



सत्यमेव जयते

Government of West Bengal

# 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                | Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948 |
| Name of the Department/ Directorate | Directorate of Factories   |

# 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      | Initiated<br><b>Description:</b> CAF data saved at Silpasathi end and partially submitted   | Initiated      |
| 2      | Application Data Saved / CAF upload Pending<br><b>Description:</b> Application data partially saved. Applicant needs to upload the digitally signed CAF   | Initiated      |
| 3      | Application Submitted<br><b>Description:</b> Application successfully submitted   | Department     |
| 4      | Back for Document(s)Re-upload(if required)<br><b>Description:</b> Applicant uploads additional documents (if required or instructed)  | Applicant      |
| 5      | Back for Correction(if required)<br><b>Description:</b> Application sent back to the applicant in case any changes required in the CAF  | Applicant      |
| 6      | Application sent to Deputy Director<br><b>Description:</b> Application sent internally by Department to the Deputy Director   | Department     |
| 7      | Application sent to Deputy Director Chemical(if required)<br><b>Description:</b>  | Department     |
| 8      | Application is approved by Joint Director Chemical, but pending for Joint Inspector General (if required)<br><b>Description:</b> Application is approved by Joint Director Chemical (in case it is a chemical manufacturing company), but pending approval from Joint Inspector General (if required or instructed) | Department     |
| 9      | Application sent to Joint Director<br><b>Description:</b> Application sent internally by Department to the Joint Director   | Department     |
| 10     | Resubmission In-process<br><b>Description:</b> Applicant needs to re-upload the digitally signed CAF (if required)  | Applicant      |
| 11     | Issued<br><b>Description:</b> Applicant then download the approved certificate/license from the Silpasathi portal   | Applicant      |

## SCANNED COPIES OF THE FOLLOWING DOCUMENTS WHICHEVER IS APPLICABLE

| SL.NO. | NAME OF THE DOCUMENTS   | FILE TYPE | ALLOWED MAXIMUM FILE SIZE |
|--------|---|-----------|---------------------------|
| 1      | Authenticated copy of Consent to establish from WBPCB   | pdf       | 200KB                     |
| 2      | Authenticated copy of purchase Deed/Lease Deed/ Rent Receipt as the case may be in respect of the premises to be used as Factory  | pdf       | 4096KB                    |
| 3      | Authentication Copy of Consent to operate issued by WBPCB for the factories having a hazardous process a defined under section 2(Cb) read with schedule I of factories Act,1948 as amended or a declaration for exempted category industries as notified by the West Bengal Pollution Contril Board | pdf       | 200KB                     |
| 4      | Authentication copy of Trade License  | pdf       | 200KB                     |
| 5      | Company PAN Card (Pvt. Ltd. Co. / Ltd., Partnership Co.) or Pan Card of Proprietor/Owner  | pdf       | 200KB                     |
| 6      | Declaration, duly signed by the occupier, stating whether any process or activity of the factory is a hazardous process as defined under section 2(cb) read with Schedule I of the Factories Act,1948 as amended  | pdf       | 200KB                     |
| 7      | Flow Chart Of Manufacturing Processes   | pdf       | 200KB                     |
| 8      | Forwarding Letter   | pdf       | 200KB                     |
| 9      | Other documents   | pdf       | 200KB                     |
| 10     | Site plan, Floor plan and Sectional elevation   | pdf       | 4096KB                    |

**\*\*\*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:1800-345-5562)**