

## **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	
RTPS Time Line	30 days (15 days in KMC area)	

www.silpasathi.wb.gov.in Page-1 of 6

#### **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.

www.silpasathi.wb.gov.in

## **APPLICATION STATUS DETAILS**

SL.NO.	STATUS	RESPONSIBILITY
1	Applied <b>Description:</b> CAF successfully submitted and sent for further proceedings	Department
2	Pending <b>Description:</b> CAF successfully submitted and sent for further proceedings	Department
3	Application is Pending Under HA/FI/DFO/DD/Director <b>Description:</b> Application is Pending Under HA/FI/DFO/DD/Director/DG	Department
4	Forwarded  Description: Application successfully sent to the Department	Department
5	Auto Escalation Description:	
6	Accept for offline inspection  Description: Application accepted for offline inspection	
7	offline Inspetion date send to fire department <b>Description:</b> offline Inspetion date send to fire department	Applicant
8	Send back to Applicant  Description: Send back to Applicant	Applicant
9	Forwarded for Issuance  Description:	
10	Hard Copy of Document Received  Description: Applicant sends the hard copy of documents to the Department	
11	Forwarded to DG <b>Description:</b> Application is forwarded to DG	
12	Accept for Fees 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

www.silpasathi.wb.gov.in Page-3 of 6

SL.NO.	STATUS	RESPONSIBILITY
13	Fees Paid  Description: Payment is successfully done	
14	Forwarded for Rejection  Description: Application is forwarded for rejection	
15	Forwarded for Seeking Clarification  Description: Application is forwarded for seeking internal clarifications	
16	Forwarded for Send back  Description: Application is forwarded to sent back	
17	Application Rejected  7 <b>Description:</b> This application has been reviewed and the application has been rejected. As a result, this application is considered closed and will not be continued further in the process.	
18	Send Back to Deputy Director  Description:	
19	9 Send Back to DFO Description: Application is sent back to DFO	
20	Send Back to Immediate Previous Actor <b>Description:</b> Application is sent back to the immediate previous actor for further process	Department
21	Send Back to Inspector  Description: Application sent back to the Inspector	
22	Send for Conducting TEC Meeting  Description: Send for Conducting TEC Meeting	
23	Waiting for Hard Copy of Document  Description: Waiting for Hard Copy of Document	
24	Sent Back to applicant for appropriate payment  Description: Department allows applicant to proceed with the payment and same is sent to the applicant which he can do through his dashboard	
25	Approved <b>Description:</b> Applicant then download the approved certificate/license from the Silpasathi portal	Applicant

www.silpasathi.wb.gov.in Page-4 of 6

### 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	200 KB
2	Basement Plan(1:100)	dwg	2048 KB
3	Completion Certificate for existing building	pdf	200 KB
4	Driving License	pdf	512 KB
5	Elevation Plan(1:600)	dwg	2048 KB
6	F.A.R. calculation showing Calculation of Parking Area	pdf	200 KB
7	F.A.R. calculation showing Details of Area	pdf	200 KB
8	Floor Plan(1:100)	dwg	2048 KB
9	Key Location Plan(1:4000)	dwg	2048 KB
10	Master Plan with ground floor showing floorwise area statement in sq meter. (1:100 / $1:200$ )	dwg	2048 KB
11	Other Supporting Documents	pdf	2048 KB
12	PAN	pdf	200 KB
13	Proof of Power of Attorney	pdf	200 KB
14	Roof Plan(1:100)	dwg	5120 KB
15	Sanctioned Plan for existing building	pdf	200 KB
16	Section Plan(1:100)	dwg	2048 KB
17	Site Plan(1:600)	dwg	5120 KB

www.silpasathi.wb.gov.in

\*\*\*For any critical issues or difficulties faced while submitting application please call to our QUICK RESPONSE TEAM at <a href="mailto:03322622004">03322622004</a> in between 10am to 5pm on Monday to Friday (Except Holidays) OR kindly drop a mail at <a href="mailto:qrt.silpasathiwb@gmail.com">qrt.silpasathiwb@gmail.com</a>

Silpa Sathi Single Window Cell - <u>Helpline no. (Toll free) 1800-345-5562</u>

www.silpasathi.wb.gov.in Page-6 of 6