see the Department's actions or any further steps needed from the applicant.

## APPLICATION STATUS DETAILS

SL.NO.	STATUS	RESPONSIBILITY
1	Initiated <b>Description:</b> CAF data saved and partially submitted. Applicant will have to proceed with the payment.	Initiated
2	Application Saved/Fees Pending <b>Description:</b> Department allows applicant to proceed with the payment and same is sent to the applicant which he can do through his dashboard. Once done, application will be sent to the authority for further proceedings.	Initiated
3	Fees Paid/CAF upload Pending <b>Description:</b> Payment is successfully done. Applicant needs to upload the digitally signed CAF to ensure proper submission of application	Initiated
4	Application Submitted <b>Description:</b> Application successfully submitted and sent for further proceedings	Department
5	Back For Document(s)Re-upload(if required) <b>Description:</b> Applicant uploads additional documents (if required or instructed)	Applicant
6	Back for Re-payment(if required) <b>Description:</b> Applicant is requested to proceed with the re-payment(if required or instructed)	Applicant
7	Re-payment Completed(if required) <b>Description:</b> Department allows applicant to proceed with the re-payment (if necessary) and same is sent to the applicant which he can do through his dashboard. Once done, application will be sent to the authority for further proceedings.	Applicant
8	Application Forwarded to Deputy Director <b>Description:</b> Application sent internally by Department to the Deputy Director	Department
9	Application Forwarded to Joint Director <b>Description:</b> Application sent internally by Department to the Joint Director	Department
10	Back for Correction(if required) <b>Description:</b> Application sent back to the applicant in case any changes required in the CAF	Applicant
11	CAF re-upload Pending(if required) <b>Description:</b> Applicant needs to re-upload the digitally signed CAF (if required or instructed)	Applicant
12	Issued <b>Description:</b> Applicant then download the approved certificate/license from the portal	Applicant

## SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Authenticated copy of purchase Deed/Lease Deed/ Rent Receipt as the case may be in respect of the premises to be used as Factory	pdf	4096KB
2	Authentication Copy of Consent to operate issued by WBPCB for the factories having a hazardous process a defined under section 2(Cb) read with schedule I of factories Act,1948 as amended or a declaration for exempted category industries as notified by the West Bengal Pollution Contril Board	pdf	200KB
3	Authentication copy of Trade Licence	pdf	200KB
4	Company PAN Card (Pvt. Ltd. Co. / Ltd., Partnership Co.) or Pan Card of Proprietor/Owner.	pdf	200KB
5	Declaration,duly signed by the Occuiper , showing the date starting of manufacturing process (exact date)along with number of workers engaged there in on the date installed power, as applicable.	pdf	200KB
6	Declaration, duly signed by the occupier, stating whether any process or activity of the factory is a hazardous process as defined under section 2(cb) read with Schedule I of the Factories Act,1948 as amended.	pdf	200KB
7	For Limited and Private Limited company-Authenticated copy of Memorandum of Article of Association. For Partnership Firm-Authenticated copy of Partnership Deed	pdf	4096KB
8	Health and Safety Policy, in case a hazardous process.	pdf	200KB
9	List of machinary along with HP/KW duly singed by the occupier	pdf	200KB
10	Other Supporting Documents	pdf	200KB

**\*\*\*For any critical issues or difficulties faced while submitting application please call to our QUICK RESPONSE TEAM at [03322622004](tel:03322622004) in between 10am to 5pm on Monday to Friday**

**(Except Holidays) OR kindly drop a mail at [qrt.silpasathiwb@gmail.com](mailto:qrt.silpasathiwb@gmail.com)**

**Silpa Sathi Single Window Cell - [Helpline no. \(Toll free\) 1800-345-5562](tel:1800-345-5562)**