



# **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	Online Water Charges for Water Connection at SJDA
Name of the Department/ Directorate	SJDA - UD & MA

# 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	Application Submitted <b>Description:</b> CAF successfully submitted and sent for further proceedings	Department
2	Initiated <b>Description:</b> CAF successfully submitted and sent for further proceedings	Department
3	Forwarded <b>Description:</b> Application succesfully sent to the Department	Department
4	Application Rejected <b>Description:</b> Application is Rejected	Applicant
5	Send back to Applicant (If Required) <b>Description:</b> Application is Send Back to Applicant	Applicant
6	Sent for Joint Enquiry <b>Description:</b> Application is Sent for Joint Enquery	Department
7	Upload Reports/Remarks/Resolution/Update Decision <b>Description:</b>	Department
8	Forwarded with estimated fees <b>Description:</b> Application is Forward with estimated fees	Department
9	Accept for Fees Payment <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	Applicant
10	Payment details saved successfully <b>Description:</b>	Applicant
11	Sent Back to applicant for appropriate payment <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	Applicant
12	Sent For Physical Connection <b>Description:</b>	Applicant
13	Updating the Status <b>Description:</b> Department updates the relevant status of the application	Applicant

## SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Approved Building Plan Issued by SJDA	pdf	200KB
2	Lease deed of Land allotment	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)**