



## **Health & Family Welfare: Drug Manufacturing License**

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

***User Manual***

---

# User Manual

## Drug Manufacturing License

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

# Table of Contents

<b>Introduction .....</b>	<b>3</b>
<b>About the Service.....</b>	<b>3</b>
<b>Comprehensive Checklist of Documents to be submitted online .....</b>	<b>3</b>
<b>Timeline (WBRTPS).....</b>	<b>4</b>
<b>Instructions related to the application form .....</b>	<b>4</b>
<b>Application Process through SilpaSathi .....</b>	<b>6</b>
<b>1. Online Application submission along with online submission of documents .....</b>	<b>6</b>
<b>3. Online Payment of fees .....</b>	<b>16</b>
<b>3. Track Status of Application.....</b>	<b>21</b>
<b>4: Online Download of final approval certificate.....</b>	<b>22</b>
<b>5: Third Party verification details .....</b>	<b>24</b>

# User Manual

## Drug Manufacturing License

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

### Introduction

This document is intended to serve as a User Manual for grant of the service “Drug Manufacturing License” by Health and 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

**Drug Manufacturing License – H&FW** aims to ensure production facility adheres to the standards set by the regulatory authorities, guaranteeing the safety, efficacy, and quality of the medicines produced. 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 in order to apply for the service:

#	Documents Required	Detailed Description
1.	Power of Attorney (if any) of applicant 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.
2.	Trade License / Trade Enlistment Certificate, mentioning nature of Trade	A Trade License or Trade Enlistment Certificate is a mandatory document that establishes a business entity's legitimacy and compliance with local regulations

# User Manual

## Drug Manufacturing License

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

#	Documents Required	Detailed Description
3.	Profession documents of the premises: Current house Tax Receipt/Consolidated Rate Bill/ Registered deed of Conveyance/ Consent letter from the owner/NOC in the form of Affidavit before First Class Judicial magistrate/ Rent Bill signed by owner or Authorized signature as the case related to Porcha / Khajna , Dakhila from BL and L.R.O.	official papers or records related to a business or property's occupation, trade, or use
4.	In case of partnership firms, registered partnership deed along with firm registration receipt in case of limited or pvt limited company, copy of memorandum and Articles of Association. In case of LLP (Limited Liability/ Partnership Firm) Copy of Memorandum and Articles of Association	registered partnership deed along with firm registration receipt in case of limited or pvt limited company, copy of memorandum and Articles of Association. In case of LLP (Limited Liability/ Partnership Firm) Copy of Memorandum and Articles of Association
5.	Copy of resolution of the Board Meeting along with list of Present Board of Directors with respect to Limited or pvt Ltd companies	certified copy of a board resolution is a document that verifies the resolution passed at a board meeting
6.	Sketch map of proposed land / premises with location and surrounding (CAD mode)	A sketch map of a proposed land or premises is a visual representation of the properties' layout, boundaries, and features

## Timeline (WBRTPS)

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

## Instructions related to the application form

Sl. No.	Field Name	Instructions
<b>Firm Details</b>		
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
<b>Firm Address</b>		
1.	Building No/ Holding No/ Daag Number	Enter details
2.	Street Name	Enter Street Name
3.	Address Line 1	Enter Address

# User Manual

## Drug Manufacturing License

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

Sl. No.	Field Name	Instructions
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
7.	Pin Code	Enter pincode
8.	Local Authority	Enter local authority name
<b>Contract Details of Establishment</b>		
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 email id
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
<b>Owner Details</b>		
1.	Owner Name	Enter Full Name of the owner
2.	Owner Signature	Add signature
3.	Owner Photo	Add photo

# User Manual

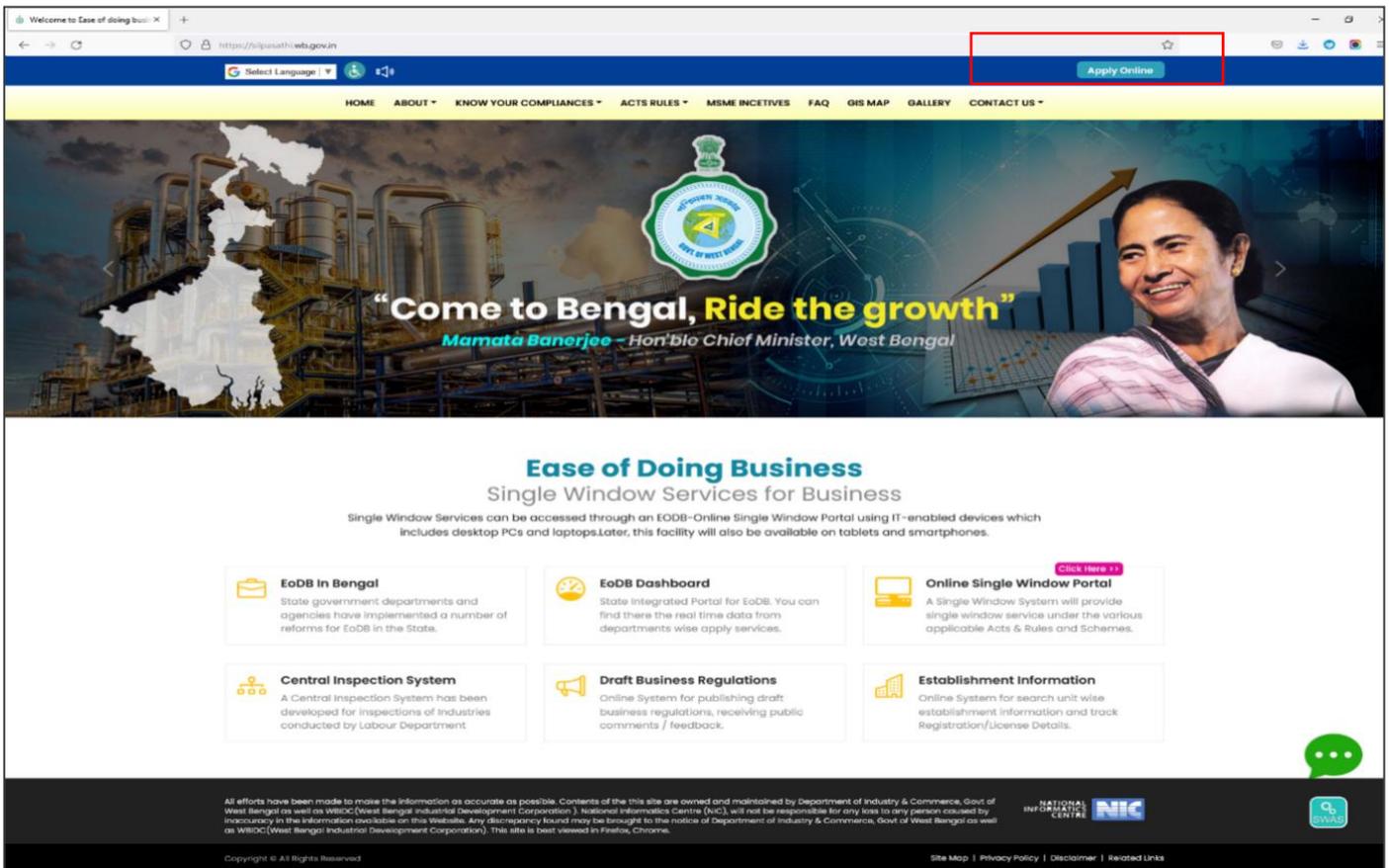
## Drug Manufacturing License

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

## 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.

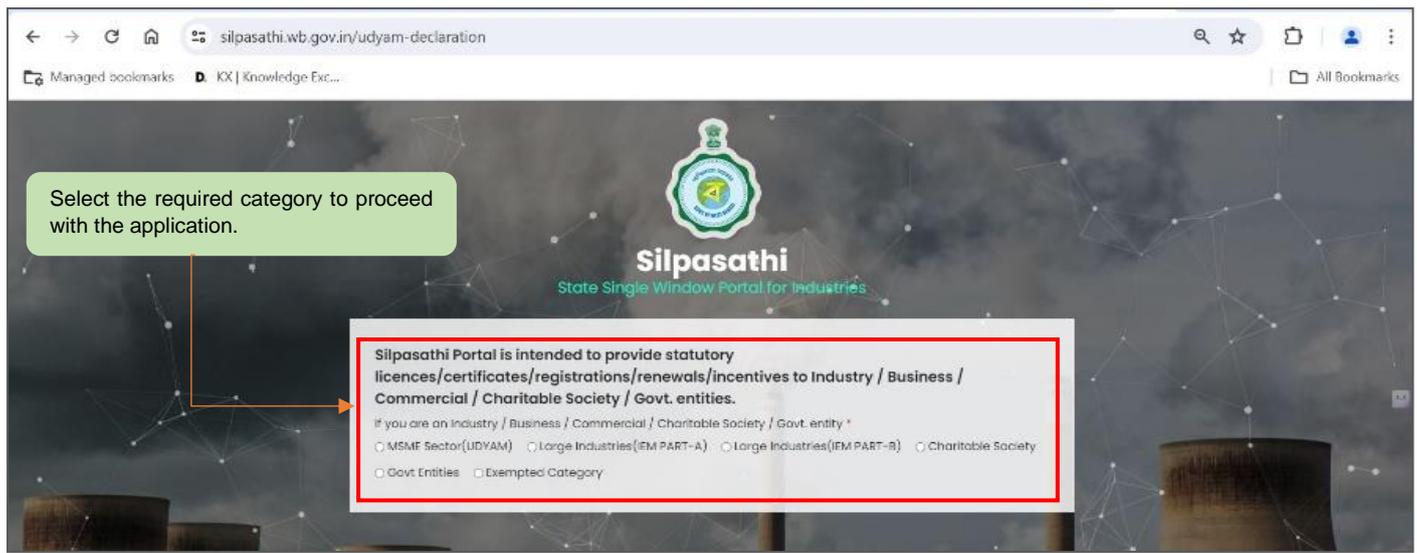


**Applicant Log-in:** The applicant needs to **select the required category** as illustrated in the screenshot below and proceed for registration.

# User Manual

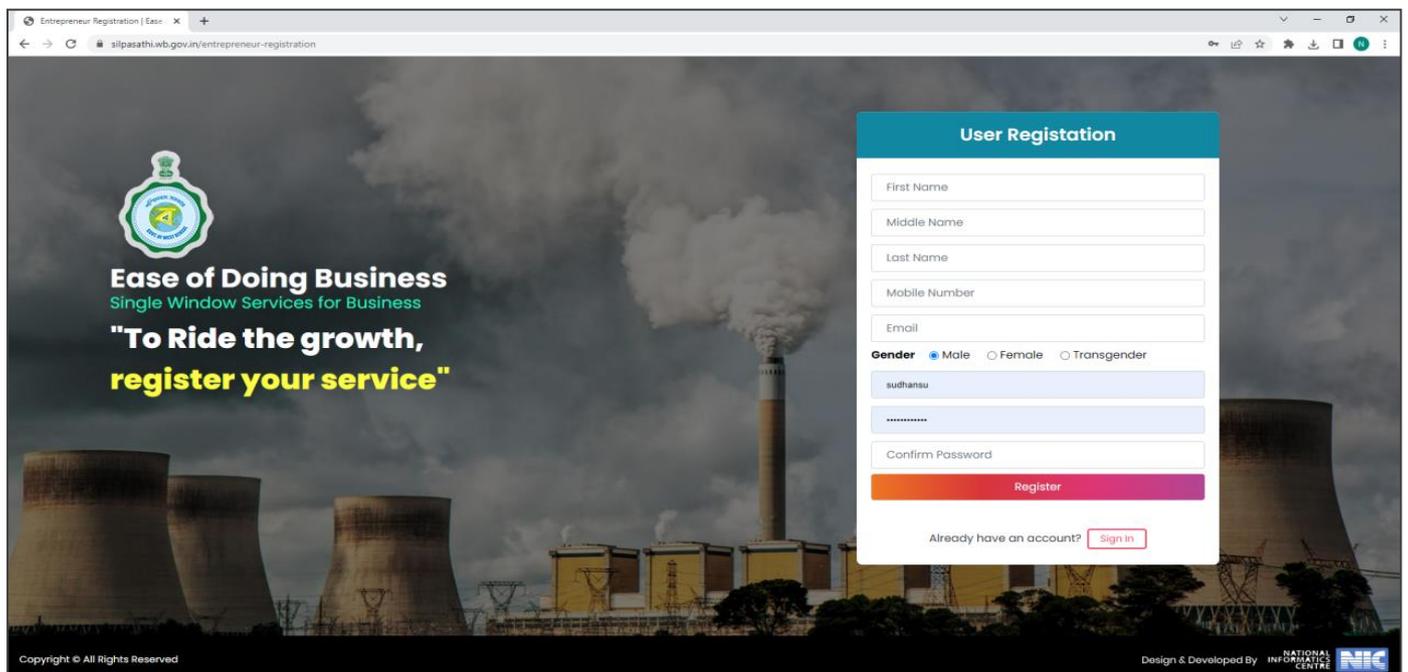
## Drug Manufacturing License

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



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**.

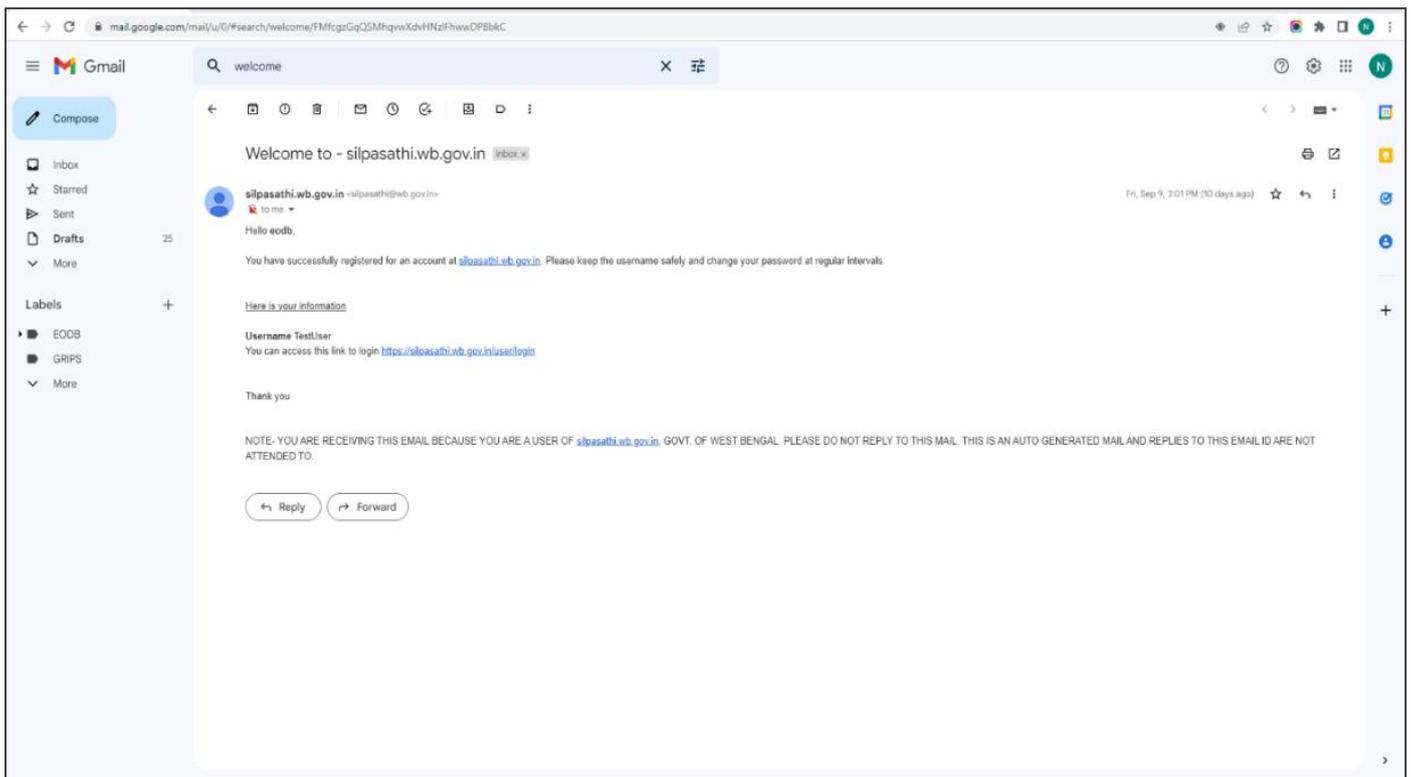


Applicants will receive email confirmation after registering into the single window portal. Please refer to the screenshot below:

# User Manual

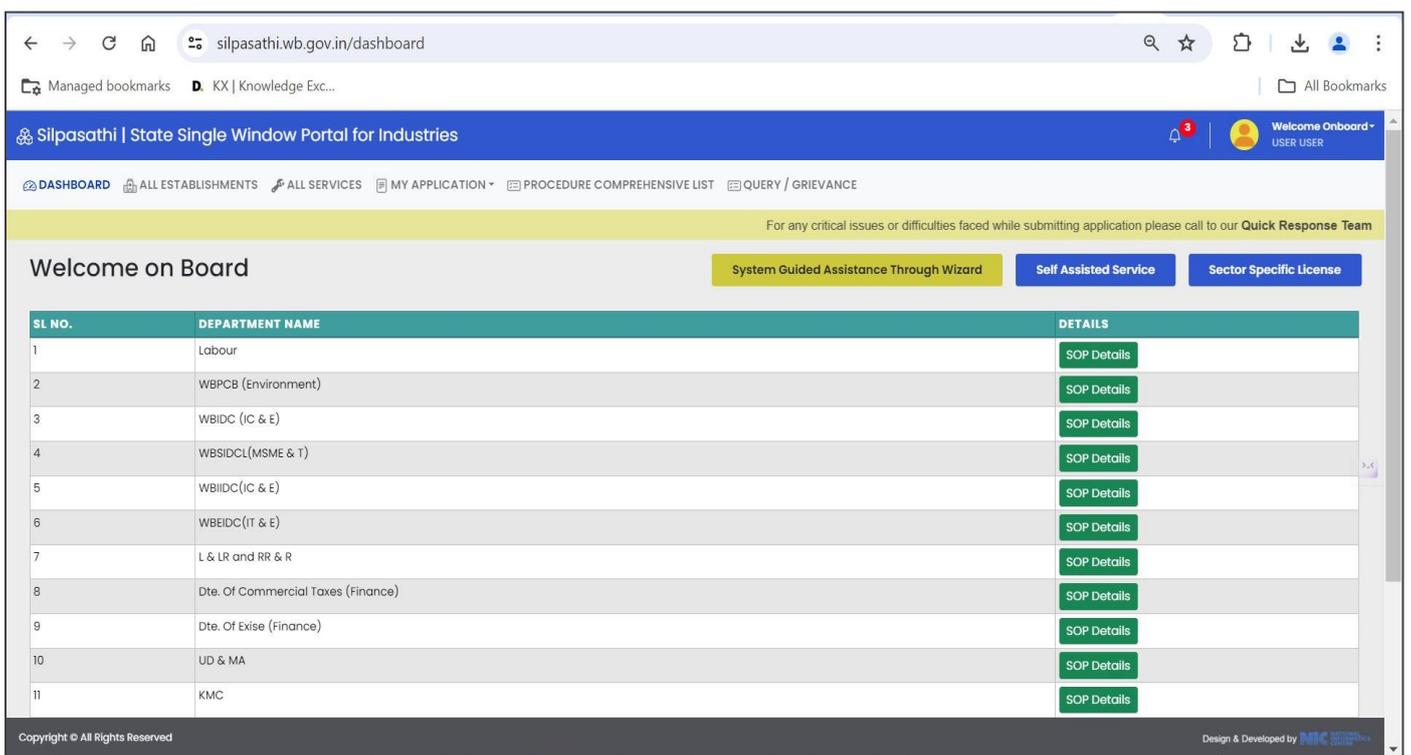
## Drug Manufacturing License

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



## Online Application submission

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

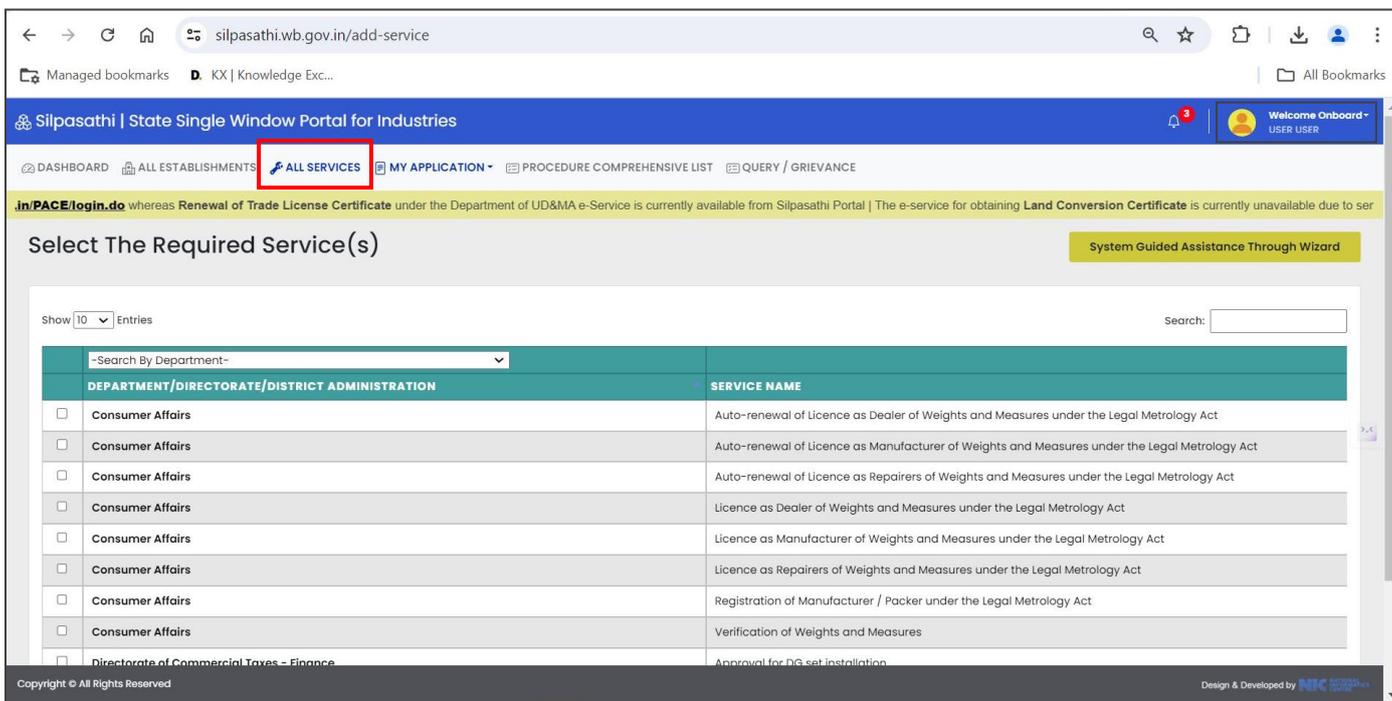


# User Manual

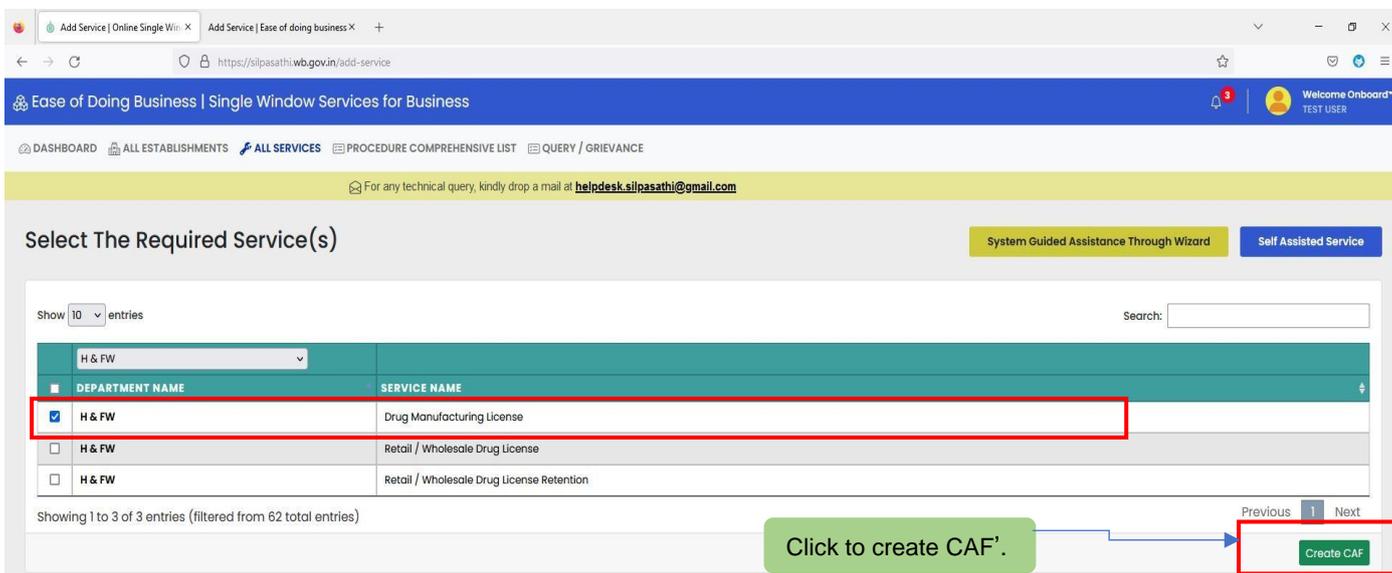
## Drug Manufacturing License

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

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 **Drug Manufacturing License – H&FW**.



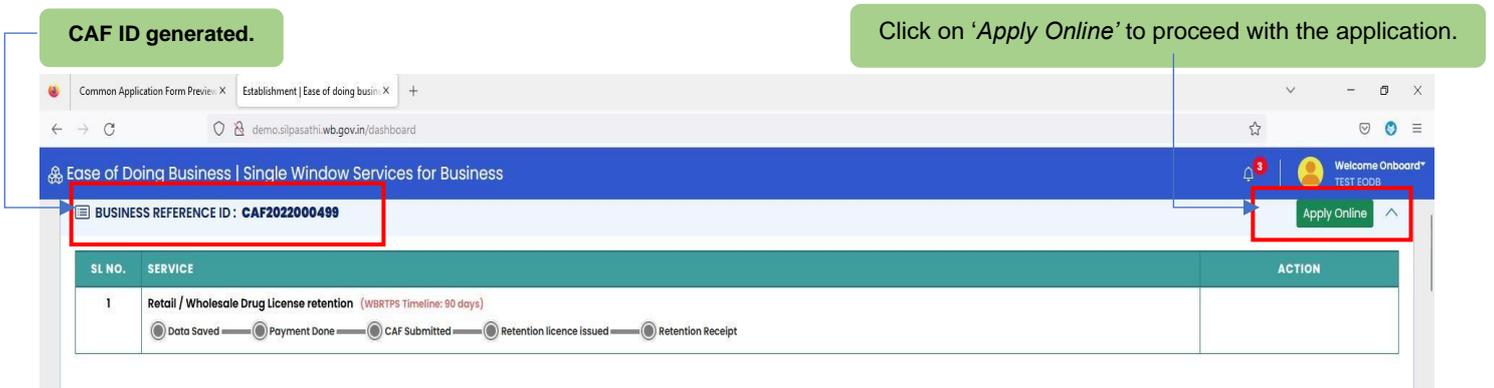
After selecting the service **Drug Manufacturing License – H&FW**, the applicant has to click on '[Create CAF](#)'. Applicant's CAF ID will be created. The unique CAF ID is referred to as the common application form.

# User Manual

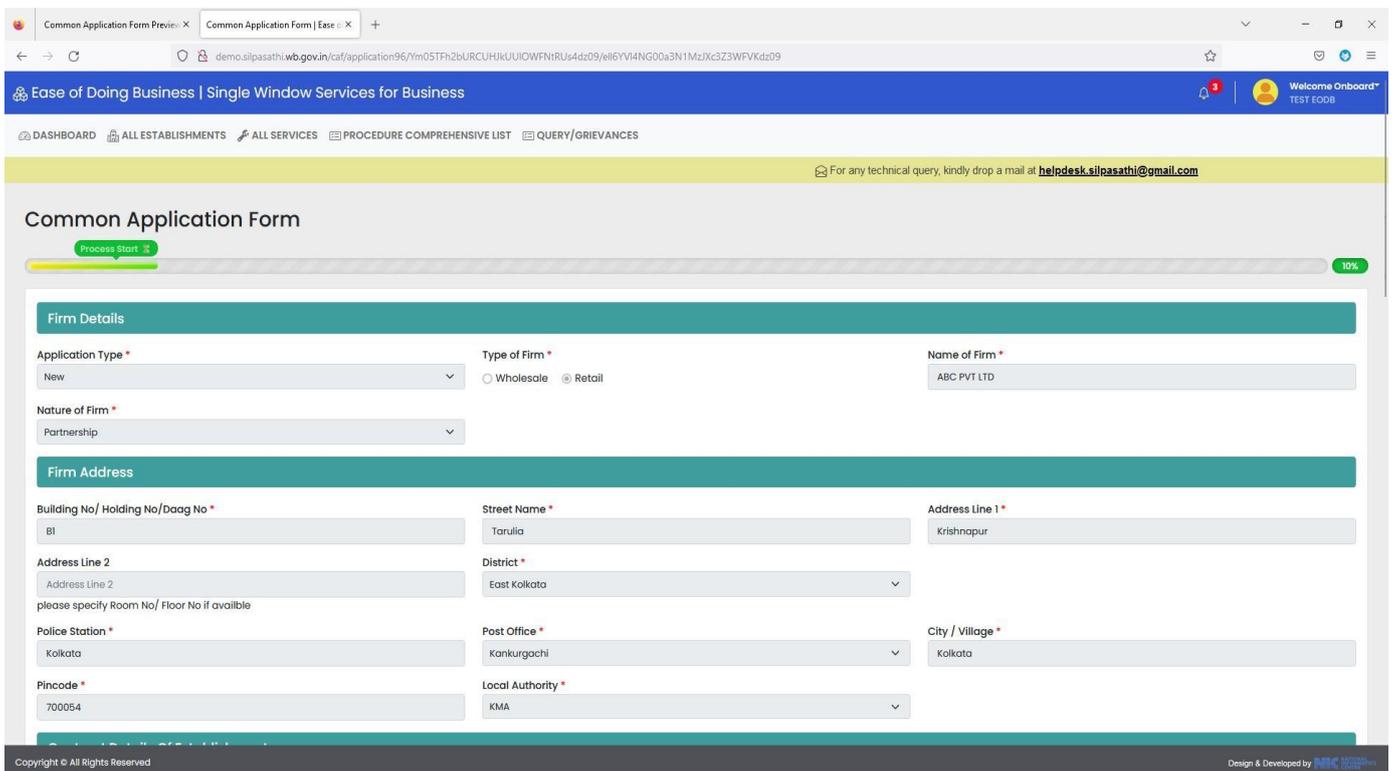
## Drug Manufacturing License

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

### Applicant's Dashboard



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):



# User Manual

## Drug Manufacturing License

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

The screenshot shows the 'Service Details' section of the application form. It includes fields for 'Categories of drugs to be sold' (Biological), 'Licence Number Bio' (L7485463), 'Licence Issue Date' (01-11-2022), 'Licence Valid Upto Date' (18-11-2022), and 'Licence Certificate Date' (09-11-2022). There are also sections for 'Particulars of storage accommodation for Schedules C and C(I) drugs in the premises' (Yes/No), 'Actual floor space area (sqft)' (300), 'Height from floor to ceiling (ft)' (200), and 'Trade Licence' (Applied for Licence/Available). A text area for 'A brief statement on construction of the premises' is present. Further down, there are fields for 'Nature of Ceiling' (RCC), '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), and 'Premises Type' (Owned by owner). A declaration at the bottom states: '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?'

The screenshot shows the 'Registered Pharmacist Details' section. It includes fields for 'Name', 'Age', 'Qualification', 'Experience (in Years)', 'Other Qualification', and 'Registration No'. There are also checkboxes for 'Appointment Letter', 'Joining Letter', 'Educational Certificate', 'Experience Certificate', and 'Registration Certificate'. Below these fields is a table with the following data:

SL NO	NAME	QUALIFICATION	OTHER QUALIFICATION	AGE	EXPERIENCE (IN YEARS)	REGISTRATION NO	APPOINTMENT LETTER	JOINING LETTER	EDUCATIONAL CERTIFICATE	EXPERIENCE CERTIFICATE	REGISTRATION CERTIFICATE	ACTION
1	Sajal Mukherjee	B.Pharm	Btech	32	5	745873	Yes	Yes	Yes	Yes	No	
2	Shyam Saha	M.Pharm	Btech	32	5	2434	No	No	Yes	Yes	Yes	

Below the table is the 'Owner Details' section, which includes fields for 'Owner Name', 'Owner Signature', and 'Owner Photo'. A table below this section shows the owner's details:

SL NO	OWNER NAME	OWNER PHOTO	OWNER SIGNATURE
1	Sujata Das		

At the bottom of the form, there are buttons for '<< Back' and 'Save & Continue'.

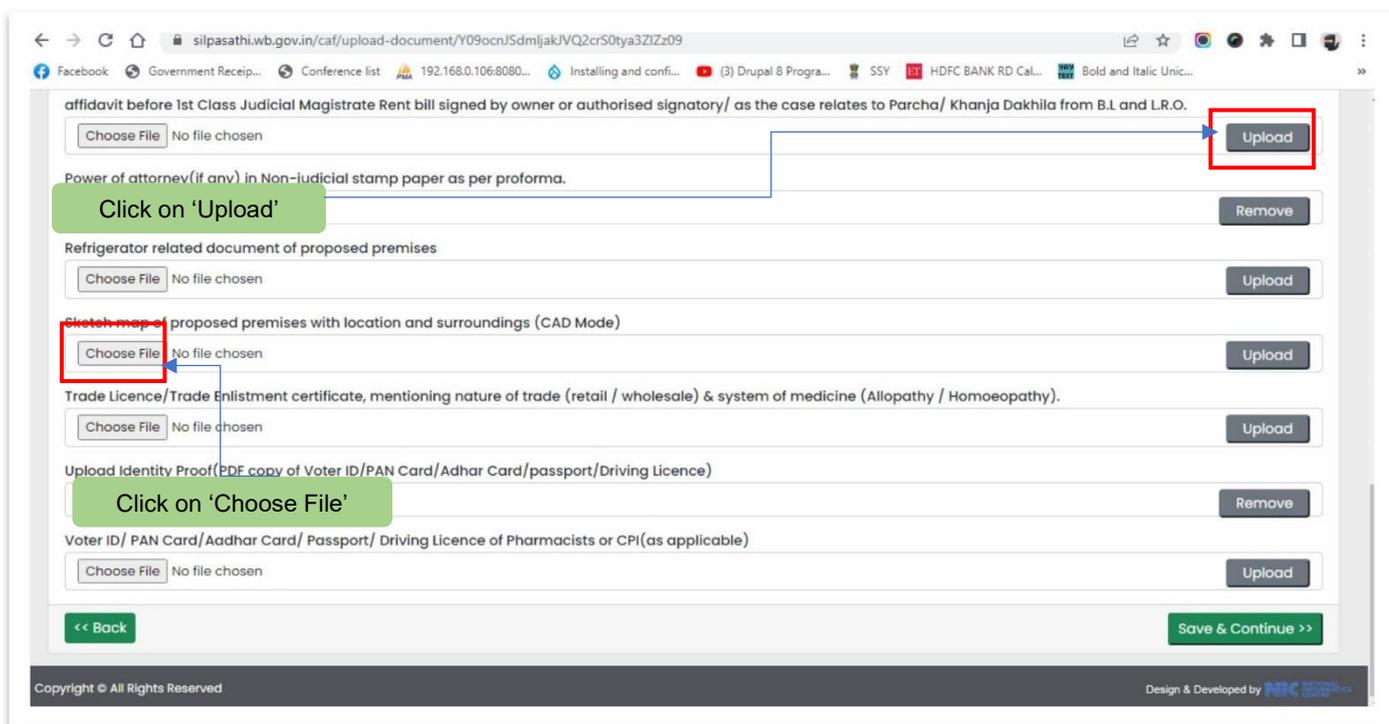
Upon completion of the application process along with document submission, the applicant clicks on the 'Submit' button for final submission of the application.

# User Manual

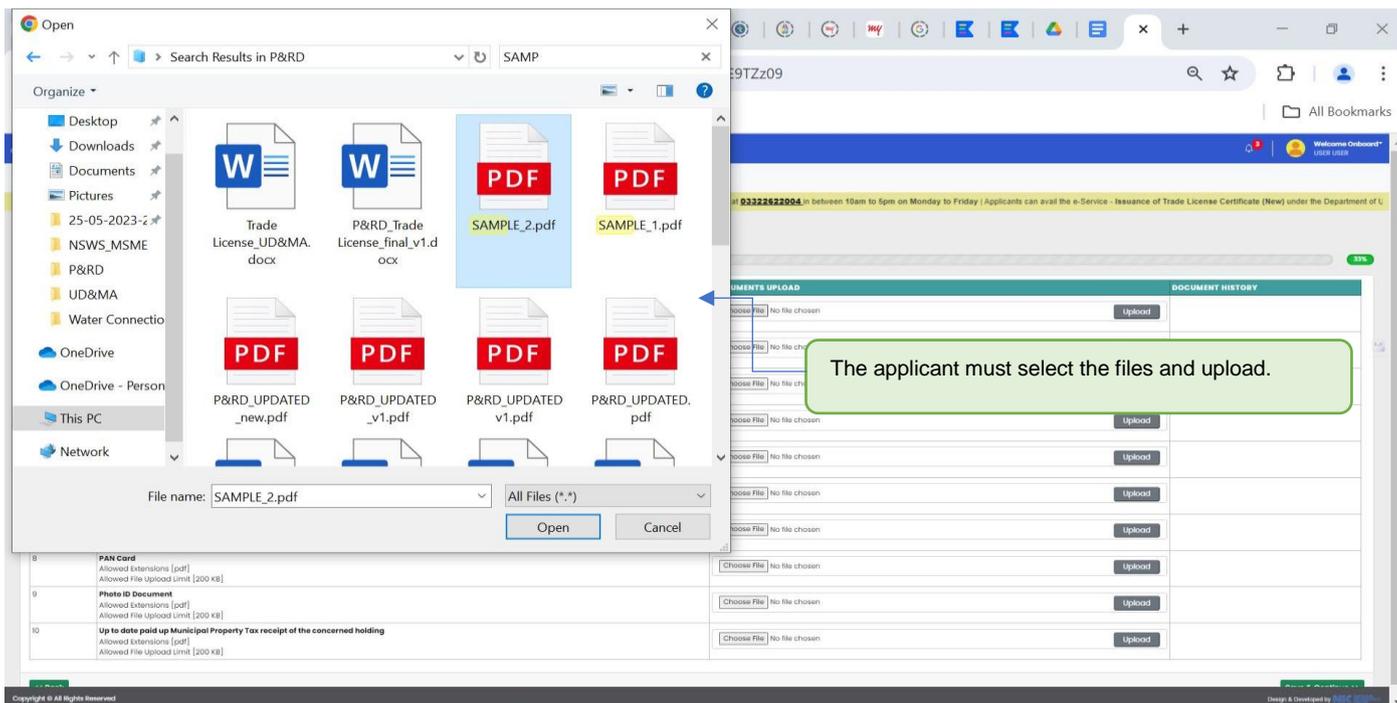
## Drug Manufacturing License

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

**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.

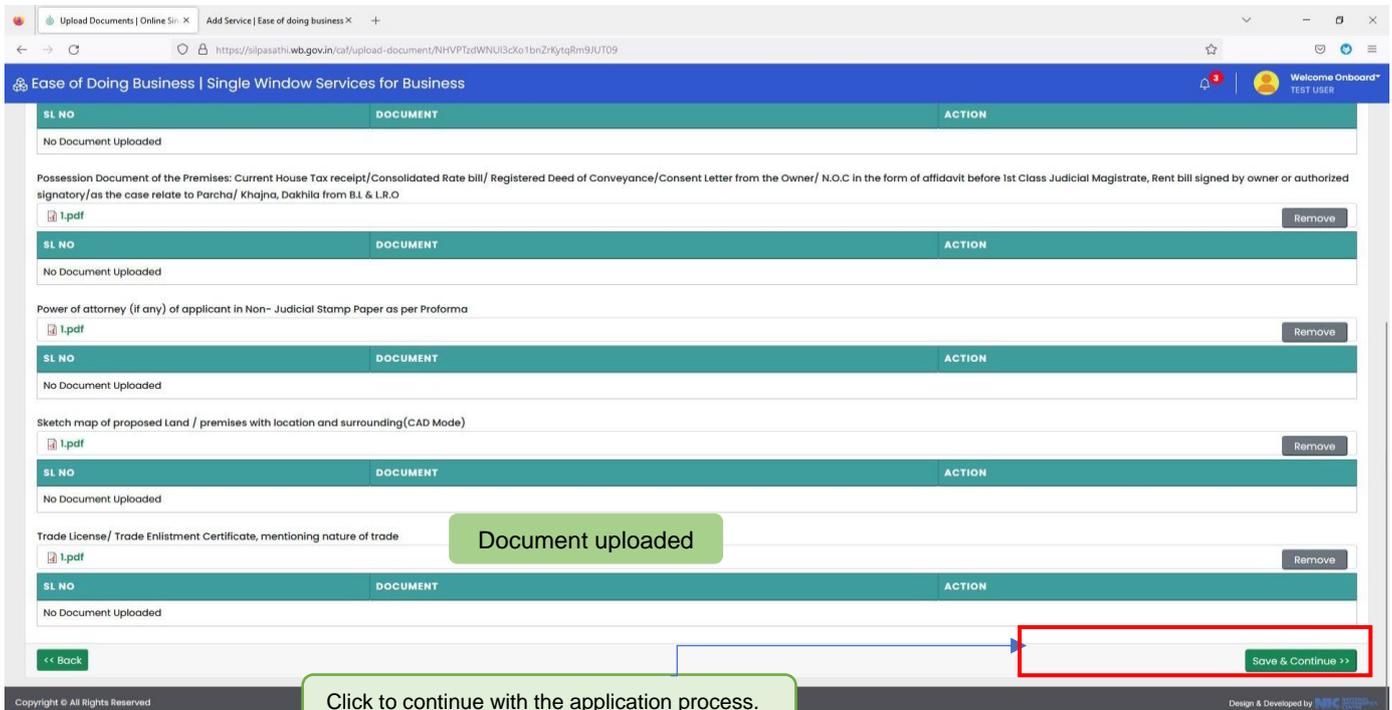


# User Manual

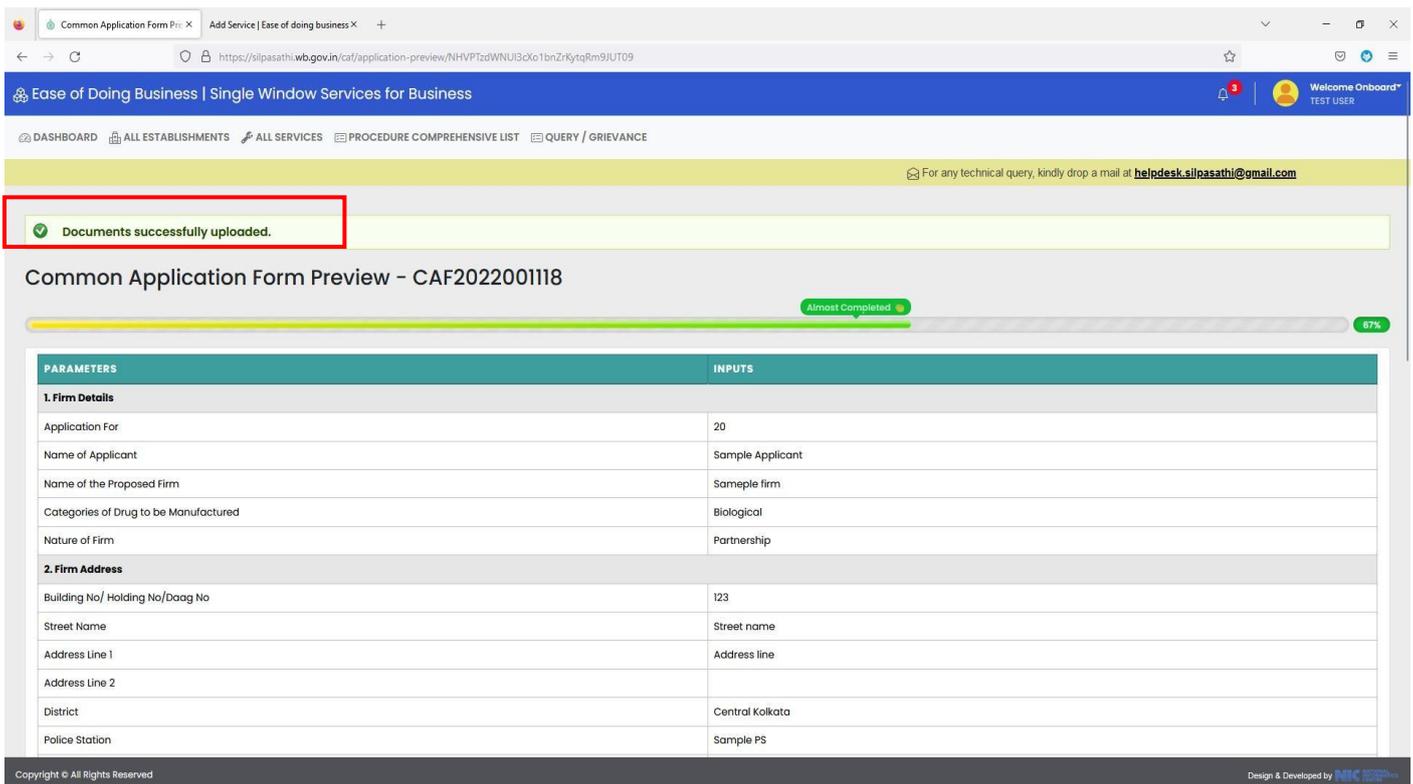
## Drug Manufacturing License

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

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.



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.



# User Manual

## Drug Manufacturing License

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

Actual floor space area (Min 108 sq.ft) 123  
Height from floor to ceiling 123  
Nature of Ceiling RCC  
A brief statement on construction of the premises (whether Brick Built, Plastered and Floor Cemented Roofing and Ceiling) Sample statement on construction of the premises

**5. Trade Licence**  
Trade Licence Applied for Licence  
Trade Licence No

**6. Constitution Details**

SL NO	NAME	DESIGNATION	ADDRESS
1	Sample Name	Test designation	Test Address

**UPLOADED SUPPORTING DOCUMENTS**

Power of attorney (if any) of applicant in Non- Judicial Stamp Paper as per Proforma	View
Trade Licence/ Trade Enlistment Certificate, mentioning nature of trade	View
Possession Document of the Premises: 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 authorized signatory/as the case relate to Parcha/ Khajna, Dakhila from B.L & L.R.O	View
In case of Partnership Firms, Registered Partnership Deed along with firm registration receipt. In case of Limited or Pvt. Ltd. Company - copy of Memorandum and Article of Association. In case of LLP (Limited Liability/ Partnership Firm) Copy of Memorandum and Articles of Association	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
Sketch map of proposed Land / premises with location and surrounding (CAD Mode)	View

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

Submit

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.

**Current Status-CAF2022001118**

NAME OF THE SERVICES	CURRENT STATUS	DATE
Drug Manufacturing License		
User Created	Completed	
Token Generated	Completed	
CAF Submitted	Completed	
Document Uploaded	Completed	
Payment Done	Pending	
Part A Download Certificate	Pending	

Application status updated.

# User Manual

## Drug Manufacturing 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.

The diagram illustrates the notification process for an application submission. It features two main components: an SMS notification and an email notification, both linked to a central application submission message.

**SMS Notification:** A green box labeled "Application status notified through SMS." has an arrow pointing to a grey message bubble. The bubble contains the text: "Application submitted. Status can also be checked online at any time through the Applicant Dashboard by logging into the Silpasathi Portal. Please keep this CAF number saved for future reference. CAF No.: CAF2024XXXXXX Dt.: 22-07-2024 14:03:05 - Silpa Sathi SWP, Govt. of WB". The time "2:03 pm" is shown at the bottom right of the bubble.

**Email Notification:** A green box labeled "Application status notified through email." has an arrow pointing to a screenshot of a Gmail inbox. The screenshot shows an email from "silpasathi.wb.gov.in" with the subject "Common Application Submitted - silpasathi.wb.gov.in". The email body contains: "Application submitted. Please check your status at regular intervals for taking necessary action as guided by the system. Keep this number for future reference: CAF No. : CAF2022000481 Dt: 22-09-2022 11:07:11 Silpa Sathi SWP, Govt. of WB". A red box highlights the subject line in the screenshot.

# User Manual

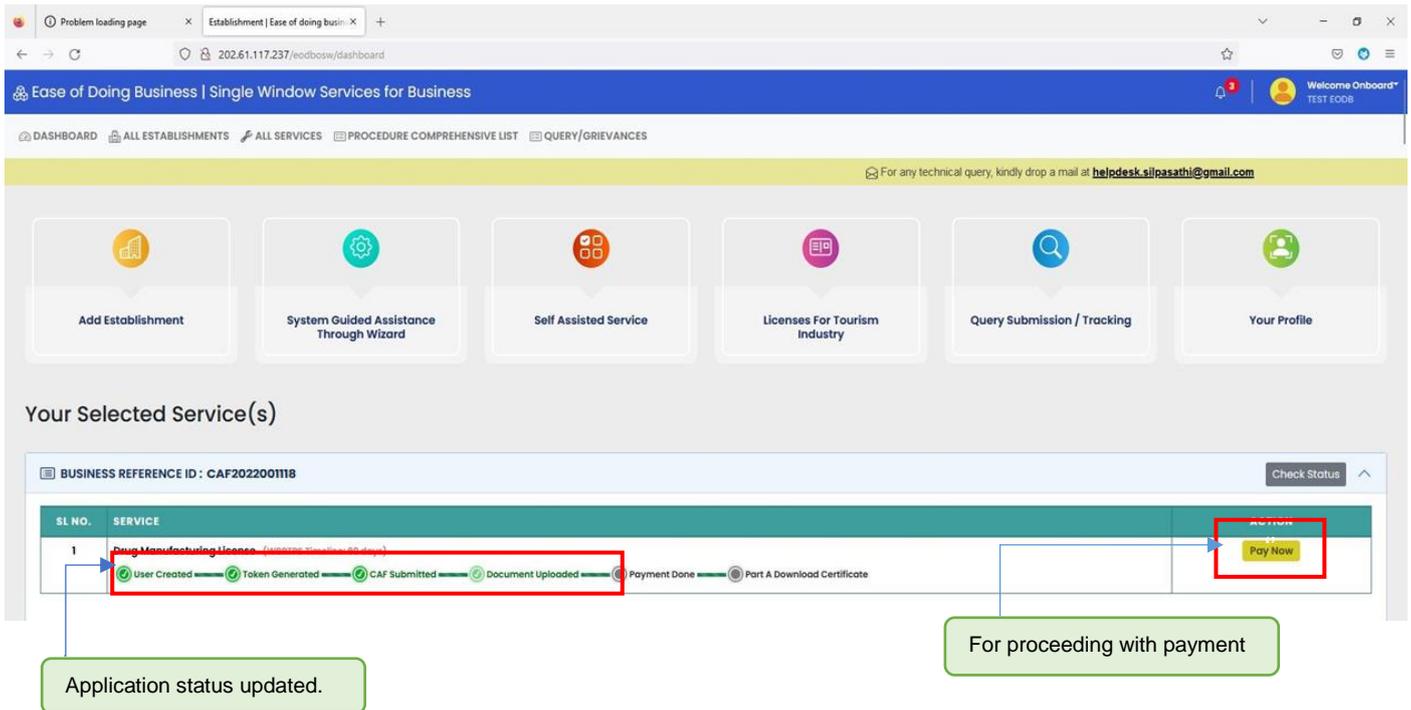
## Drug Manufacturing License

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

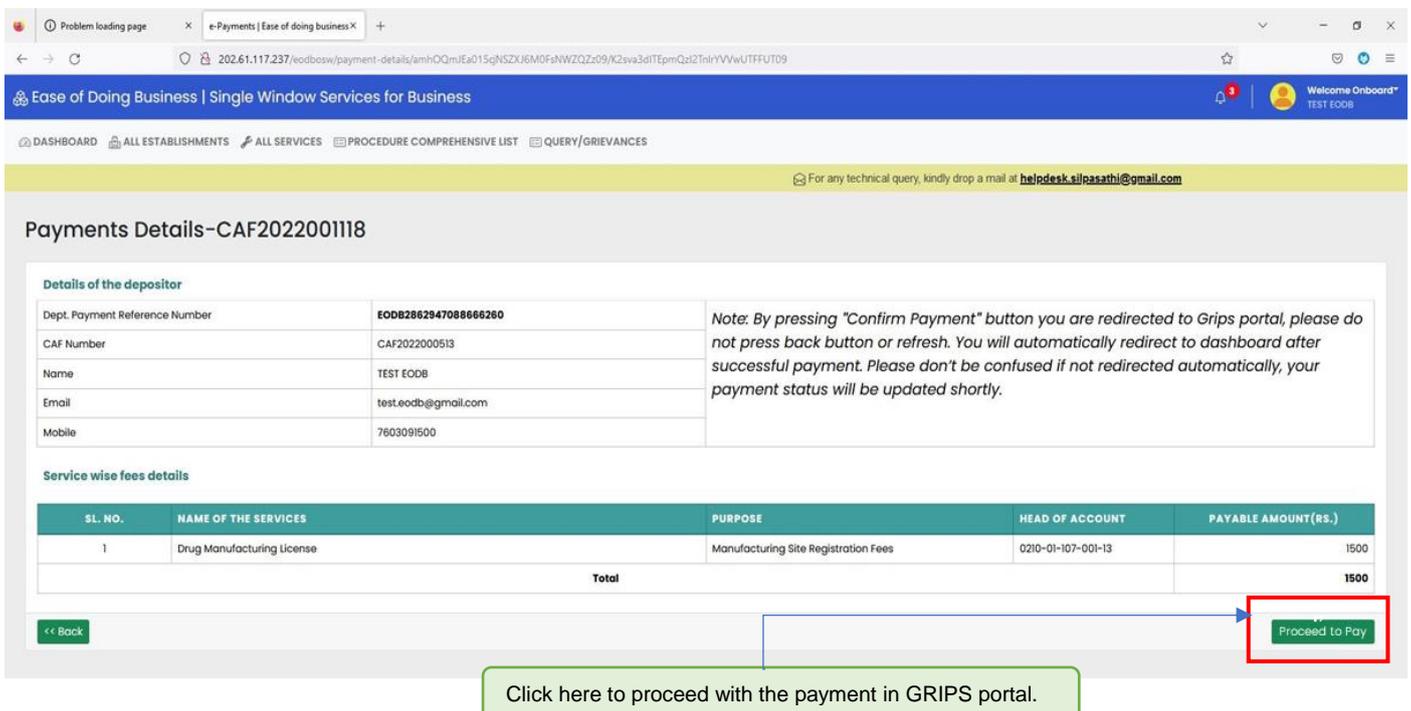
### 2. Online Payment of fees

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



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.

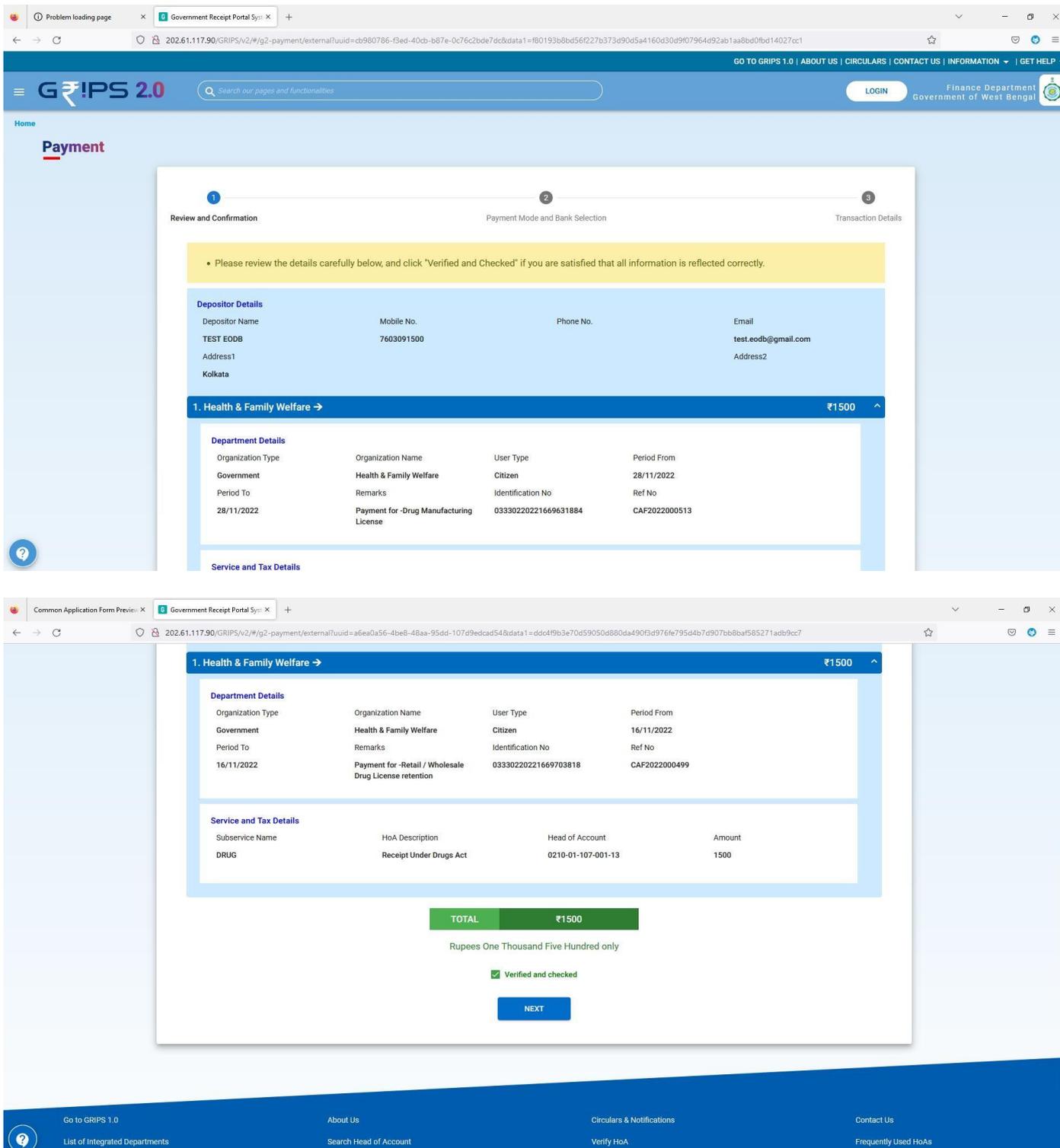


# User Manual

## Drug Manufacturing License

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

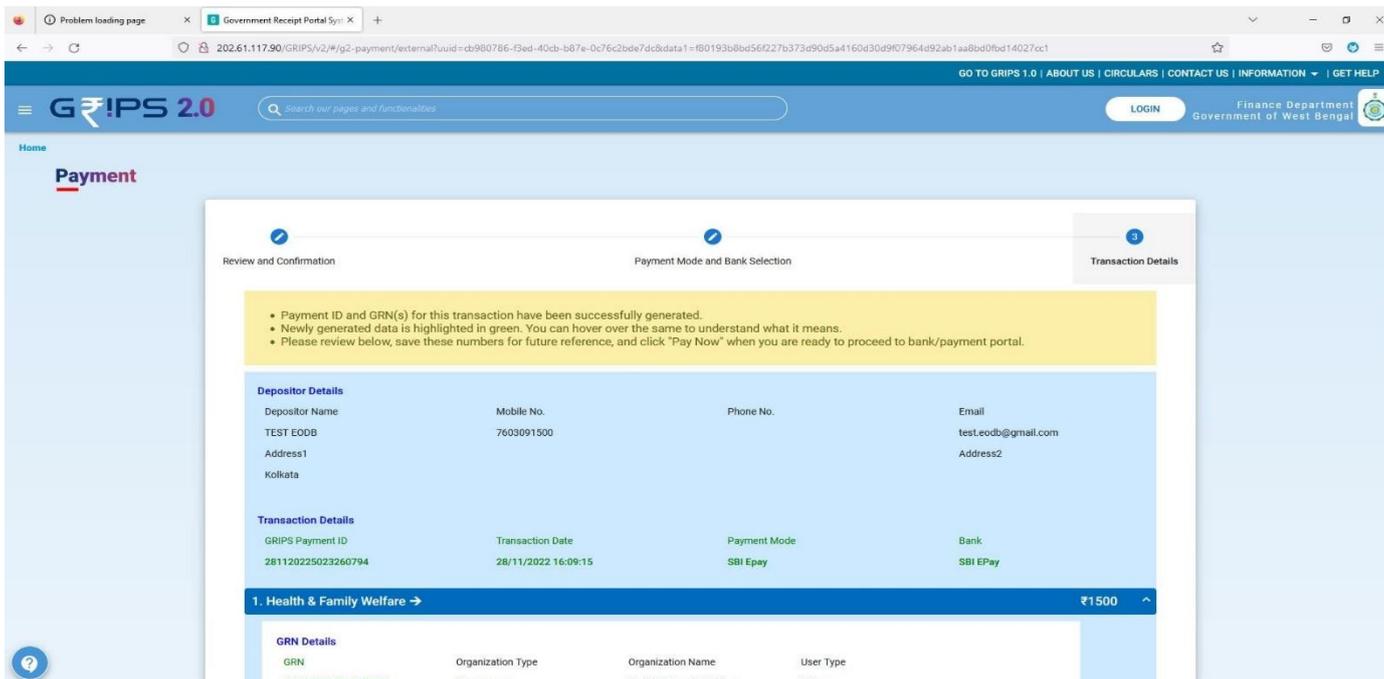
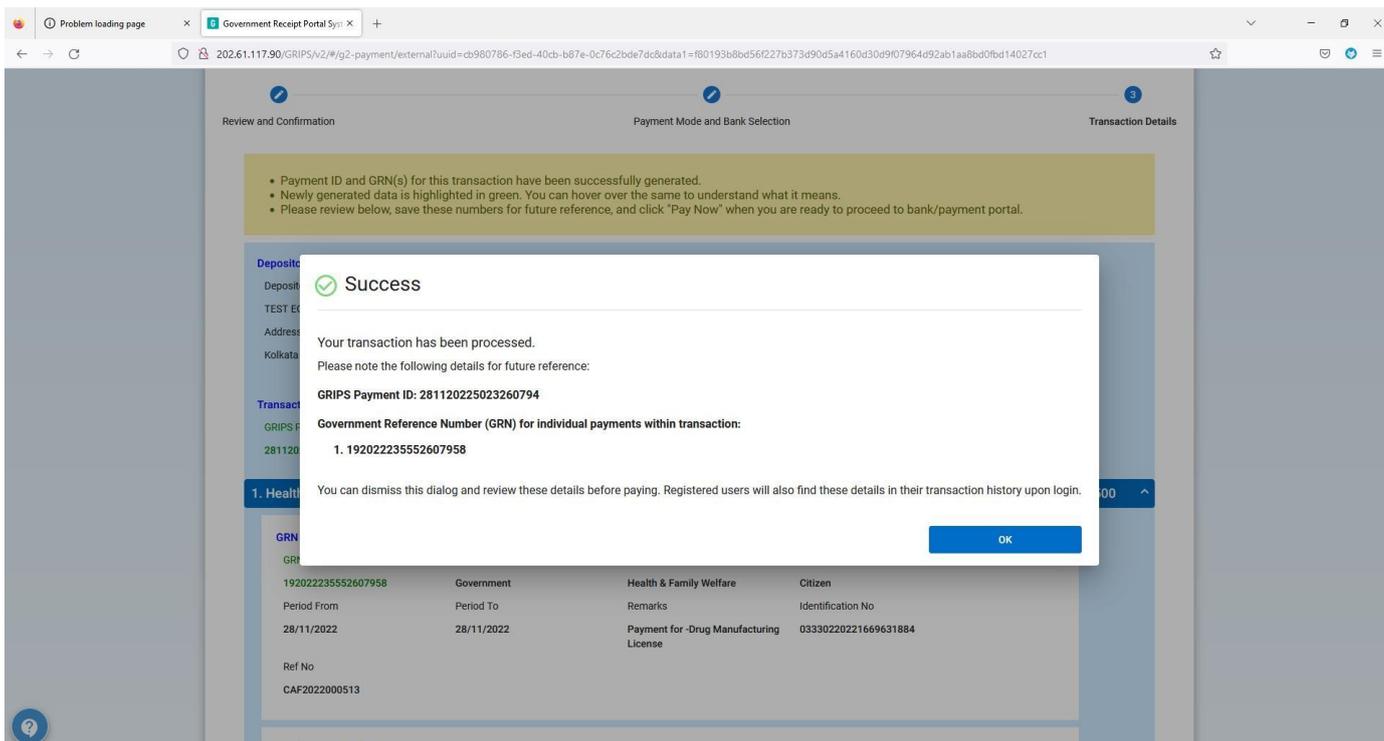
The applicant is redirected to the **GRIPS portal** to complete the payment process. The applicant shall be able to choose between various modes of payment methods for fees payment.



# User Manual

## Drug Manufacturing License

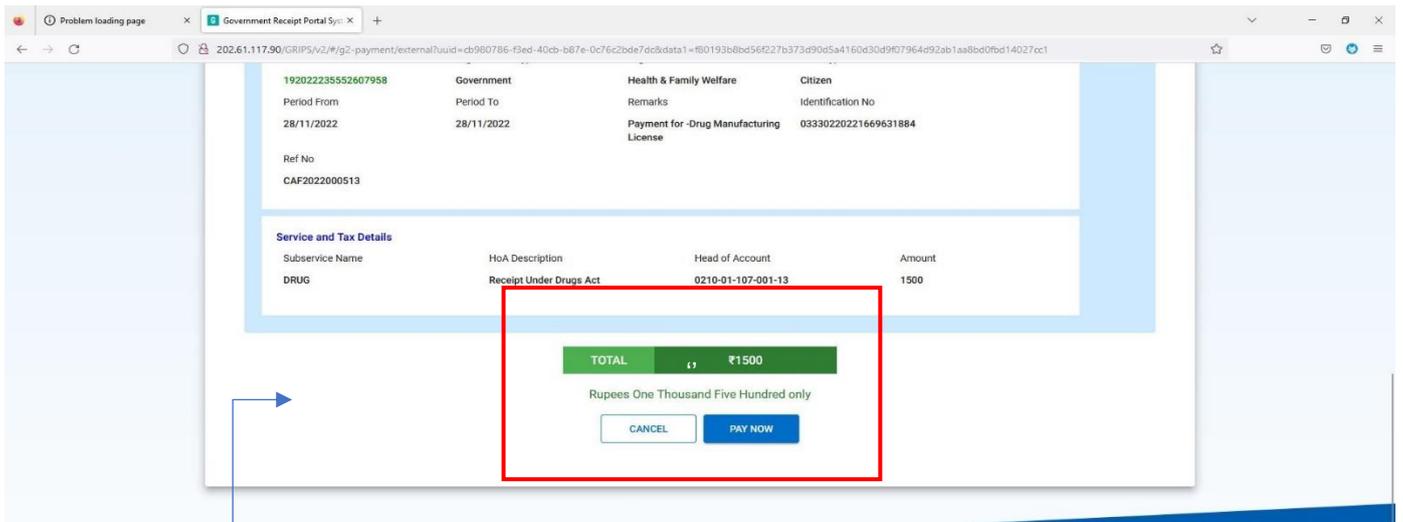
Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



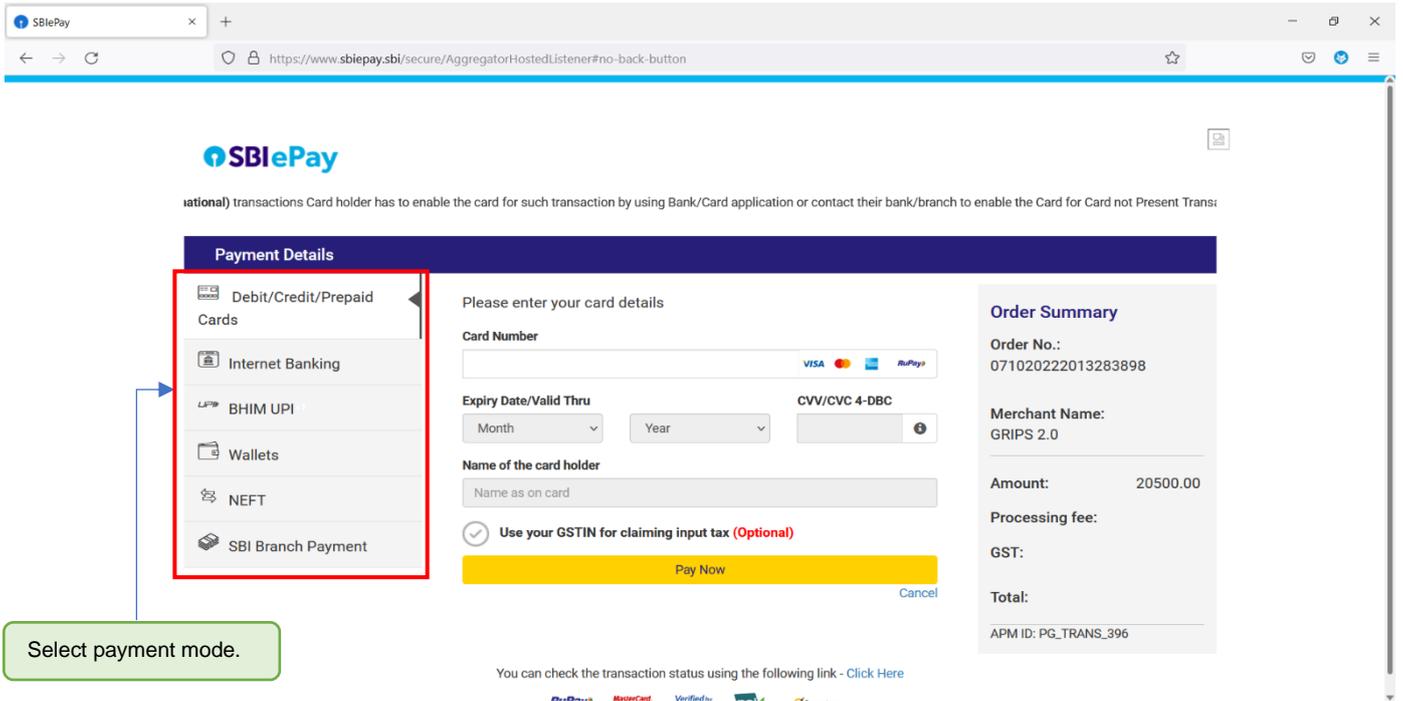
# User Manual

## Drug Manufacturing License

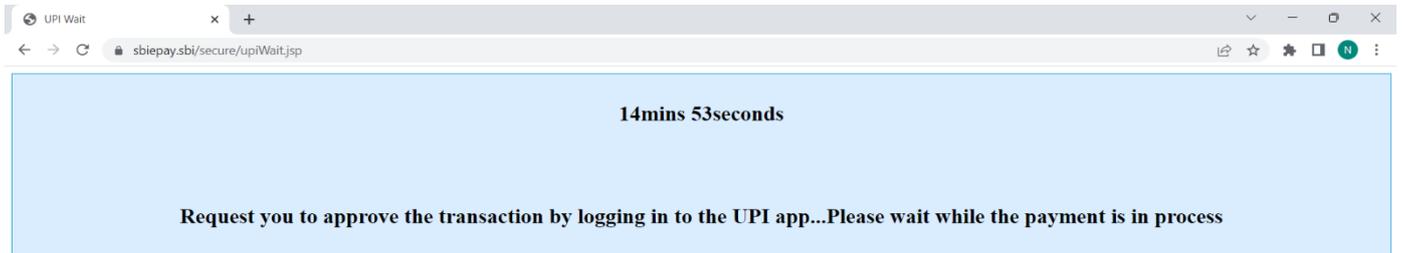
Provided as a service through 'SilpaSathi' the Online Single Window portal of State (WB)



Payment amount displayed.



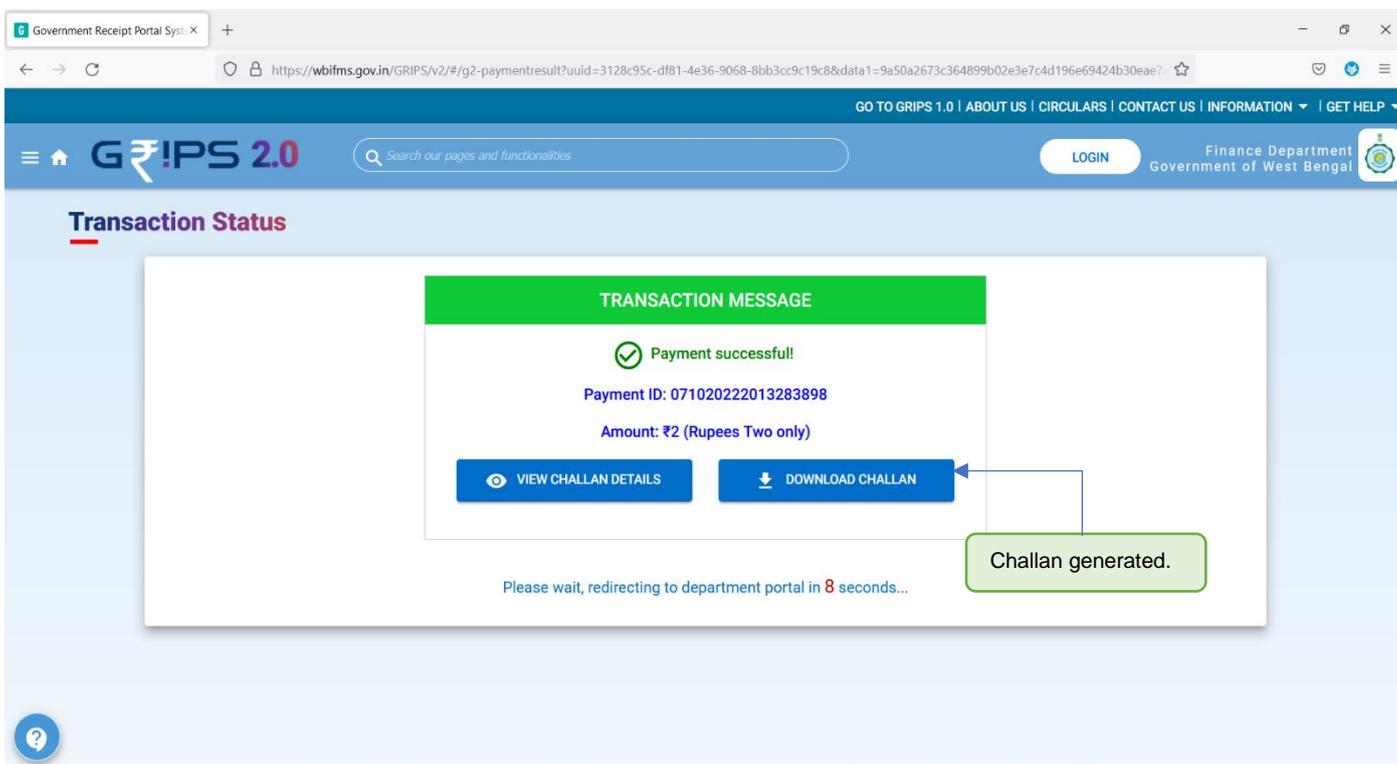
Select payment mode.



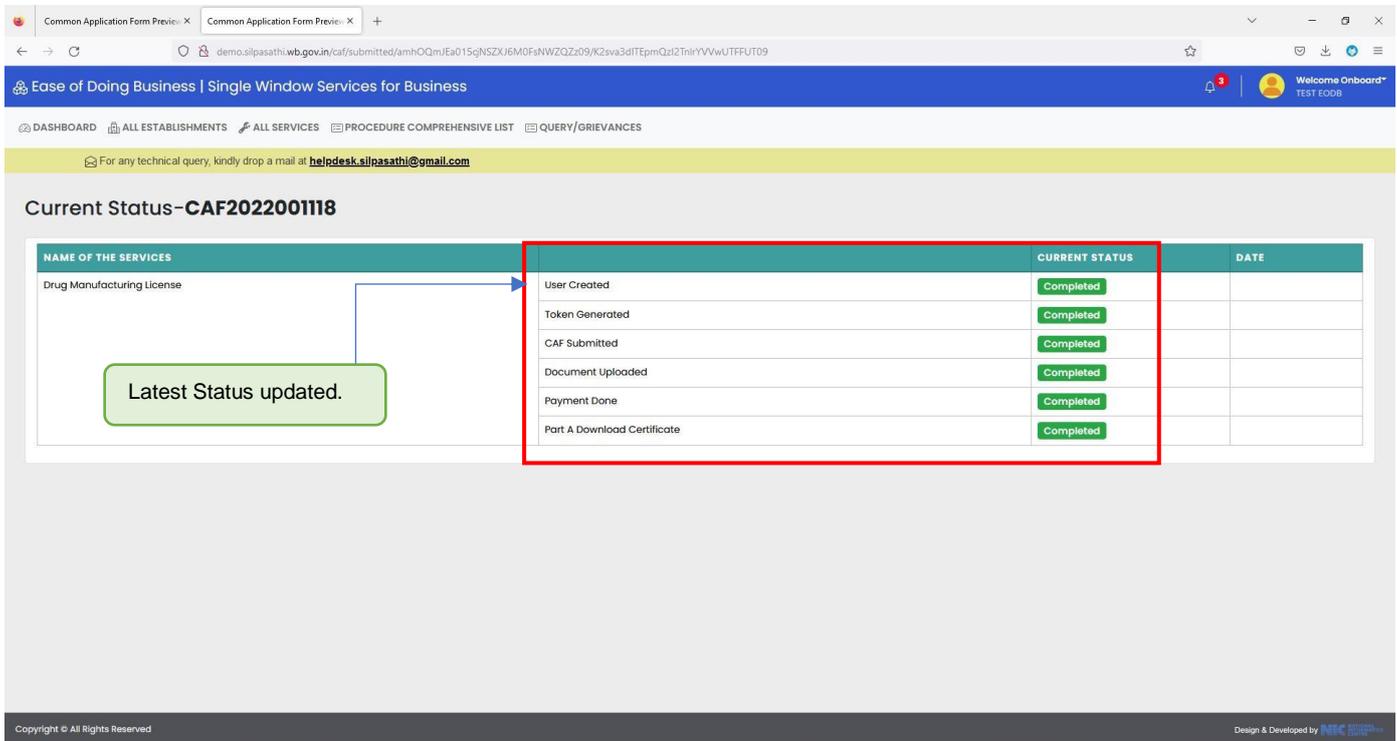
# User Manual

## Drug Manufacturing License

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



After subsequent approval by the authority, the applicant will receive in the online system the License approved by the Department.



# User Manual

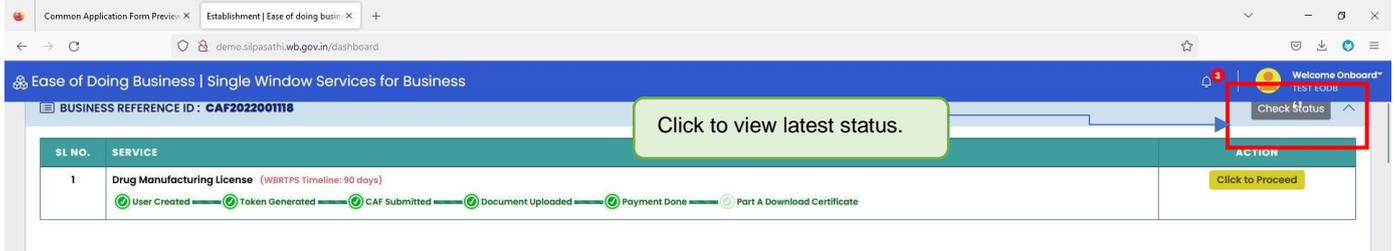
## Drug Manufacturing License

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

### 3. Track Status of Application

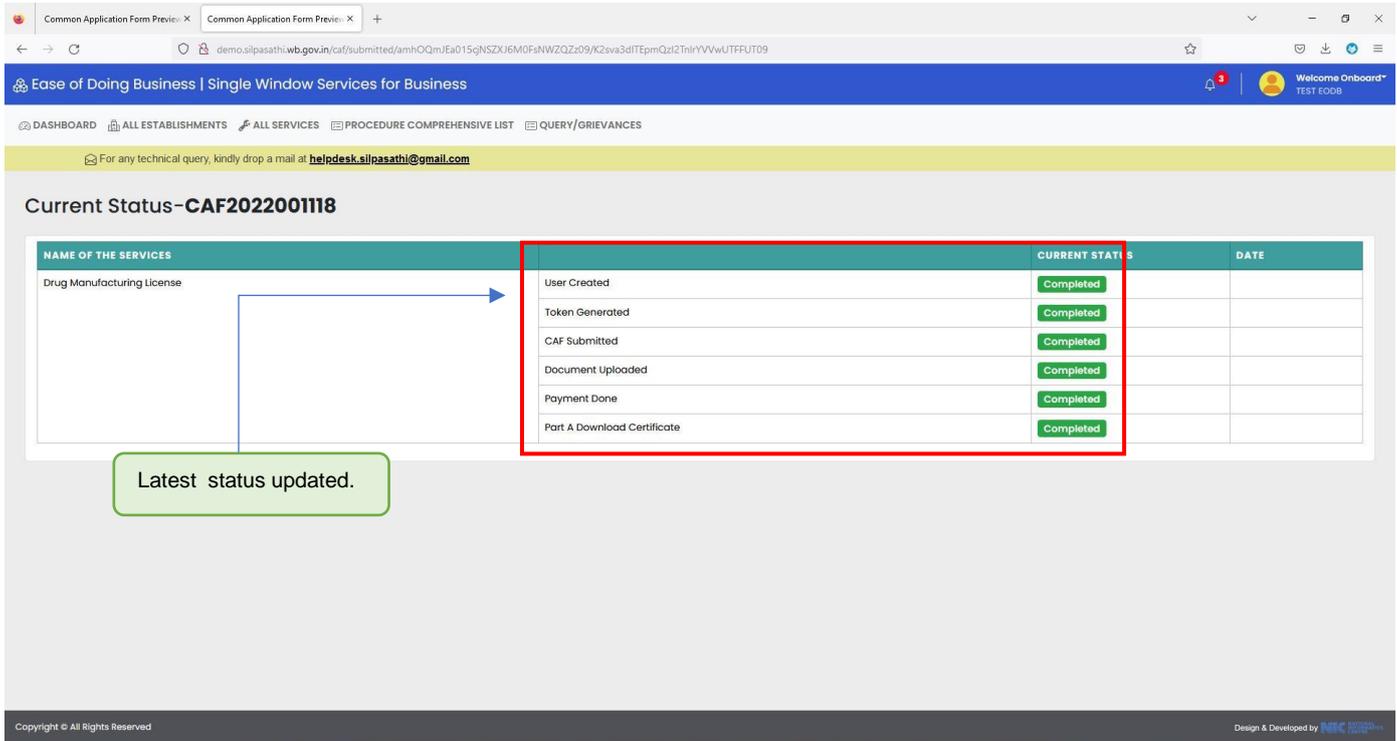
The applicant has to click on 'Check Status' to view the latest status of the application.

#### Applicant's Dashboard



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

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



# User Manual

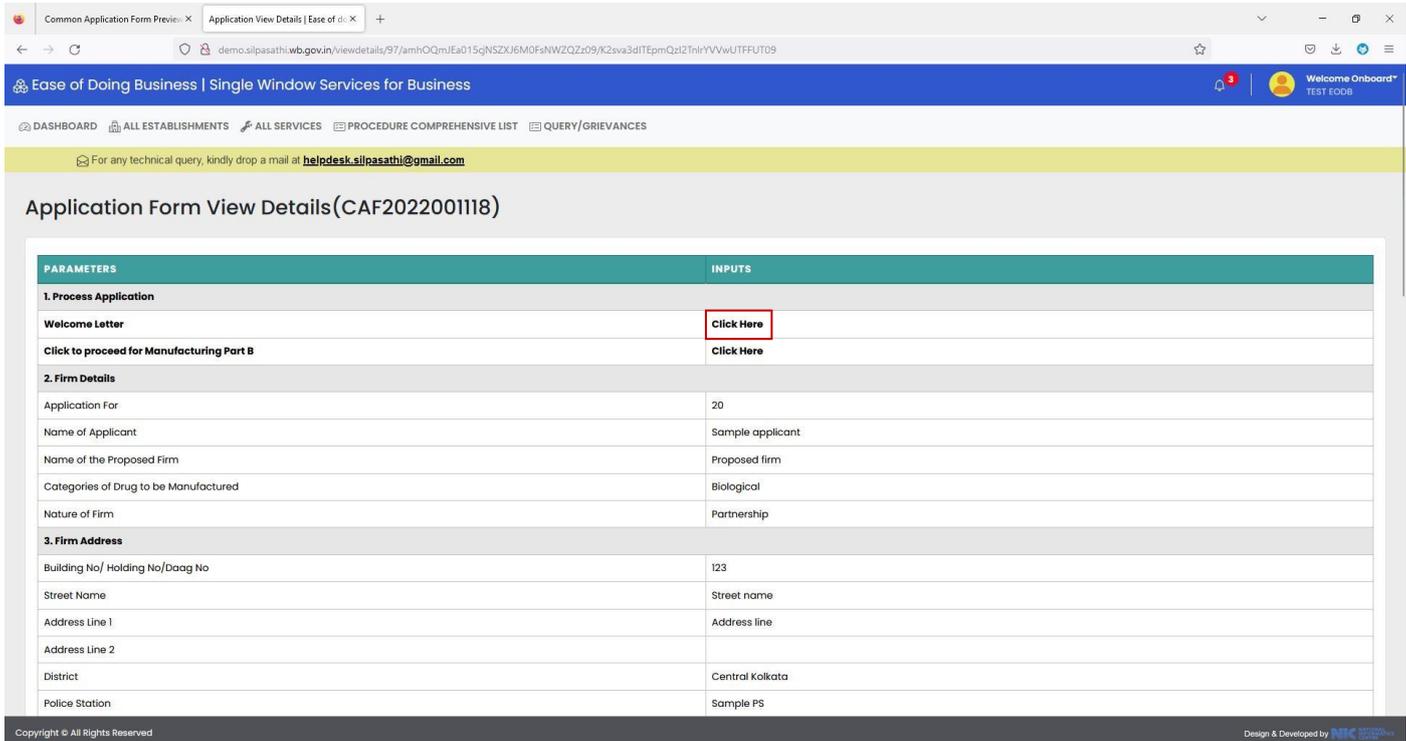
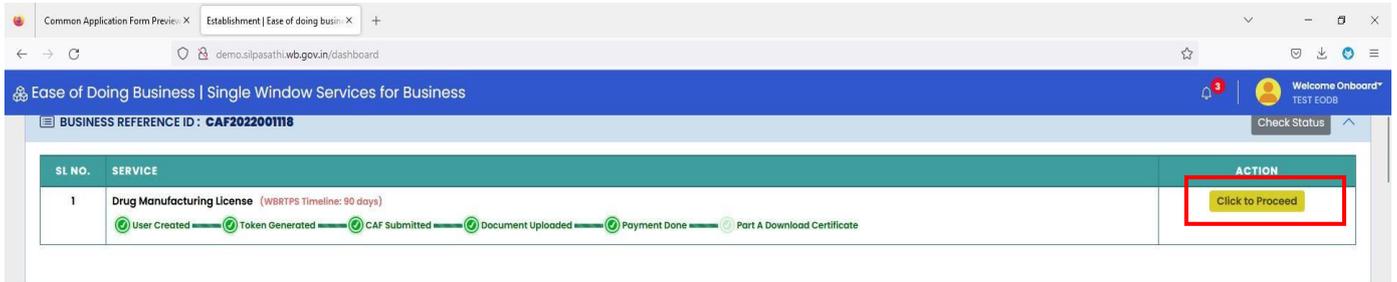
## Drug Manufacturing License

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

### 4. Online Download of final approval certificate

The applicant has to '**Download Receipt**' to view further.

#### Applicant's Dashboard



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

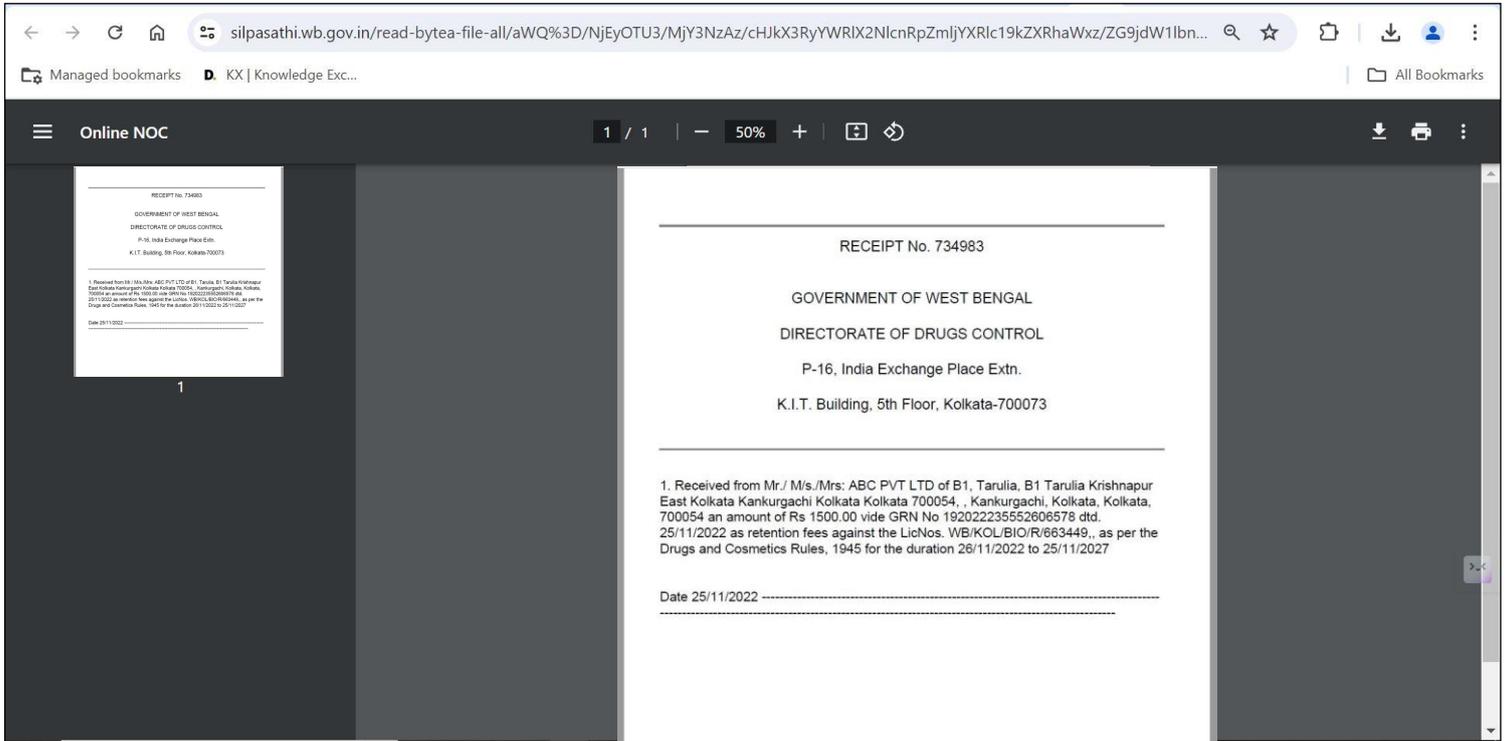
# User Manual

## Drug Manufacturing 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 \(Screenshot\)](#)**

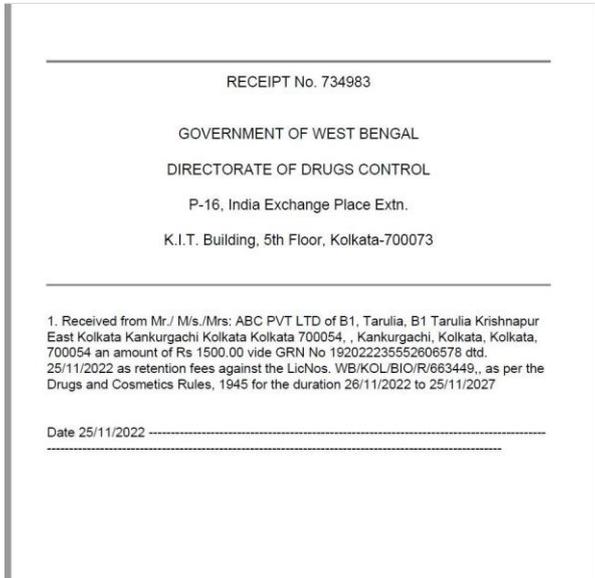


# User Manual

## Drug Manufacturing License

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

One Approval certificate document has been illustrated below:



### 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, without

#### **Third part verification process**

The applicant or any user has to log in to [www.silpasathi.wb.gov.in](http://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.

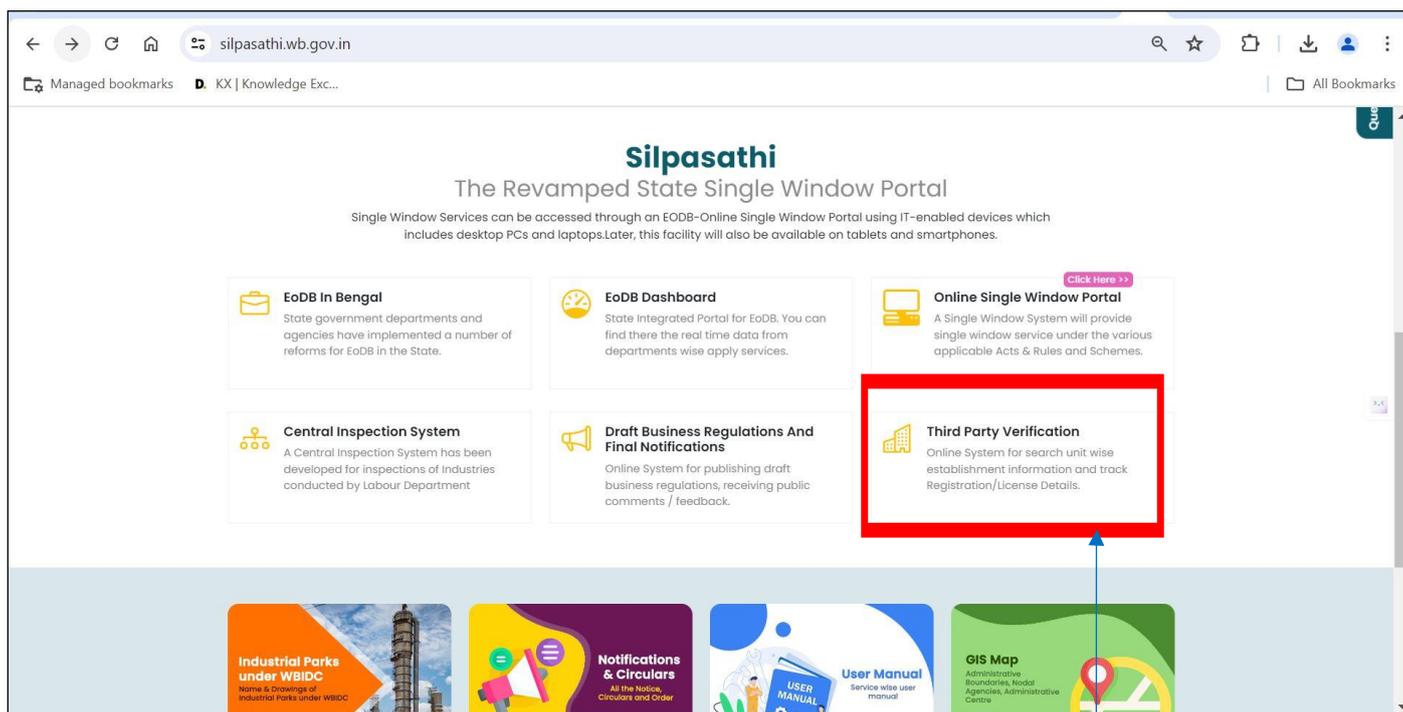
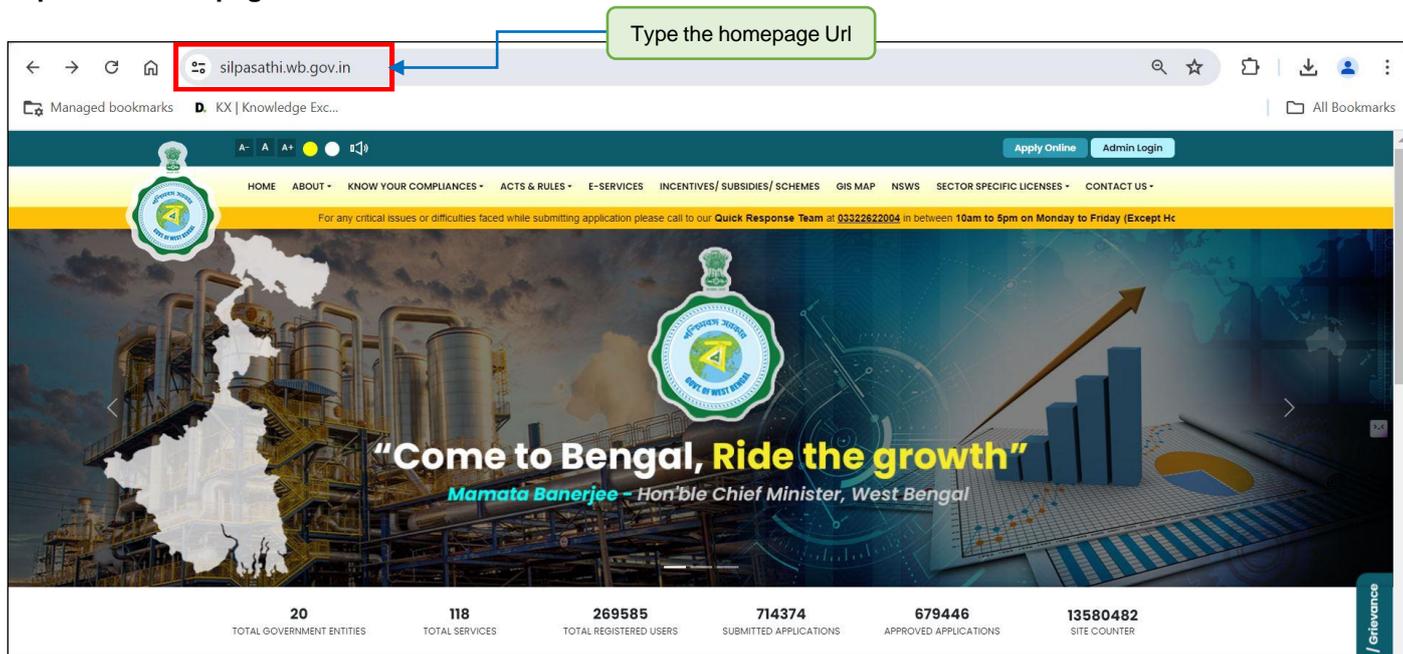
(Screenshots below):

# User Manual

## Drug Manufacturing License

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

### 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.

# User Manual

## Drug Manufacturing License

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

Third Party Verification

Track Registration/License details through **Silpasathi Portal**

Select Services \*      Registration Number / License Number / Others \*

Allotment of land in Industrial Area (WBIDC) - ( Industry, C      Search

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

Query / Grievance

Enter Registration number/ License number to view details.

The third party can view the details as illustrated below:

Track Registration/License Details

Select Services \*      Registration Number / License Number / Others \*

Retail / Wholesale Drug License - ( H & FW )      WB/KOL/BIO/R/663449      Search

Parameter	Output
Drug Category	Biological
Date	28-11-2022
Firm Name	ABC PVT LTD
Building Particulars	Building No: B1 Street Name Tarulia 3rd Lane Post Office: Kankurgachi Police Station Kolkata City Kolkata Pincode 700054, East Kolkata

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