



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	Drug Manufacturing License
Name of the Department/ Directorate	Health & Family Welfare - H & FW

# 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 <b>Description:</b> Applicant's data is saved and partially submitted	Initiated
3	Application Submitted <b>Description:</b> Application submitted successfully with necessary documents and information	Initiated
4	Document(s) Uploaded <b>Description:</b> Applicant upload the necessary supporting documents	Initiated
5	Fees Paid <b>Description:</b> Payment done successfully by the applicant and application is under progress	Department
6	Part A Download Certificate <b>Description:</b> Part A form successfully received by the applicant	Applicant
7	Part B CAF Submitted <b>Description:</b> Part B CAF successfully submitted by the applicant	Applicant
8	Part B Document Uploaded <b>Description:</b> Part B Document Uploaded by the applicant	Applicant
9	Save Product Details <b>Description:</b> Product Details successfully submitted by the applicant	Applicant
10	Save Staff Details <b>Description:</b> Staff Details successfully submitted by the applicant	Applicant
11	Fees Paid <b>Description:</b> Payment done successfully by the applicant and is under progress	Applicant
12	Upload Signed Application Form <b>Description:</b> Signed Application Form successfully submitted by the applicant	Department
13	Download License <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	Copy of resolution of the Board meeting along with list of Present Board of Directors with respect to Limited or Pvt Ltd companies	pdf	1024KB
2	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	pdf	1024KB
3	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	pdf	1024KB
4	Power of attorney (if any) of applicant in Non- Judicial Stamp Paper as per Proforma	pdf	1024KB
5	Sketch map of proposed Land / premises with location and surrounding(CAD Mode)	pdf	1024KB
6	Trade License/ Trade Enlistment Certificate, mentioning nature of trade	pdf	1024KB

**\*\*\*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)**