



# **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	Water Connection - 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](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 Assigned to Consultant <b>Description:</b> <i>Application successfully assigned to Consultant.</i>	Department
2	Consultant Pending <b>Description:</b> <i>Consultant needs to take action in regards to the application</i>	Department
3	Consultant completed Nodal Officer action pending <b>Description:</b> <i>After consultation, the application is sent to the Nodal officer for further action</i>	Department
4	Nodal Officer recommended Dealing Assistant action pending & Assigned to Water Department <b>Description:</b> <i>After Nodal officer takes action on the application , the same is sent to the Dealing assistant and further assigned to the Water department</i>	Department
5	Dealing Assistant completed Nodal Officer action pending & Action taken by Water Department <b>Description:</b> <i>After Dealing assistant takes action on the application , the same is sent to the Nodal officer again and further assigned to the Water department for further action</i>	Department
6	Meeting date has been finalized by nodal officer <b>Description:</b> <i>Nodal officer finalize the meeting date in regards to the application</i>	Department
7	Fees Pending <b>Description:</b> <i>Department allows applicant to proceed with the payment and same is sent to the applicant which he can do through his dashboard</i>	Applicant
8	Fees Paid <b>Description:</b> <i>Payment successfully done. Applicant can expect action that has to be taken by the Department for further proceedings.</i>	Department
9	Nodal Officer Recommended after Payment, pending for Water Department <b>Description:</b> <i>Nodal officer verifies and check the application post payment and sent the same to the Water department</i>	Department
10	Nodal Officer recommended Signatory Authority action pending <b>Description:</b> <i>Nodal officer verifies and check the application and sent the same to the signatory authority</i>	Department
11	Signatory Authority approved <b>Description:</b> <i>Applicant then download the approved certificate/license from the Silpasathi portal</i>	Department

## SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Certificate of Licensed Plumber	pdf	200KB
2	Copies of approved final layout drawing of house sewer pipe/drain	pdf	200KB
3	Copies of approved final layout drawing of water line	pdf	200KB
4	Copy of approved Completion Plan	pdf	200KB
5	Occupancy Certificate	pdf	200KB
6	Organisation PAN	pdf	200KB
7	Organisation TAN	pdf	200KB
8	PAN Card	pdf	200KB
9	Photo ID Document	pdf	200KB
10	Up to date paid up Municipal Property Tax receipt of the concerned holding	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)**