



USER GUIDE

State Online Single Window Services

Government of West Bengal

[www.silpasathi.wb.gov.in]

Name of the Services	License under The Factories Act, 1948
Name of the Department/ Directorate	Directorate of Factories
RTPS Time Line	65 days

HOW TO APPLY

- 1) First, user shall visit '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	<p>Initiated</p> <p>Description: The application data has been saved, and the documents have been uploaded or are awaiting upload. To have the calculated payable amount reflected on the dashboard, the applicant needs to carefully review the provided information and complete the submission.</p>	Initiated
2	<p>Application Saved/Fees Pending</p> <p>Description: The payable amount is now visible on the applicant dashboard. Applicants are required to pay this amount to proceed with the further process.</p>	Initiated
3	<p>Fees Paid/CAF upload Pending</p> <p>Description: The applicant has successfully completed the payment. They are now required to download the CAF, digitally sign it, and upload the signed CAF to complete the submission process.</p>	Initiated
4	<p>Application Submitted</p> <p>Description: Application has been submitted successfully and is now undergoing inspection by the Inspector of Factory.</p>	Department
5	<p>Back For Document(s)Re-upload(if required)</p> <p>Description: The application has been sent back to the applicant for verification of certain documents. Applicant needs to check and re-upload the required document(s) and submit the application again for further process</p>	Applicant
6	<p>Back for Re-payment(if required)</p> <p>Description: If the applicant makes any changes to the data related to Horse Power (HP/KW), manpower (number of workers), or the number of years for which the license is being obtained, the payment may be recalculated. If any extra payment is needed, the updated amount will be shown on the applicant dashboard, and the applicant will need to pay the revised amount.</p>	Applicant
7	<p>Re-payment Completed(if required)</p> <p>Description: The applicant has successfully completed the re-payment. They are now required to download the CAF, digitally sign it, and re-upload the signed CAF to complete the re-submission process.</p>	Applicant
8	<p>Application Forwarded to Deputy Director</p> <p>Description: The application has been forwarded to the Deputy Director by the Factory Inspector for further verification.</p>	Department
9	<p>Application Forwarded to Joint Director</p> <p>Description: The application has been forwarded to the Joint Director of Factory by the Deputy Director of Factory for final verification.</p>	Department

SL.NO.	STATUS	RESPONSIBILITY
10	Back for Correction(if required) Description: <i>The application has been returned to the applicant for some data verification. The applicant must review and update the required information, and resubmit the application to proceed further.</i>	Applicant
11	Resubmission In-process Description: <i>The applicant has incorporated the necessary changes in the application. To complete the re-submission process, the applicant must download the updated CAF, verify the modifications, digitally sign the form, and upload the signed document.</i>	Applicant
12	Issued Description: <i>The application has been approved and the corresponding certificate has been issued by the Joint Director of Factories following all required inspections. The applicant can now download the Registration Certificate from the Silpasathi portal, along with the License.</i>	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	4096 KB
2	Authentication Copy of Consent to operate issued by WBPCB for the factories having a hazardous process as 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 Control Board	pdf	200 KB
3	Authentication copy of Trade Licence	pdf	200 KB
4	Company PAN Card (Pvt. Ltd. Co. / Ltd., Partnership Co.) or Pan Card of Proprietor/Owner.	pdf	200 KB
5	Declaration, duly signed by the Occupier, 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	200 KB
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	200 KB
7	For Limited and Private Limited company-Authenticated copy of Memorandum of Article of Association. For Partnership Firm-Authenticated copy of Partnership Deed	pdf	4096 KB
8	Health and Safety Policy, in case a hazardous process.	pdf	200 KB
9	List of machinery along with HP/KW duly signed by the occupier	pdf	200 KB
10	Other Supporting Documents	pdf	200 KB

*****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**

Silpa Sathi Single Window Cell - [Helpline no. \(Toll free\) 1800-345-5562](tel:18003455562)