

Single Window Portal

Registration of Establishments under Orissa Shops & Establishments Act, 1956

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 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 or Renewal of Registration of an Establishment under the Orissa Shops & Commercial Establishments Act, 1956” 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.

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 or Renewal of 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/renewal of registration of shop or commercial establishment are as follows:

No. of Workers employed	Fees for Registration/Renewal of 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. Registration Certificate (in case of renewal)
2. Notice of Weekly Off-Day (Form 7)
3. Notice of Daily Hours of Employees (Form 5)

Timeline

Registration of an Establishment or subsequent Renewals under the Orissa Shops & Commercial Establishments Act, 1956 is provided within 15 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	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

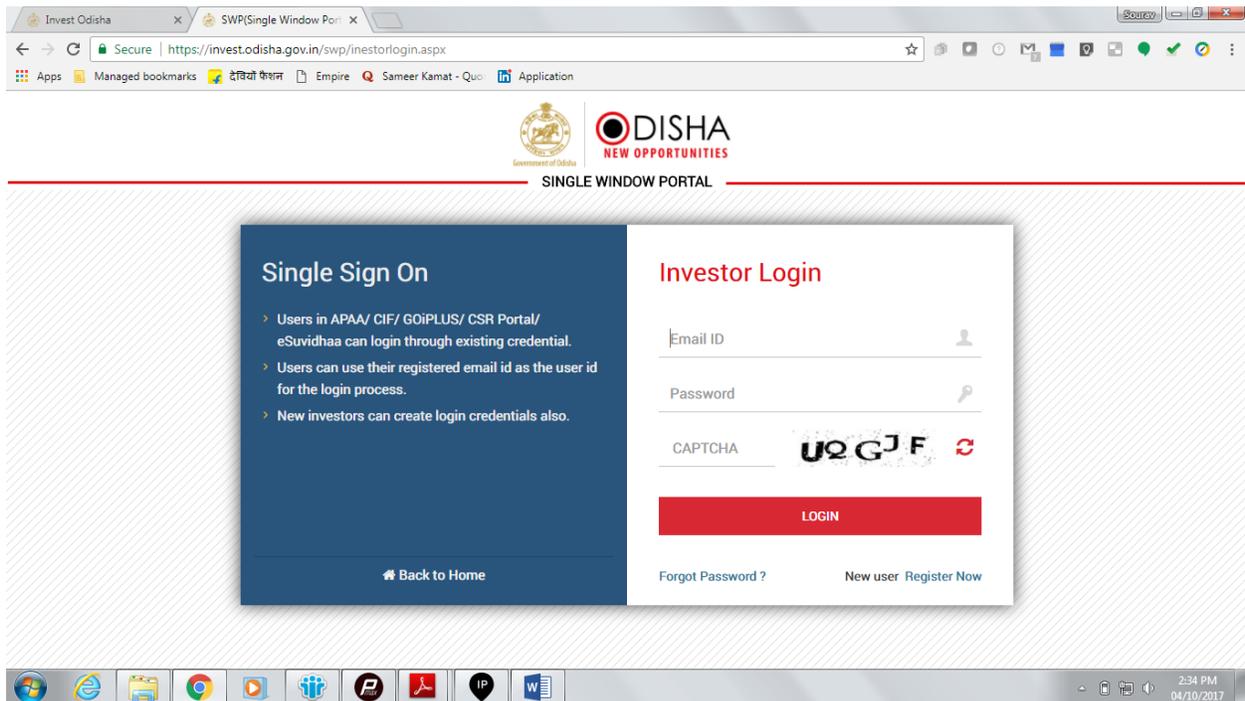
1. Applicants will go to the URL: <https://investodisha.gov.in>

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 a large pool of skilled manpower (1,25,000 annually) and lists nationally acclaimed research institutions such as CIPET, ICAR, NISER, and IISER. Below the banner, there are links to "Compendium of Business Reforms", "GO/PLUS", and "SWP (Single Window Portal)". The "Focus Sectors" section is partially visible at the bottom. The browser's taskbar at the bottom shows the system clock as 2:28 PM on 04/10/2017.

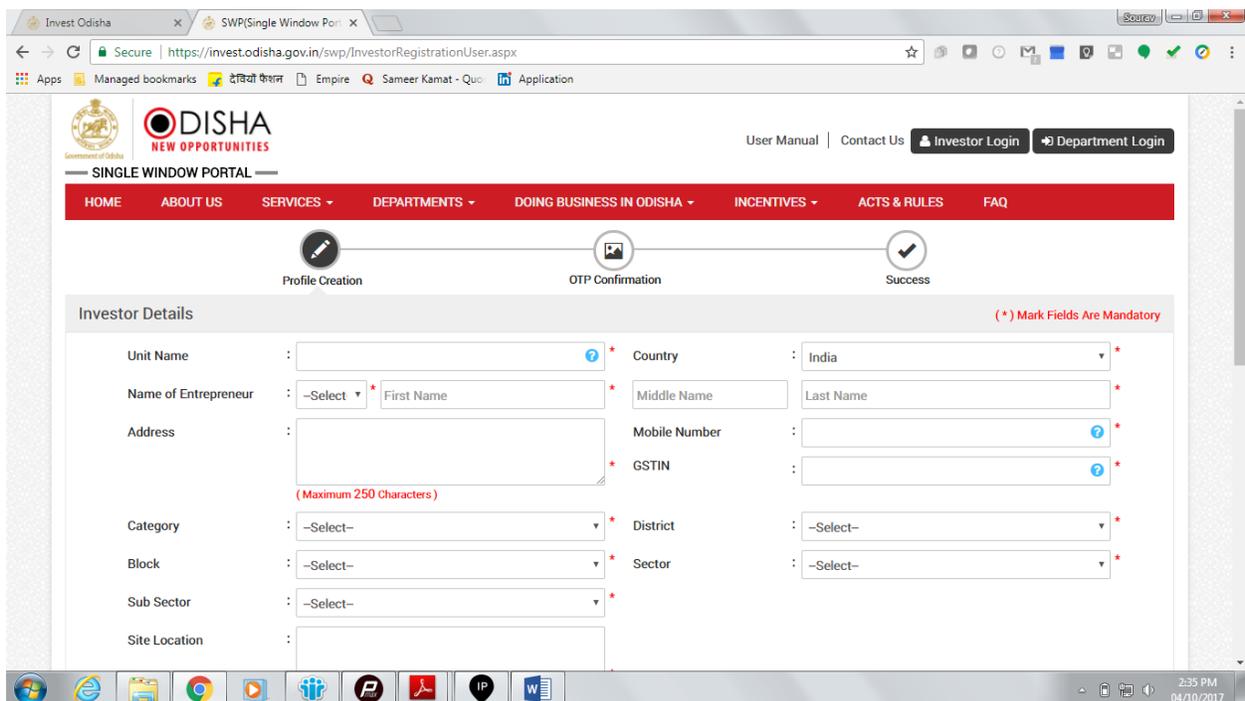
2. Clicking on the SWP (Single Window Portal) block will take the applicant to the Single Window Portal.

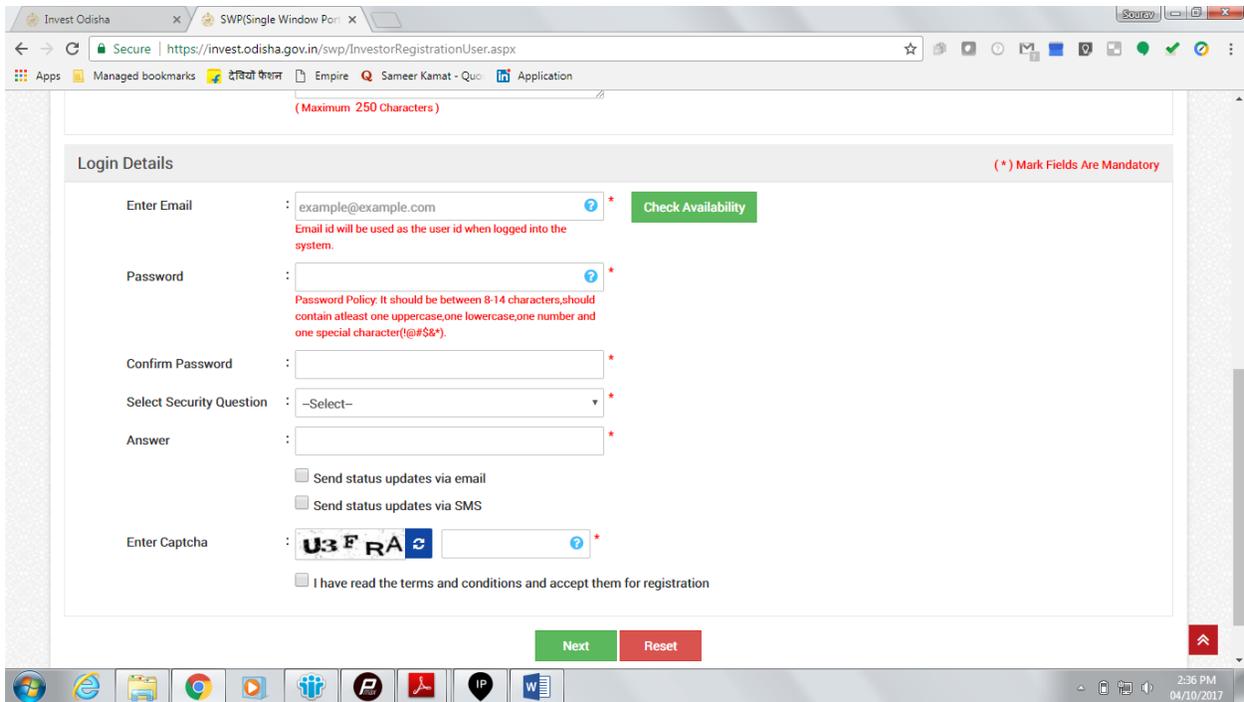
The screenshot shows the Single Window Portal website. The browser address bar displays <https://invest.odisha.gov.in/swp/>. The website header includes the Odisha Government logo, the text "ODISHA NEW OPPORTUNITIES", and navigation links for "User Manual", "Contact Us", "Investor Login", and "Department Login". The main content area features a large banner titled "LARGE SCALE INDUSTRIES" with the tagline "The state by providing necessary support services". Below the banner, there is a "Notifications" section and an "About Us" section. 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. The "News" section includes a headline "Odisha showcases investment potential at investors' meet" and another headline "Odisha Govt, FICCI join hands to promote culture, tourism". The browser's taskbar at the bottom shows the system clock as 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.

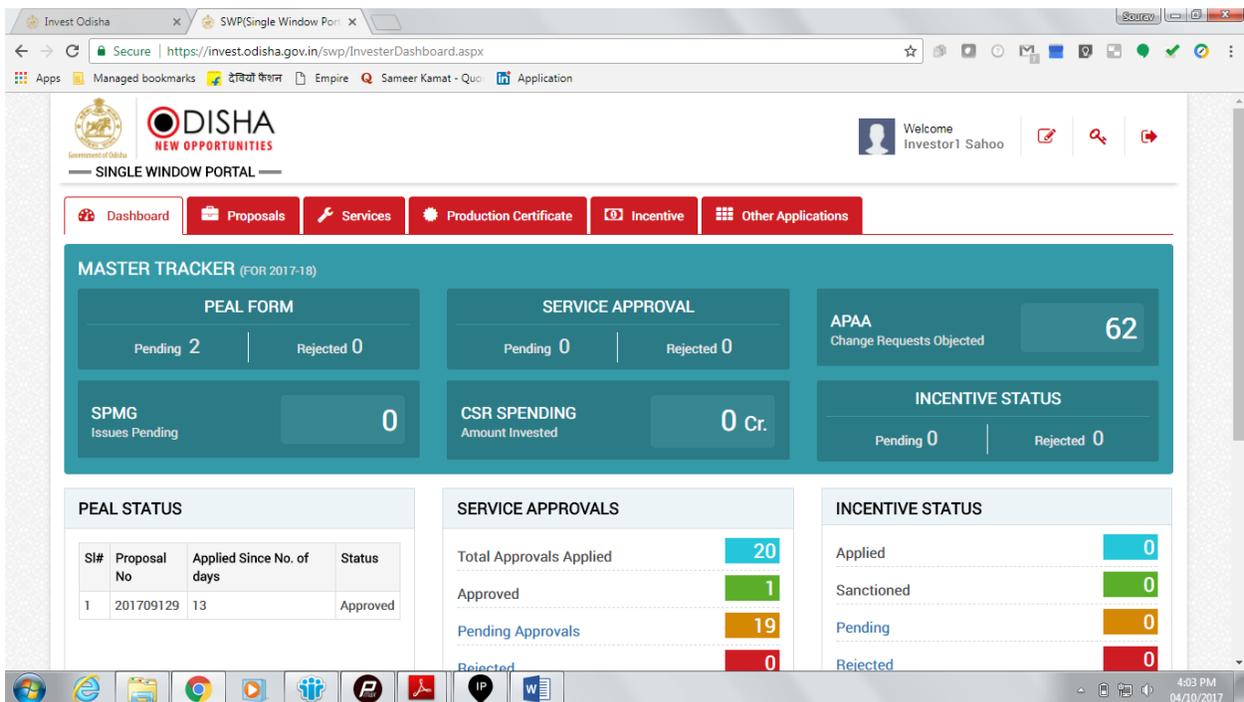


4. Existing users of APAA/CIF/GO-iPLUS/CSR Portal/eSuvishaa can log into the Single Window Portal using the same credentials. New applicants can register themselves on the portal by clicking on the 'Register Now' button. The users have to fill the registration form and verify themselves by entering the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

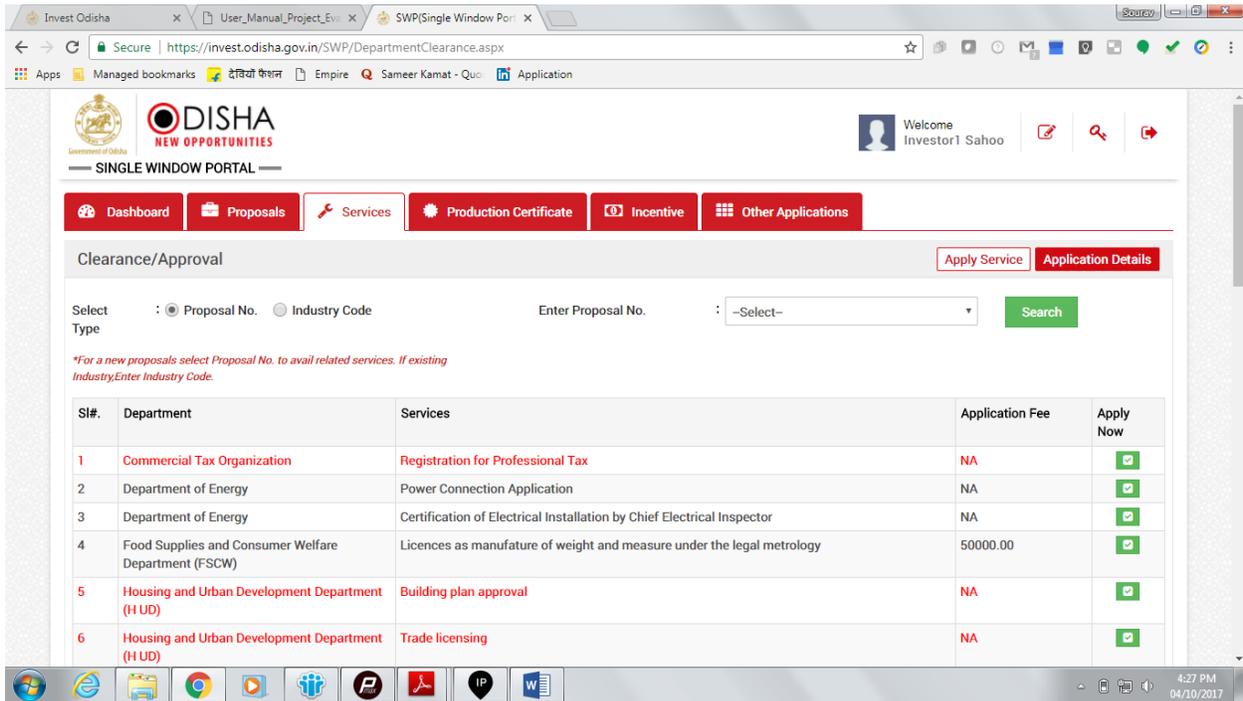




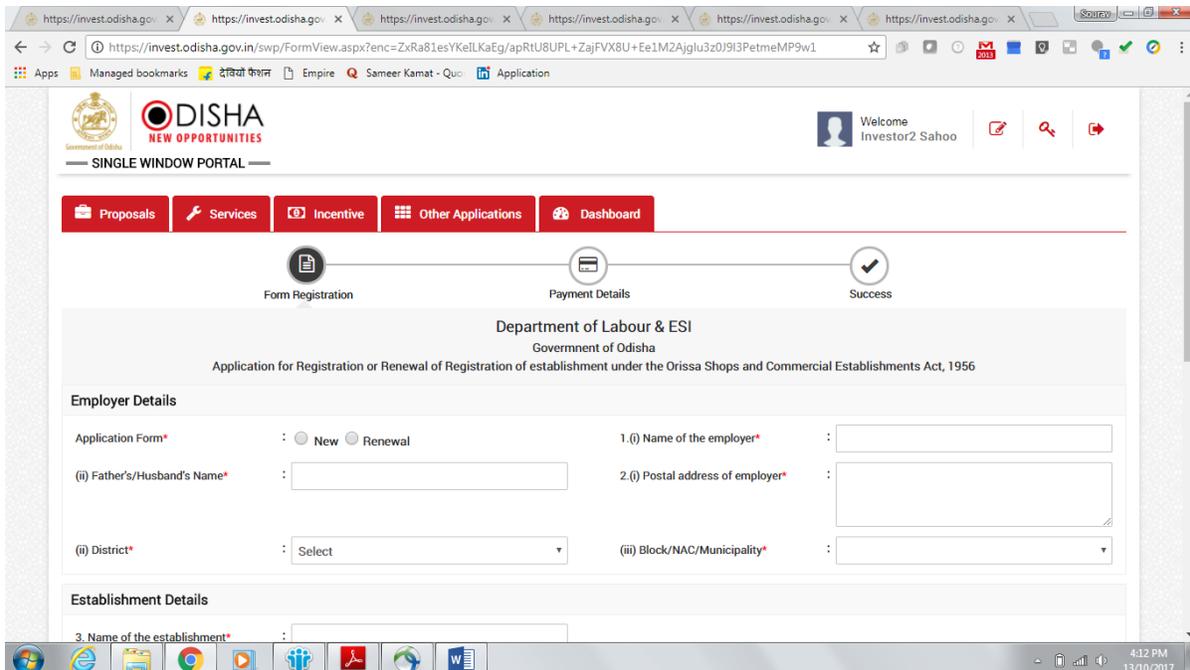
5. Upon registration/logging in, the applicant can view their dashboard.



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 or Renewal of 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.



The screenshot shows a web browser window with multiple tabs for 'https://invest.odisha.gov.in'. The active page is the 'FormView.aspx' for an application. The form is divided into two main sections: 'Establishment Details' and 'Payment Details'.

Establishment Details:

- 3. Name of the establishment* : [Text input field]
- 4.(i) Postal address of establishment : [Text area] Same as above
- (ii) District : [Dropdown menu]
- (iii) ULB : [Dropdown menu]
- 5. Category of establishment* : [Dropdown menu]
- 6. Date of commencement* : [Date picker]
- 7. No. of employees employed on the date of application* : [Text input field]
- 8. Upload registration certificate(In case of renewal)* : [Choose File] No file chosen. Only jpg,png,pdf and max size 4 MB files allowed.
- 9. Upload notice of daily hours of employees(Form 5)* : [Choose File] No file chosen. Only jpg,png,pdf and max size 4 MB files allowed.
- 10. Upload notice of weekly off day(Form 7)* : [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.

Payment Details:

- Total Amount : 250.00/-
- [Submit button]

The browser's taskbar at the bottom shows various application icons and the system clock indicating 4:12 PM on 13/10/2017.

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.

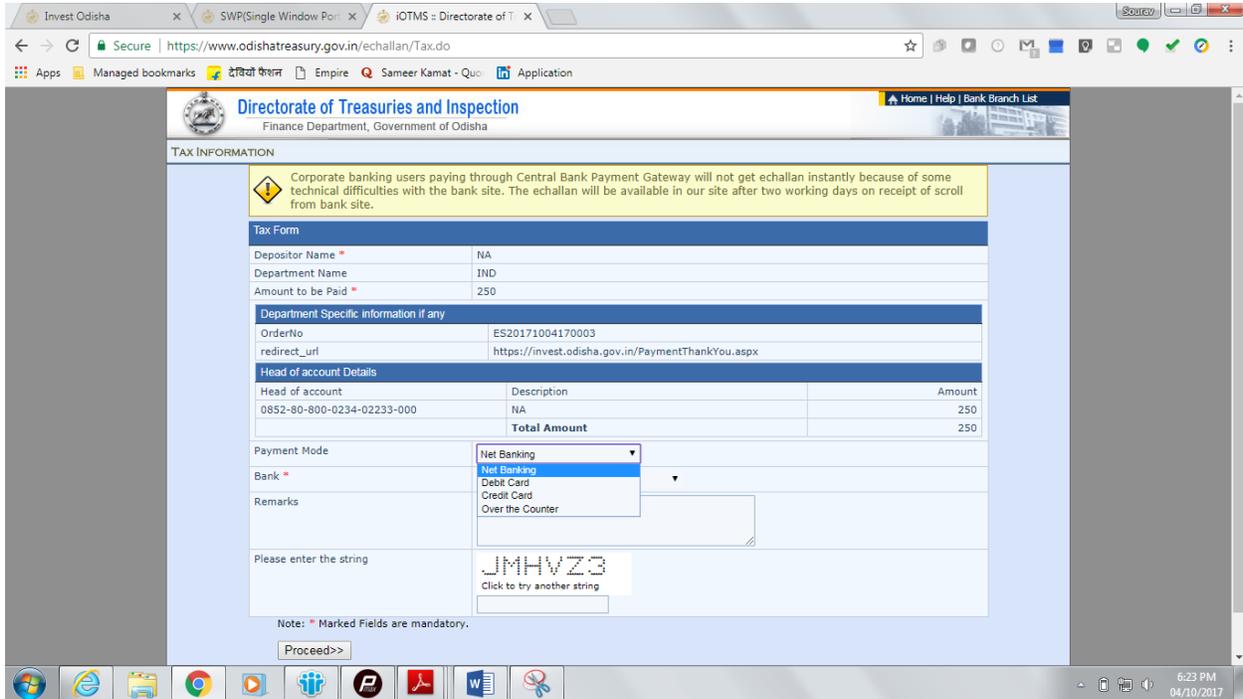
8. Upon submission, the applicant will confirm payment of fees by clicking on the 'Pay Now' button.

The screenshot shows the 'ServicePayment.aspx' page on the Invest Odisha portal. The page features the DISHA logo and navigation tabs for Dashboard, Proposals, Services, Production Certificate, Incentive, and Other Applications. A progress bar indicates the user's current stage in the process: Form Registration (completed), Payment Details (current), and Success (pending).

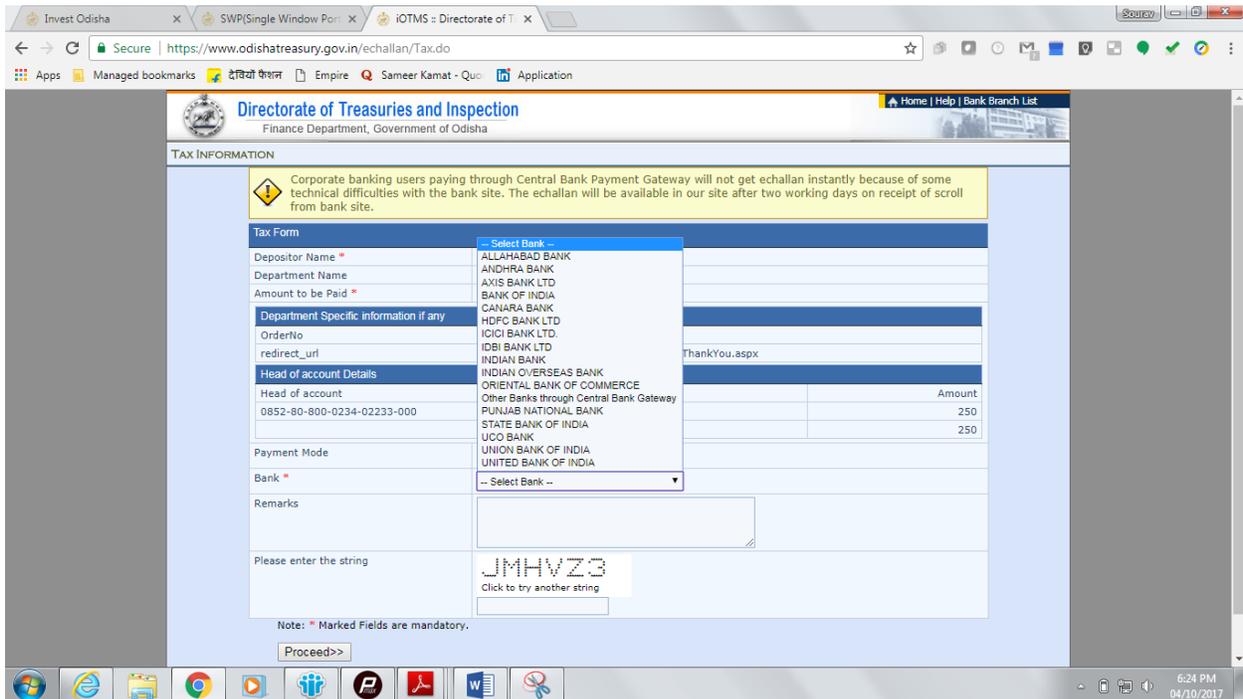
Below the progress bar, the 'Payment Details' section shows a 'Payment Amount' of 250 and a prominent green 'Pay Now' button.

The browser's taskbar at the bottom shows various application icons and the system clock indicating 6:00 PM on 04/10/2017.

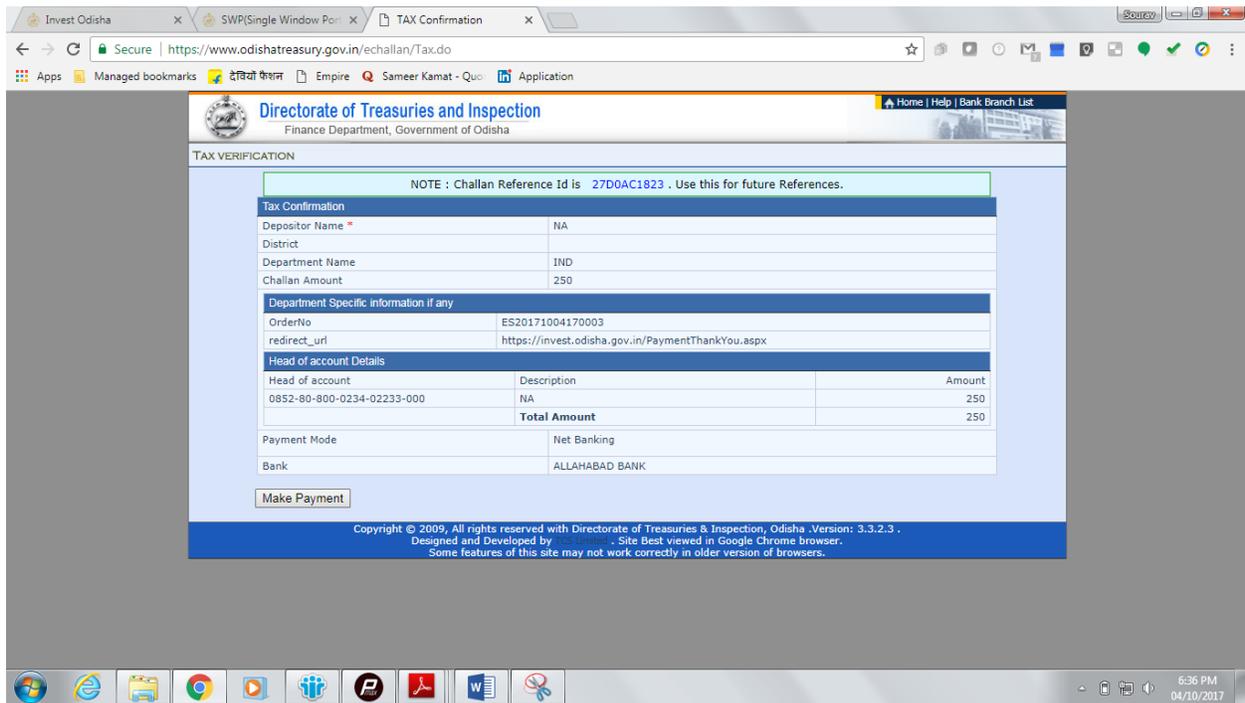
- The page redirects to the payment gateway. The applicant, after confirming that the amount displayed on the page is correct, can select the mode of payment from the available options. (Net Banking/Debit Card/Credit Card/Over the Counter)



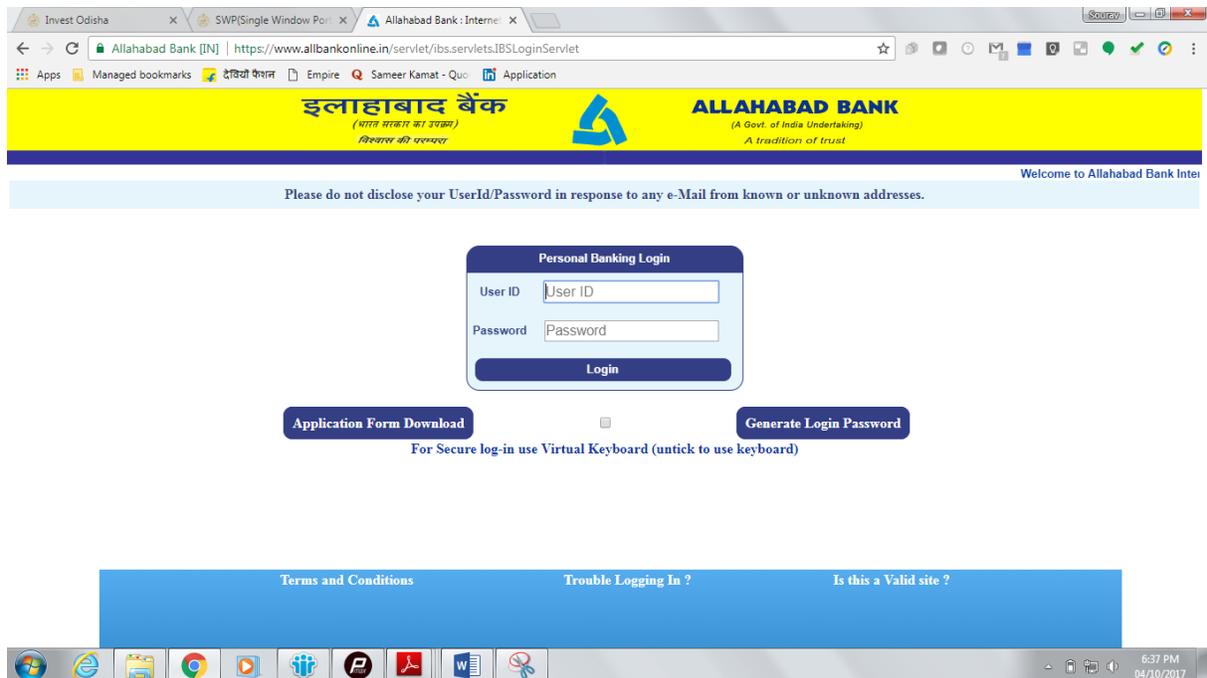
- Applicants can select the bank of their preference and proceed to payment.



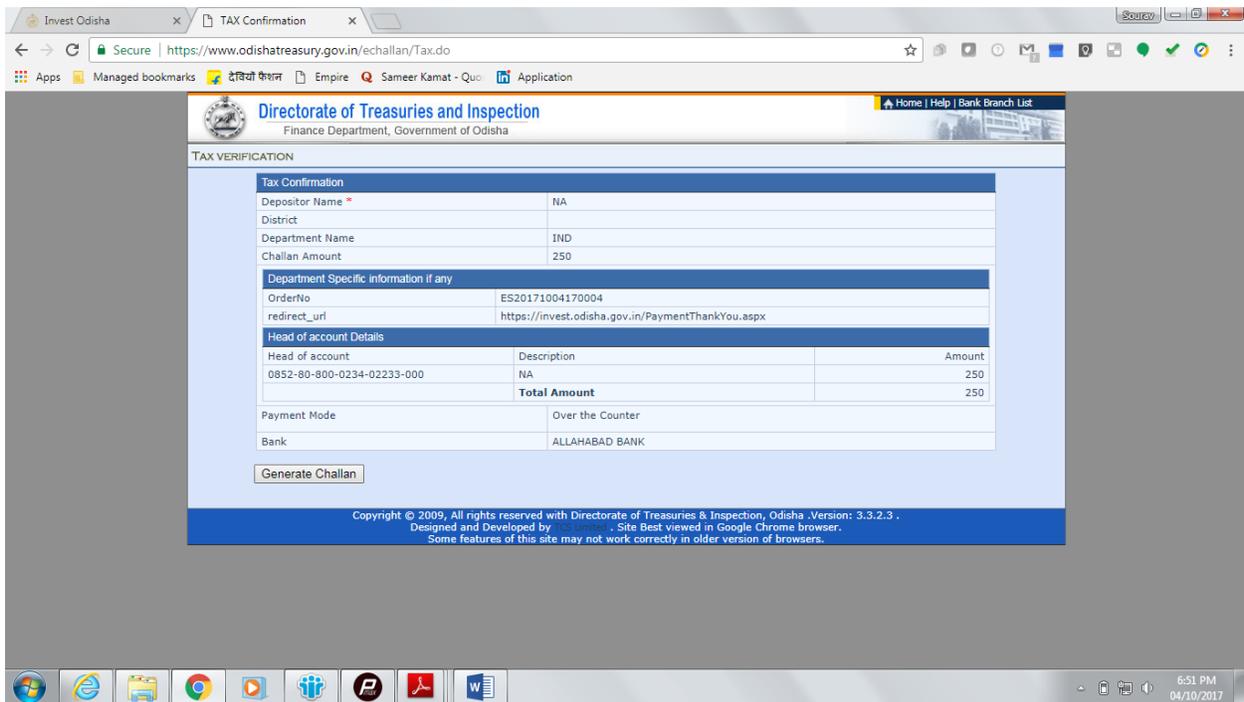
11. If the mode of payment is online (Net Banking/Credit Card/Debit Card), upon clicking the 'Make Payment' button, the page will be redirected to the selected bank's payment portal.



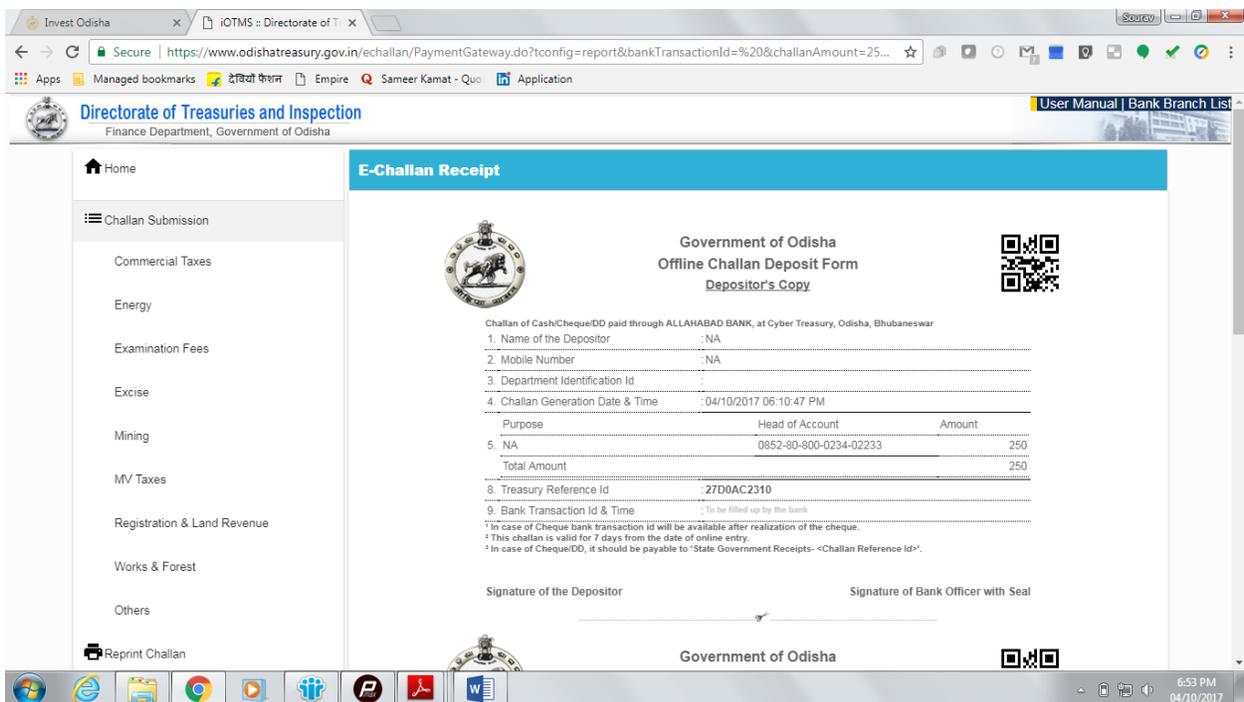
12. Applicant can fill in their details and pay the requisite amount at their selected bank's payment portal.



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	0852-90-900-0234-02233	Rs. 250/-
Total Amount		Rs. 250/-

5. Treasury Reference ID : 27D0A5D23A

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

Signature of the Depositor

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	0852-90-900-0234-02233	Rs. 250/-
Total Amount		Rs. 250/-

5. Treasury Reference ID : 27D0A5D23A

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

Signature of the Depositor

Signature of Bank Officer with Seal

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.

DISHA
NEW OPPORTUNITIES

— SINGLE WINDOW PORTAL —

Welcome Investor1 Sahoo

Form Registration Payment Details Success

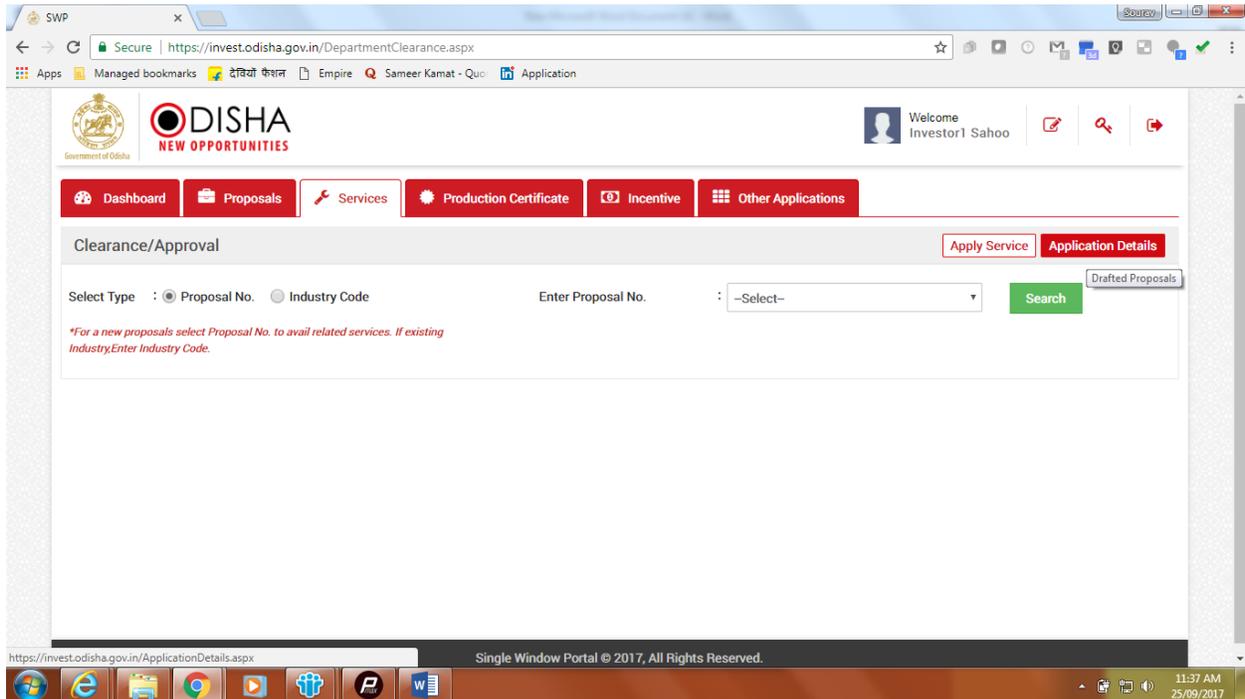
Your Payment Successful

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

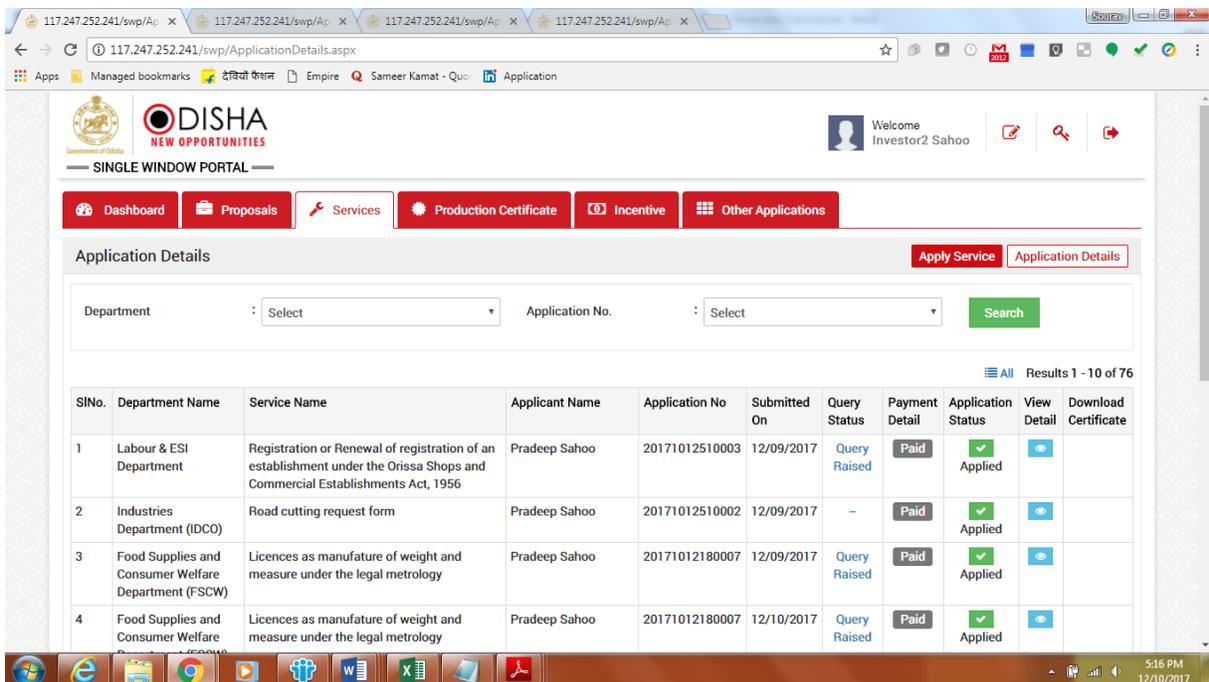
[Back](#)

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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.

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

- Department Name: Labour & ESI Department
- Service Name: Registration or Renewal of registration of an establishment under the Orissa Shops and Commercial Establishments Act, 1956
- Applicant Name: Pradeep Sahoo
- Application No.: 20171012180007
- Application Status: **Applied**
- Download Certificate: NA

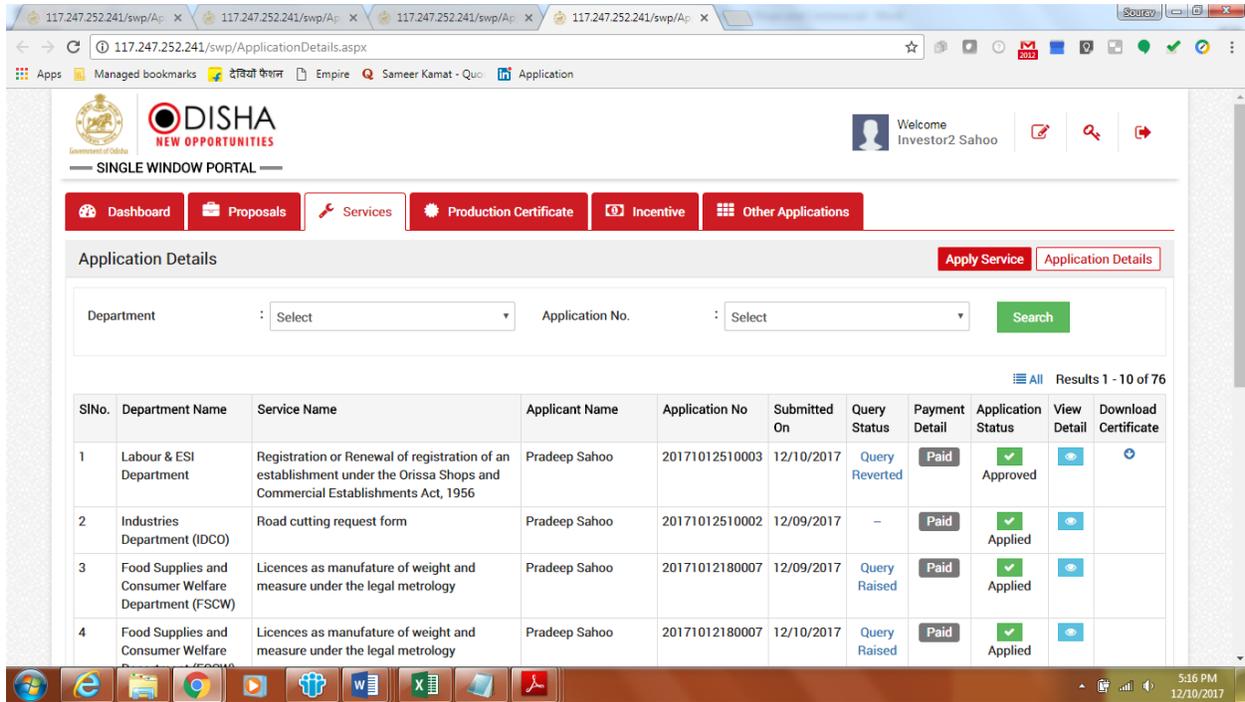
Below this, there is a 'Query' section with a status of 'Raised' and a 'Revert Query' section with a 'Response Details' input field.

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 active. 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: S.No., Department Name, Service Name, Applicant Name, Application No., Submitted On, Query Status, Payment Detail, Application Status, View Detail, and Download Certificate. The table shows 4 results, with the first one having a 'Query Reverted' status.

S.No.	Department Name	Service Name	Applicant Name	Application No	Submitted On	Query Status	Payment Detail	Application Status	View Detail	Download Certificate
1	Labour & ESI Department	Registration or Renewal of registration of an establishment under the Orissa Shops and Commercial Establishments Act, 1956	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 Consumer Welfare Department (FSCW)	Licences as manufacture of weight and measure under the legal metrology	Pradeep Sahoo	20171012180007	12/10/2017	Query Raised	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 'Application Details' section is active, showing a search filter for Department and Application No. Below this is a table listing four applications.

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	Registration or Renewal of registration of an establishment under the Orissa Shops and Commercial Establishments Act, 1956	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 Raised	Paid	Applied		

Approval Procedure

