



# 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	Retail Drug License
Name of the Department/ Directorate	Health & Family Welfare - H & FW
RTPS Time Line	90 days

# 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	User Created <b>Description:</b> Applicant's data is saved and partially submitted	Initiated
2	Token Generated/ Payment Pending <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	Initiated
3	Fees Paid <b>Description:</b> Payment done successfully. Applicant needs to fill in the other details as mentioned in the application form	Initiated
4	Basic Details saved <b>Description:</b> CAF data saved and partially submitted. Applicant needs to upload necessary documents for further proceedings	Initiated
5	OwnerPhoto Signature Uploaded <b>Description:</b> Owner's photo and signature successfully uploaded by the applicant	Initiated
6	Upload supporting document <b>Description:</b> Applicant uploads the necessary supporting documents	Initiated
7	Upload Form 19 <b>Description:</b> Applicant uploads Form 19	Initiated
8	Application Submitted <b>Description:</b> Application submitted successfully with necessary documents and information	Department
9	Rectification (if required) <b>Description:</b> Application is sent back for additional rectification by the Department (if necessary)	Applicant
10	Re-Submitted (if required) <b>Description:</b> Applicant re-submits the application (if necessary)	Department
11	Approved Validity Certificate <b>Description:</b> Department provides the approved validity certificate to the applicant	Department
12	Download Certificate <b>Description:</b> Applicant then download the approved certificate/license from his dashboard	Applicant

## SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
1	Academic qualification testimonials of C.P.I(In case of whole sale)	pdf	1024 KB
2	Affidavit of applicants(proprietors/ Partners/ Directors) sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	pdf	1024 KB
3	Affidavit of Pharmacist/ CPI sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	pdf	1024 KB
4	Appointment and Acceptance letter of pharmacist and competent person in charge (as per proforma)	pdf	512 KB
5	Copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or Pvt. Ltd companies	pdf	512 KB
6	Drug Licence (Biological) [applicable for renewal only]	pdf	512 KB
7	Drug Licence (Non Biological) [applicable for renewal only]	pdf	512 KB
8	Experience Certificate of CPI(Competent Person Incharge); as per rule	pdf	1024 KB
9	In case of partnership firms, registered Partnership deed along with firm registration receipt. In case of limited or Pvt. Ltd. company - copies of Memorandum and Articles of Association.In case of LLP (Limited liability partnership firm) copy of Memorandum and Articles.	pdf	2048 KB
10	Pharmacist/ CPI record from, registration certificate and Renewal Certificate of pharmacists	pdf	1024 KB
11	Possession document of the premises . a)Current House Tax receipt/ Consolidated rate bill/ Registered deed of Conveyance/ Consent Letter from the owner/ N.O.C in the form of affidavit before 1st Class Judicial Magistrate Rent bill signed by owner or authorised signatory/ as the case relates to Parcha/ Khanja Dakhila from B.L and L.R.O.	pdf	2048 KB
12	Power of attorney(if any) in Non-judicial stamp paper as per proforma.	pdf	2048 KB
13	Refrigerator related document of proposed premises	pdf	512 KB
14	Sketch map of proposed premises with location and surroundings (CAD Mode)	pdf	512 KB

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
15	Trade Licence/Trade Enlistment certificate, mentioning nature of trade (retail / wholesale) & system of medicine (Allopathy / Homoeopathy).	pdf	512 KB
16	Upload Identity Proof(PDF copy of Voter ID/PAN Card/Adhar Card/passport/Driving Licence)	pdf	1024 KB
17	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving Licence of Pharmacists or CPI(as applicable)	pdf	200 KB

**\*\*\*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:18003455562)**