



Health & Family Welfare: Retail/Wholesale Drug License

*Provided as a service through
'SilpaSathi', the Online Single
Window portal of the State
(West Bengal)*

User Manual

User Manual

Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

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Introduction

This document is intended to serve as a User Manual for grant of the service “Retail/Wholesale Drug License” by Health & Family Welfare Department, Govt. of West Bengal through Single window of the State, 'SilpaSathi'. The service is integrated with the Single Window (SilpaSathi) and can be accessed through the SilpaSathi portal. This document has been designed as a user-friendly guide to assist applicants in filling their application forms. It will help them to familiarise with the entire procedure in a seamless manner for successful submission of application and download final Approval certificate from the SilpaSathi portal without the requirement of physical visit to the Department(s).

Salient Features of Silpasathi Portal:

- The Single Window Portal of the State of West Bengal (SilpaSathi) allows seamless integration with portals of different government departments thereby providing single login credential for various applications, eliminating the need to provide common information multiple times in different forms of various Departments, and ensuring all clearances are available from a single portal.
- It serves as a digital gateway for providing the necessary statutory compliances under the applicable Acts, Rules, Policies and Schemes of the Govt of West Bengal from a single portal.
- Business Entrepreneurs can get certificates and licences required for setting up and operating business in the State in a smooth and time-bound manner, smooth and time-bound manner, without the need to visit any government department or office.

About the Service

Retail/Wholesale Drug License is issued to medical stores, pharmacies, and other establishments that sell drugs to the public. The online system has the following features without the requirement of physical visit to the Department: 1) Submission of Application 2) Online Payment of fees 3) Track Status of Application 4) Online Download of final approval certificate 5) Third Party Verification.

Comprehensive Checklist of Documents to be submitted online

The applicant is required to submit the following documents (only two documents) in order to apply for the service:

#	Documents Required	Detailed Description
1.	Academic qualification testimonials of C.P.I(In case of wholesale)	Academic qualification testimonials
2.	Affidavit of applicants(proprietors/ Partners/ Directors) sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	An Affidavit of Applicants (Proprietors/Partners/Directors) is a sworn declaration presented before a First-Class Judicial Magistrate or Executive Magistrate

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#	Documents Required	Detailed Description
3.	Affidavit of Pharmacist/ CPI sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)	An Affidavit of Pharmacist is a sworn statement, typically notarized, that verifies the authenticity of a pharmacist's actions, records, or documents
4.	Appointment and Acceptance letter of pharmacist and competent person in charge (as per proforma)	requirements for appointment and acceptance letters for a pharmacist and competent person in charge.
5.	Copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or Pvt. Ltd companies	A certified copy of a board resolution for a Limited or Private Limited company can be printed on the company's letterhead
6.	Drug Licence (Biological) [applicable for renewal only]	A drug licence, also known as a biological licence, is a permit issued by government agencies to manufacturers, allowing them to produce and market biological products, such as vaccines, blood products
7.	Drug Licence (Non Biological) [applicable for renewal only]	A drug licence, also known as a market authorisation, is a regulatory approval granted to a pharmaceutical company
8.	Experience Certificate of CPI(Competent Person In charge)	The Experience Certificate of CPI, also known as the Certificate of Proficiency in Industry (CPI), is a document that recognizes an individual's training or experience in a specific industry or sector, typically issued by the relevant authorities or organizations
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.	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.
10.	Pharmacist/ CPI record from, registration certificate and Renewal Certificate of pharmacists	Pharmacist registration and renewal certificates are essential documents for pharmacists
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.	A possession certificate is a legal document that proves the transfer of a property's ownership from the seller to the buyer

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#	Documents Required	Detailed Description
12.	Refrigerator related document of proposed premises	Refrigerator related document
13.	Sketch map of proposed premises with location and surroundings (CAD Mode)	Sketch map of proposed premises
14.	Power of attorney(if any) in non-judicial stamp paper as per proforma.	A power of attorney (POA) is a legal document that gives someone the authority to act on another person's behalf
15.	Trade Licence/Trade Enlistment certificate, mentioning nature of trade (retail / wholesale) & system of medicine (Allopathy / Homoeopathy).	A Trade Licence or Trade Enlistment Certificate is a crucial document for individuals who engage in a trade or profession
16.	Upload Identity Proof(PDF copy of Voter ID/PAN Card/Aadhar Card/passport/Driving Licence)	PDF copy of Voter ID/PAN Card/Aadhar Card/passport/Driving Licence
17.	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving Licence of Pharmacists or CPI(as applicable)	Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving Licence of Pharmacists or CPI

Timeline (WBRTPS)

Retail/Wholesale Drug License has an WBRTPS timeline of **90 days** till approval by the authorities.

Instructions related to the application form

Sl. No.	Field Name	Instructions
Firm Details		
1.	Application Type	Select Application Type
2.	Type of Firm	Select Type of Firm
3.	Name of Firm	Enter Name of Firm
4.	Nature of Firm	Select Nature of Firm
Firm Address		
1.	Building No/ Holding No/ Daag Number	Enter details
2.	Street Name	Enter Street Name
3.	Address Line 1	Enter Address
4.	Police Station	Enter name of the police station
5.	Post Office	Enter name of the post office
6.	City/Village	Enter name of city/village

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Sl. No.	Field Name	Instructions
7.	Pin Code	Enter pincode
8.	Local Authority	Enter local authority name
Contract Details of Establishment		
1.	Trade License	Enter trade license details
2.	Actual Floor Space	Enter details
3.	Nature of Ceiling	Enter Nature of Ceiling
4.	Working hours	Enter number of hours
5.	Email	Enter emailid
6.	Landline	Enter landline number
7.	Mobile	Enter mobile number
8.	Qualification of the person responsible for operation if granted	Enter qualification details
9.	Classification	Select classification
Owner Details		
1.	Owner Name	Enter Full Name of the owner
2.	Owner Signature	Add signature
3.	Owner Photo	Add photo

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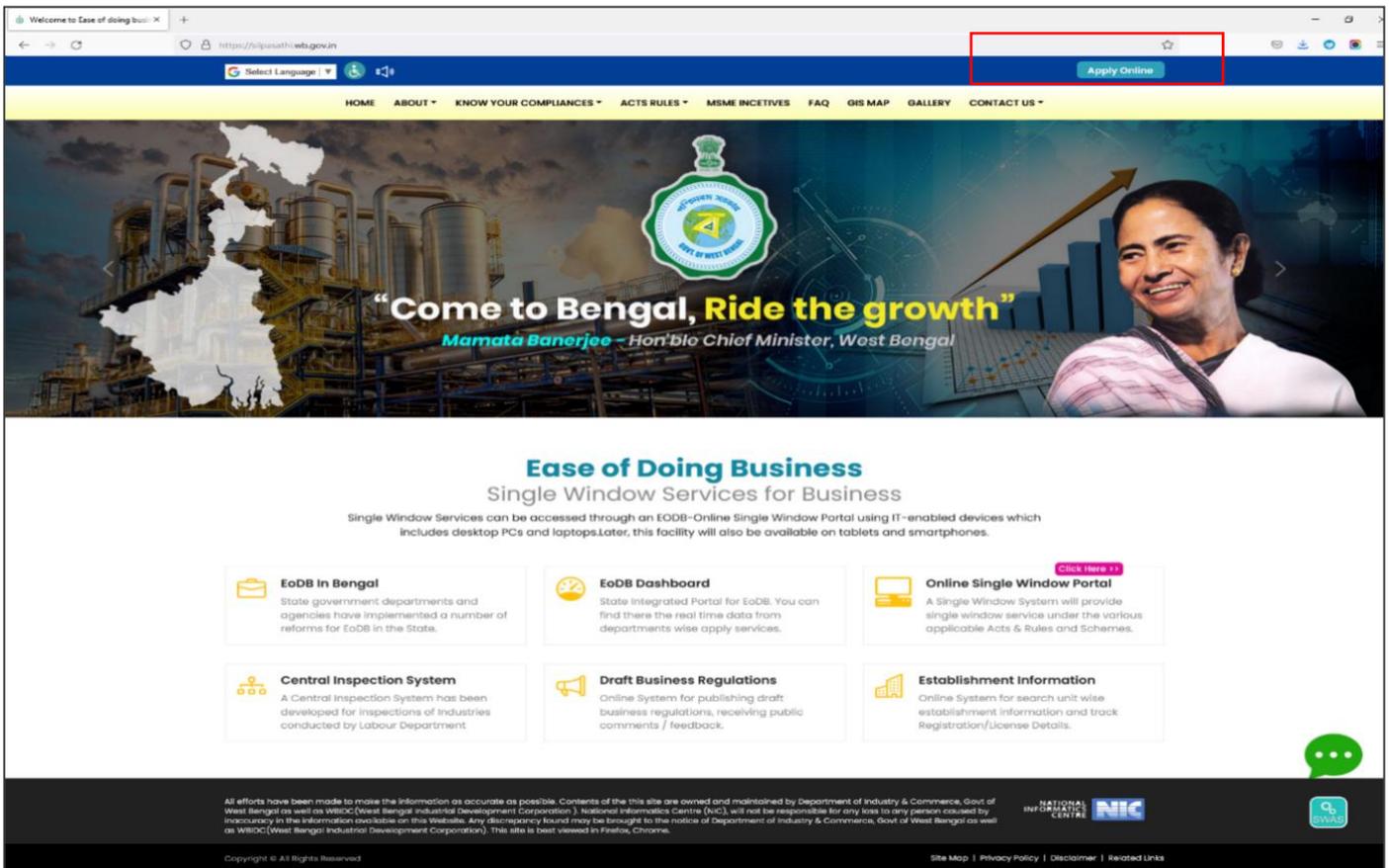
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Application Process through SilpaSathi

1. Online Application submission along with online submission of documents

In order to complete the user registration, the applicant has log on to <https://silpasathi.wb.gov.in/> and click on 'Apply online' button.

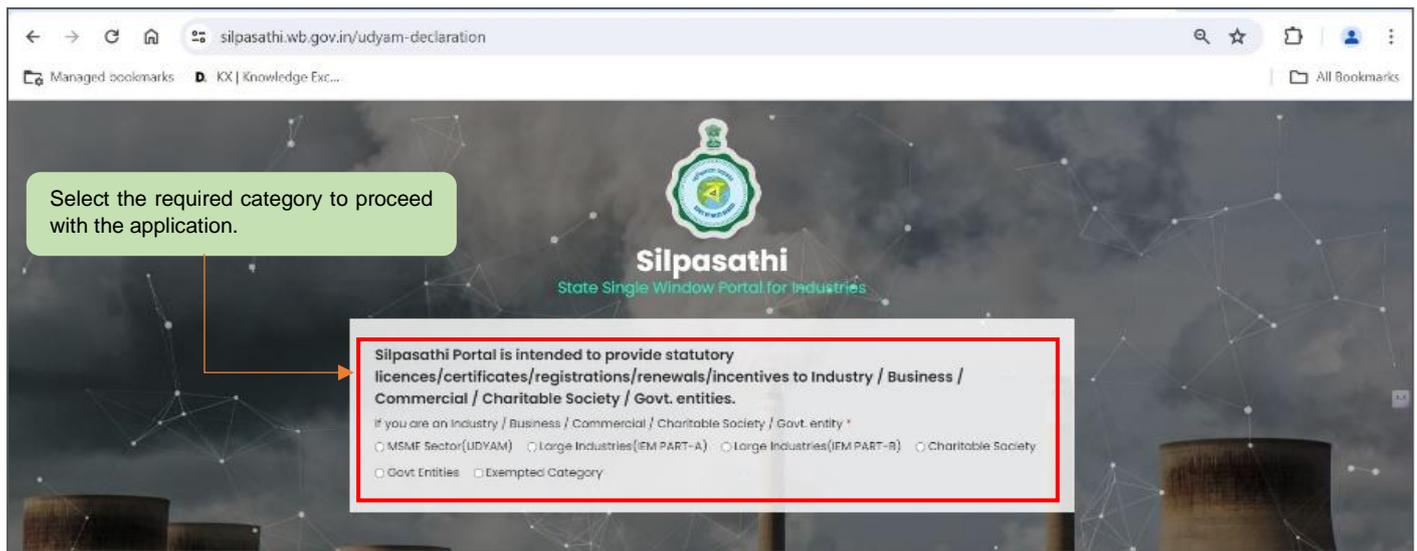


Applicant Log-in: The applicant needs to **select the required category** as illustrated in the screenshot below and proceed for registration.

User Manual

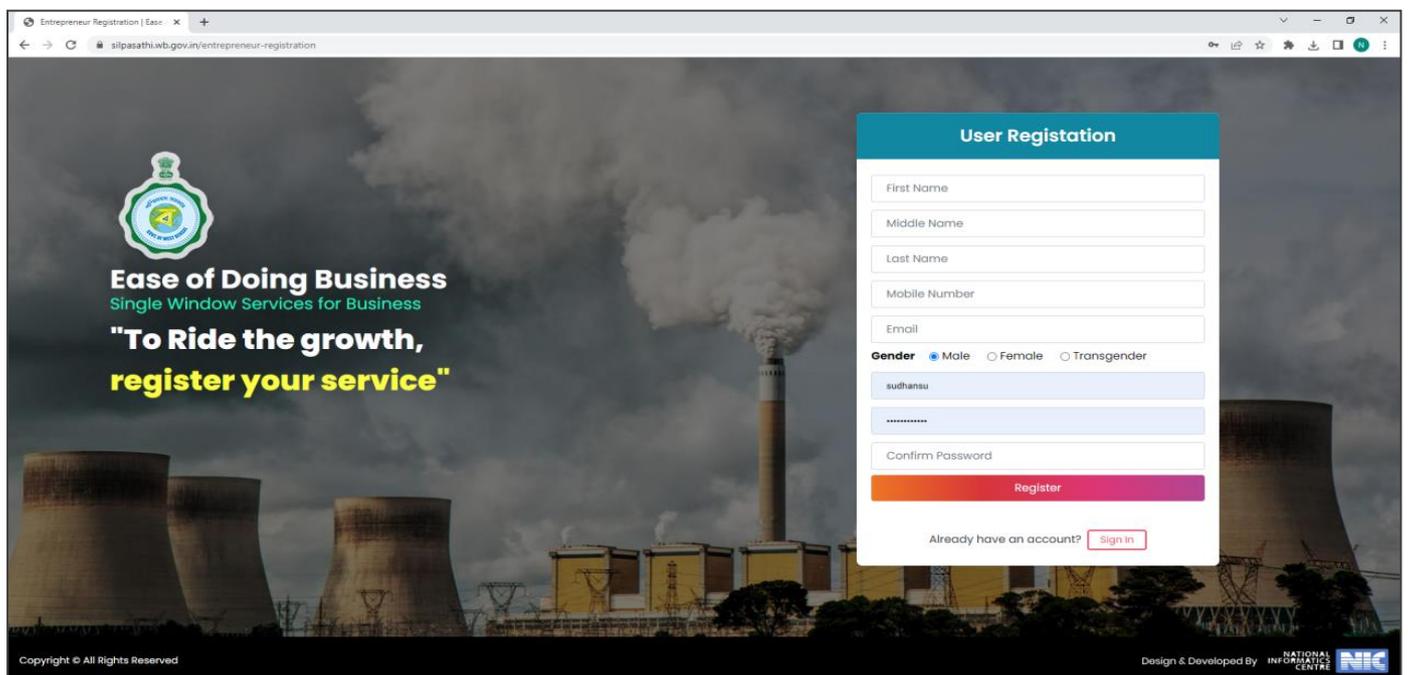
Retail/Wholesale Drug License

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A sign-up window appears on the screen. The user has to select '[Create New](#)' if he is a new user. An already registered user in SilpaSathi portal can fill in the username and password and login to the SilpaSathi portal.

The '[User Registration](#)' window will appear with the relevant fields that the applicant needs to fill accurately and click on '[Register](#)' as shown by the below screenshot. In case the applicant already has an account, click on the '[Sign In](#)' button and login using valid **User ID, password and Captcha**.

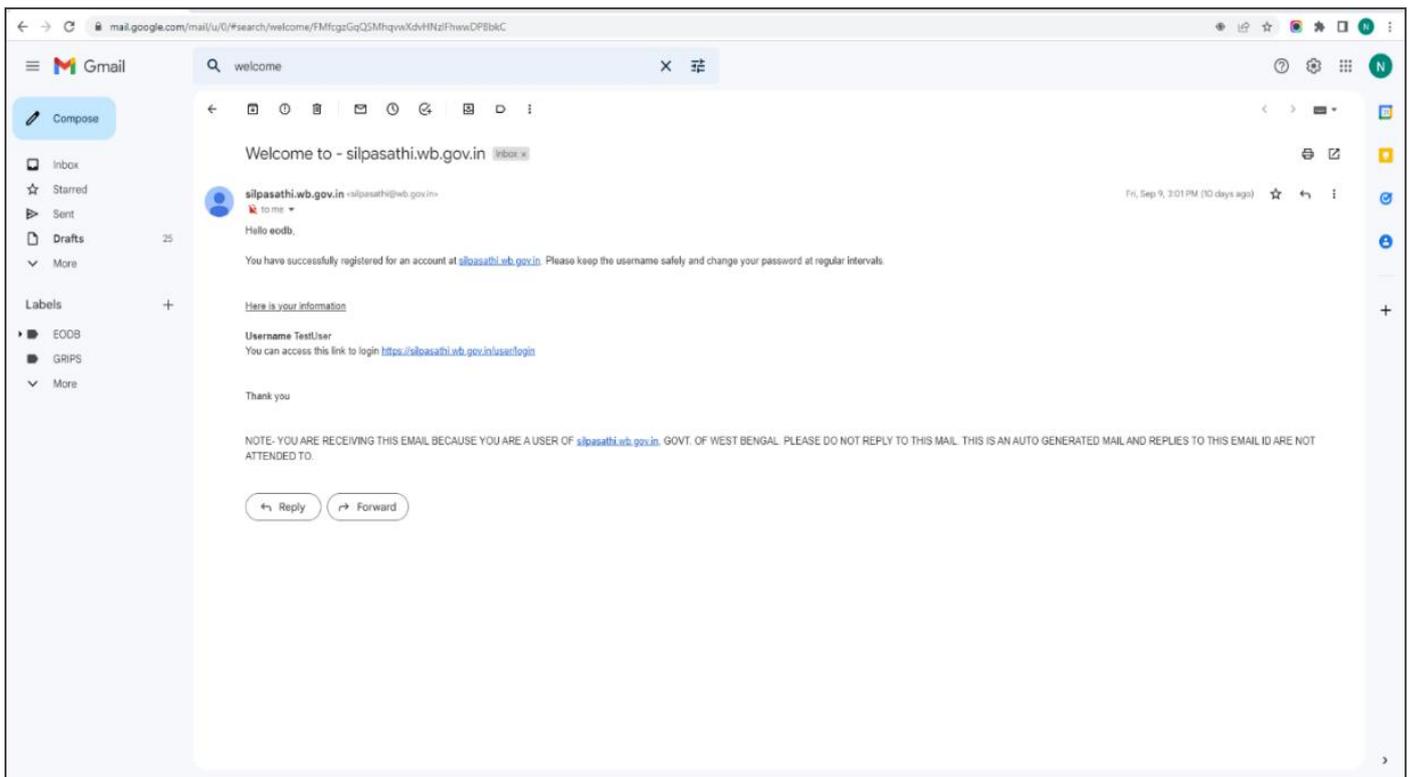


Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:

User Manual

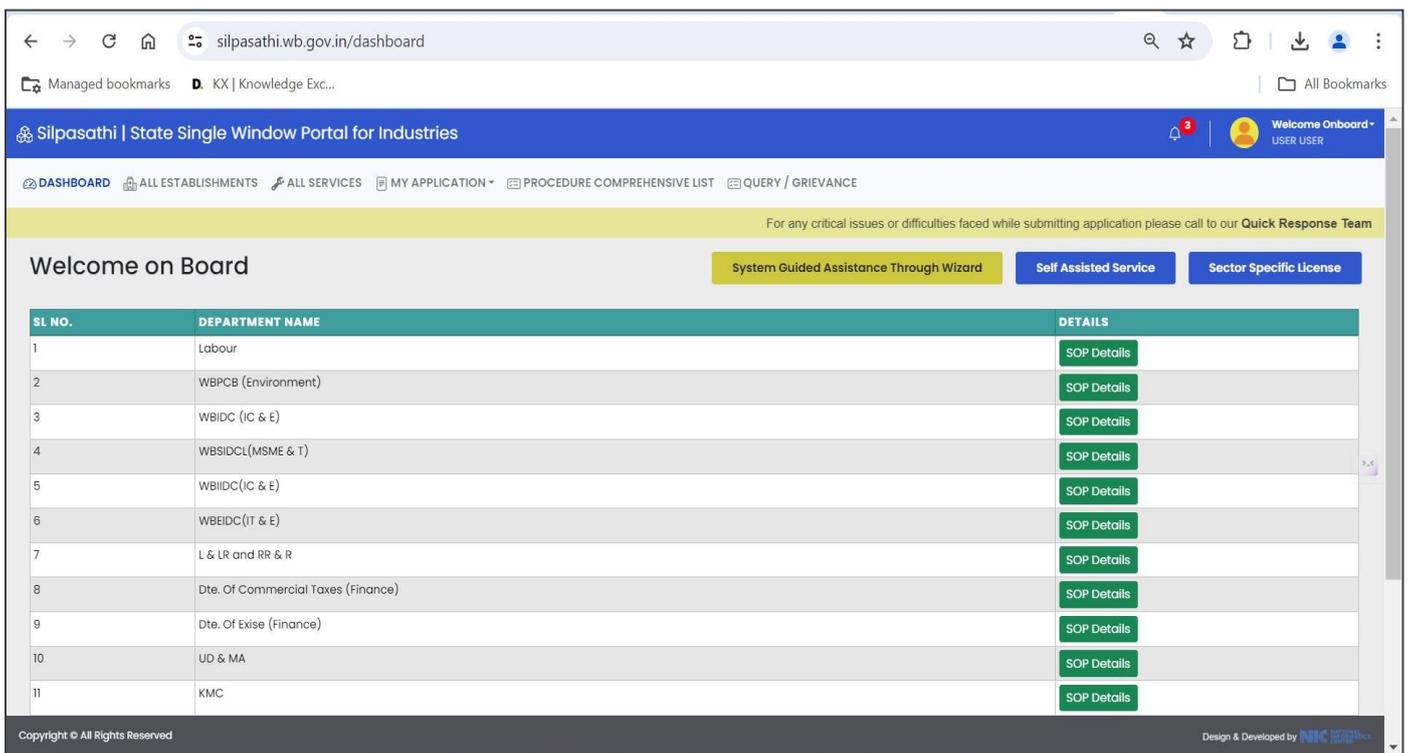
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Online Application submission

Applicants will now be directed to the user dashboard for completing the further procedures. The following screenshots below illustrate the same.

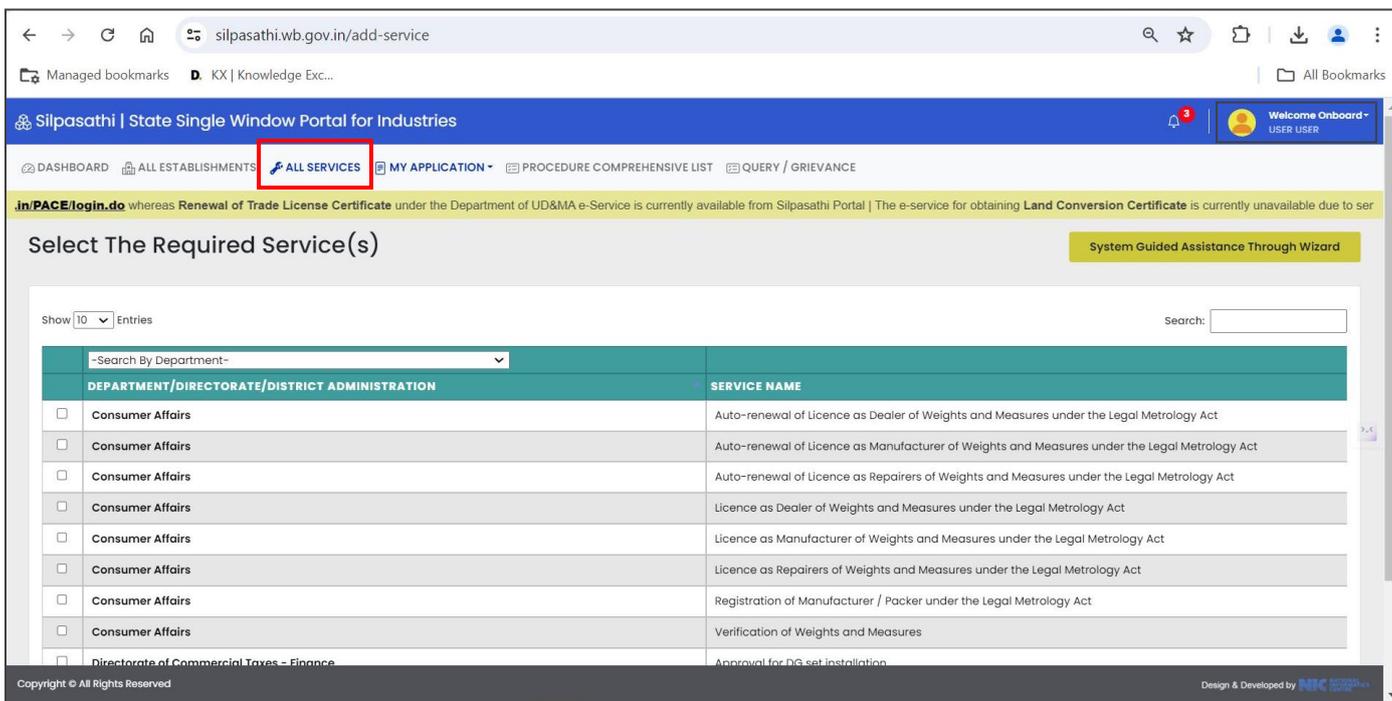


User Manual

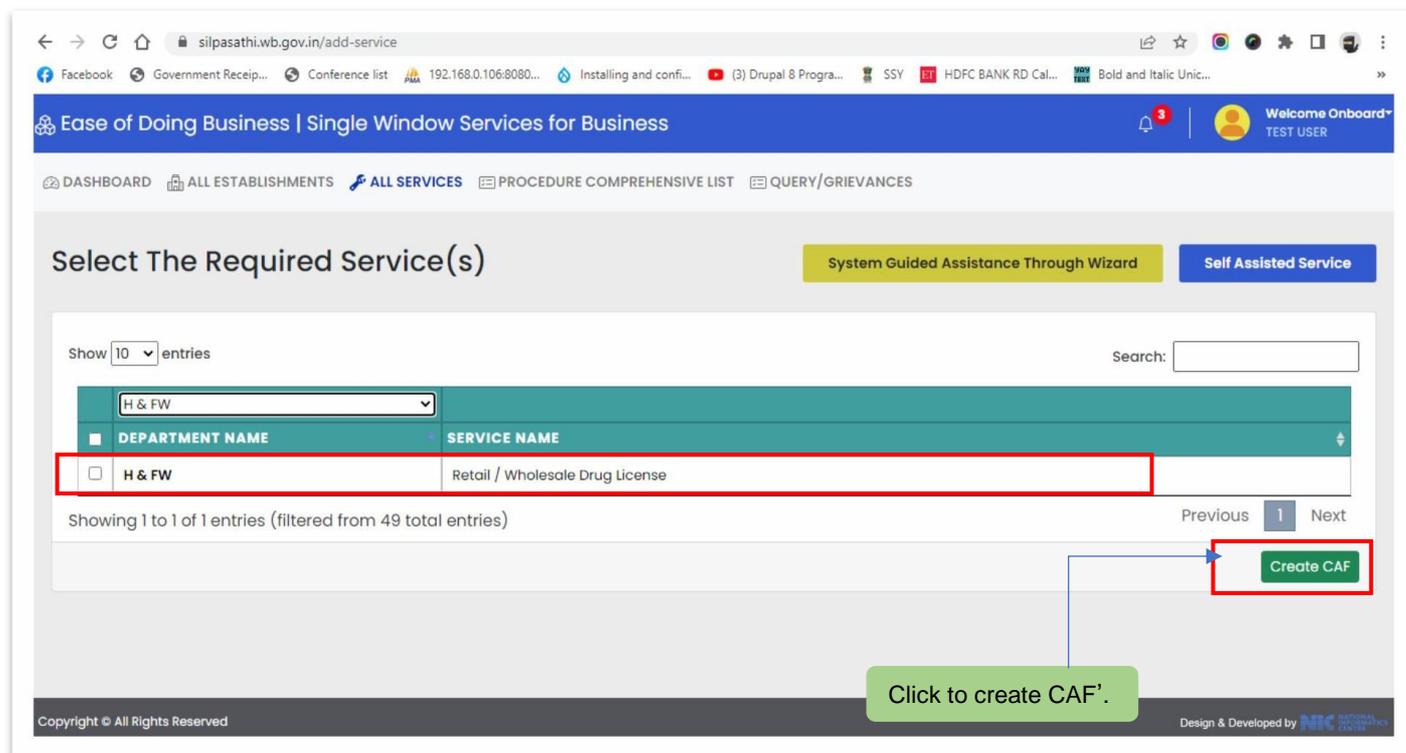
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The applicant has to click on '[ALL SERVICES](#)' to view the list of all services mapped with their corresponding departments.



Once done, a list of services will appear. Applicants need to click on [the checkbox](#) adjacent to the service named **Retail/Wholesale Drug License**.



After selecting the service '**Retail/Wholesale Drug License**', the applicant has to click on '[Create CAF](#)'. Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

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Applicant's Dashboard

CAF ID generated.

Click on 'Apply Online' to proceed with the application.

Establishment | Ease of doing bu... x +

silpasathi.wb.gov.in/dashboard

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DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

For any technical query, kindly drop a mail at technical_helpdesk_silpasathi@gmail.com

Service Added Successfully

Add Establishment System Guided Assistance Through Wizard Self Assisted Service Licenses For Tourism Industry Track Your Query Your Profile

Your Selected Service(s)

BUSINESS REFERENCE ID: CAF2022000487

Apply Online

SL NO.	SERVICE	ACTION
1	Retail / Wholesale Drug License (WBRTPS Timeline: 90 days) User Created — Token Generated/payment Pending — Payment Done — CAF Submitted — OwnerPhoto Signature Uploaded — Upload supporting document — Upload Form 19 — Application Submitted — Approved Validity Certificate — Download Certificate	

After clicking on '[Apply Online](#)' option, the applicant shall be redirected to the main application form. The applicant will have to fill in the required details and review the application form (screenshot below):

silpasathi.wb.gov.in/caf/application95/c2RtSE4veDBxbWt5VFZ6RWmNmpTQT09/Y09ocnJSdmIjakJVQ2crS0tya3ZlZz09

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DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

Common Application Form

Process Start x

10%

Firm Details

Application Type *
New

Type of Firm *
 Wholesale Retail

Name of Firm *
Test

Nature of Firm *
Partnership

Firm Address

Building No/ Holding No/Daag No *
Test

Street Name *
Test

Address Line 1 *
Test

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The screenshot shows the 'Contract Details Of Establishment' section of the application form. It includes the following fields and options:

- Police Station ***: Barasat
- Post Office ***: Test
- City / Village ***: Test
- Pincode ***: 700123
- Local Authority ***: Others
- Other Local Authority ***: Test (with a note: specify Municipality/Corporation/Panchayat Authority Name)

Below this section are three input fields for contact information:

- Email ***: Testusernic@Gmail.Com (Note: Please give authentic Email Id. All communication will be done in this Email Id.)
- Landline**: Landline (Note: ex:033-xxxx-xxxx)
- Mobile ***: 9876753210 (Note: Please give authentic mobile number. All communication will be done in this mobile number.)

There is also a field for **Qualification of the person responsible for operation if granted *** with the value 'Test'.

The form is titled 'Contract Details Of Establishment' and 'Service Details'.

The screenshot shows the 'and C(I) drugs in the premises' section of the application form. It includes the following fields and options:

- Actual floor space area (sqft) ***: 112
- Height from floor to ceiling (ft) ***: 567
- Trade Licence ***: Applied for Licence Available

A brief statement on construction of the premises (whether Brick Built, Plastered and Floor Cemented Roofing and Ceiling). *

WEST BENGAL

Nature of Ceiling *: Temporary Shade Over False Ceiling

Trade Licences / Trade Enlistment Certificate *: Yes No

Do you have any other Drug Licence? *: Yes No

Whether any other application has been rejected or convicted under D & A Act? *: Yes No

Premises Type *: Rented

Whether Refrigerator has been installed to stock for sale Drugs requiring Cold storage. If so, make Machine No. and capacity are to be mentioned. If so, Refrigerator is provided has a declaration excluding such Drugs been furnished? *: Yes No

Working Hour *

Weekly Closing Day *

Total Working days (in a week) *

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Age: Experience (In Years): Registration No:

Appointment Letter: Yes No
Joining Letter: Yes No
Educational Certificate: Yes No
Experience Certificate: Yes No
Registration Certificate: Yes No

[Add More Field](#)

SL NO	NAME	QUALIFICATION	OTHER QUALIFICATION	AGE	EXPERIENCE (IN YEARS)	REGISTRATION NO	APPOINTMENT LETTER	JOINING LETTER	EDUCATIONAL CERTIFICATE	EXPERIENCE CERTIFICATE	REGISTRATION CERTIFICATE	ACTION
1	test	Others	test	35	56	86865758	No	No	No	No	Yes	

Owner Details

Please enter all owner details

Owner Name: Owner Signature: Choose File No File Chosen Owner Photo: Choose File No File Chosen

[Add More Field](#)

SL NO	OWNER NAME	OWNER PHOTO	OWNER SIGNATURE	ACTION
No data found!				

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[Add More Field](#)

SL NO	NAME	QUALIFICATION	OTHER QUALIFICATION	AGE	EXPERIENCE (IN YEARS)	REGISTRATION NO	APPOINTMENT LETTER	JOINING LETTER	EDUCATIONAL CERTIFICATE	EXPERIENCE CERTIFICATE	REGISTRATION CERTIFICATE	ACTION
1	test	Others	test	35	56	86865758	No	No	No	No	Yes	

Owner Details

Please enter all owner details

Owner Name: Owner Signature: Choose File No File Chosen Owner Photo: Choose File No File Chosen

[Add More Field](#)

SL NO	OWNER NAME	OWNER PHOTO	OWNER SIGNATURE	ACTION
No data found!				

[<< Back](#) [Save & Continue](#)

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Z

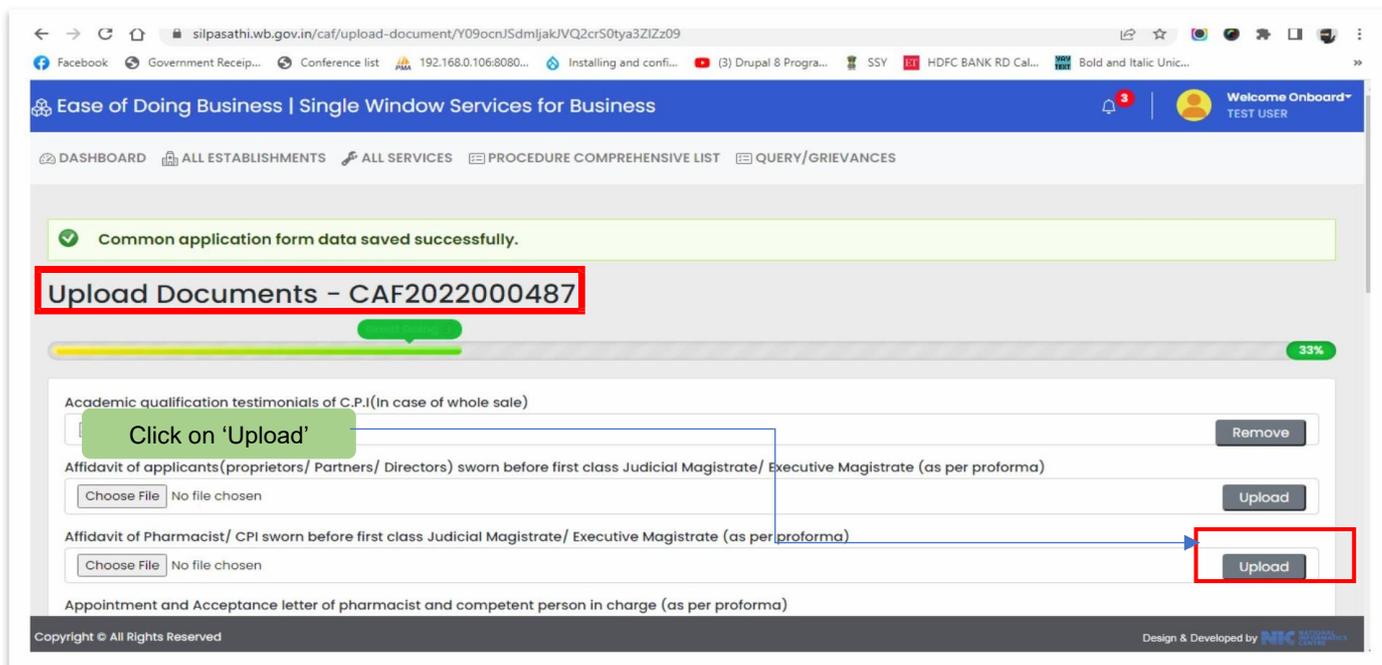
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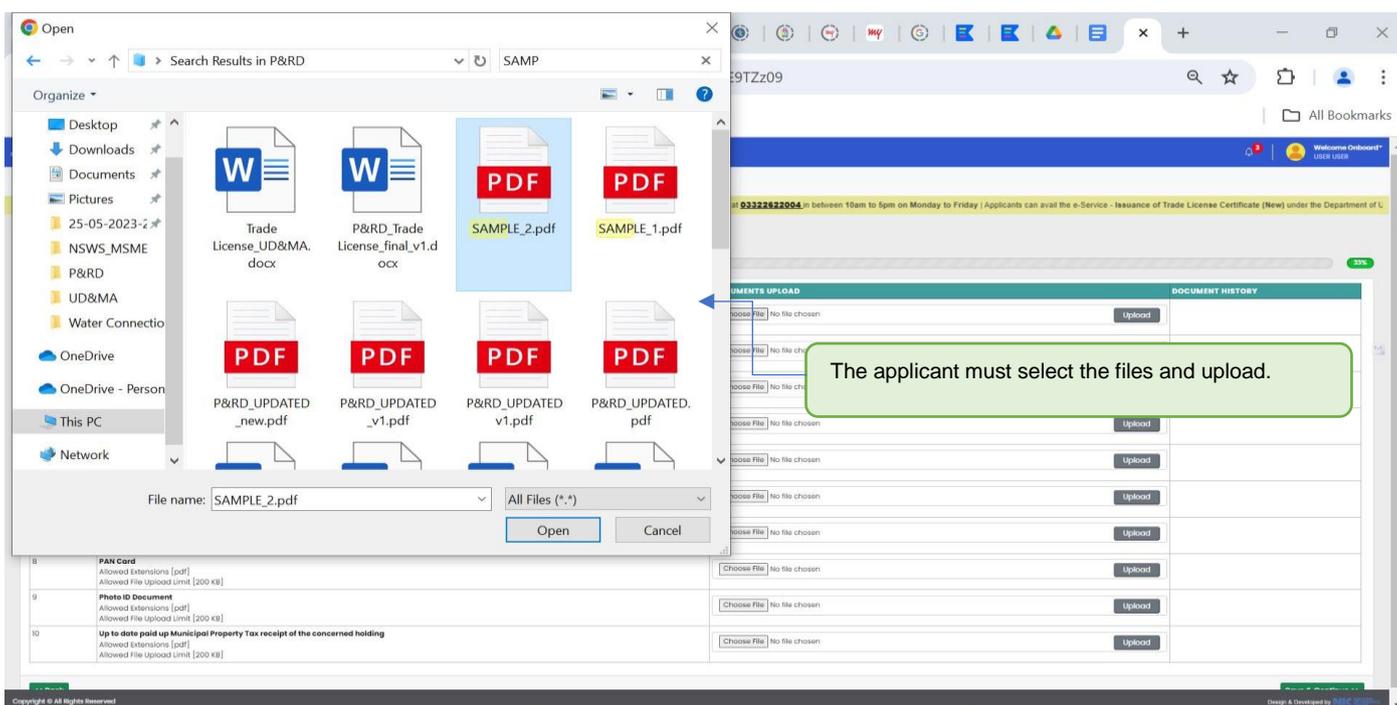
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Upon completion of the application process along with document submission, the applicant clicks on the '**Submit**' button for final submission of the application.

The document submission process has been described below. Please refer to the screenshots below for detailed illustrations.



The applicant has to browse the required files in his system and upload them as described in the screenshots. A dialogue box appears after clicking on '**Choose File**'. Once the required file is selected, the applicant has to click on '**Upload**' button to upload the files successfully.



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The applicant is required to upload **both the required documents in pdf format** as illustrated in the screenshots. After filling the application form and uploading the required documents the applicant has to click on '**Save and Continue**' to proceed with the application.

silpasathi.wb.gov.in/caf/upload-document/Y09ocnJSdmjJkVQ2cr50tya3ZIZz09

Ease of Doing Business | Single Window Services for Business

3 3 Welcome Onboard TEST USER

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

Common application form data saved successfully.

Upload Documents - CAF2022000487

33%

Academic qualification testimonials of C.P.I.(in case of whole sale)

ApplicationProcedure.Pdf Remove

Affidavit of applicants(proprietors/ Partners/ Directors) sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)

Choose File No file chosen Upload

Affidavit of Pharmacist/ CPI sworn before first class Judicial Magistrate/ Executive Magistrate (as per proforma)

Choose File No file chosen Upload

Appointment and Acceptance letter of pharmacist and competent person in charge (as per proforma)

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silpasathi.wb.gov.in/caf/upload-document/Y09ocnJSdmjJkVQ2cr50tya3ZIZz09

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TEST USER

Copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or Pvt. Ltd companies

Cimplyfives-Text-Of-Resolution.Pdf Remove

Drug Licence (Biological) [applicable for renewal only]

Choose File No file chosen Upload

Drug Licence (Non Biological) [applicable for renewal only]

Choose File No file chosen Upload

Experience Certificate of CPI(Competent Person Incharge); as per rule

Choose File No file chosen Upload

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.

FAQs_PLC-LLP.Pdf Remove

Pharmacist/ CPI record from, registration certificate and Renewal Certificate of pharmacists

Choose File No file chosen Upload

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.

Choose File No file chosen Upload

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affidavit before 1st Class Judicial Magistrate Rent bill signed by owner or authorised signatory/ as the case relates to Parcha/ Khanja Dakhila from B.I and L.R.O.

Choose File No file chosen Upload

Power of attorney(if any) in Non-judicial stamp paper as per proforma.

ApplicationProcedure (1).Pdf Remove

Refrigerator related document of proposed premises

Choose File No file chosen Upload

Sketch map of proposed premises with location and surroundings (CAD Mode)

Choose File No file chosen Upload

Trade Licence/Trade Enlistment certificate, mentioning nature of trade (retail / wholesale) & system of medicine (Allopathy / Homoeopathy).

Choose File No file chosen Upload

Upload Identity Proof(PDF copy of Voter ID/PAN Card/Adhar Card/passport/Driving Licence)

2016_11_18 POIA-AS-IL.Pdf Remove

Voter ID/ PAN Card/Aadhar Card/ Passport/ Driving Licence of Pharmacists or CPI(as applicable)

Choose File No file chosen Upload

<< Back Save & Continue >>

Click to continue with the application process.

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The applicant shall review the filled in application form and proceed for final submission of application. Once reviewed, the applicant shall also be required to click on the Declaration checkbox on the bottom left of the application page before proceeding to 'Submit' button, as illustrated in the screenshots below.

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3 Welcome Onboard TEST USER

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

Documents successfully uploaded.

Common Application Form Preview - CAF2022000487

Almost Completed 67%

PARAMETERS	INPUTS
1. Application Details	
Application Type	new
Type of Firm	Retail
Name of Firm	test
Nature of Firm	Partnership
2. Firm Address	

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The screenshot shows a web browser window with the URL `silpasathi.wb.gov.in/caf/application-preview/Y09ocnJSdmIjakJVQ2crS0tya3ZIZz09`. The page header includes 'Ease of Doing Business | Single Window Services for Business' and a 'Welcome Onboard' message for 'TEST USER'. The main content is a form titled '2. Firm Address' with the following fields:

Building No/ Holding No/Daag No	test
Street Name	test
Address Line 1	test
Address Line 2	test
District	24PARAGANAS NORTH
Police Station	Barasat
Post Office	test
City / Village	test
Pincode	700123
Local Authority	Others
Other Local Authority	test

Below this is a section titled '3. Contract Details of Establishment' with one field:

Email	testusernic@gmail.com
-------	-----------------------

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The screenshot shows the same web browser window with the URL `silpasathi.wb.gov.in/caf/application-preview/Y09ocnJSdmIjakJVQ2crS0tya3ZIZz09`. The form contains the following fields:

Particulars of storage accommodation for Schedules C and C(I) drugs in the premises	No
Actual floor space area (sqft)	112
Height from floor to ceiling (ft)	567
Trade Licence	Applied for Licence
Trade License No	
A brief statement on construction of the premises (whether Brick Built, Plastered and Floor Cemented Roofing and Ceiling)	WEST BENGAL
Nature of Ceiling	Temporary Shade Over False Ceiling
Trade Licences / Trade Enlistment Certificate	No
Do you have any other Drug Licence?	No
Whether any other application has been rejected or convicted under D & A Act?	No
Premises Type	Rented
Whether Refrigerator has been installed to stock for sale Drugs requiring Cold storage, if so, make Machine No. and capacity are to be mentioned. If so, Refrigerator is provided has a declaration excluding such Drugs been furnished?	No
Working Hour	47
Weekly Closing Day	test

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5. Registered Pharmacist Details

SL NO	NAME	QUALIFICATION	OTHER QUALIFICATION	AGE	EXPERIENCE (IN YEARS)	REGISTRATION NO	APPOINTMENT LETTER	JOINING LETTER	EDUCATIONAL CERTIFICATE	EXPERIENCE CERTIFICATE	REGISTRATION CERTIFICATE
1	test	Others	test	35	56	86865758	No	No	No	No	Yes

6. Owner Details

SL NO	OWNER NAME	OWNER PHOTO	OWNER SIGNATURE
No data found!			

UPLOADED SUPPORTING DOCUMENTS

Upload Identity Proof(PDF copy of Voter ID/PAN Card/Adhar Card/passport/Driving Licence)	View
Power of attorney(if any) in Non-judicial stamp paper as per proforma.	View
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	View

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UPLOADED SUPPORTING DOCUMENTS

Upload Identity Proof(PDF copy of Voter ID/PAN Card/Adhar Card/passport/Driving Licence)	View
Power of attorney(if any) in Non-judicial stamp paper as per proforma.	View
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.	View
Copy of resolution of the Board meeting along with list of present board of directors with respect to Limited. Or Pvt. Ltd companies	View
Academic qualification testimonials of C.P.I.(In case of whole sale)	View

I hereby declare that the particulars given above are true to the best of my knowledge and belief *

[Submit](#)

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Declaration statement

Click on submit for submission of application.

On clicking on 'Submit' link, the following webpage appears post submission of application with updated Status.

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The screenshot shows a web browser window with the URL silpasathi.wb.gov.in. The page title is "Ease of Doing Business | Single Window Services for Business". A feedback pop-up window is displayed in the center, titled "Rate your experience on your" with the application ID "CAF2022000487" highlighted in a red box. The pop-up shows five empty stars and "0 star(s) -" with a "Submit" button. In the background, a table shows the application status for "Retail / Wholesale Drug License". A green callout box at the bottom left says "Application status updated."

NAME OF THE SERVICES	CURRENT STATUS	DATE
Retail / Wholesale Drug License	Completed	
	Completed	
Payment Done	Pending	
CAF Submitted	Pending	
OwnerPhoto Signature Uploaded	Pending	
Upload supporting document	Pending	
Upload Form 19	Pending	
Application Submitted	Pending	

The screenshot shows the same web browser window. The application ID "CAF2022000487" is highlighted in a red box. The main content area shows a table with the application status for "Retail / Wholesale Drug License".

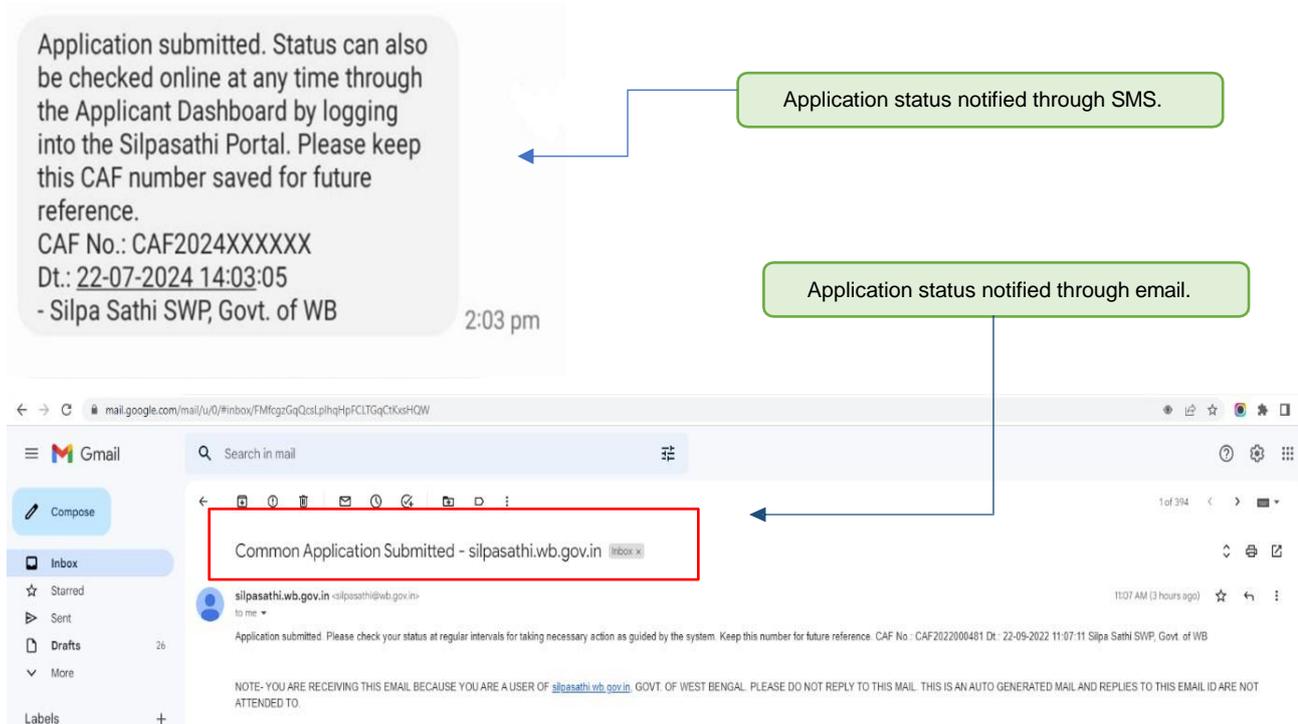
NAME OF THE SERVICES	CURRENT STATUS	DATE
Retail / Wholesale Drug License	Completed	
	Completed	
Payment Done	Pending	
CAF Submitted	Pending	
OwnerPhoto Signature Uploaded	Pending	
Upload supporting document	Pending	
Upload Form 19	Pending	
Application Submitted	Pending	

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Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The applicant /user shall be notified via SMS and email on his registered phone number and email id respectively. The applicant receives notifications at different stages of the application - application submission, application approval, etc.



2. Online Payment of fees

The applicant is now required to pay the required fees based on the application filled by the applicant. The applicant has to click on 'Pay Now' option and proceed with the payment procedure. The screenshot below provides an illustration:

Applicant's Dashboard

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Retail/Wholesale Drug License

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Ease of Doing Business | Single Window Services for Business

WELCOME ONBOARD TEST USER

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

Add System Guided Assistance through Wizard Self Assisted Service Licenses For Tourism Industry Track Your Query Your Profile

Application status updated.

Your Selected Service(s)

BUSINESS REFERENCE ID : CAF2022000487 [Check Status](#)

SL NO.	SERVICE	ACTION
1	Retail / Wholesale Drug License (WBRTPS Timeline: 90 days)	Pay Now

Progress bar for Retail / Wholesale Drug License:

- ✓ User Created
- ✓ Token Generated/payment Pending
- Payment Done
- CAF Submitted
- OwnerPhoto Signature Uploaded
- Upload supporting document
- Upload Form 19
- Application Submitted
- Approved Validity Certificate
- Download Certificate

For proceeding with payment

The payment procedure has been illustrated as per the following screenshots. The applicant can proceed with the payment after clicking on the 'Proceed to Pay' option.

e-Payments | Ease of doing business X

https://silpasathi.wb.gov.in/payment-details/2Rt5E4veDBtbW5VFz6RWWhmNmpTQT09/Y09ocn/5dmjakuVQ2cr50tya3Z2z09

Ease of Doing Business | Single Window Services for Business

WELCOME ONBOARD TEST USER

DASHBOARD ALL ESTABLISHMENTS ALL SERVICES PROCEDURE COMPREHENSIVE LIST QUERY/GRIEVANCES

For any technical query, kindly drop a mail at technical.helpdesk.silpasathi@gmail.com

Payments Details-CAF2022000487

Verify Payment details

Please click on the button under the action column to fetch the updated payment status. [CLICK HERE](#)

Details of the depositor

Dept. Payment Reference Number	E0D8713480989685305
CAF Number	CAF2022000487
Name	Test User
Email	testuser@gmail.com
Mobile	8999999999

Note: By pressing "Confirm Payment" button you are redirected to Grips portal, please do not press back button or refresh. You will automatically redirect to dashboard after successful payment. Please don't be confused if not redirected automatically, your payment status will be updated shortly.

Service wise fees details

SL. NO.	NAME OF THE SERVICES	PURPOSE	HEAD OF ACCOUNT	PAYABLE AMOUNT(RS.)
1	Retail / Wholesale Drug License	Licence Fees	0210-01-107-001-13	1500
Total				1500

[Back](#) [Proceed to Pay](#)

Click here to proceed with the payment in GRIPS portal.

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Retail/Wholesale Drug License

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The applicant is redirected to the **GRIPS portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.

DEPOSITOR'S DETAILS

Details of Payment			
Department:	Health & Family Welfare	No. Of Head:	1
Depositor Name:	Test User	Address:	Kolkata
Mobile No:	8999999999	E-Mail:	testuser@gmail.com
Identification No:	03330220221663583248	Payment Ref. No.:	CAF2022000487
In favour of:	H & FW	Payment Mode:	NA
Period From:	19/09/2022	Period To:	19/09/2022
Total Amount[₹]:	1500	Remarks:	Payment for -Retail / Wholesale Drug License

CHALLAN DETAILS

SUB SERVICE	IDENTIFICATION NO	HEAD OF ACCOUNT	HEAD DESCRIPTION	AMOUNT[₹]
DRUG	03330220221663583248	0210-01-107-001-13	Receipt Under Drugs Act	1500

Total Amount: 1500
IN WORDS: ONE THOUSAND FIVE HUNDRED ONLY.

Select Payment Mode
Payment Mode: SBI Epay

CONFIRM CANCEL

Payment amount displayed.

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Payments through GRIPS portal
Health & Family Welfare

Payment Mode: SBI Epay

Select Bank to make payment

Bank Easy Search:

Select Bank: SBI EPay

RESET PROCEED CANCEL

Home | Payment of Taxes & Non-taxes Revenue | Reprint of Challan | GRN Status | Search your Challan | Departmental Activities

Site Maintained by TATA Consultancy Services Ltd.

wbifms.gov.in says
Please note GRN: 19202230124353448 for future reference.

OK

DEPOSITOR'S DETAILS

Challan Details For GRN NO.: 19202230124353448

Payment Status:	Pending	Bank Name:	SBI EPay
GRN Date:	19/09/2022 16:01:01	BRN Date:	Pending
No. of Challan:	1	BRN:	Pending
Identification No:	03330220221663583248	Dept. Ref. No:	CAF2022000487
Depositor Name:	Test User	Address:	Kolkata
On behalf Of:	H & FW	Depositor's Type:	Citizen
Mobile No.	8999999999	E-Mail:	testuser@gmail.com
Period From:	19/09/2022	Period To:	19/09/2022
Total Amount[₹]:	1500	System Time:	19/09/2022 16:01:01

PAYMENT DETAILS

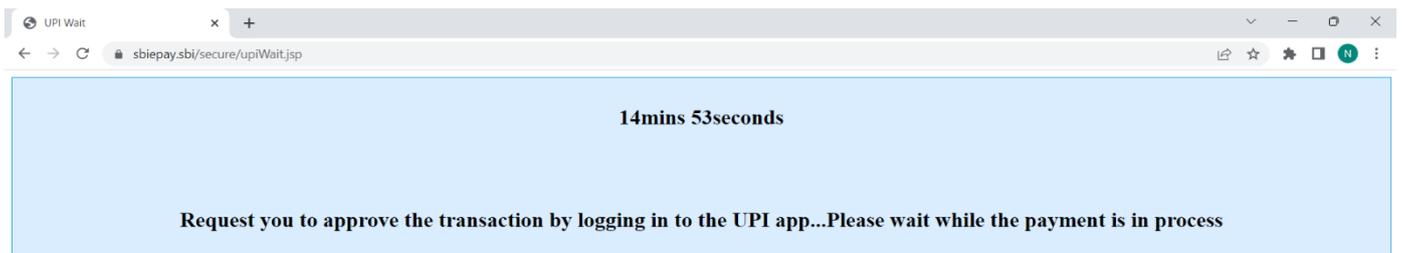
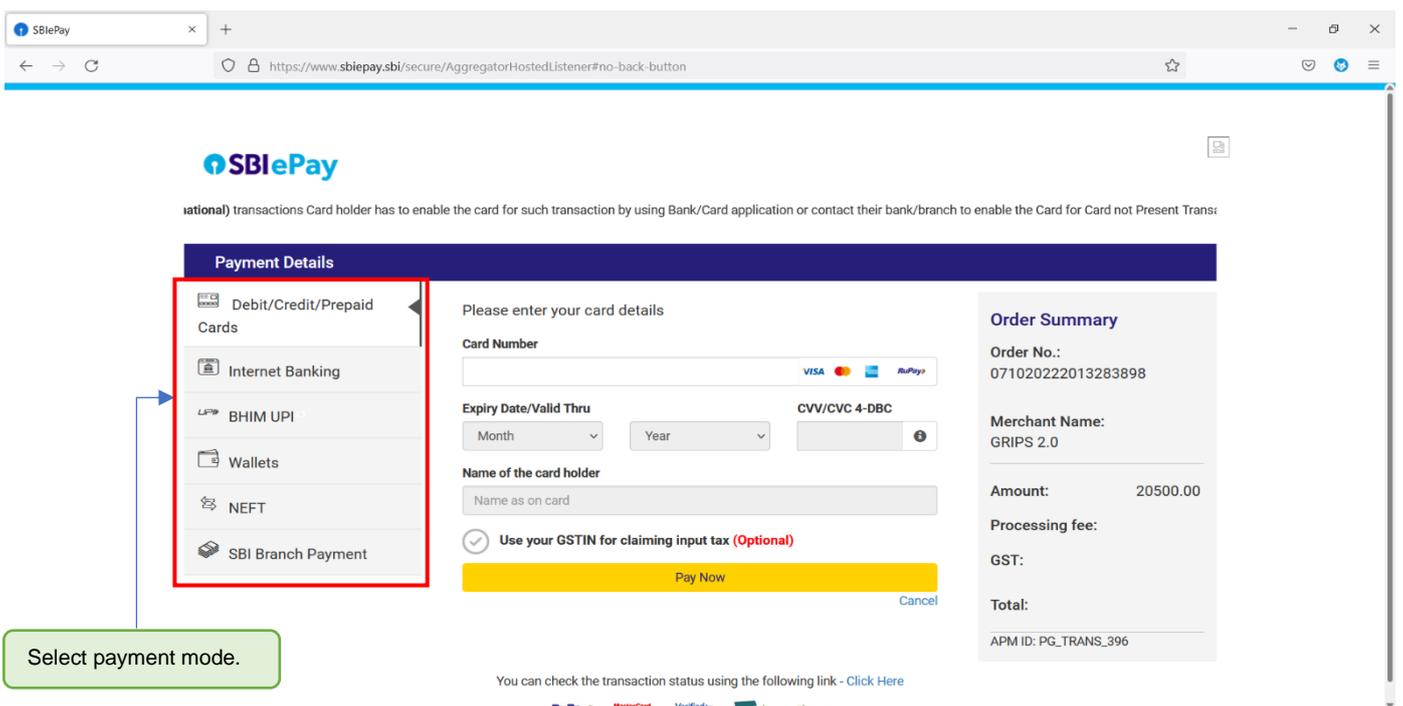
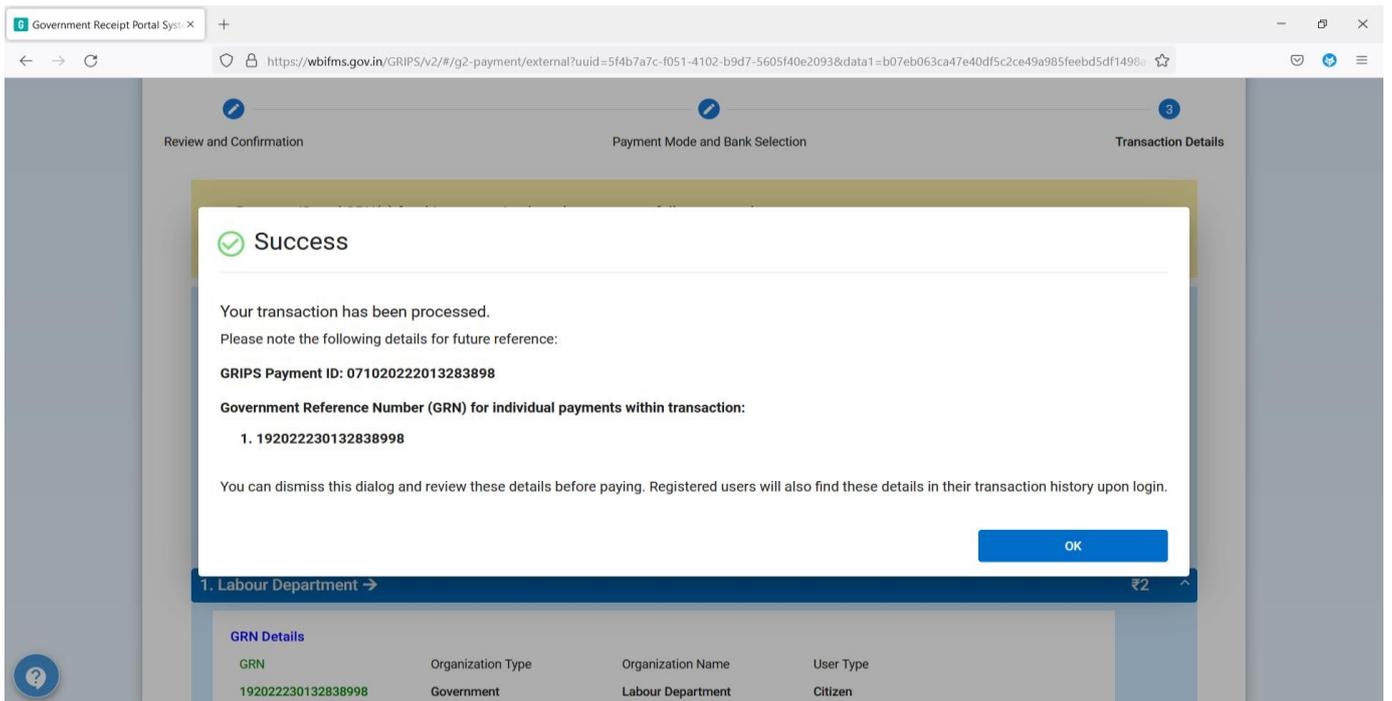
SERVICE TYPE	IDENTIFICATION NO	HEAD DESCRIPTION	HEAD OF ACCOUNT	AMOUNT[₹]
DRUG	03330220221663583248	Receipt Under Drugs Act	0210-01-107-001-13	1500
Total Amount:				1500
IN WORDS: ONE THOUSAND FIVE HUNDRED ONLY.				

PROCEED CANCEL

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Retail/Wholesale Drug License

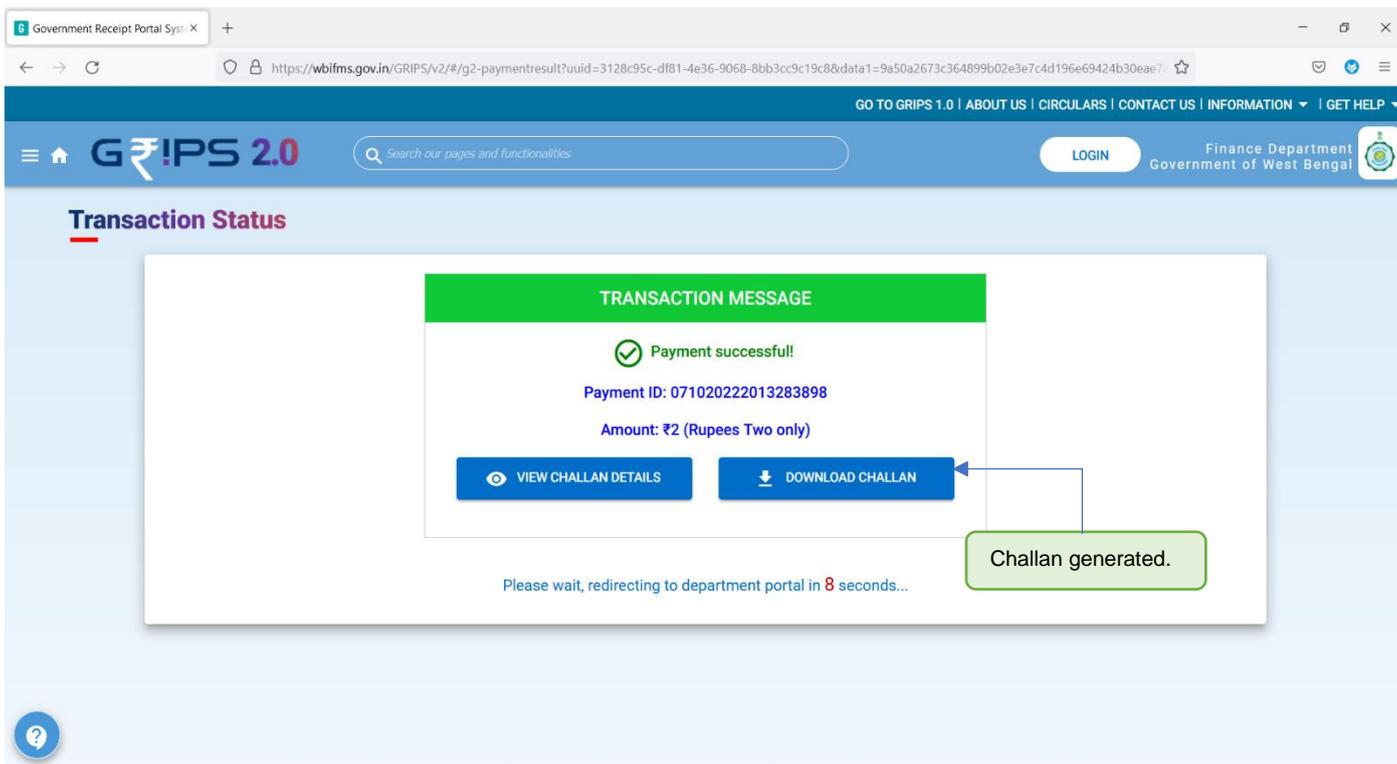
Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



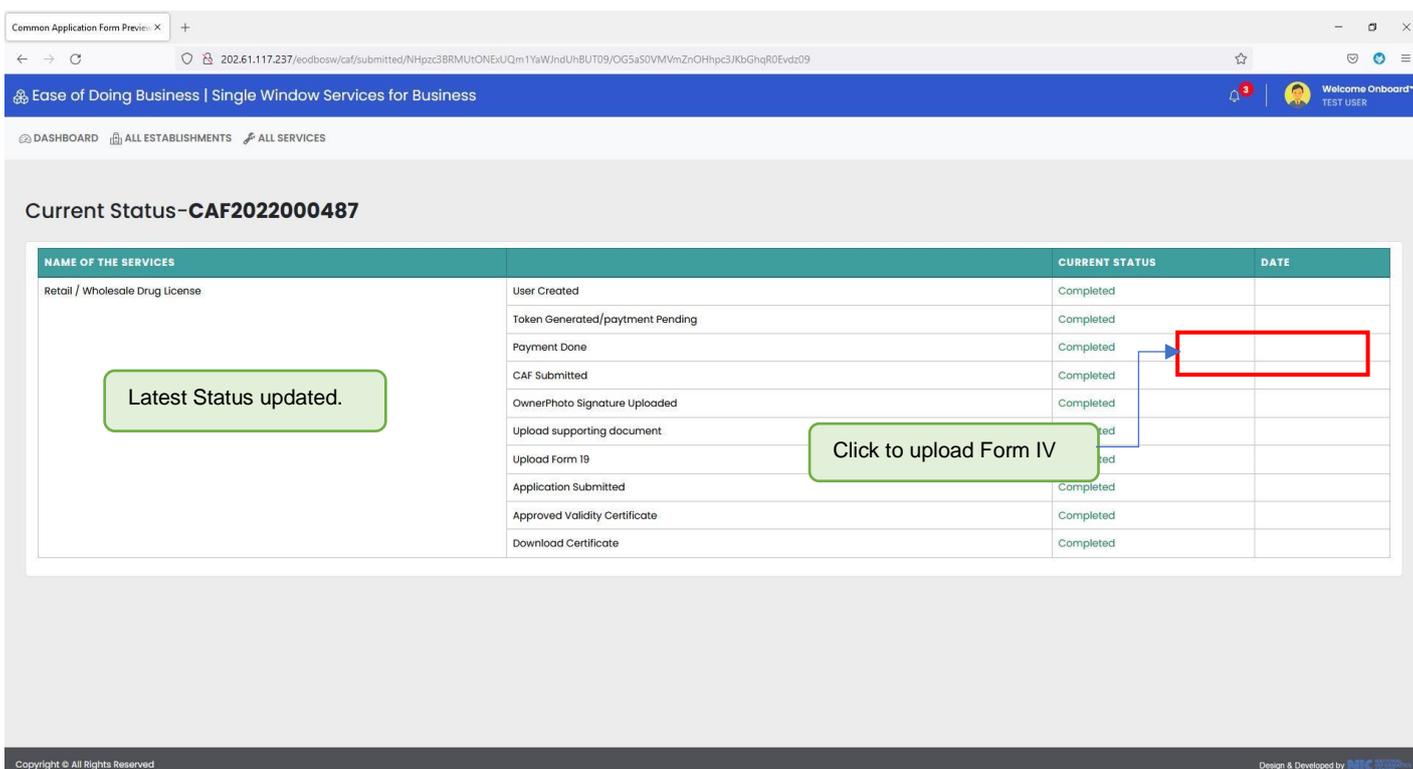
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Once the CAF is successfully submitted, the concerned application will be sent for Signature upload followed by Form 19 upload. After subsequent approval by the authority, the applicant will receive in the online system the License approved by the Department.



User Manual

Retail/Wholesale Drug License

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1. Track Status of Application

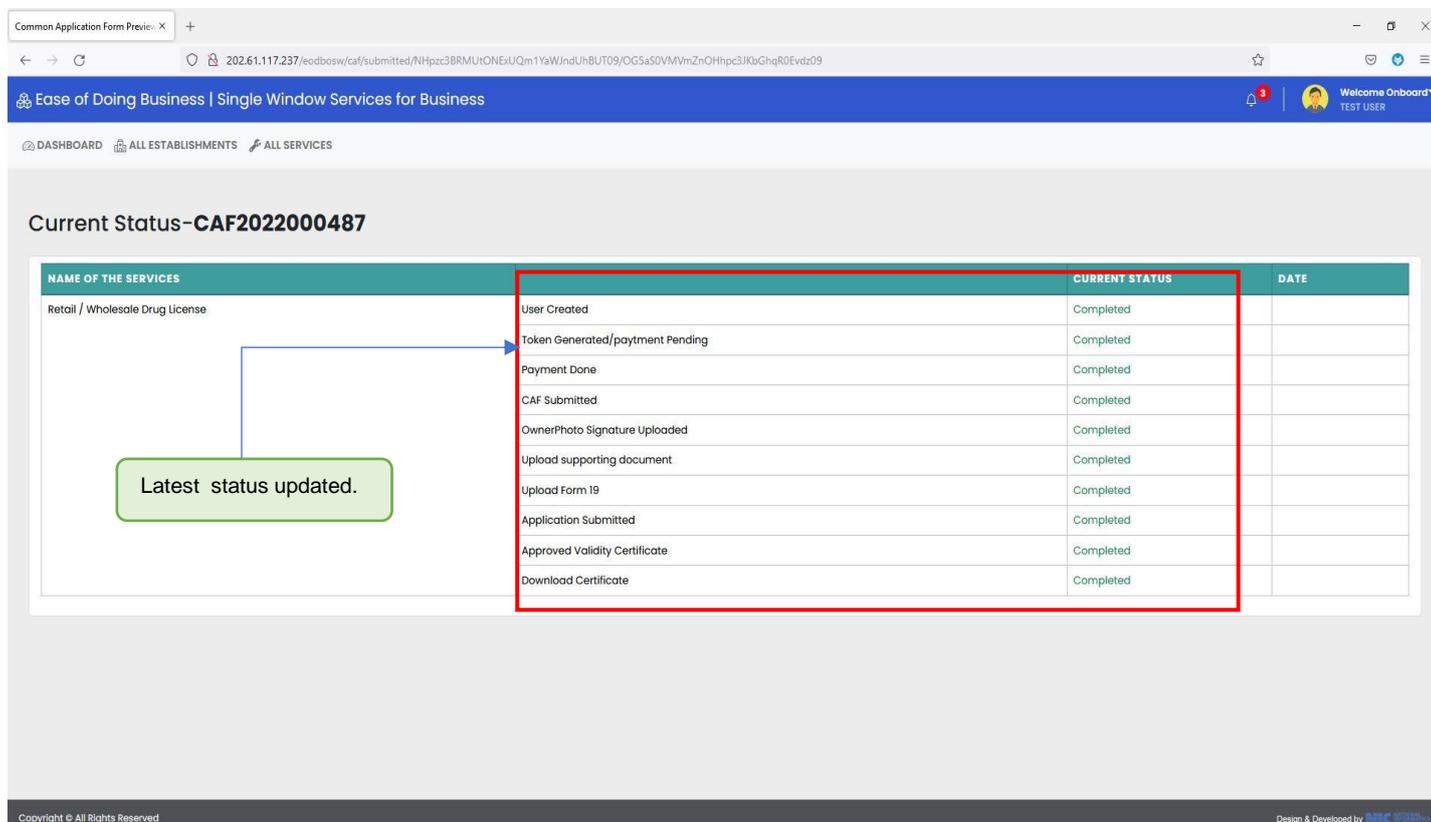
The applicant has to click on 'Check Status' to view the latest status of the application.

Applicant's Dashboard



Note: Latest status can be seen any time through Applicant's Dashboard

Current status appears in the Status Dashboard (Screenshot below).



4: Online Download of final approval certificate

The applicant has to 'Download License' to view further.

Applicant's Dashboard

User Manual

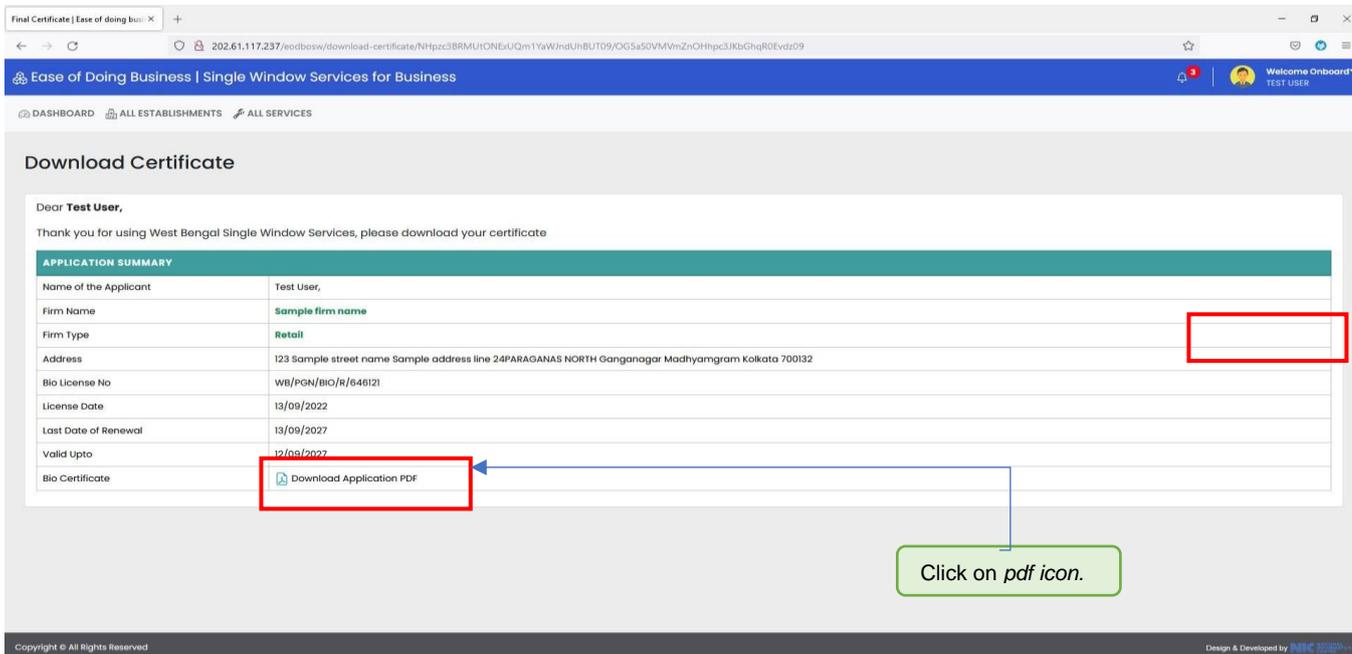
Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



Note: Latest status can be seen any time through Applicant's Dashboard

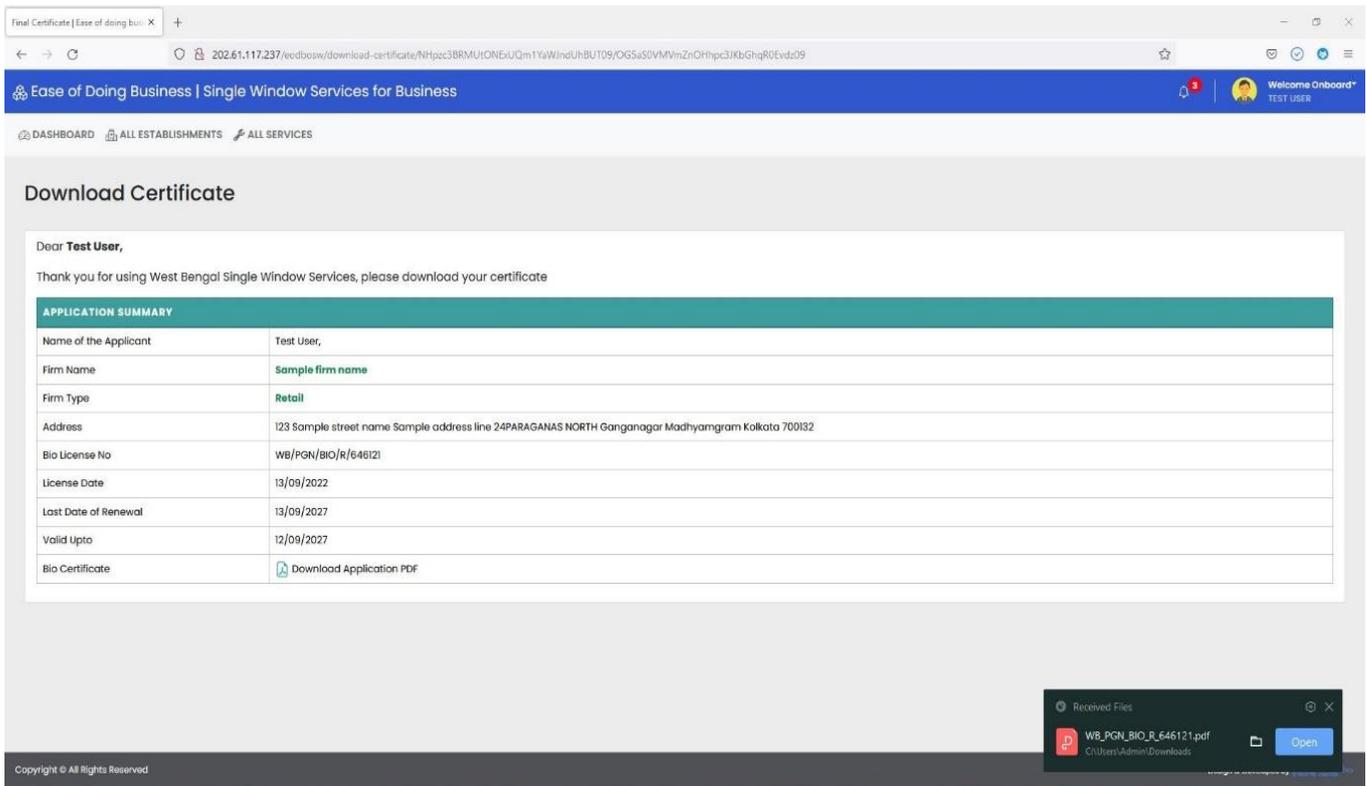
The applicant shall now be able to download the final certificate after final approval of application. The applicant has to click on 'PDF' icon to download the Final Approval Certificate issued.



User Manual

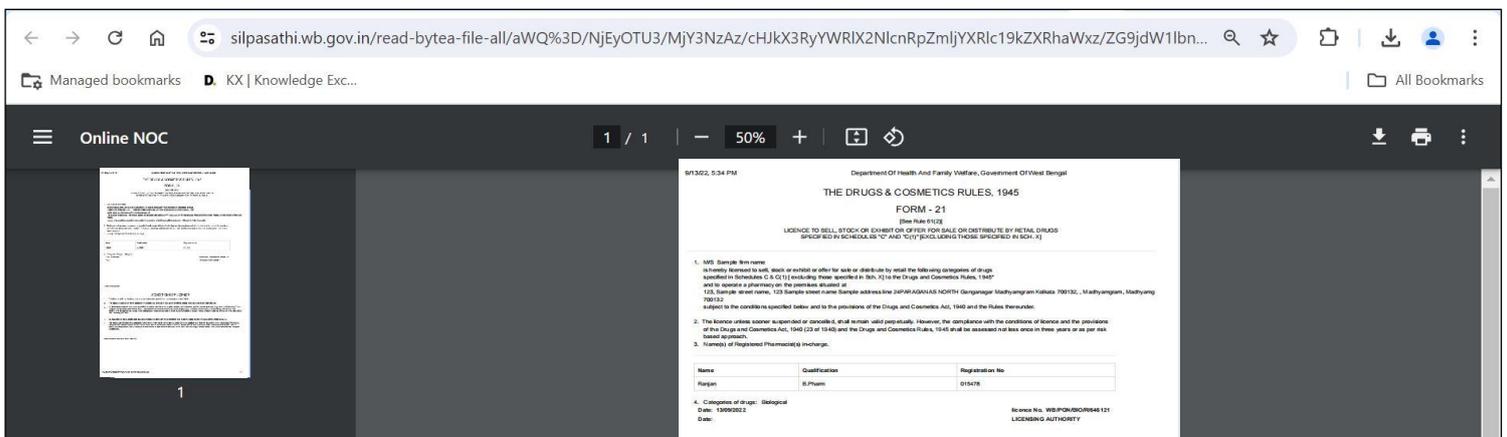
Retail/Wholesale Drug License

Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



The certificate as downloaded has been illustrated in the screenshot below:

The Final Certificate gets downloaded (Screenshot)



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Retail/Wholesale Drug License

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One Approval certificate document has been illustrated below:

9/13/22, 5:34 PM Department Of Health And Family Welfare, Government Of West Bengal

THE DRUGS & COSMETICS RULES, 1945

FORM - 21
(See Rule 61(2))

LICENCE TO SELL, STOCK OR EXHIBIT OR OFFER FOR SALE OR DISTRIBUTE BY RETAIL DRUGS SPECIFIED IN SCHEDULES 'C' AND 'C(1)' (EXCLUDING THOSE SPECIFIED IN SCH. X)

1. MS. Sample firm name is hereby licensed to sell, stock or exhibit or offer for sale or distribute by retail the following categories of drugs specified in Schedules C & C(1) (excluding those specified in Sch. X) to the Drugs and Cosmetics Rules, 1945 and to operate a pharmacy on the premises situated at 123, Sample street name, 123 Sample street name, 24 PARAGANAS NORTH Gangasagar Madhyamgram Kolkata 700132, Madhyamgram, Madhyamgram 700132 subject to the conditions specified below and to the provisions of the Drugs and Cosmetics Act, 1940 and the Rules thereunder.

2. The licence unless sooner suspended or cancelled, shall remain valid perpetually. However, the compliance with the conditions of licence and the provisions of the Drugs and Cosmetics Act, 1940 (23 of 1940) and the Drugs and Cosmetics Rules, 1945 shall be assessed not less once in three years or as per risk based approach.

3. Name(s) of Registered Pharmacist(s) in-charge.

Name	Qualification	Registration No
Ranjan	B.Pharm	015478

4. Categories of drugs: Biological
Date: 13/09/2022
Licence No. WB/PQN/BIOR/646121
LICENSING AUTHORITY

*Delete if not applicable

CONDITIONS OF LICENCE

- This licence shall be displayed in a prominent place in a part of the premises open to the Public.
- The licensee shall report to the Licensing Authority any change in the qualified staff in charge within one month of such change.
- If the licensee wants to sell, stock or exhibit for sale or distribute, during the currency of the licence, additional categories of drugs listed in Schedules C and C(1) (excluding those specified in Sch.X) but not included in this licence, he should apply to the Licensing Authority for the necessary permission. This Licence will be deemed to extend to the categories of drugs in respect of which such permission is given. This permission shall be endorsed on the licence by the Licensing Authority.
- No drug shall be sold unless such drug is purchased under cash or credit Memo from a duly licensed dealer or a duly licensed manufacturer.
- The licensee shall inform the Licensing Authority in writing in the event of any change in the constitution of the firm operating under the licence. Where any change in the constitution of the firm takes place, the current licence shall be deemed to be valid for a maximum period of three months from the date on which the change takes place unless, in the meantime, a fresh licence has been taken from the Licensing Authority in the name of the firm with the changed constitution.

Owner Names: Moumita, Shop Area:123

192.168.9.24:8080/WBDU/formFour/ViewBioRetail.jsp 1/1

5: Third Party verification details

Third party verification is a process by which any independent user / third party verifies an individual's license and registration details online check authenticity of the Certificate.

Third part verification process

The applicant or any user has to log in to www.silpasathi.wb.gov.in.

A user (any third party) needs to click on 'Third party Verification' section in the homepage and enter registration number / license number and then click on 'Search' link, for Verification of Certificate.

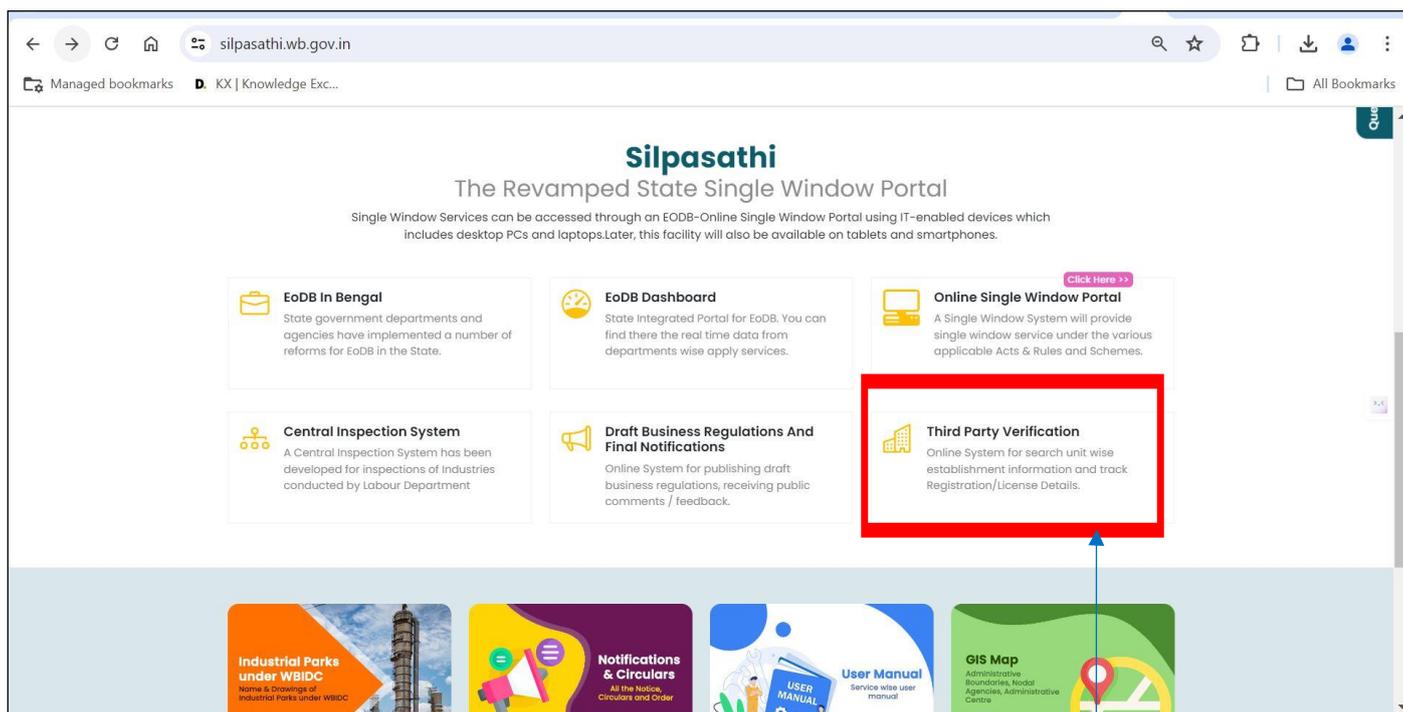
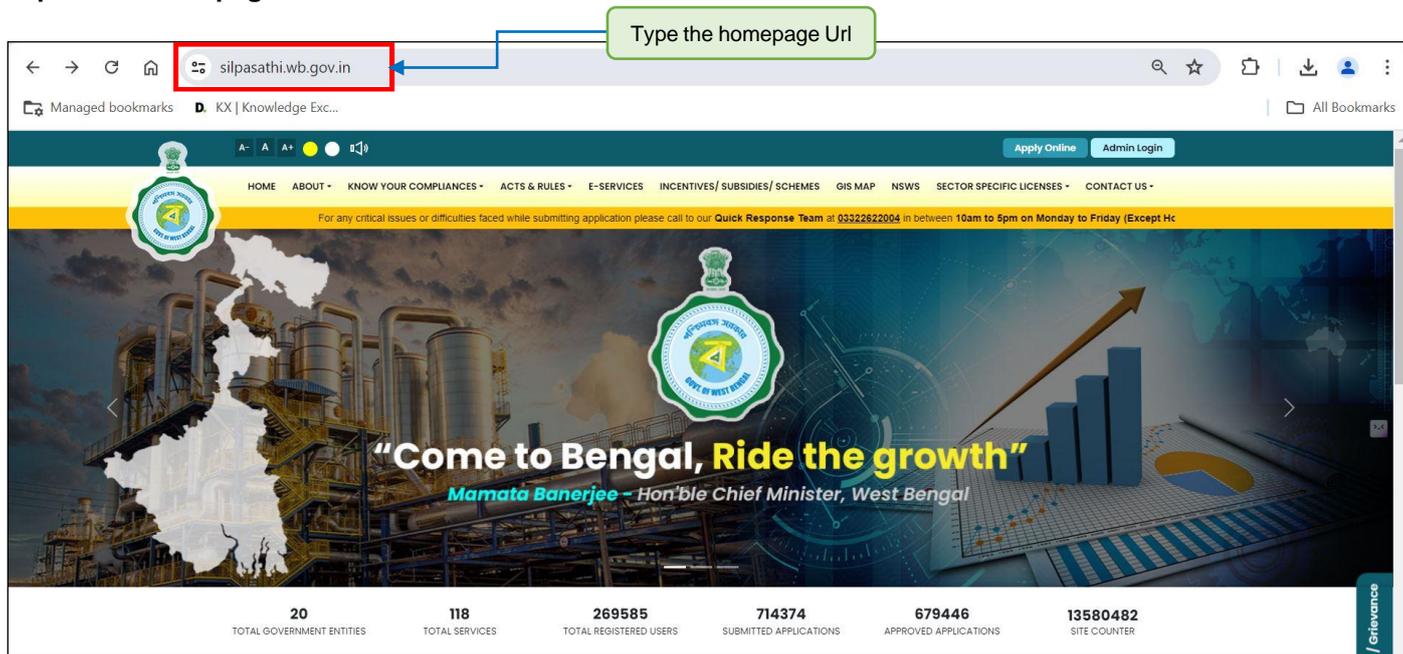
(Screenshots below):

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SilpaSathi Homepage



Applicant selects the service and then enter the Certificate/ Approval number in the text box beside it and clicks on 'Search' to view details of certificate.

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Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)

The screenshot shows the SilpaSathi portal homepage. The URL in the browser is `silpasathi.wb.gov.in/third-party-verification`. The page features a navigation menu with options like HOME, ABOUT, KNOW YOUR COMPLIANCES, ACTS & RULES, E-SERVICES, INCENTIVES/SUBSIDIES/SCHEMES, GIS MAP, NSWS, SECTOR SPECIFIC LICENSES, and CONTACT US. The main heading is "Silpasathi The Revamped State Single Window Portal". Below this, there is a section titled "Third Party Verification" with the sub-heading "Track Registration/License details through Silpasathi Portal". A search bar is present with a dropdown menu for "Select Services" (currently showing "Allotment of land in Industrial Area (WBIDC) - (Industry, C") and an input field for "Registration Number / License Number / Others". A "Search" button is next to the input field. Below the search bar is a table with the following data:

Sl No.	Service Name	Department Name	Action
1	Brand/Label Registration	Finance (Excise Directorate)	Click Here >>
2	Building Plan Approval	UD&MA	Click Here >>
3	Issuance of approval post plinth inspection	UD&MA	Click Here >>
4	Issuance of Occupancy Certificate	UD&MA	Click Here >>

Enter Registration number/ License number to view details.

The screenshot shows the "Track Registration/License Details" page. The search bar now contains the license number "731968" and the "Search" button has been clicked. The search results are displayed in a table with the following data:

Parameter	Output
Drug Category	Biological
Date	02-08-2022
Firm Name	Sample firm name
Building Particulars	Building No: B1 Street Name Tarulia 3rd Lane Post Office: Kolkata Police Station Budbud City Kolkata Pincode 700102,Krishnapur

License details can be viewed after entering correct license number and clicking on Search.

User Manual

Retail/Wholesale Drug License

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The third party can view the details as illustrated below:

The screenshot shows a web browser window displaying the 'Track Registration/License Details' page. The page has a blue header with a navigation menu and a search bar. Below the header is a banner with the text 'Ease of Doing Business Single Window Services for Business'. The main content area features a search form with a dropdown menu for 'Retail / Wholesale Drug License - (H & FW)' and a text input field for '731968'. A 'Search' button is located to the right of the input field. Below the search form is a table with the following data:

Parameter	Output
Drug Category	Biological
Date	02-08-2022
Firm Name	Sample firm name
Building Particulars	Building No: B1 Street Name Tarulia 3rd Lane Post Office: Kolkata Police Station Budbud City Kolkata Pincode 700102,Krishnapur

At the bottom of the page, there is a footer with a disclaimer and logos for the National Informatics Centre (NIC) and the West Bengal Industrial Development Corporation (WBIDC).