सत्यमेव जयते

Government of West Bengal

USER GUIDE

State Online Single Window Services

Government of West Bengal

[www.silpasathi.wb.gov.in]

Name of the Services	Tourism Incentives(Registration)
Name of the Department/ Directorate	Tourism - WBTDCL

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.

APPLICATION STATUS DETAILS

SL.NO.	STATUS	RESPONSIBILITY
1	Basic Details saved **Description:**	Initiated
2	Application Submitted **Description:**	Department
3	Re-upload Documents **Description:**	Applicant
4	Documents Verified **Description:**	Department
5	REQUESTED FOR VISIT OFFICE / SCHEDULED APPOINTMENT **Description:**	Department
6	ATTACHMENTS UPLOADED / REUPLOADED **Description:**	Department
7	REQUESTED FOR RECTIFY & RESUBMIT APPLICATION **Description:**	Applicant
8	Resubmitted **Description:**	Department
9	Forwarded to concern authority **Description:**	Department
10	REGISTRATION CERTIFICATE GENERATED **Description:**	Applicant

SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

SL.NO.	NAME OF THE DOCUMENTS	FILE TYPE	ALLOWED MAXIMUM FILE SIZE
Documents Details Not Available			

*****For any critical issues or difficulties faced while submitting application please call to our QUICK RESPONSE TEAM at 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