USER GUIDE

State Online Single Window Services

Government of West Bengal

[www.silpasathi.wb.gov.in]

Name of the Services	Trade License - UD & MA
Name of the Department/ Directorate	Urban Development & Municipal Affairs - UD & MA

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 menioned 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 Saved/Fees Pending **Description:** *Application partially submitted. Department allows applicant to proceed with the payment and same is sent to the applicant which he can do through his dashboard.*	Initiated
2	Fees Paid **Description:** *Payment is succesfully done.*	Applicant
3	Applied **Description:** *CAF successfully submitted and sent for further proceedings.*	Applicant
4	Approved / Completed **Description:** *Applicant then download the approved certificate/license from the Silpasathi portal.*	Applicant

SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Aadhaar Card	pdf, jpg, jpeg, PIPEG	200KB
2	Driving Licence	pdf, jpg, jpeg, PIPEG	200KB
3	For Partnership Firm > copy of all Partnership deeds.	pdf, jpg, jpeg, PIPEG	2048KB
4	For premises in any market owned by Government/Municipal Body and Government Campus > the agreement copy of the actual tenant/lessee with the Government or Municipal Body.	pdf, jpg, jpeg, PIPEG	2048KB
5	For premises in the Co-operative Housing Society > consent letter in original from the Secretary of the Co-operative Society/appropriate authority.	pdf, jpg, jpeg, PIPEG	2048KB
6	For premises in the Govt. Housing Estate > No Objection Certificate from the Competent Authority.	pdf, jpg, jpeg, PIPEG	2048KB
7	For rent free premises > current consent letter mentioning the area received from the consenter in original along with Certificate of Entitlement of the consenter (if any) along with the current Municipal Property Tax Receipt of the consenter.	pdf, jpg, jpeg, PIPEG	2048KB
8	For the lessee of the premises > copy of the Lease Agreement.	pdf, jpg, jpeg, PIPEG	2048KB
9	For the owner of the premises > current Municipal Property Tax Receipt.	pdf, jpg, jpeg, PIPEG	2048KB
10	For the premise duly purchased > certificate copy of the Conveyance Deed/IGR Receipt copy duly certified by the concerned advocate confirming registration of the purchase.	pdf, jpg, jpeg, PIPEG	2048KB
11	For the tenant of the premises > photo copy of the current Rent Receipt/Challan from Rent Control.	pdf, jpg, jpeg, PIPEG	2048KB
12	Passport	pdf, jpg, jpeg, PIPEG	1024KB
13	Voter Id/EPIC	pdf, jpg, jpeg, PIPEG	200KB

***For any critical issues or difficulties faced while submitting application please call to our QUICK RESPONSE TEAM at [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](#)