



USER GUIDE

State Online Single Window Services

Government of West Bengal

[www.silpasathi.wb.gov.in]

Name of the Services	Fire Safety Recommendation
Name of the Department/ Directorate	Fire and Emergency Services

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	Applied Description: CAF successfully submitted and sent for further proceedings	Department
2	Pending Description: CAF successfully submitted and sent for further proceedings	Department
3	Forwarded Description: Application succesfully sent to the Department	Department
4	Application is Pending Under HA/FI/DFO/DD/Director/DG Description: Application is Pending Under HA/FI/DFO/DD/Director/DG	Department
5	Auto Escalation Description:	Department
6	Accept for offline inspection Description: Application accepted for offline inspection	Applicant
7	offline Inspetion date send to fire department Description: offline Inspetion date send to fire department	Department
8	Send back to Applicant Description: Send back to Applicant	Applicant
9	Hard Copy of Document Received Description: Applicant sends the hard copy of documents to the Department	Department
10	Forwarded for Issuance Description:	Department
11	Forwarded to DG Description: Application is forwarded to DG	Department
12	Accept for Fees Payment Description: 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
13	Fees Paid Description: Payment is succesfully done	Department

SL.NO.	STATUS	RESPONSIBILITY
14	Forwarded for Rejection Description: <i>Application is forwarded for rejection</i>	Department
15	Forwarded for Seeking Clarification Description: <i>Application is forwarded for seeking internal clarifications</i>	Department
16	Forwarded for Send back Description: <i>Application is forwarded to sent back</i>	Department
17	Send Back to Deputy Director Description:	Department
18	Send Back to DFO Description: <i>Application is sent back to DFO</i>	Department
19	Send Back to Immediate Previous Actor Description: <i>Application is sent back to the immediate previous actor for further process</i>	Department
20	Send Back to Inspector Description: <i>Application sent back to the Inspector</i>	Department
21	Send for Conducting TEC Meeting Description: <i>Send for Conducting TEC Meeting</i>	Department
22	Waiting for Hard Copy of Document Description: <i>Waiting for Hard Copy of Document</i>	Applicant
23	Sent Back to applicant for appropriate payment Description: <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
24	Approved Description: <i>Applicant then download the approved certificate/license from the Silpasathi portal</i>	Applicant

SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Applicants Proof of Identity (Aadhaar / Passport / Voter ID)	pdf	200KB
2	Basement Plan(1:100)	pdf	200KB
3	Completion Certificate for existing building	pdf	200KB
4	Elevation Plan(1:600)	pdf	200KB
5	F.A.R. calculation showing Calculation of Parking Area	pdf	200KB
6	F.A.R. calculation showing Details of Area	pdf	200KB
7	Floor Plan(1:100)	pdf	200KB
8	Key Location Plan(1:4000)	pdf	200KB
9	Master Plan with ground floor showing floorwise area statement in sq meter.(1:100 / 1:200)	pdf	200KB
10	Other Supporting Documents	pdf	200KB
11	PAN	pdf	200KB
12	Proof of Power of Attorney	pdf	200KB
13	Roof Plan(1:100)	pdf	200KB
14	Sanctioned Plan for existing building	pdf	200KB
15	Section Plan(1:100)	pdf	200KB
16	Site Plan(1:600)	pdf, dwg	2048KB

*****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:1800-345-5562)