

Single Window Portal

Registration and Grant and Renewal of license under The Factories Act, 1948

Directorate of Factories & Boilers, Labour
& ESI Department, Govt. of Odisha

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Introduction

Industries Department of the Govt. of Odisha has developed the online *Single Window Portal* in order to facilitate 'Ease of Doing Business' and foster a conducive business environment in the State. It acts as a single window for clearances from 15 state departments, leveraging technology to bring in transparency, improve efficiency and extend time-bound clearances to the investors.

The *Single Window Portal* allows seamless integration with portals of different government departments thereby eliminating the need to fill forms multiple times, ensuring time-bound clearance, as well as ensuring single login credential for all applications. It acts as a one-stop solution for information, registration, approvals, e-payment and application tracking for clearances/approvals. It also provides updated information relating to relevant rules, regulations, orders and policy initiatives and schemes for guiding the investors. In addition to this, the portal sends alerts, via email and SMS, to applicants about the progress on their submitted applications.

Other key features are:

- Information regarding status of approved proposals, proposed investments and pending applications.
- An online grievance redressal and feedback mechanism, to timely address issues faced by investors.
- Existing online systems such as Land Bank (GO iPLUS), Central Inspection Framework and Automated Post Allotment Application (APAA), and the CSR portal are integrated into the *Single Window Portal*, making it a one-stop-shop for a plethora of services.

This document is intended to serve as a User Manual for grant of “Registration & Grant and Renewal of License under The Factories Act, 1948” service from the Directorate of Factories & Boilers, Labour & ESI Department, Govt. of Odisha.

General Instructions

Based on the geographical location of the factory and the no. of employees proposed to be employed, and the application will be routed to the Director or the designated Divisional Deputy Director of Factories & Boilers. Prior to applying to this service, if the applicant has applied for PEAL, the first section of the Registration & Grant and Renewal of License under The Factories Act, 1948 will get auto-populated from the PEAL form. Applicant who did not fill the PEAL form, will have to fill all the fields.

Fields marked with “*” are mandatory and should be filled in before submitting the form on the single window portal. Leaving fields blank in the Form is not allowed. In case applicants wish not

to enter data in a field, they can put “NA” if it is a text/description field or a “0”, if it is a numeric field. In case of errors, the form will show an error message. The applicant may correct the data and save the form again.

Some of the fields can accept multiple values. If the applicant wishes to furnish more than one item, he may use the “+” button to add more rows. Similarly, if he wishes to remove a row, he may use “x” button.

Applicants can attach documents in digital format as documentary evidences which the department will use for verification. Clicking on the choose button will let them select the document to be uploaded. Before submitting the document, they need to ensure that all the information furnished by them is satisfactory and correct to the best of their knowledge and understanding. After checking that the information furnished in all the fields are in order, they can submit the application by clicking on the ‘Submit’ button.

After the form is successfully submitted, applicants can pay the required fees based on the installed power (in K.W.) and maximum no. of workers employed in a day, either online or offline. If they wish to pay offline, they may choose the ‘Over the Counter’ option on the Cyber Treasury payment gateway. A challan with the account details of the department will then be generated. The applicant will take the hard copy of the challan to the nearest branch of the bank selected and deposit the amount either by Cash, or by means of Demand Draft. Once the fee is processed by the bank, the bank will send a transaction ID via SMS, which then will have to be entered on the Cyber Treasury portal to complete the application process.

Upon payment the applicant will receive an SMS & Email notification with the application number from the single window portal.

Checklist of Documents

The applicant will need to attach the following documents with the application:

1. Upload Letter of approval of plans/extension plans from the Directorate of Factories & Boilers
2. List of Directors (Report as per ROC records) [for Private & Public Firms and PSUs]
3. Resolution of Directors/Partners nominating the occupier under section 2(n) of the Factories Act, 1948 [for Private & Public Firms and PSUs]
4. Notification / Appointment order in case of Govt./PSU/Local fund factories authorizing administrative head to act as occupier under Section 2 (n) of the Factories Act,1948 [for Govt. or Local Fund Factory]
5. Stability Certificate issued by a recognized Competent Person under Rule 3-A of the Odisha Factories Rules, 1950

6. Safety & Health Policy under Rule 12 - AA of the Odisha Factories Rules, 1950 for factories employing 50 or more workers & factories with hazardous manufacturing process under Section 2(cb) of the Factories Act,1948
7. Scanned copy of Signature of Occupier
8. Scanned copy of Signature of Manager

Timeline

Registration & Grant and Renewal of License under The Factories Act, 1948 is provided within 30 working days from the date of submission of application. The department can however raise queries on the application within 7 working days of receipt of application.

Field Instructions

<u>Sl. No.</u>	<u>Field Name</u>	<u>Instructions</u>
1	Factory Name	Enter the name of the Factory
2	Application for the Years	Select the Year from which License for the Factory is sought
3	Term of License	Select the term of the license.
4	Type of Firm	From the dropdown list select the firm type
5	Address of the Factory	Enter the address of the factory. District, Block and Subdivision can be selected from the dropdown list.
6	Nature of Manufacturing Process	Mention the nature of manufacturing process carried out in the last 12 months and proposed to be carried out in the next 12 months.
7	Principal products manufactured during last twelve months	Name of Principal Products manufactured in the factory in the last 12 months and their cost of production
8	Maximum number of workers proposed to be employed on any one day during the year	Sum of no. of men and women workers proposed to be employed in the factory
9	Numbers of workers to be ordinarily employed in the factory	Average number of workers to be employed in the factory daily
10	Nature of power	Enter the details like nature of power, the type of source (thermal, wind, hydel, solar, etc.) and their respective capacities, etc.

<u>Sl. No.</u>	<u>Field Name</u>	<u>Instructions</u>
11	Total amount of power (K.W.) installed or proposed to be installed	Installed capacity considering future expansion plans
12	Maximum amount of power proposed to be used (in kW)	Enter the maximum power to be used during the license period
13	Details of the Manager	Enter the name, age, address and contact details of the Manager/ Supervisor of the factory. District and Block can be selected from the dropdown list.
14	Details of the Occupier	Enter the name, age, address and contact details of the Occupier of the factory premises. District and Block can be selected from the dropdown list. Occupier may be: <ul style="list-style-type: none"> • The Proprietor of the Factory in case of Private Firm/Proprietary concern • Directors in case of Public Limited Liability Company • Where a managing Agent has been appointed, the name of the Managing Agent and directors thereof • Shareholders in case of a private company where no Managing Agents have been appointed • The Chief Administrative Head in case of a Government or local fund factory
15	Details of Owner of the Premises of Building (including the precincts) thereof	Enter the name, age, address and contact details of the Owner of the factory premises. District and Block can be selected from the dropdown list.

Application Procedure

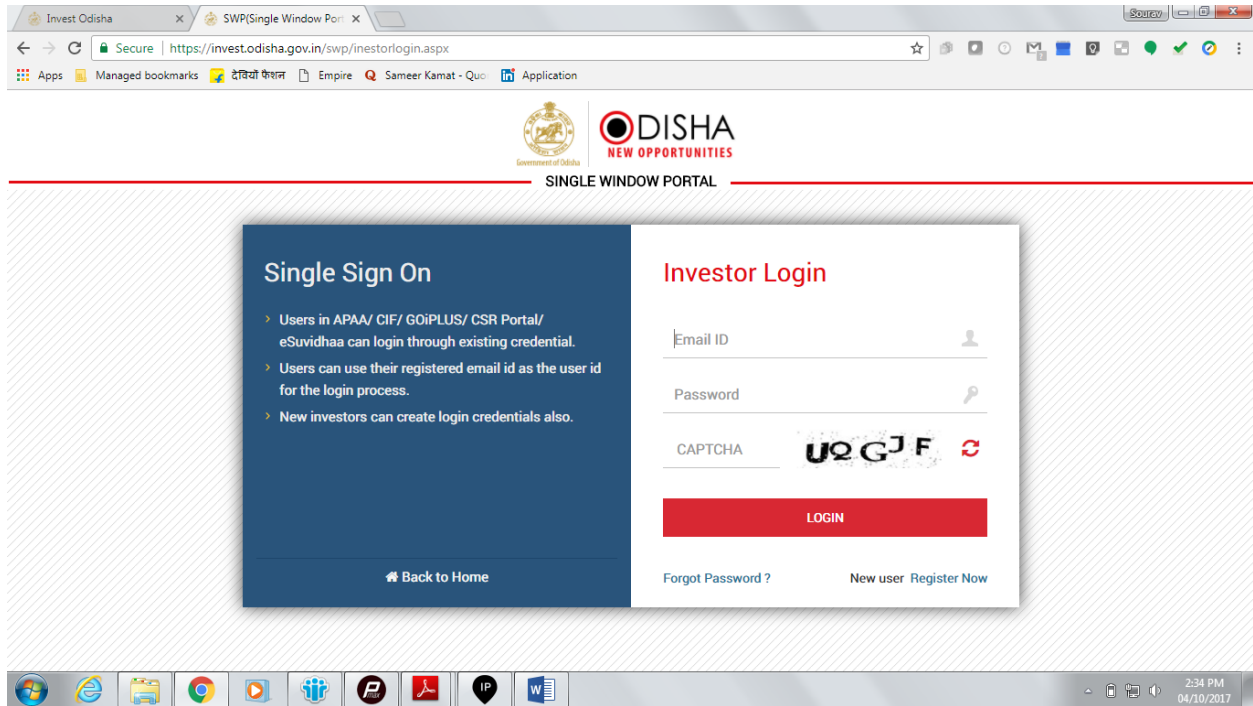
1. Applicants will go to the URL: <https://investodisha.gov.in>

The screenshot shows the homepage of the Invest Odisha website. The browser address bar displays <https://invest.odisha.gov.in>. The website header includes the Odisha Government logo, the text "ODISHA NEW OPPORTUNITIES", and navigation links for "Advantage Odisha", "Policy Framework", "Focus Sectors", "Ease of Doing Business", "Industrial Land Bank", "Success Stories", and "Project Profiles". A prominent banner titled "Educational Hub of the East - Availability of Industry-Ready Manpower" features two columns of text. The left column, "Large pool of skilled manpower", states that 1,25,000 technical manpower pass out annually from 773 technical training institutions and lists national institutes of higher learning: International Institute of Information Technology (IIIT), Indian Institute of Management (IIM), National Institute of Technology (NIT), and Odisha University of Agriculture and Technology (OUAT). The right column, "Nationally acclaimed research institutions", lists: Central Institute of Plastics Engineering and Technology (CIPET), Bhubaneswar; ICAR-Indian Institute of Water Management, Bhubaneswar; ICAR - National Rice Research Institute, Cuttack; Central Institute of Freshwater Aquaculture, Bhubaneswar; National Institute of Science Education & Research (NISER), Bhubaneswar; and Indian Institute of Science Education and Research (IISER), Berhampur. Below the banner are three highlighted blocks: "Compendium of Business Reforms", "GO/PLUS Govt. of Odisha Industrial Portal for Land use and Services", and "SWP (Single Window Portal)". To the right of these blocks are portraits and names of Shri Naveen Patnaik (Hon'ble Chief Minister), Shri Niranjan Pujari (Hon'ble Minister of Industries), and Shri Sanjeev Chopra (Principal Secretary). A "Focus Sectors" section is partially visible at the bottom. The browser's taskbar at the bottom shows various application icons and the system clock indicating 2:28 PM on 04/10/2017.

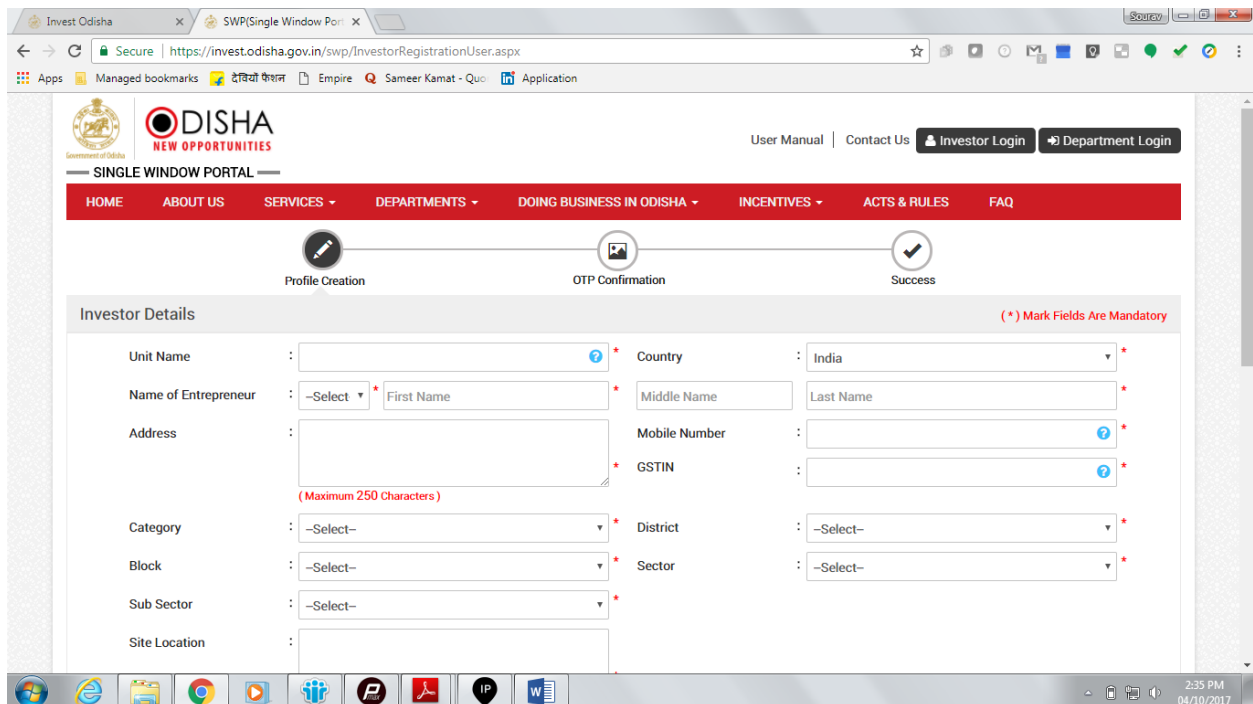
2. Clicking on the SWP (Single Window Portal) block will take the applicant to the Single Window Portal.

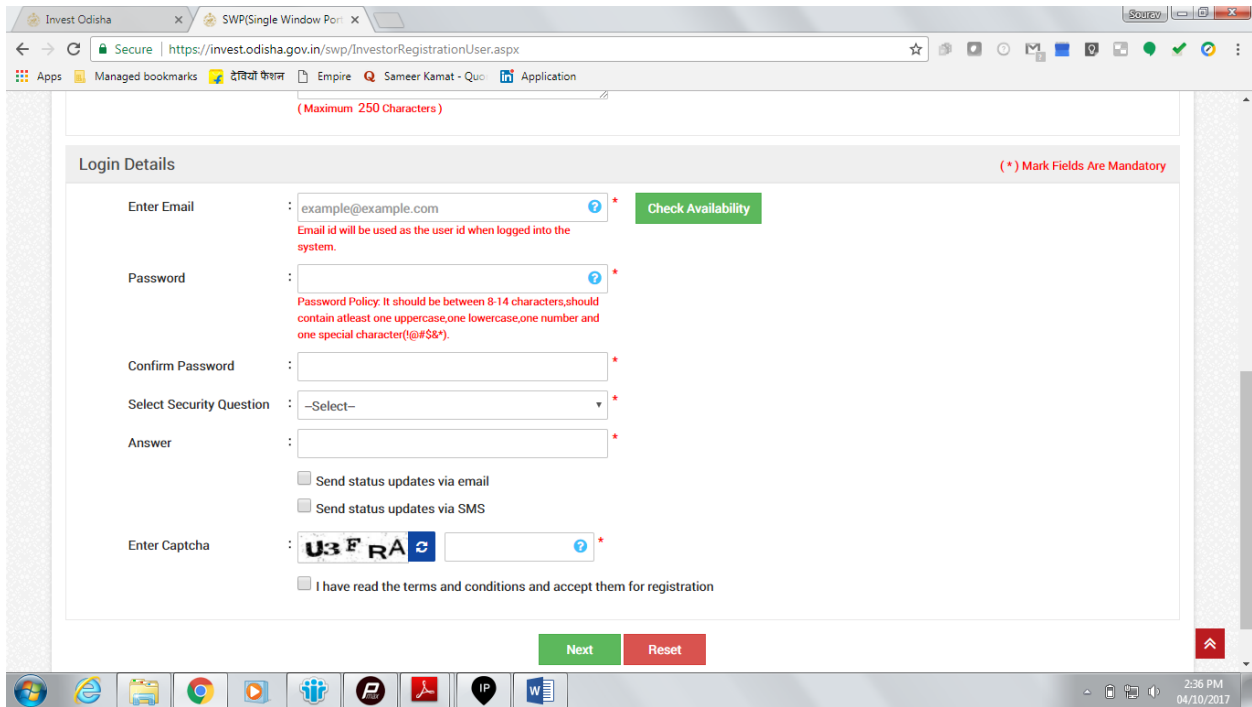
The screenshot shows the Single Window Portal website. The browser address bar displays <https://invest.odisha.gov.in/swp/>. The website header includes the Odisha Government logo, the text "ODISHA NEW OPPORTUNITIES", and navigation links for "User Manual", "Contact Us", "Investor Login", and "Department Login". A prominent banner titled "LARGE SCALE INDUSTRIES" features the text "The state by providing necessary support services" and an image of an industrial facility. Below the banner is a "Notifications" section. The main content area is divided into two columns: "About Us" and "News". The "About Us" section describes the Industrial Promotion & Investment Corporation of Odisha Limited (IPICOL) as the State Level Nodal Agency of the Government of Odisha for investment promotion and facilitation. It states that IPICOL is the single point of contact to handhold and facilitate prospective investors. The Facilitation Cell at IPICOL provides information regarding the policy ecosystem & infrastructure facilities, assesses the land and utility requirements for. The "News" section includes a "View All" link and two news items: "Odisha showcases investment potential at investors' meet" and "Odisha Govt, FICCI join hands to promote culture, tourism". The browser's taskbar at the bottom shows various application icons and the system clock indicating 2:32 PM on 04/10/2017.

3. Applicant will click on 'Investor Login' to sign-in into the Single Window Portal. The following login page opens up.

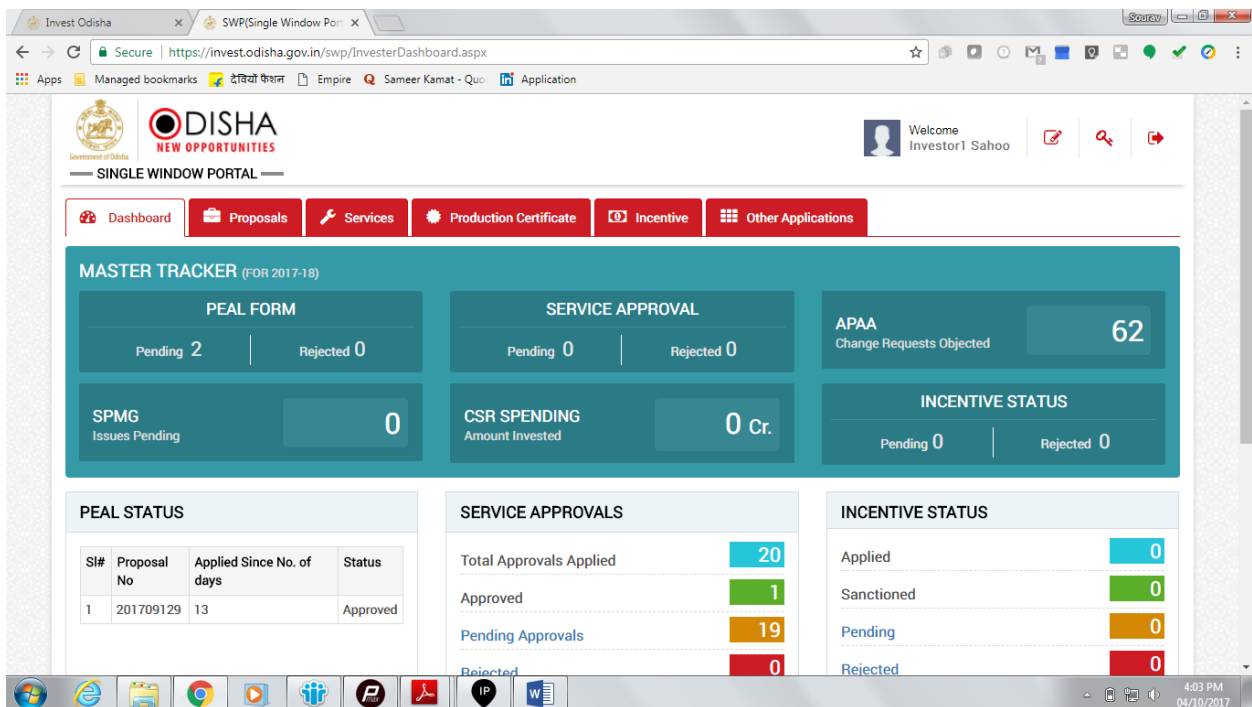


4. Existing users of APAA/CIF/GO-iPLUS/CSR Portal/eSuvisha can log into the Single Window Portal using the same credentials. New applicants can register themselves on the portal by clicking on the 'Register Now' button. The users have to fill the registration form and verify themselves by entering the OTP sent to the mobile number entered.





5. Upon registration/logging in, the applicant can view their dashboard.



6. In the 'Services' section, the applicant can view the list of services offered by the Single Window Portal.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor1 Sahoo'. The 'Services' menu item is active. The 'Clearance/Approval' section is visible, featuring a search bar and a table of services.

Sl#	Department	Services	Application Fee	Apply Now
1	Commercial Tax Organization	Registration for Professional Tax	NA	<input checked="" type="checkbox"/>
2	Department of Energy	Power Connection Application	NA	<input checked="" type="checkbox"/>
3	Department of Energy	Certification of Electrical Installation by Chief Electrical Inspector	NA	<input checked="" type="checkbox"/>
4	Food Supplies and Consumer Welfare Department (FSCW)	Licences as manufacture of weight and measure under the legal metrology	50000.00	<input checked="" type="checkbox"/>
5	Housing and Urban Development Department (H UD)	Building plan approval	NA	<input checked="" type="checkbox"/>
6	Housing and Urban Development Department (H UD)	Trade licensing	NA	<input checked="" type="checkbox"/>

7. From the list of services, applicant can apply to the service “Registration & Grant and Renewal of License under The Factories Act, 1948” by clicking on . The following form will open up, which allows the applicant to fill in the required details. After filling up the form, the applicant can submit the form by clicking on the “Submit” button.

The screenshot shows the 'Form Registration' step of the application process. The user is logged in as 'Investor2 Sahoo'. The form is titled 'Form 2 Application for Registration and grant / renewal of license/ notice of occupation specified in sections 6 & 7 of The Factories Act, 1948'.

The form includes the following fields:

- Type*: New Renewal
- Application for the year(s)*:
- Factory Name*:
- Term of Licence*: 1Yr 5Yr 10Yr
- Application for the Period*:

Below these fields is the '2.Factory Address Details' section, which includes a 'Type of Firm*' dropdown menu and a field for '(a) Postal Address and situation of the factory*'.

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeILKaEg/apRg2OfcSCBQSK9XF4wJbBuUGhz3j3pSGkdJODiuDty

2.Factory Address Details

Type of Firm* : Select (a) Postal Address and situation of the factory* :

District* : Select Block* : Select

SubDivision* : Select Pincode* :

(b) Address for correspondence* : Same as above District* : Select

Block* : Select

3.Nature of manufacturing process

(a)Carried on during the last twelve months for existing factories* :

(b)To be carried on during the next twelve months for all factories* :

4.Principal products manufactured during last twelve months:

Name of the Principal Product(s)	Cost of Production (in INR Lakhs)	
1 <input type="text"/>	<input type="text"/>	<input type="button" value="+"/> <input type="button" value="x"/>

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeILKaEg/apRg2OfcSCBQSK9XF4wJbBuUGhz3j3pSGkdJODiuDty

4.Principal products manufactured during last twelve months:

Name of the Principal Product(s)	Cost of Production (in INR Lakhs)	
1 <input type="text"/>	<input type="text"/>	<input type="button" value="+"/> <input type="button" value="x"/>
<input type="button" value="+"/> <input type="button" value="x"/>		

5. Manpower

Men* :

Women* :

(i)Maximum number of workers proposed to be employed on any one day during the year* :

(ii)Maximum number of workers employed on any one day during the last 12 months.* :

(iii)Numbers of workers to be ordinarily employed in the factory* :

6. Power Details

(i)Nature of power* :

(ii)Total amount of power(K.W)installed or proposed to be installed* :

(iii)Maximum amount of power proposed to be used (in kW)* :

https://invest.odisha.gov.in/ | Search

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeLKaEg/apRg2OfcSCBQSKk9XFr4w/JbBuUGhz3j3pSGkdJODiuDty

Apps | Managed bookmarks | देविशो फैशन | Empire | Sameer Kamat - Quo | Application

6. Power Details

(i) Nature of power * :

(ii) Total amount of power (K.W.) installed or proposed to be installed* :

(iii) Maximum amount of power proposed to be used (in kW)* :

7. Details of the Manager under the Factories Act

Full Name* : Mr First Middle Last Age :

Father's/Husband's Name* : Permanent Address* :

District* : Block* :

Address for correspondence* : Same as above District* :

Block* : Mobile Number* :

Email Id :

3:56 PM 13/10/2017

https://invest.odisha.gov.in/ | Search

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeLKaEg/apRg2OfcSCBQSKk9XFr4w/JbBuUGhz3j3pSGkdJODiuDty

Apps | Managed bookmarks | देविशो फैशन | Empire | Sameer Kamat - Quo | Application

8. Details of the Occupier under the Factories Act

Full Name* : Mr First Middle Last Age :

Father's/Husband's Name* : Designation * :

Permanent Address* : District* :

Block* :

Address for correspondence* : Same as above District* :

Block* : Mobile Number* :

Email Id :

9. Details of Owner of the Premises of Building (including the precincts) thereof

Full Name : Mr First Middle Last Age :

Father's/Husband's Name : Permanent Address :

District : Block :

3:56 PM 13/10/2017

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeLKaEg/apRg2OfcSCBQSKk9XF4wJbBuUGhz3j3pSGkdJODiuDty

9.Details of Owner of the Premises of Building (including the precincts) thereof

Full Name : Mr [First] [Middle] [Last] Age : []

Father's/Husband's Name : [] Permanent Address : []

District : [Select] Block : [Select]

Address for correspondence : Same as above [] District : [Select]

[] Block : [Select]

Mobile Number : []

Email Id : []

10.Details of approval of plan/extension plans

(a)Upload Letter of approval of plans/extension plans* : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Upload Documents

List of Directors (search Report as per ROC records) : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Resolution of Directors/Partners nominating the occupier under section 2(n) of the Factories Act,1948 : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeLKaEg/apRg2OfcSCBQSKk9XF4wJbBuUGhz3j3pSGkdJODiuDty

10.Details of approval of plan/extension plans

(a)Upload Letter of approval of plans/extension plans* : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Upload Documents

List of Directors (search Report as per ROC records) : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Resolution of Directors/Partners nominating the occupier under section 2(n) of the Factories Act,1948 : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Notification / Appointment order in case of Govt./PSU/Local fund factories authorizing administrative head to act as occupier under Section 2 (n) of the Factories Act,1948 : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Safety & Health Policy under Rule 12 - AA of the Odisha Factories Rules,1950 for factories employing 50 or more workers & factories with hazardous manufacturing process under Section 2(cb) of the Factories Act,1948 : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Stability Certificate issued by a recognised Competent Person under Rule 3-A of the Odisha Factories Rules,1950 (Original Certificate to be sent by post to the Director,Factories & Boilers , Odisha , Bhubaneswar)* : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Scan signature of occupier* : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

Scan signature of manager * : [Choose File] No file chosen
Only jpg,png,pdf and max size 4 MB files allowed.

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

The screenshot shows a web browser window displaying the application form on the Invest Odisha portal. The URL is <https://invest.odisha.gov.in/swp/FormView.aspx?enc=ZxRa81esYKeLKaEg/apRg2OfcSCBQSK9XFr4vJbBuUGhz3j3pSGkdJODiuDty>. The form contains several fields for document uploads, each with a "Choose File" button and a "No file chosen" message. The fields are:

- Notification / Appointment order in case of Govt./PSU/Local fund factories authorizing administrative head to act as occupier under Section 2 (n) of the Factories Act,1948
- Safety & Health Policy under Rule 12 - AA of the Odisha Factories Rules,1950 for factories employing 50 or more workers & factories with hazardous manufacturing process under Section 2(cb) of the Factories Act,1948
- nominating the occupier under section 2(n) of the Factories Act,1948
- Stability Certificate issued by a recognised Competent Person under Rule 3-A of the Odisha Factories Rules,1950 (Original Certificate to be sent by post to the Director,Factories & Boilers , Odisha , Bhubaneswar)*
- Scan signature of occupiaer*
- Scan signature of manager *

Each upload field has a red text note: "Only jpg,png,pdf and max size 4 MB files allowed." Below the upload fields is a checkbox: I hereby declare that the particulars given above are true to the best of my knowledge and belief.

The "Payment Details" section shows a "Total Amount" of 250.00/- and a green "Submit" button.

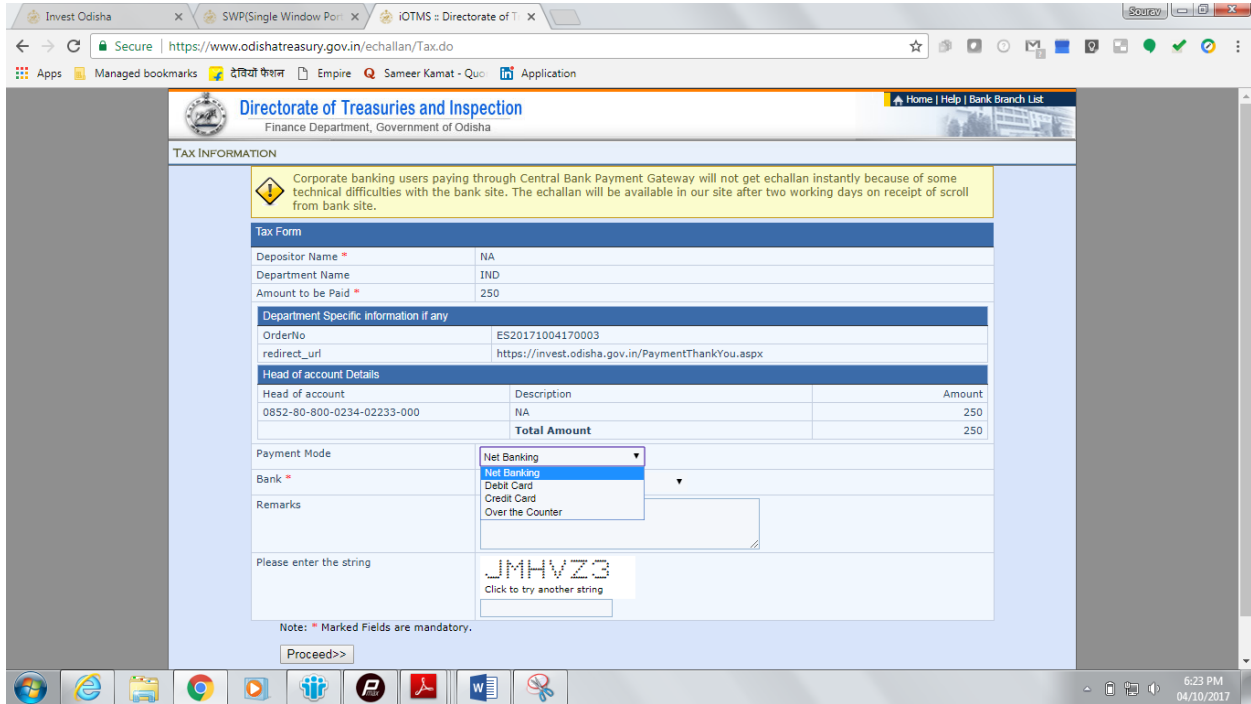
Copyright © All rights reserved. To 2017

While filling up the application form, the applicant can upload scanned copies of required documents in the respective fields. Application fee will be calculated automatically based on the information filled by the applicant and displayed at the bottom of the form.

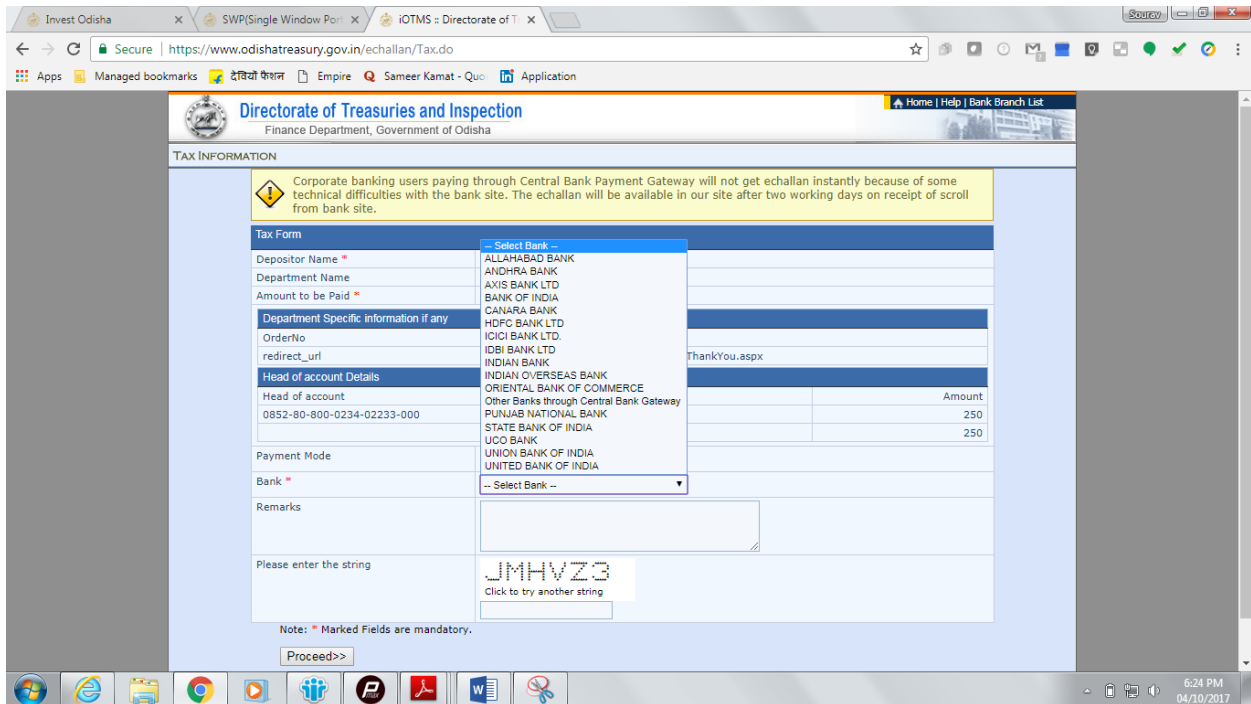
- Upon submission, the applicant will confirm payment of fees by clicking on the 'Pay Now' button.

The screenshot shows the payment confirmation page on the Invest Odisha portal. The URL is <https://invest.odisha.gov.in/swp/ServicePayment.aspx?enc=mUX5JvffTOboOCE+6xFBFZS2WfjjeD8Ft+0iUdXfzC+1gtDdhKBjxfds...>. The page features the DISHA logo and the text "SINGLE WINDOW PORTAL". A navigation menu includes "Dashboard", "Proposals", "Services", "Production Certificate", "Incentive", and "Other Applications". A progress bar shows three steps: "Form Registration" (completed), "Payment Details" (current step), and "Success" (pending). Below the progress bar, the "Payment Amount" is 250, and there is a green "Pay Now" button.

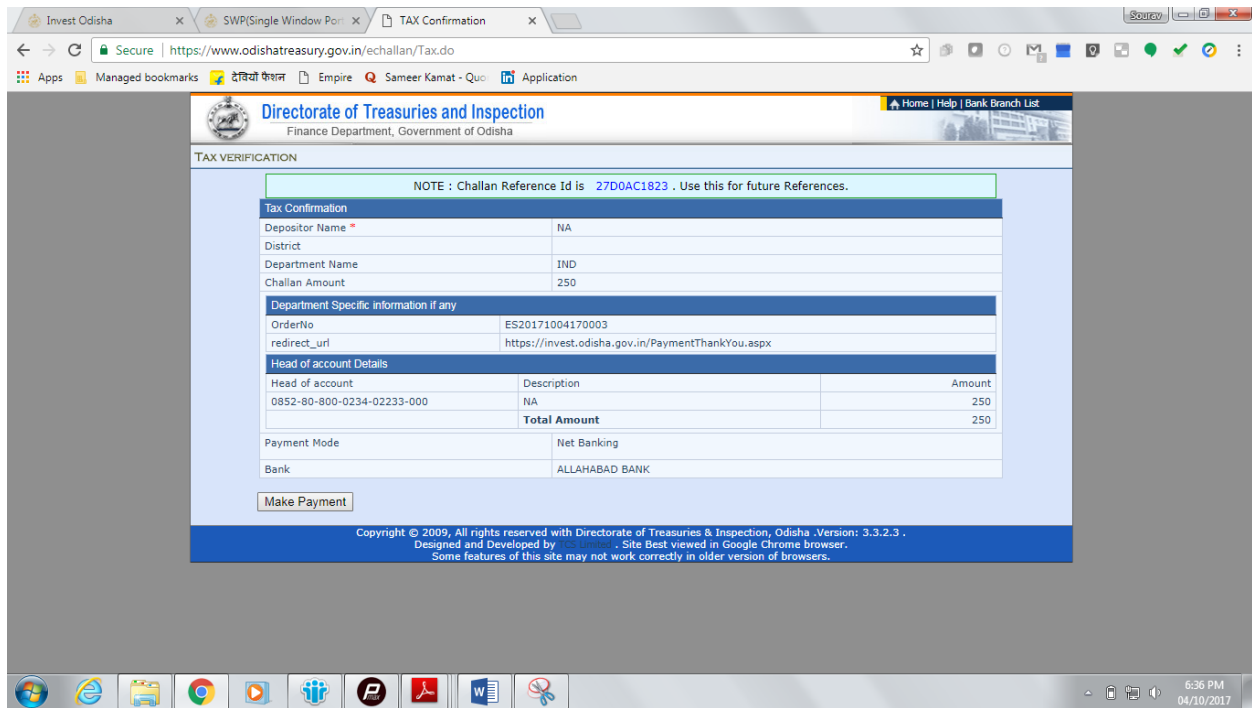
- The page redirects to the payment gateway. The applicant, after confirming that the amount displayed on the page is correct, can select the mode of payment from the available options. (Net Banking/Debit Card/Credit Card/Over the Counter)



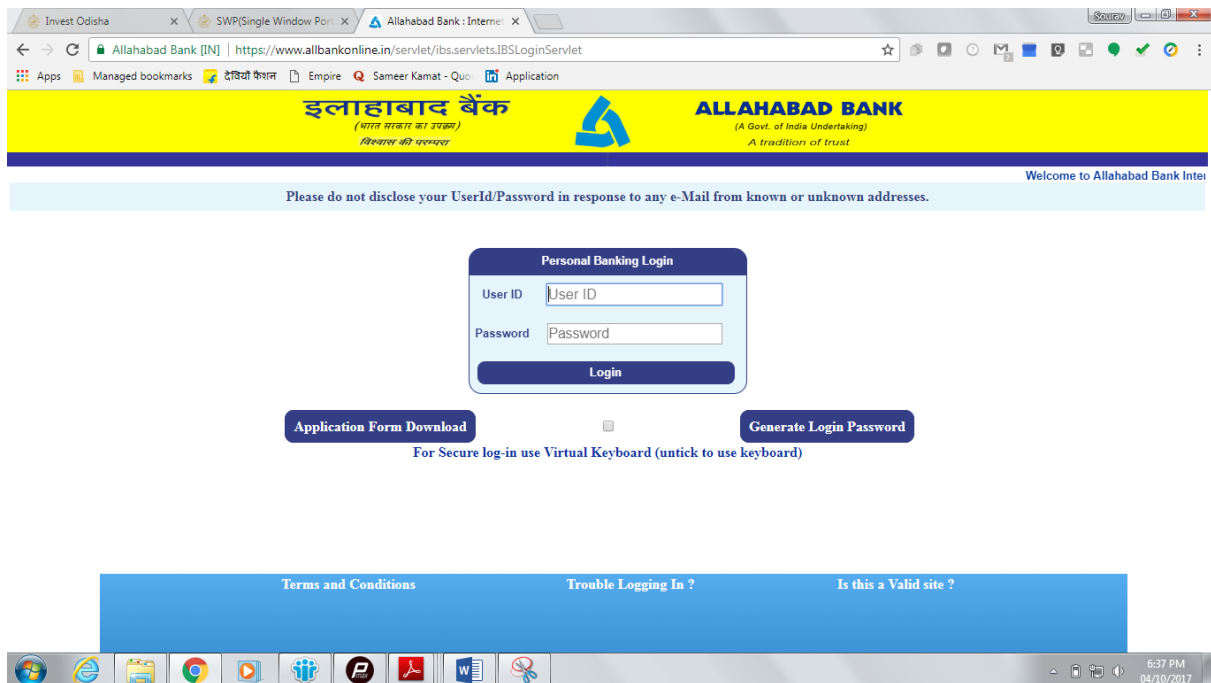
- Applicants can select the bank of their preference and proceed to payment.



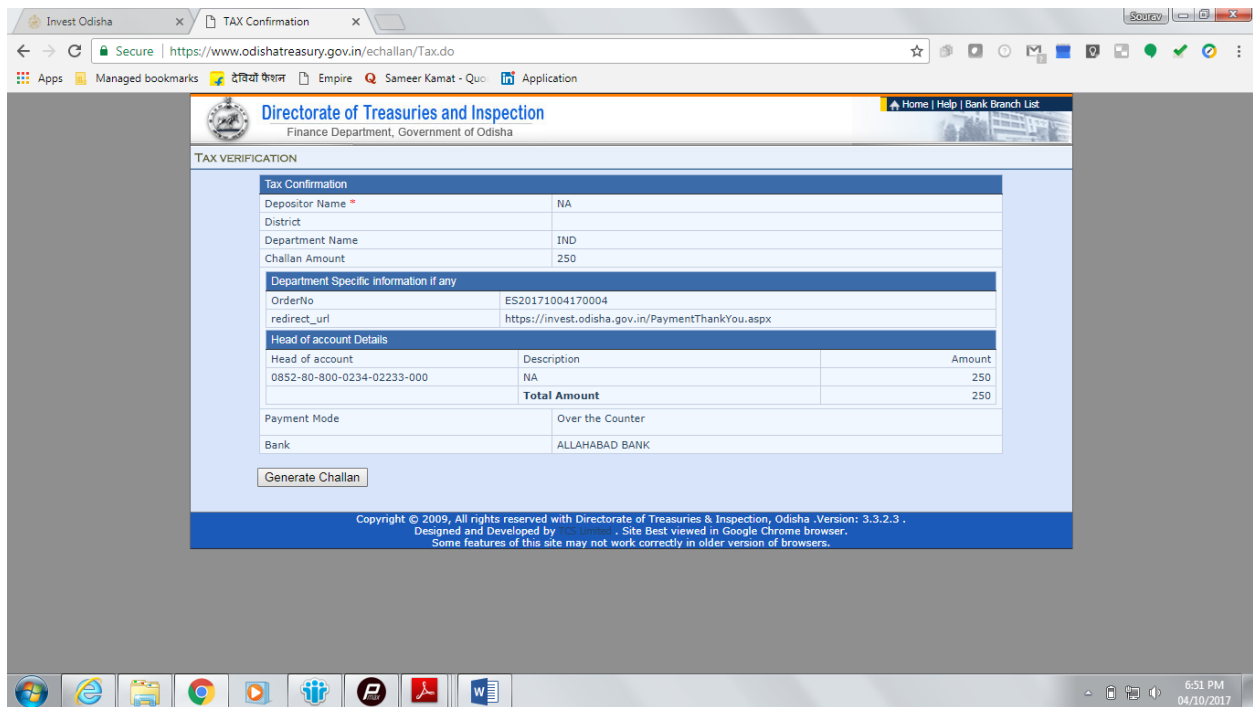
11. If the mode of payment is online (Net Banking/Credit Card/Debit Card), upon clicking the 'Make Payment' button, the page will be redirected to the selected bank's payment portal.



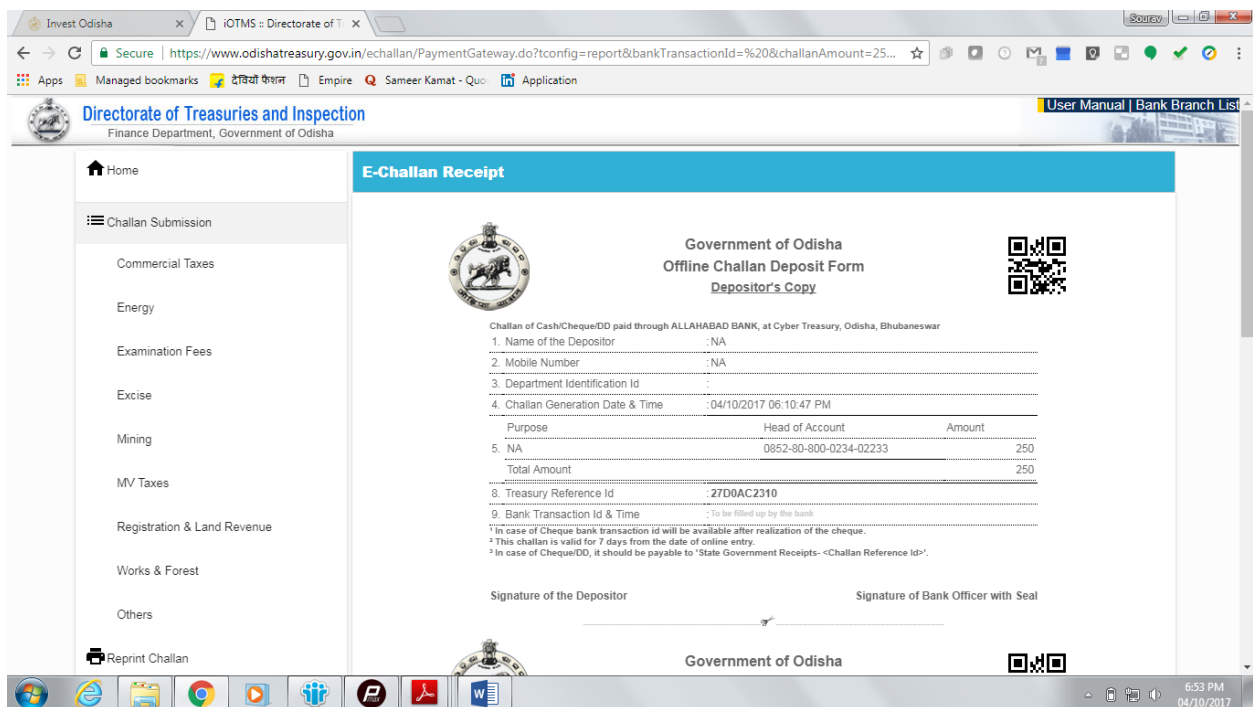
12. Applicant can fill in their details and pay the requisite amount at their selected bank's payment portal.



13. If the mode of payment is offline (Over the Counter), the applicant can generate the Challan for that transaction by clicking the 'Generate Challan' button. The page will be redirected to the selected bank's payment portal.




14. A downloadable e-Challan receipt will be displayed mentioning the head of account and the amount to be paid.



The applicant can take the copy of the challan to the nearest branch of the bank selected and pay the amount.

Government of Odisha
Offline Challan Deposit Form
Depositor's Copy



Challan of Cash/Cheque/DD paid through ALLAHABAD BANK at Cyber Treasury, Odisha, Bhubaneswar

1. Name of the Depositor : NA

2. Mobile No. : NA

3. Department Identification ID : NA

4. Challan Generation Date & Time : 04/10/2017 06:10:47 PM

Purpose	Head of Account	Amount
NA	0852-90-500-0234-02233	Rs. 250/-
Total Amount		Rs. 250/-

5. Treasury Reference ID : 27D0A5D23A


7. Bank Transaction Date & Time : To be filled by the bank

1. This challan is valid for 7 days from the date of online entry.
2. In case of Cheque, bank transaction id will be available after realization of the cheque.
3. In case of Cheque/DD, it should be payable to State Government Receipts - Challan Reference ID.

GOVERNMENT OF ODISHA
Directorate of Treasuries and Inspection

Signature of Bank Officer with Seal

Government of Odisha
Offline Challan Deposit Form
Bank's Copy



Challan of Cash/Cheque/DD paid through ALLAHABAD BANK at Cyber Treasury, Odisha, Bhubaneswar

1. Name of the Depositor : NA

2. Mobile No. : NA

3. Department Identification ID : NA

4. Challan Generation Date & Time : 04/10/2017 06:10:47 PM

Purpose	Head of Account	Amount
NA	0852-90-500-0234-02233	Rs. 250/-
Total Amount		Rs. 250/-

5. Treasury Reference ID : 27D0A5D23A

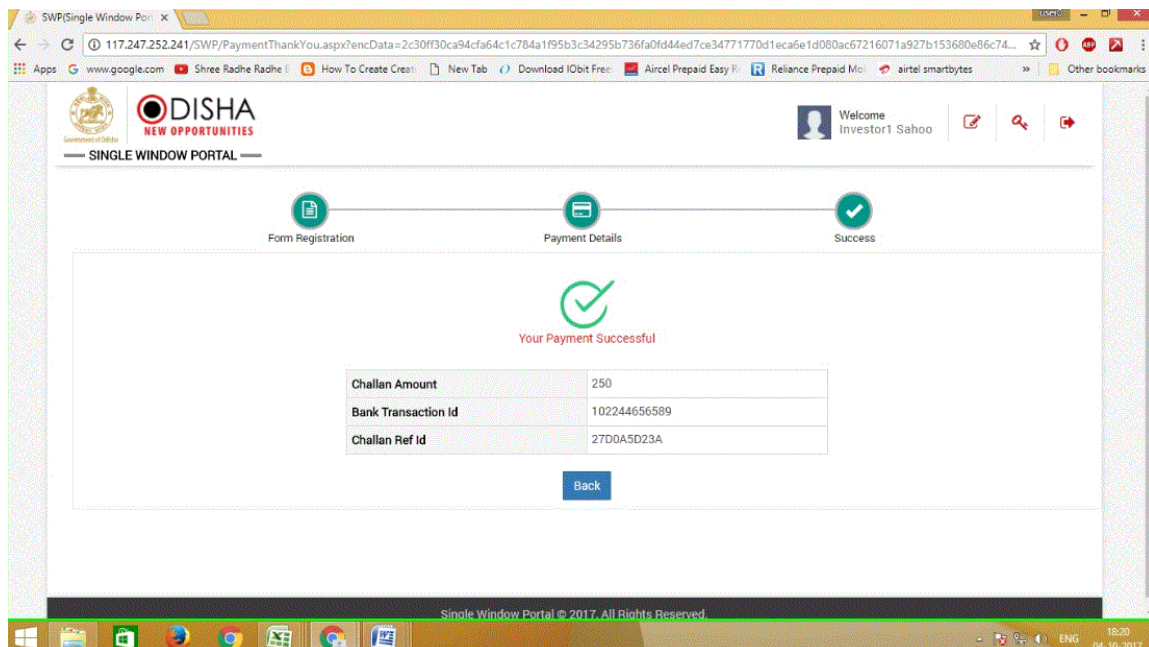
7. Bank Transaction Date & Time : To be filled by the bank

1. This challan is valid for 7 days from the date of online entry.
2. In case of Cheque, bank transaction id will be available after realization of the cheque.
3. In case of Cheque/DD, it should be payable to State Government Receipts - Challan Reference ID.

GOVERNMENT OF ODISHA
Directorate of Treasuries and Inspection

Signature of Bank Officer with Seal

- Upon successful payment an Application No., Transaction ID and a Challan Reference ID will be generated and the page will be redirected the Single Window Portal. The following acknowledgement appears on the screen. An SMS/Email notification is also be sent to the applicant with all the details from the single window portal.

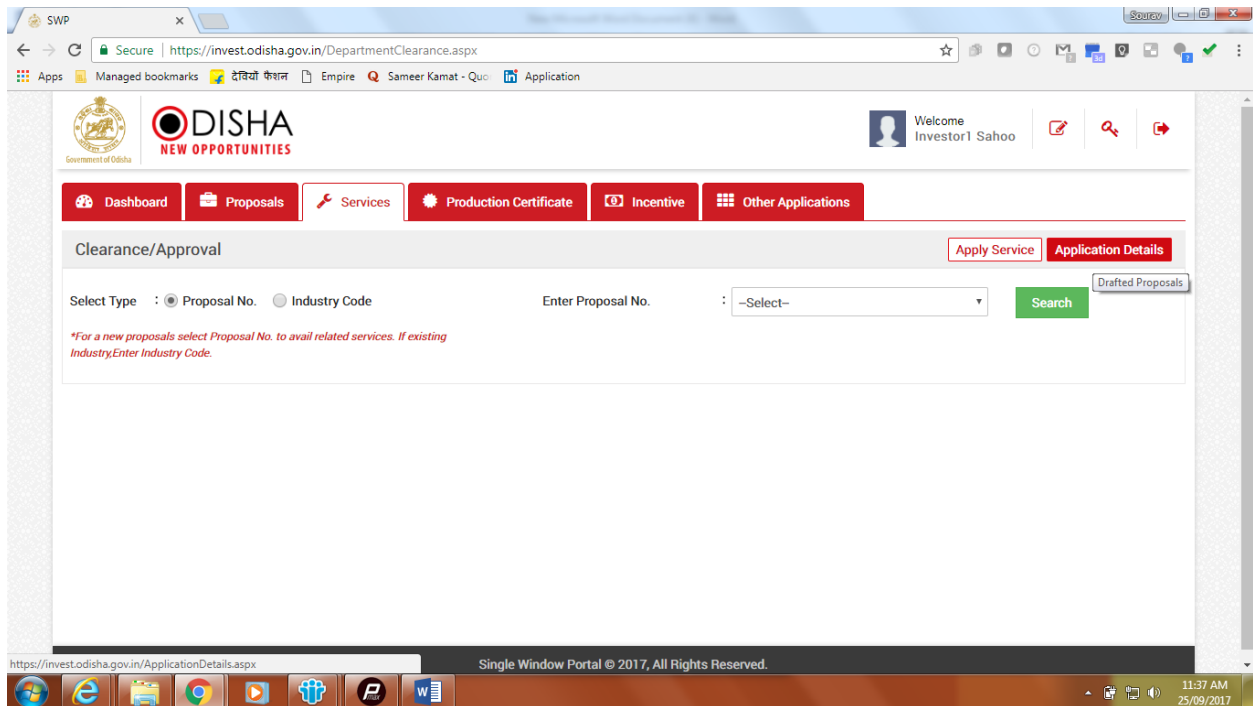


The screenshot shows a web browser window with the URL 117.247.252.241/SWP/PaymentThankYou.aspx?encData=2c30f30ca94cf64c1c784a1f95b3c34295b736fa0fd44ed7ce3471770d1eca6e1d080ac67216071a927b1536680e86c74.... The page header includes the Odisha logo and the text "DISHA NEW OPPORTUNITIES SINGLE WINDOW PORTAL". A navigation bar shows "Form Registration", "Payment Details", and "Success". The main content area features a large green checkmark and the text "Your Payment Successful". Below this, a table displays the following information:

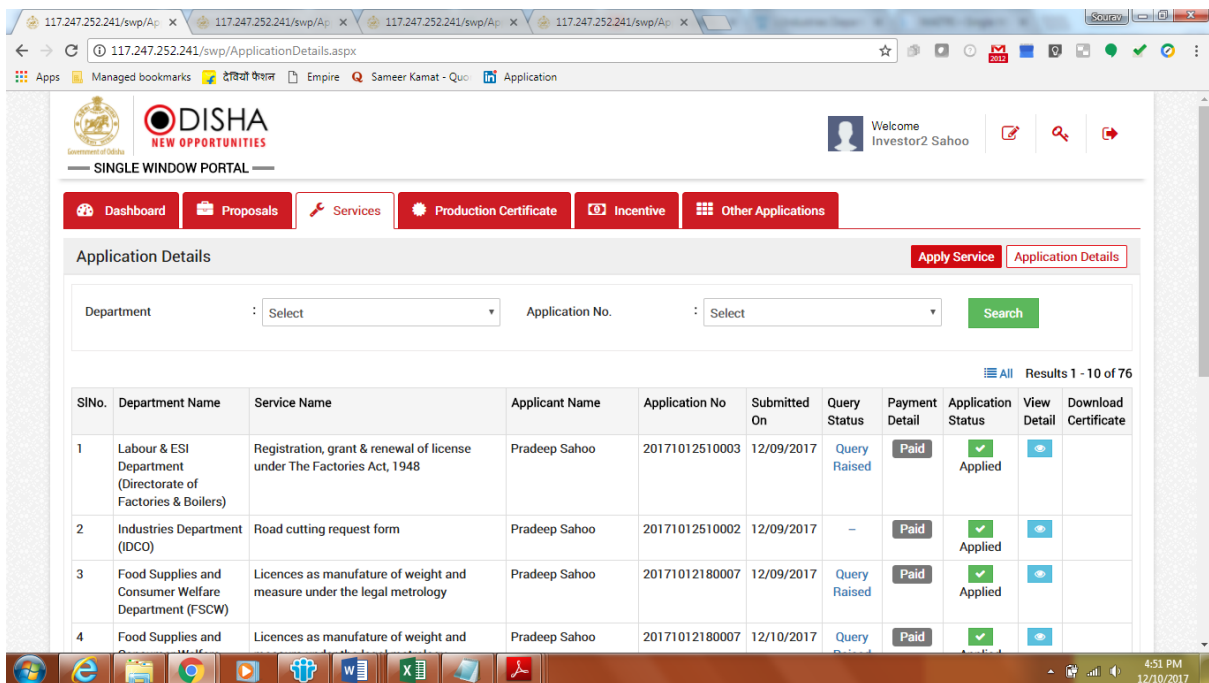
Challan Amount	250
Bank Transaction Id	102244656589
Challan Ref id	27D0A5D23A

A "Back" button is located below the table. The footer of the page reads "Single Window Portal © 2017. All Rights Reserved." and the system tray shows the date "04-10-2017" and time "18:20".

- Applicants can go to the Services button on the Menu bar and click on “Application Details” to check the status of their application.



- Applicants can track and monitor the status of all applications done through the Single Window Portal. Departments may raise queries on the application within 7 days of its submission. As and when queries are raised, the ‘Query Status’ column gets updated. Applicant can view and reply to the queries on an application by clicking on “Query Raised”. Applicant is notified via email/SMS about the query raised at this stage.



18. Applicant can submit additional information/documents sought by the department. Multiple files can be uploaded in response. After uploading all the required documents, the query can be resolved by clicking on the “Submit” button.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor2 Sahoo'. The main navigation bar includes 'Dashboard', 'Proposals', 'Services', 'Production Certificate', 'Incentive', and 'Other Applications'. The 'Application Status Details' section displays the following information:


- Department Name: Labour & ESI Department (Directorate of Factories & Boilers)
- Applicant Name: Pradeep Sahoo
- Application Status: Applied
- Service Name: Registration, grant & renewal of license under The Factories Act, 1948
- Application No.: 20171012180007
- Download Certificate: NA

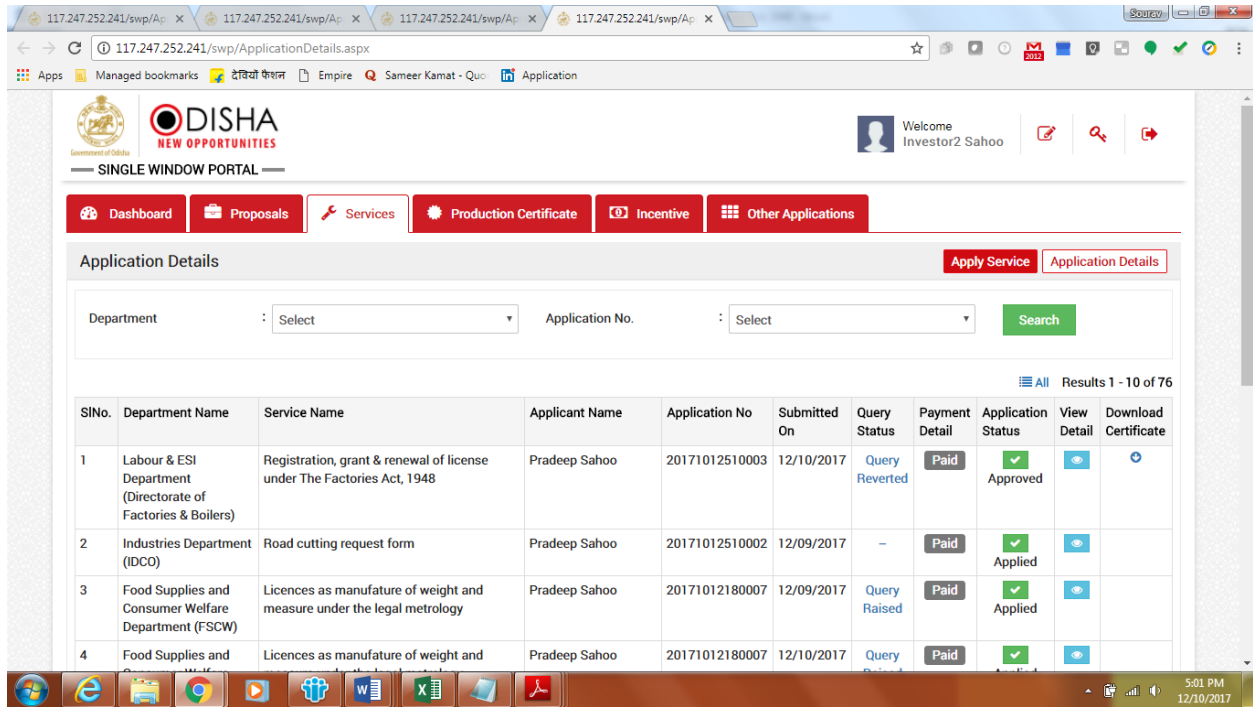
Below this, the 'Query' section shows a 'Query Status' of 'Raised'. There is a 'Revert Query' section with a text area for 'Response Details' and a note: 'Maximum 1000 characters left!'.

19. The documents uploaded by the applicant in response to the query will be forwarded to the department for scrutiny. The query status on the ‘Application Details’ page gets updated to ‘Query Reverted’.






The screenshot shows the DISHA Single Window Portal interface with the 'Application Details' section. It features a search bar with 'Department' and 'Application No.' dropdowns and a 'Search' button. Below the search bar, there is a table listing application details. The table has the following columns: SIno., Department Name, Service Name, Applicant Name, Application No., Submitted On, Query Status, Payment Detail, Application Status, View Detail, and Download Certificate.

SIno.	Department Name	Service Name	Applicant Name	Application No.	Submitted On	Query Status	Payment Detail	Application Status	View Detail	Download Certificate
1	Labour & ESI Department (Directorate of Factories & Boilers)	Registration, grant & renewal of license under The Factories Act, 1948	Pradeep Sahoo	20171012510003	12/09/2017	Query Reverted	Paid	Applied		
2	Industries Department (IDCO)	Road cutting request form	Pradeep Sahoo	20171012510002	12/09/2017	-	Paid	Applied		
3	Food Supplies and Consumer Welfare Department (FSCW)	Licences as manufacture of weight and measure under the legal metrology	Pradeep Sahoo	20171012180007	12/09/2017	Query Raised	Paid	Applied		
4	Food Supplies and	Licences as manufacture of weight and	Pradeep Sahoo	20171012180007	12/10/2017	Query	Paid	Applied		

20. Once the application is processed and approved, the status of the application will read “Approved” and the applicant can download the final signed certificate by clicking on the  button in the “Download Certificate” section.



The screenshot displays the DISHA Single Window Portal interface. The user is logged in as Investor2 Sahoo. The main navigation menu includes Dashboard, Proposals, Services, Production Certificate, Incentive, and Other Applications. The 'Production Certificate' section is active, showing 'Application Details' for Pradeep Sahoo. A search filter is set to 'Department: Select' and 'Application No.: Select'. The results table shows four applications, with the first one being 'Approved' and having a 'Download Certificate' button.

SlNo.	Department Name	Service Name	Applicant Name	Application No	Submitted On	Query Status	Payment Detail	Application Status	View Detail	Download Certificate
1	Labour & ESI Department (Directorate of Factories & Boilers)	Registration, grant & renewal of license under The Factories Act, 1948	Pradeep Sahoo	20171012510003	12/10/2017	Query Reverted	Paid	Approved		
2	Industries Department (IDCO)	Road cutting request form	Pradeep Sahoo	20171012510002	12/09/2017	-	Paid	Applied		
3	Food Supplies and Consumer Welfare Department (FSCW)	Licences as manufacture of weight and measure under the legal metrology	Pradeep Sahoo	20171012180007	12/09/2017	Query Raised	Paid	Applied		
4	Food Supplies and Consumer Welfare Department (FSCW)	Licences as manufacture of weight and measure under the legal metrology	Pradeep Sahoo	20171012180007	12/10/2017	Query Reverted	Paid	Applied		

Approval Procedure

