

	<b>Government of West Bengal</b> <b>Office of the Director/Chief Inspector of Factories</b> <b>Government of West Bengal</b> <b>New Secretariat Buildings, 8<sup>th</sup> Floor</b> <b>1, K.S. Ray Road,</b> <b>Kolkata - 700001</b>	<b>Control Copy</b>  <b>Copy no.</b>	
<b>Document no./ Title</b>	<b>Procedure for disposing online submission of Plan, Registration and License for Factories under Single Window Clearance System of Commerce &amp; Industries</b>		
<b>Section Title</b>	<b>Registration and Licence Section</b>		
<b>Section No.</b>	<b>Revision Date</b>	<b>Page</b>	<b>Issue Date</b>

- 1.0. **Purpose:** Procedure for online submission of Plan, Registration and License under Single Window Clearance System of State Service Delivery Gateway .
- 2.0. **Scope:** The Directorate introduced online submission of application by the factories for obtaining permission to construct/ approval of plan of factory, for registration and licence, and also for renewal of licence, with effect from 1<sup>st</sup> April, 2014. Manual process of submitting application has, however, not been discontinued. This online facility is applicable for all the factories defined under the Factories Act, 1948. The Directorate will monitor the actions of disposal of those applications by the 7 (seven) district offices along with Head Office, which will be submitted online through Online Single Window Clearance System and also directly through the Directorate website of [www.wbfactoryonline.in](http://www.wbfactoryonline.in)
- 3.0. **Definitions:** The SOP for online submission of Plan, Registration and License through Single Window Clearance System of State Service Delivery Gateway adopts the following definition in its framework.
  - (a) **Access:** means access to electronic services. It is gaining entry into, instructing or communicating with the logical, arithmetical or memory function resources of a computer, computer system or computer network;
  - (b) **Computer Resources (CR)** is defined under section 2(k) of Information Technology Act, 2000 to mean and include 'computer, computer system, computer network, data, computer data base or software';
  - (c) **Electronic mail (email):** Any message, image, form, attachment, data, or other communication sent, received, or stored within an electronic mail system. Here, email means and includes all the email account as allotted or shall be allotted to any user by this Directorate;
  - (d) **Electronic mail system:** Any computer software application that allows electronic mail to be communicated from one computing system to another.
  - (e) **Electronic Record (ER):** is defined under section 2(t) of Information Technology Act, 2000 as 'data, record or data generated, image or sound stored, received or sent in an electronic form or micro film or computer generated micro fiche.
  - (f) **Information:** is defined under section 2(t) of Information Technology Act, 2000 to include data, message, text, image, sound, voice, codes, computer programmes, software and data bases or micro film or computer generated micro film;
  - (g) **Time frame for Disposal of application** is defined as **65 working days** for disposing

any valid application for approval of plan of the factory/ permission to construct factory, for registration and issue of license.

**(h) Valid application:** is defined as the electronic applications for approval of plan and or registration of factories under the Factories Act,1948 in prescribed format(s), proof of fees paid through GRIPS or through TR-7 and with appropriate enclosures in order in physical form.

4.0. **Responsibilities:** The general and specific responsibility for accessing user accounts lies with IFs of the respective areas in the districts. The heads of the Branch Offices, and two nodal officers for the area under the headquarters, shall cause to open the user account every working day and download and print the application and enclosures, if submitted, and after that it shall be immediately scrutinised.

5.0. **Procedure:**

(i) The users against, whom such email accounts are issued shall be responsible for using the user account for the sending, receiving, or storing of electronic mail or information. He shall be responsible for keeping password in safe custody. On 1<sup>st</sup> login the user shall change the default password. On relinquishing such post, against which such user account is issued, user shall formally handover such access right to his/her successor with intimation to this Directorate forthwith. The succeeding user shall change the password on 1<sup>st</sup> login. The users are obliged to access and use the user account in a responsible, effective and lawful manner<sup>1</sup>.

(ii) In case of application for approval of plan and/or registration of factories, if it is valid application it should be acknowledged with the acknowledgement id and date. Then the application will be scrutinized and physical verification of the site will be done. If everything is found to be in order alongwith the necessary documents the file will be forwarded to the respective DY.CIFs and it will be routed through Joint Chief Inspector of Factories to Chief Inspector of Factories, West Bengal for approval of plan and licensing. Presently the total process will take approximately 65 days provided all conditions fulfilled.

(iii) Service level of application shall be counted from generation of acknowledgement id . If such application is not valid due to reason of non submission of requisite documents or fees the user shall cause to notify the applicant about the particular absence of the documents and/or difference in fees paid and requisite fees. Once the applicant submitted the documents required and submitted proof of depositing requisite fees, the user shall again update the status.

(iv) If a user receives any offensive, unpleasant, harassing or intimidating messages in response of any notification, he/she shall inform the Director of the Directorate of Factories, West Bengal. It is important to trace such message as quickly as possible and take appropriate actions against the errant. The user must not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of Government or any unit of the Government, unless appropriately authorized (explicitly or implicitly) to do so. All other issues regarding usage of account and Information Security

shall follow *mutatis mutandis* the SOP on managing Information security breaches issued vide no. Com.55(III)/160/2012 dt. 03.09.2013 and SOP on e-mail usages on 11.06.2012.

(v) The Department of Information Technology & Electronics, Govt. of West Bengal, or its subsidiary agency and or other State or Central Agencies having control over domain or Internet Service Providers (ISP) reserve the right of copyright, user creation, activating and or deactivating user account, regeneration of default password in case of forgetting of password, maintenance of email accounts etc. Violation of any provision this SOP may result in disciplinary action and/or user may lose the access privileges of Government Information Resources, civil, and criminal prosecution.

**ENDNOTES:**

1. All computer software programs, applications, source code, object code, documentation and data shall be guarded and protected as those are state property.
2. All users are responsible for managing their use of CR and are accountable for their actions relating to IR security. The users are also equally responsible for reporting any suspected or confirmed violations of this policy to the appropriate management.

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**6.0. Abbreviations:**

IF: Inspector of Factories,	ISP: Internet Service Provider;
CR: Computer Resource Dy.CIF: Deputy Chief Inspector of Factories,	MPLS-VPN: Multi Protocol Layer Switching – Virtual Private Network
	OSWiCS: Online Single Window Clearance System
ER: Electronic Records	
GRIPS: Government Receipt Portal System	

**7.0. Reference:**

- a. Section 6 & 7 of the Factories Act, 1948;
- b. Chapter I of the WB Factories Rule, 1958;
- c. Section 85(2) of the Factories Act, 1948 read with Govt. of West Bengal, Labour Department Notification No. 1043 – L.W. dated 24.09.1980 read with subsequent revised Notification No. 781 – LW / IF – 11 / 06 dated 03.10.2007.
- d. 2, 7, 7A, 66, 67 of Information Technology Act, 2000;
- e. User guidelines and mandatory documents( for approval of plan and registration).

[e\) User Guidelines](#)