Single Window Portal

Registration of Establishments under Orissa Shops & Establishments Act, 1956 (Including 365 days license)

Directorate of Labour, 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 PLUS), Central Inspection Framework and Automated Post Allotment Application (GO iPAS), and the GO CARE 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 of an Establishment under the Orissa Shops & Commercial Establishments Act, 1956 (Including 365 days license)" service from the Directorate of Labour, Labour & ESI Department, Govt. of Odisha.

General Instructions

As per provisions of Sec. 4 of the Orissa Shops & Commercial Establishment Act, 1956, the employer of shop or commercial establishment located within Municipal Corporation/ Municipality/ NAC area and engaging one or more employee(s) has to apply for registration of his establishment within 30 days from its commencement.

Further under Sec. 12 clause (4) of the Orissa Shops & Commercial Establishment Act, 1956, the State Government may allow an establishment to remain open throughout the week if they are satisfied that the establishment employs additional staff for the purpose of working on weekly holidays or on a day on which such establishment remains closed. This provision enables the Department to provide a license for the establishment to operate for 365 days provided there additional staff. The user for the license can follow the same process as in this user manual.

Based on the geographical location, and the application will be routed to the designated District Labour Officer. Prior to applying to this service, if the applicant has applied for PEAL, the first section of the Registration of an Establishment under the Orissa Shops & Commercial Establishments Act, 1956 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 needs 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 either online or offline. The fees prescribed for registration of shop or commercial establishment are as follows:

No. of Workers employed	Fees for Registration (applicable from 2014 to 2019)
1 to 9	112.50
10 to 19	300.00
20 or more	450.00

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. Notice of Weekly Off-Day (Form 7)
2. Notice of Daily Hours of Employees (Form 5)

Timeline

Registration of an Establishment under the Orissa Shops & Commercial Establishments Act, 1956 is provided within 15 working days from the date of submission of application. The Department shall however try to provide the approval within 1 working day. The department can however raise queries on the application within 7 working days of receipt of application.

Field Instructions

Sl. No.	Field Name	Instructions
1	Name of the Employer	Enter the name of the Owner/Manager/ Supervisor of the establishment
2	Father's/Husband's Name	Enter the name of the Father or Husband of the Owner/Manager/ Supervisor of the establishment
3	Postal Address	Enter the address of the Owner/Manager/ Supervisor of the establishment. District and Block/NAC/ Municipality can be selected from the dropdown list.
4	Name of the Establishment	Enter the name of the establishment for which license is sought
5	Postal address of establishment	Enter the address for communication of the establishment
6	Category of establishment	Select from the dropdown list
7	Date of Commencement	Enter the date of commencement of commercial activities at the establishment

Application Procedure

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

2. Clicking on the SWP (Single Window Portal) block will take the applicant to the Single Window Portal.
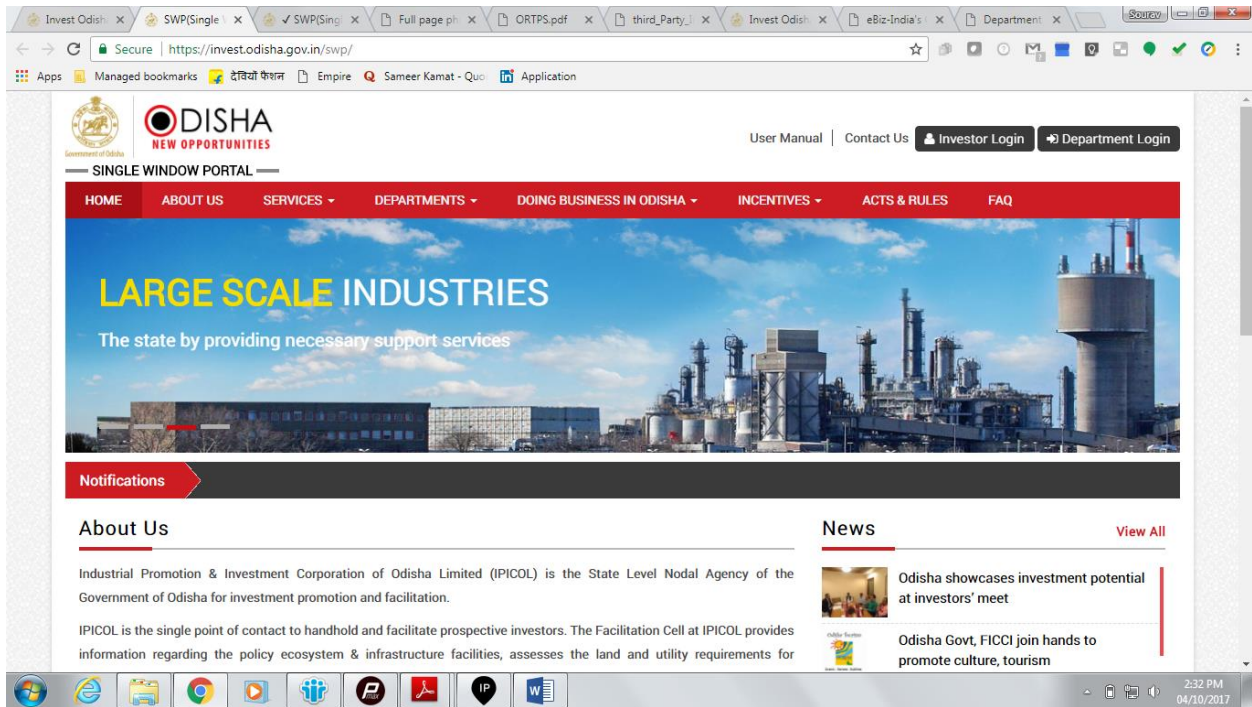
3. Applicant will click on 'Investor Login' to sign-in into the Single Window Portal. The following login page opens up.
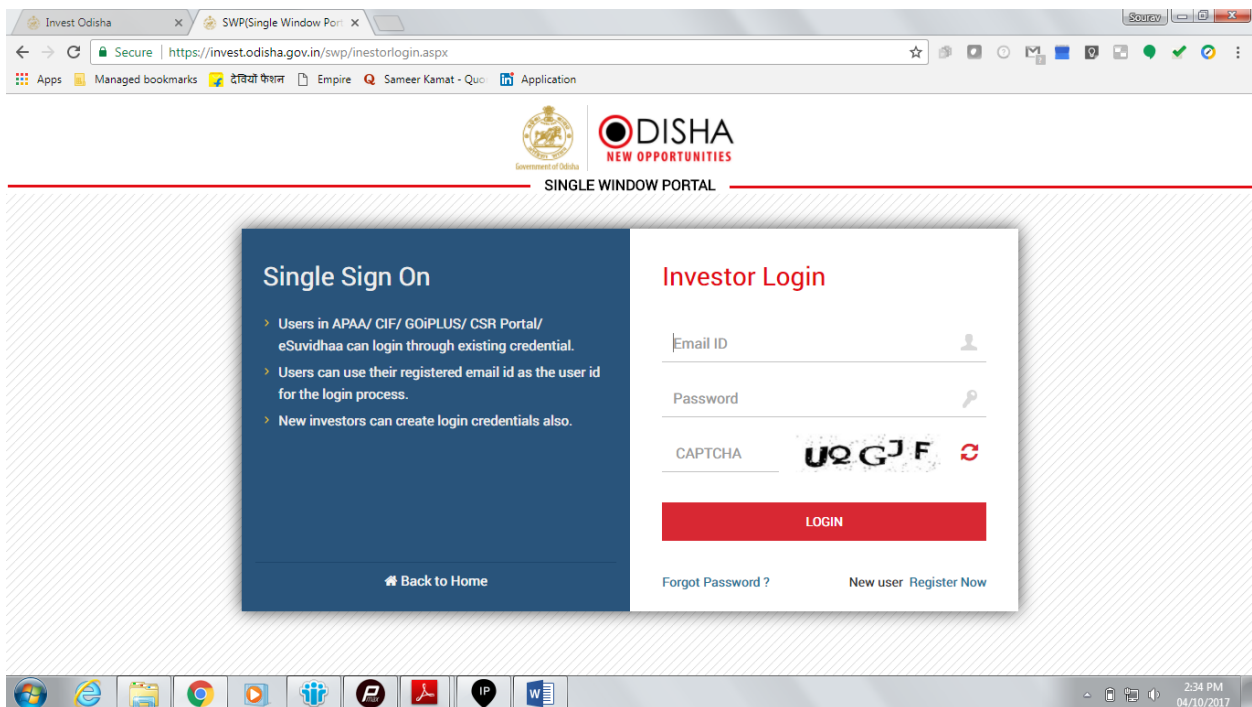
4. Existing users of APAA/CIF/GO-iPLUS/CSR Portal/eSuvishaa can log into the Single Window Portal using the same credentials. New applicants can register themselves on the portal by clicking on the 'Register Now' button. The users have to fill the registration form and verify themselves by entering the 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.

7. From the list of services, applicant can apply to the service "Registration of an Establishment under the Orissa Shops & Commercial Establishments Act, 1956" 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.

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.

8. Upon submission, the applicant will confirm payment of fees by clicking on the 'Pay Now' button.
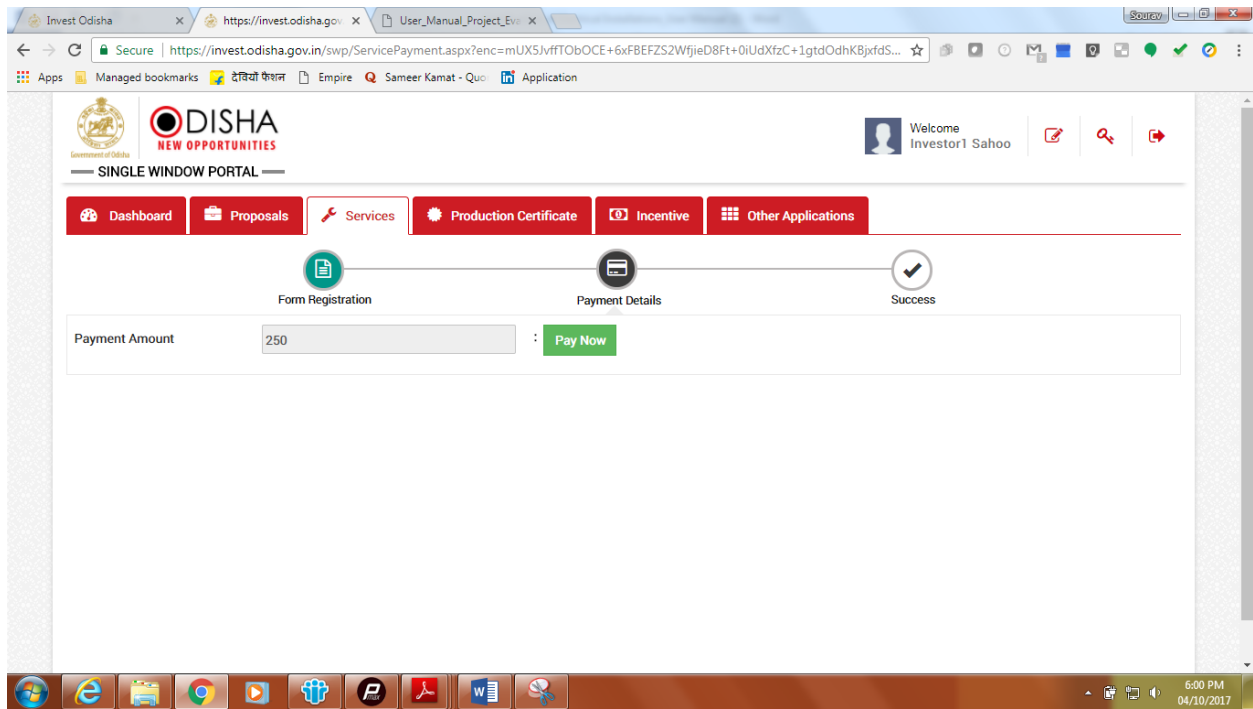
9. The page redirects to the payment gateway. The applicant, after confirming that the amount displayed on the page is correct, can select the mode of payment from the available options. (Net Banking/Debit Card/Credit Card/Over the Counter)
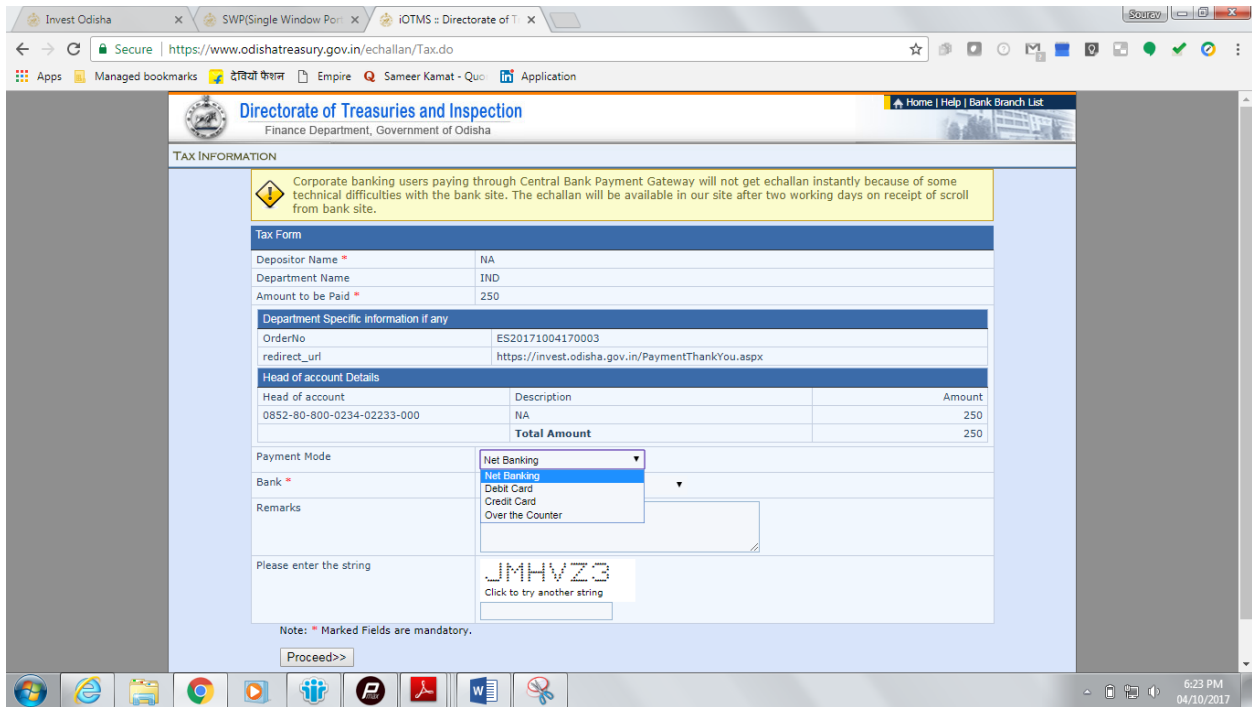
10. Applicants can select the bank of their preference and proceed to payment.
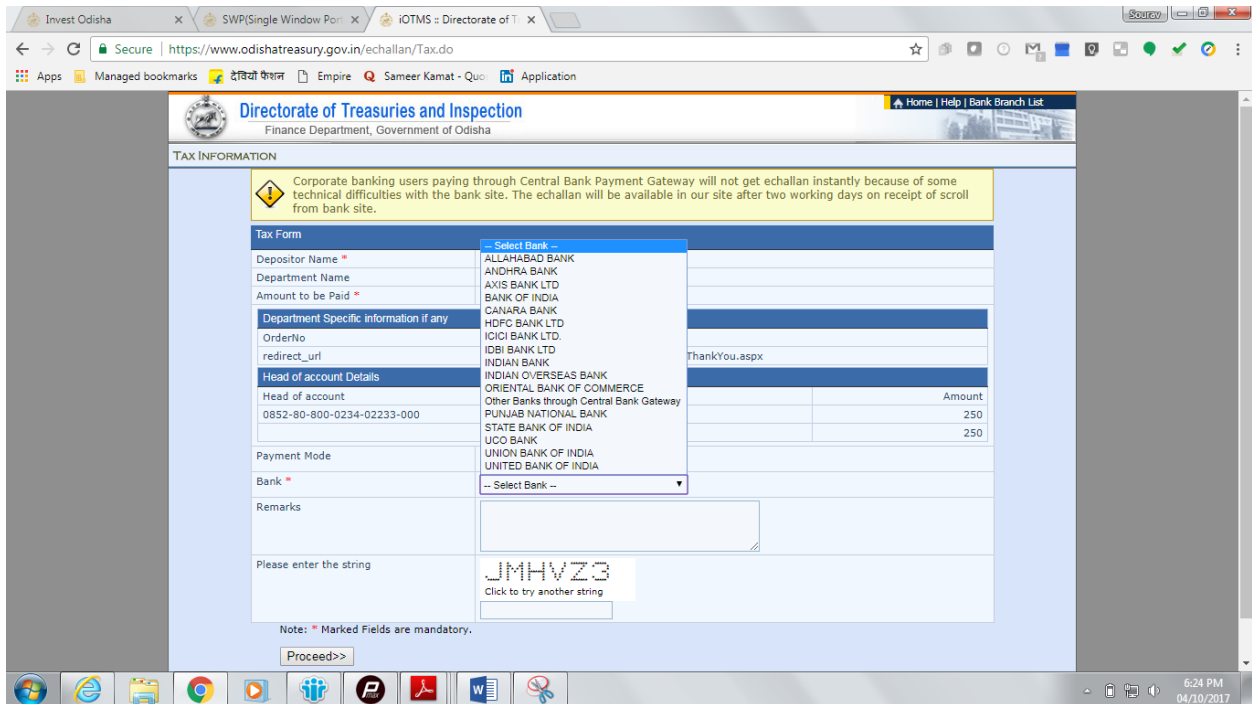
11. If the mode of payment is online (Net Banking/Credit Card/Debit Card), upon clicking the 'Make Payment' button, the page will be redirected to the selected bank's payment portal.
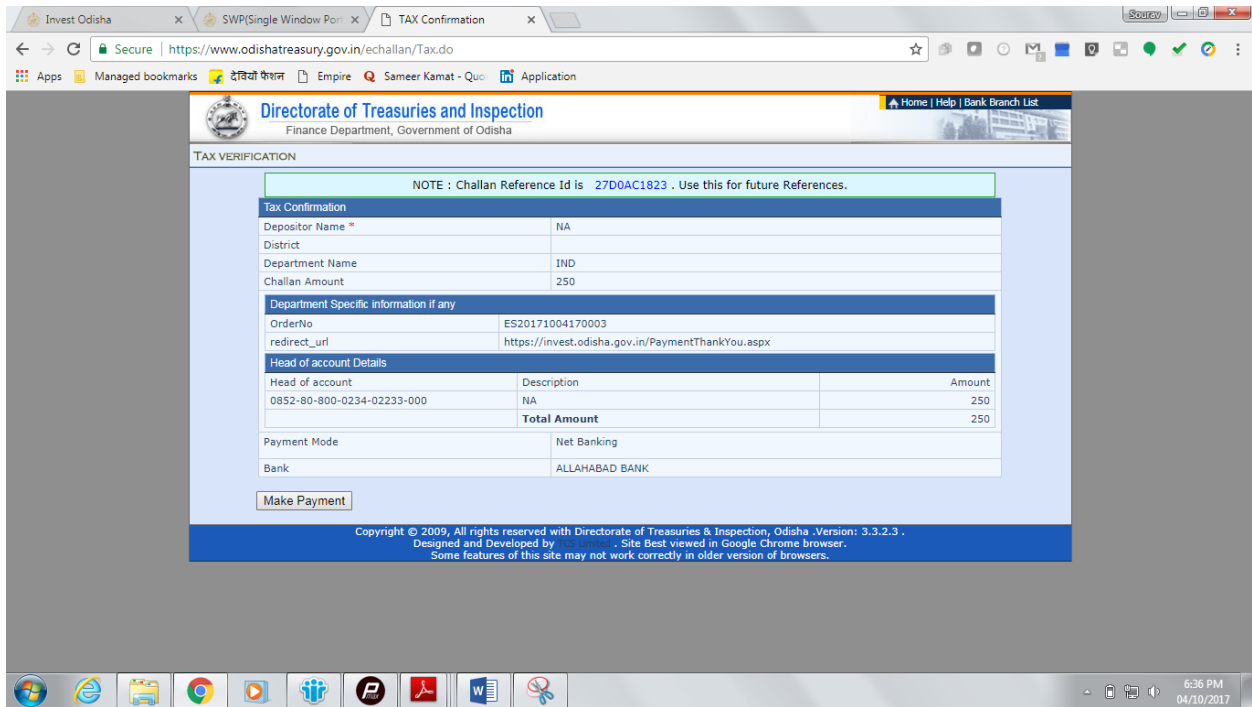
12. Applicant can fill in their details and pay the requisite amount at their selected bank's payment portal.
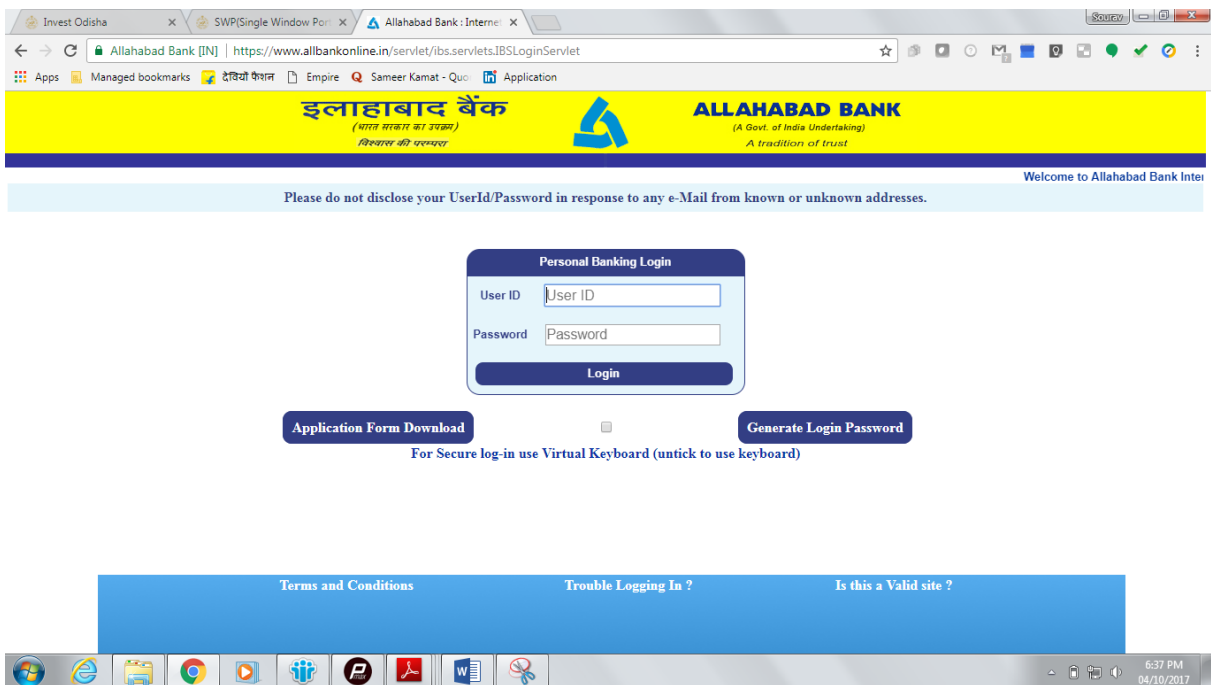
13. If the mode of payment is offline (Over the Counter), the applicant can generatethe Challan for that transaction by clicking the 'Generate Challan' button. The page will be redirected to the selected bank's payment portal.
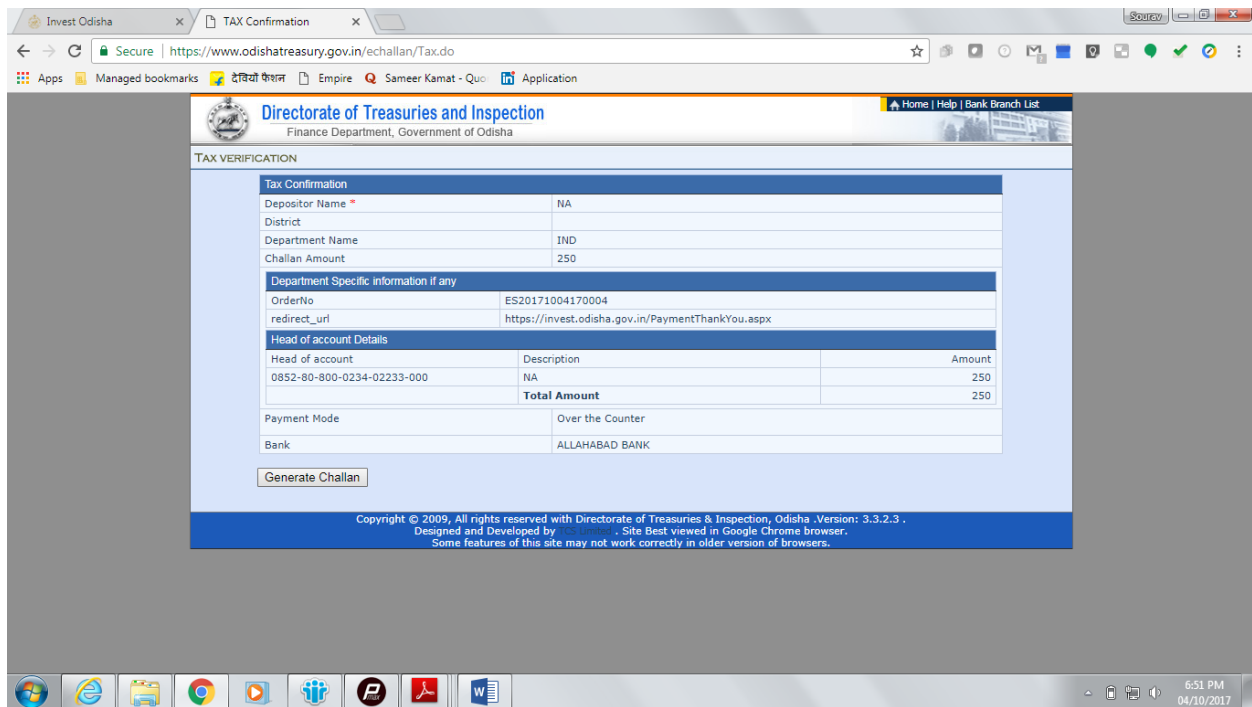
14. A downloadable e-Challan receipt will be displayed mentioning the head of account and the amount to be paid.
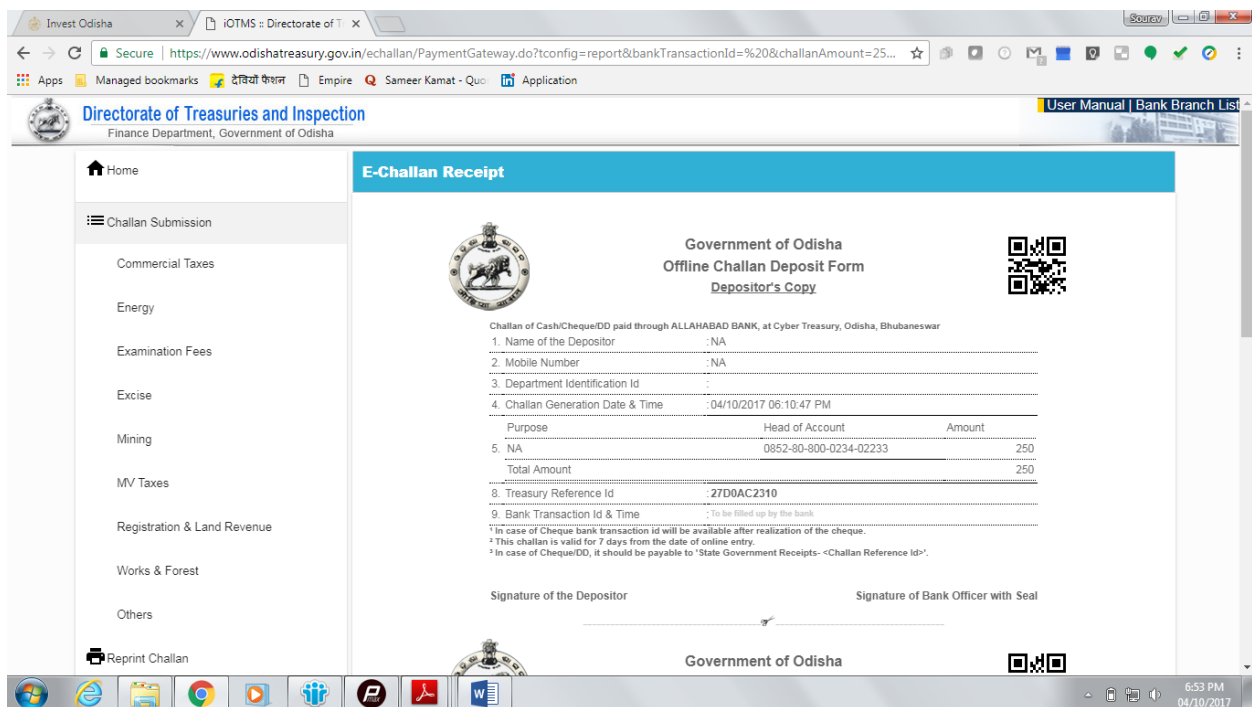
The applicant can take the copy of the challan to the nearest branch of the bank selected and pay the amount.


15. 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.
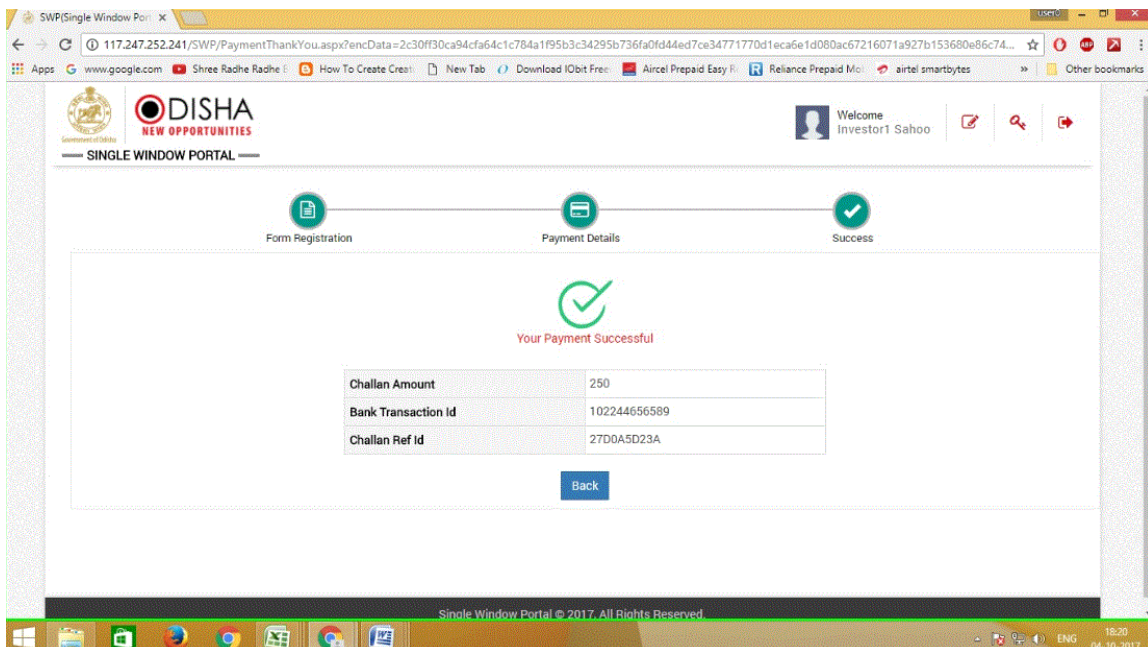
16. Applicants can go to the Services button on the Menu bar and click on "Application Details" to check the status of their application.
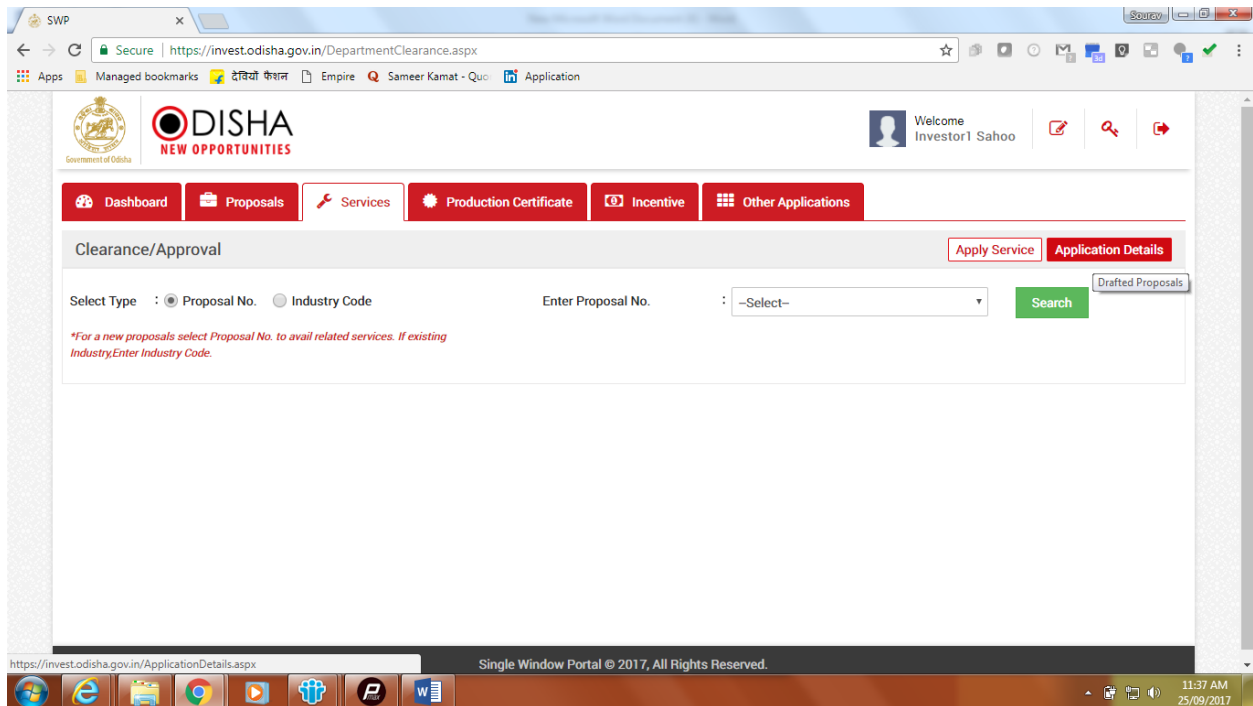
17. Applicants can track and monitor the status of all applications done through the Single Window Portal. Departments may raise queries on the application within 7 days of its submission. As and when queries are raised, the 'Query Status' column gets updated. Applicant can view and reply to the queries on an application by clicking on "Query Raised". Applicant is notified via email/SMS about the query raised at this stage.
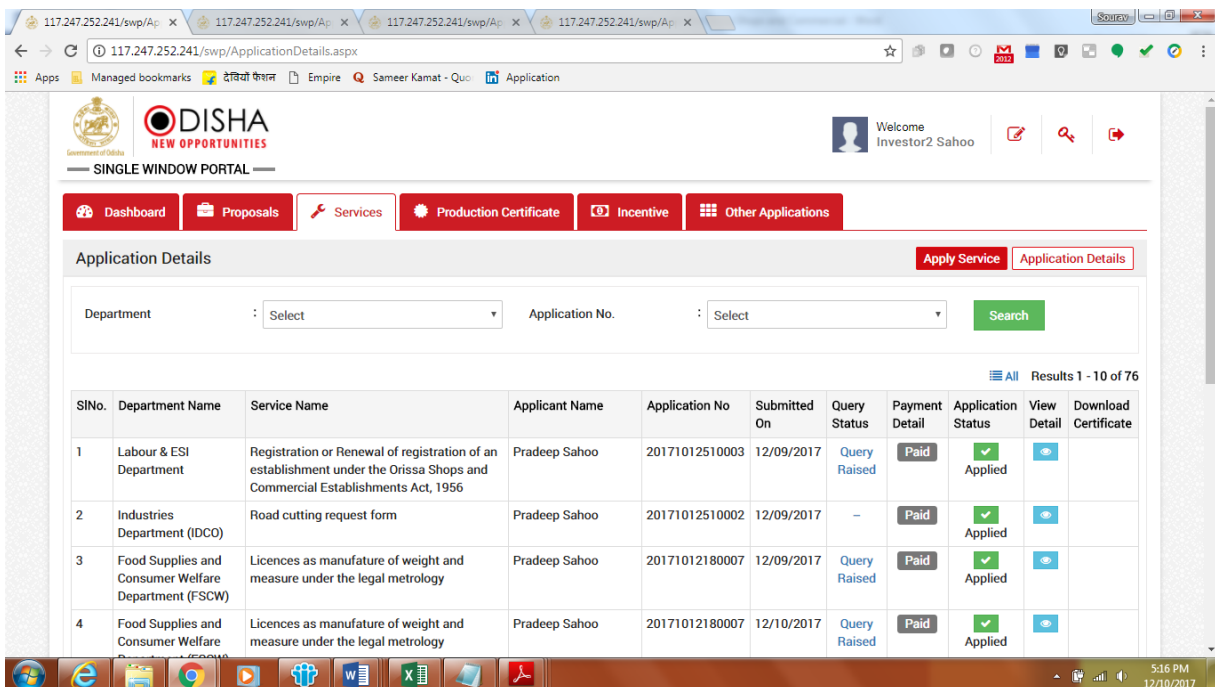
18. Applicant can submit additional information/documents sought by the department. Multiple files can be uploaded in response. After uploading all the required documents, the query can be resolved by clicking on the "Submit" button.

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'.

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.

Approval Procedure

Application for Registration or Renewal under The Shops and Establishment Act 1956 - Directorate of Labour

Applicant

- Start
- Submit Application with attachments & Make Payment
- Receive Queries/ Comments via SMS/ email Notification
- Receive SMS/email Notification
- Receive SMS/email Notification & Download License
- Receive SMS/email Notification

Single Window Portal

- Process Payment and forward application to the Department
- Respond & Upload necessary Information / Documents
- Forward Queries/ Comments
- Send SMS/ email Notification
- Send SMS/ email Notification
- Send SMS/ email Notification

District Labour Office

- Receive & Scrutinize Application
- Additional Info req.? (within 7 days) — Yes / No
- Enter Queries/ Comments
- Enter Acknowledgement
- Process Application
- License to be issued? — Yes / No
- Upload License