

# **Online Single Window System for granting construction Permits**

**for**

## **Department of Urban Development and Municipal Affairs, Government of West Bengal**

**ULB Admin Process Manual V1**

**Date : 25<sup>th</sup> April 2021**

**Prepared By**

Vinzas Solutions India Pvt. Ltd

Tetra Information Services Pvt. Ltd



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**Contact Information:****Tetra Information Services Pvt. Ltd****Kolkata Office Address**

Ashray, Flat-GA, 15, B T ROAD,  
Rathtala, Belghoria  
Kolkata 700056

Vinzas Solutions India Pvt. Ltd

**Project Manager, Chennai,**

Elamvazhuthi K, Phone : 7299990405 Email : elamvazhuthi@vinzassolutions.com

**Project Coordinator, Chennai,** Vinzas Solutions India Pvt. Ltd

Kishorkumar B, Phone : 9158947669 Email : kishor@vinzassolutions.com

---

**Operation Head, Kolkata**

Pradipta Chatterjee, Phone : 9831483770 Email : pradipta@tetrain.com

**Project Coordinator, Kolkata**

Monojit Chatterjee, Phone : 7550874380/8443844060 Email : monojit@tetrain.com

**Director Sales, Delhi**

Mukul Mahajan, Phone : 9810077506 Email : mukul@tetrain.com

**Director Software, Delhi**

Deepa Kapil Mahajan, Phone : 9810527506 Email : deepa@tetrain.com

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*Table 2*

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## **Section 1 : Introduction**

### **1.1. Brief Description**

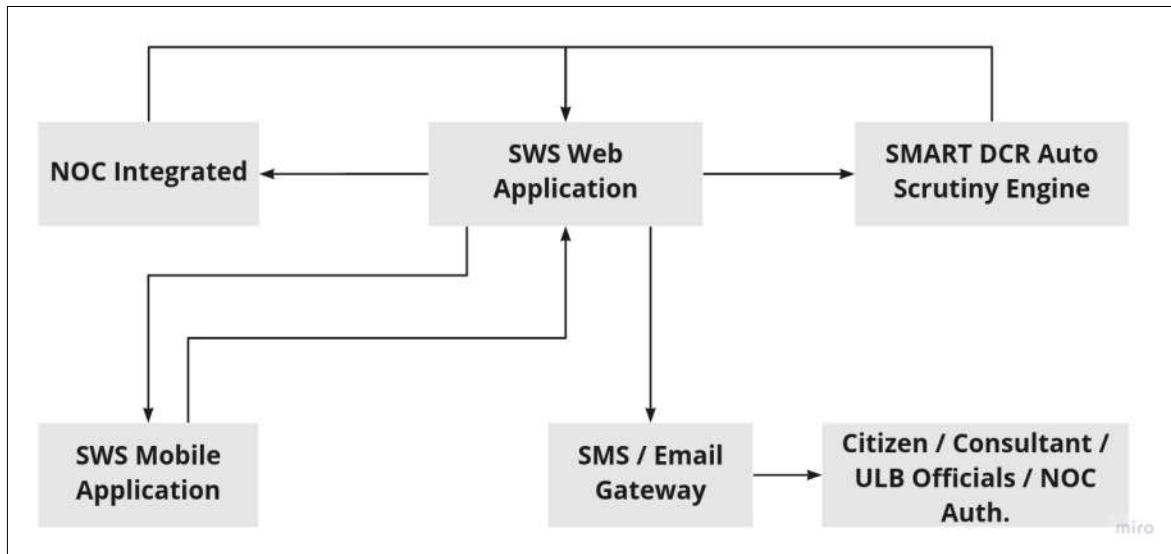
Online Single Window System (SWS) for OBPAS is a project that aims to provide services for the grant of construction permit integrated with Auto Scrutiny of Architectural Drawings.

The Online Building Plan Approval System has been envisaged by the Department of Urban Development & Municipal Affairs, Govt. of West Bengal to utilize the benefits of Information Technology to have a Single Window System (SWS) for various processes involved in issuance of construction permits as per SBRAP & DBRAP 2020-21 recommendation and compliance under EODB in order to improve the Accountability, Transparency & Effectiveness in Government administration.

The ultimate objective is to arm the Government with IT enabled systems to assist them in carrying out their day-to-day functions to help deliver G2C, G2G, G2B and G2E services.

The system would provide integration of 19 external authorities (11 State Govt. & 8 other than state Govt.) with implementation of different reforms points under SBRAP and DBRAP 2020-21 in EODB for Department of Urban Development & Municipal Affairs, Govt. of West Bengal.

### **1.2. SWS Project Overview**



EODB Mandate : Approval of Building Plan in 15 days

### 1.3. Product Perspective

The Online **Single Window System (SWS) for OBPAS** is a workflow based system integrated with Auto Scrutiny Engine which will seamlessly integrate with other agencies to facilitate granting building construction permit and occupancy certificate.

The services delivered to the citizen's would be as follows.

1. Citizen registration
2. Provision to initiate an application
3. Provision of Online Search and Application Tracking after login
4. Online submission of building construction proposal (New) / including re-submissions for corrected building drawings and/or any missing documents for issue of construction permits. Hence submission of application for Building Plan Sanction an /or Site Plan, Temporary Water connection approval, or a combination thereof
5. Provision for Building Permit Renewal and Revalidation
6. Provision for Alteration and Extension of Building
7. E-intimation of commencement of construction
8. E-intimation of plinth level construction
9. Online common completion request form cum occupancy certificate application (Full / Partial / Block) with online payment

10. Online Submission of Application for Permanent Water Connection & Sewer and/or Drain Connection
11. Online issuance of digitally signed **Site Plan, Building Permit** (Approval /Refusal), **Certificate for Construction upto Plinth Level** (Approval / Refusal), **Occupancy Certificate** (Full / Partial / Blockwise), **Permanent Water Connection & Sewer and/or Drain Connection**.  
Online issuance of applicable NOC
12. Intimation of finalised fees for online payment is sent on the Applicant SMS and Email
13. Online issuance of Stacking Permit
14. Intimation of Application Status is sent on the Applicant SMS and Email
15. 3<sup>rd</sup> Party Verification

The services delivered to the consultant would be as follows.

1. Empanelled Consultant Registration and Renewal on the Portal
2. Intimation of username / password
3. Intimation of License validity expiry
4. Submission /Resubmission of Application from the application initiated by the Applicant
5. All the services delivered to the Citizen above.

### **1.3.1 WORKFLOW PROCESS, AUTO SCRUTINY, SANCTIONS**

The services provided in the Online SWS system would go through the workflow process for verification at various levels before the final sanction can be provided. The workflow would consist of the following main processes.

1. Consultant registration and renewal process
2. Citizen registration
3. Login process
4. Citizen initiation of application
5. Application Tracking
6. CAF Creation, Submission, Resubmission process
7. Renewal and Revalidation process
8. Alteration and Extension process
9. Scrutiny Engine process
10. NOC process
11. Allocation process



12. Application processing at ULB
13. Committee process
14. Payment process
15. Alert generation process
16. E-intimation of commencement of construction
17. E-intimation of plinth level construction
18. OC CAF Creation and Submission process
19. Sanction Generation process
20. MIS Reports generation process
21. Dashboard generation process
22. Home Page Dashboard
23. 3rd Party Verification
24. ULB Administrative Process
25. Portal Information (Non Login)
26. Portal Information (Login)

### **1.3.2 SECURITY FEATURES**

To maintain the integrity of the system following measures will be taken from the security point of view.

#### **1.3.2.a. System Login**

All authorized users of the system shall have a unique user id and password. The user name password would further be validated by an OTP. OTP is sent only on the registered Mobile.

To log on to the system user will have to provide correct information, else request to log on will be rejected. It is the responsibility of the person to maintain the secrecy of one's password.

#### **1.3.2.b. OTP Authentication**

1. OTP based authentication by the consultants during application submission. During Final Submission the OTP is received by the applicant on the mobile and is to be authenticated in the system by the consultant. OTP is sent only on the Applicant Mobile.

2. Also Login system is followed by OTP as a second level of Authentication.

### **1.3.3 ELECTRONIC NOTIFICATIONS**

The following facilities will be provided in the application for automatic sending of notification to the Citizen, Consultant. System generated email notifications for sws will be sent using email ID

sws-obps@wb.gov.in and system generated sms notifications will be sent using sender ID WBGGOVT

The facility would be triggered while registration, renewals, application status.

#### **1.3.3.a. SMS**

The applicant will fill up the mobile phone number, if any, in the application form. The system will capture the mobile phone number from the application form and will automatically send the status of the application to the applicant's mobile phone number by using the Short Messaging Service (SMS) facility.

The consultant mobile phone number would be captured while registration. The system will automatically send the status of the application to the consultant's mobile phone number by using the Short Messaging Service (SMS) facility.

#### **1.3.3.b. Email**

The applicant will fill up email address, in the application form. The system will capture the email address from the application form and will automatically send the status of the application to the applicant's email address.

The consultant email address would be captured while registration. The system will automatically send the status of the application to the consultant's email address.

### **1.3.4 CHECK APPLICATION STATUS**

A status search query screen is provided in the application, and search can be based on any of these parameters- Applicant Name / Application Date / Application Identification Number. This facility is without login and can be done by the Applicant only

### **1.3.5 ALERTS TO OFFICERS**

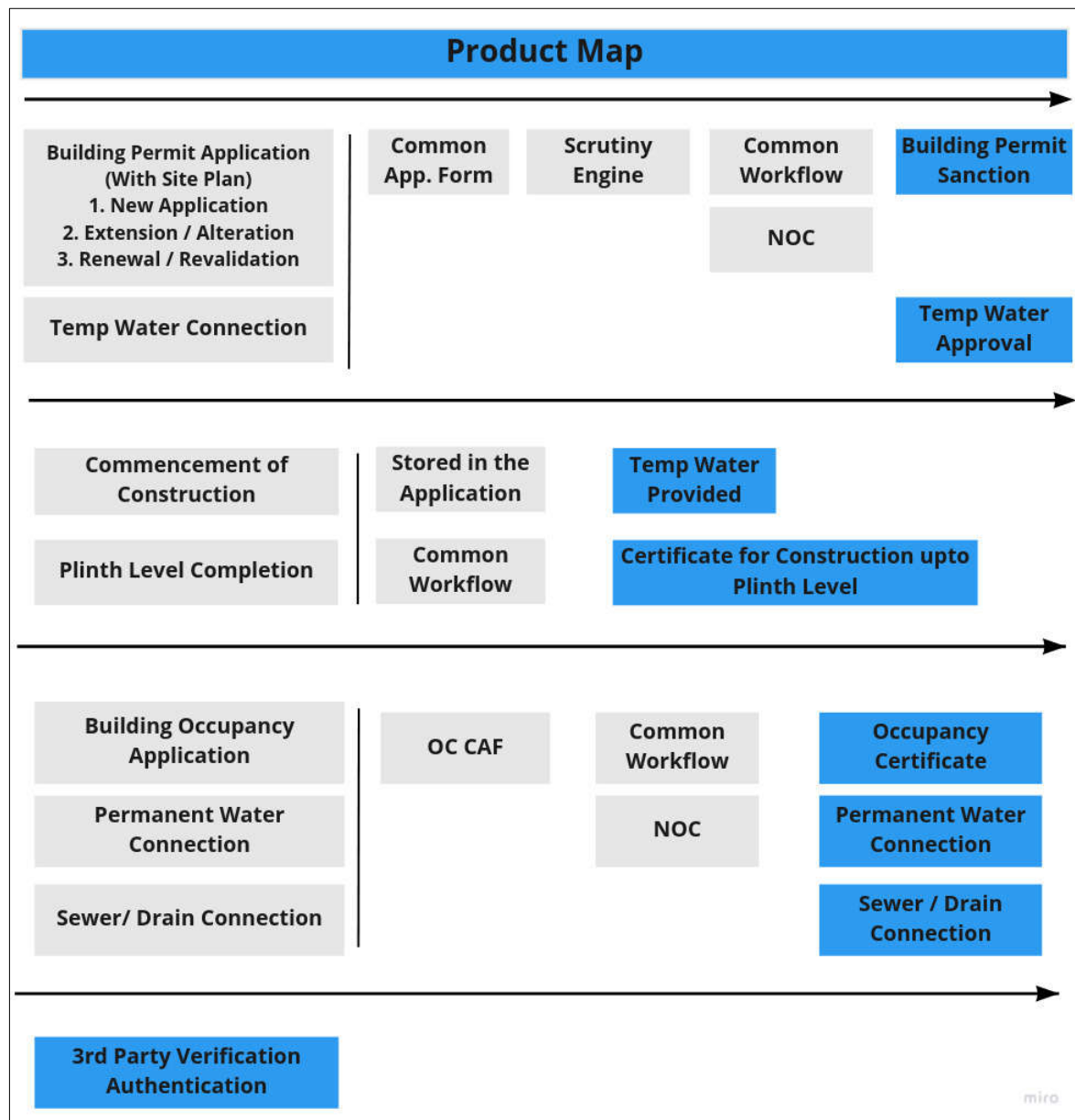
#### **1.3.5.a. Pending Applications Alert**

The ULB Officer's mobile phone number / email would be captured while the officer user creation process. The system will automatically send Alert for the application to the Officer's mobile phone number / email.

The application will have a facility to generate an alert (SMS / Email) after the due date to the senior of the authority in the hierarchy for the application pending action. The person receiving the alert from the system may take necessary actions for the pending applications.

System will follow the escalation matrix to generate alerts.

## 1.4. Product Map



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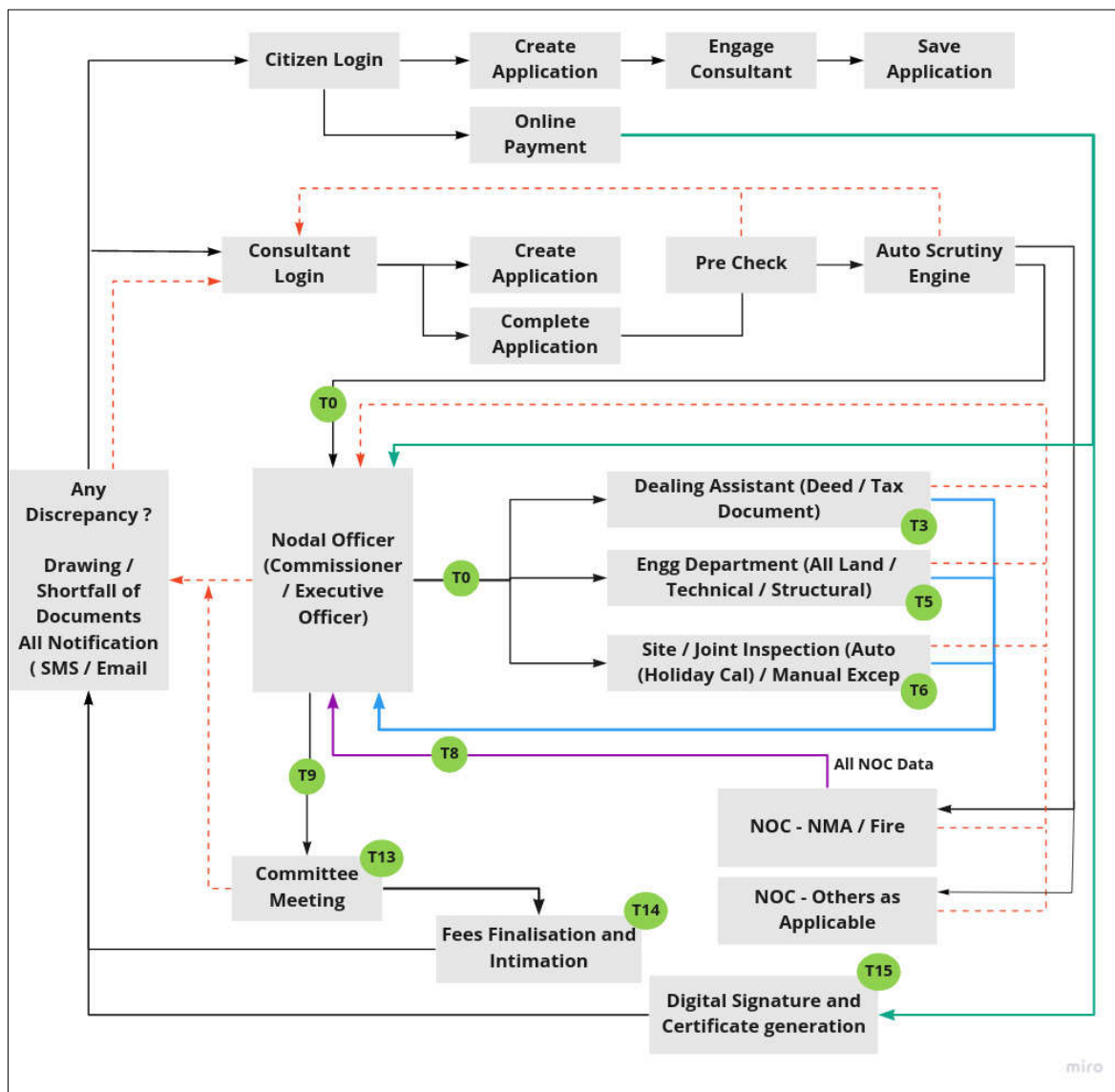
## Section 2 : Application Requirement / Availability

1. Production Hardware would be hosted at West Bengal State Data Centre (WBSDC) managed by Webel Technology Ltd as SIA under the administrative control of Department of Information Technology & Electronics, Govt. of West Bengal.
2. The production URL of the application would be <https://obpsudma.wb.gov.in>
3. CAF based Single Window System for OBPAS & AutoScrutiny Software will be hosted using Cloud enabled platform of SDC State Data Centre
4. The usernames / passwords for the ULB's would be available separately
5. Browser : The user's browser should be HTML5 compatible (Mozilla Firefox / Chrome) for a satisfactory user experience.
6. Site Inspectors are required to download the Mobile App from the Portal available on the Home Page.
7. Signatory Authorities are required to have DSC - Digital Signature Certificate

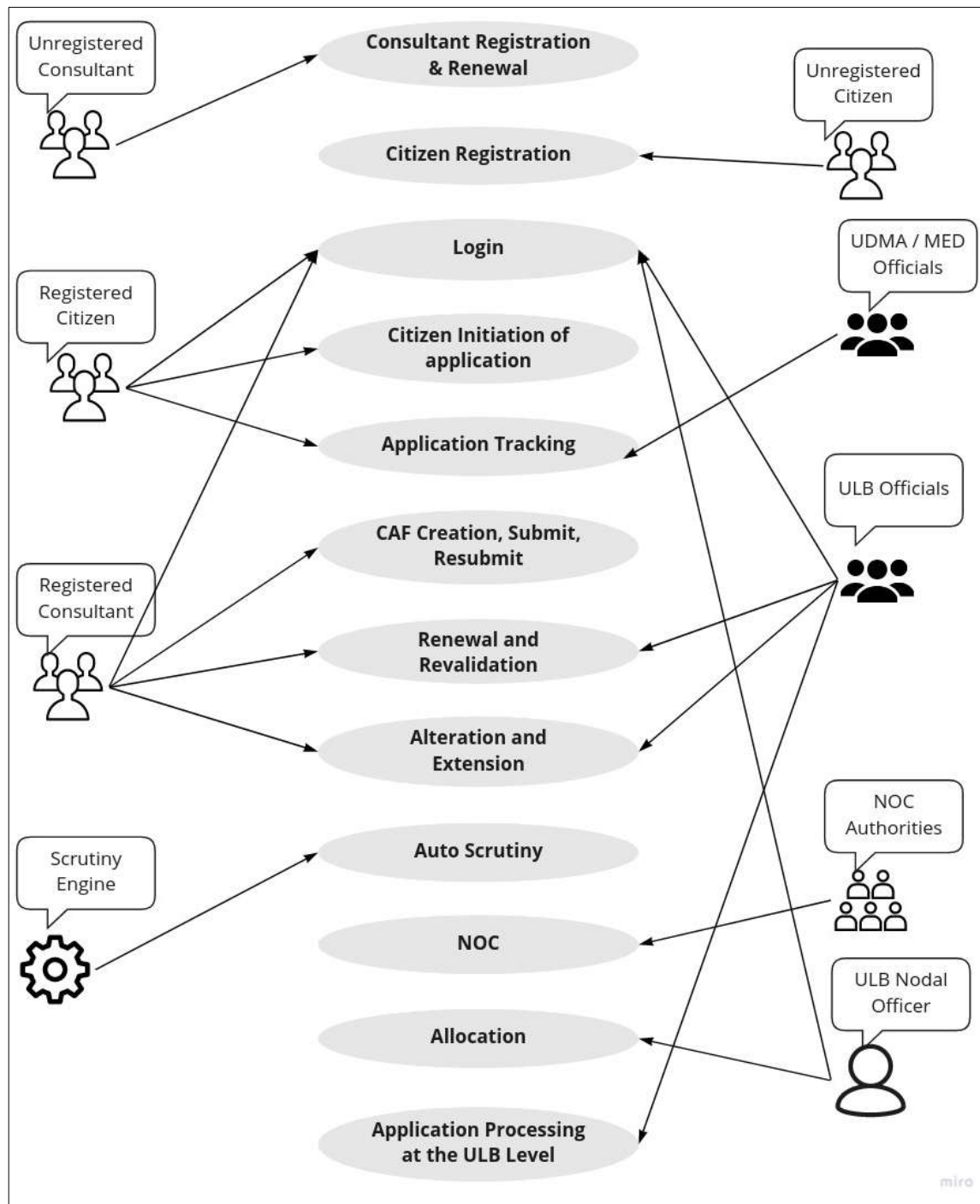
## Section 3 : Functional Requirements

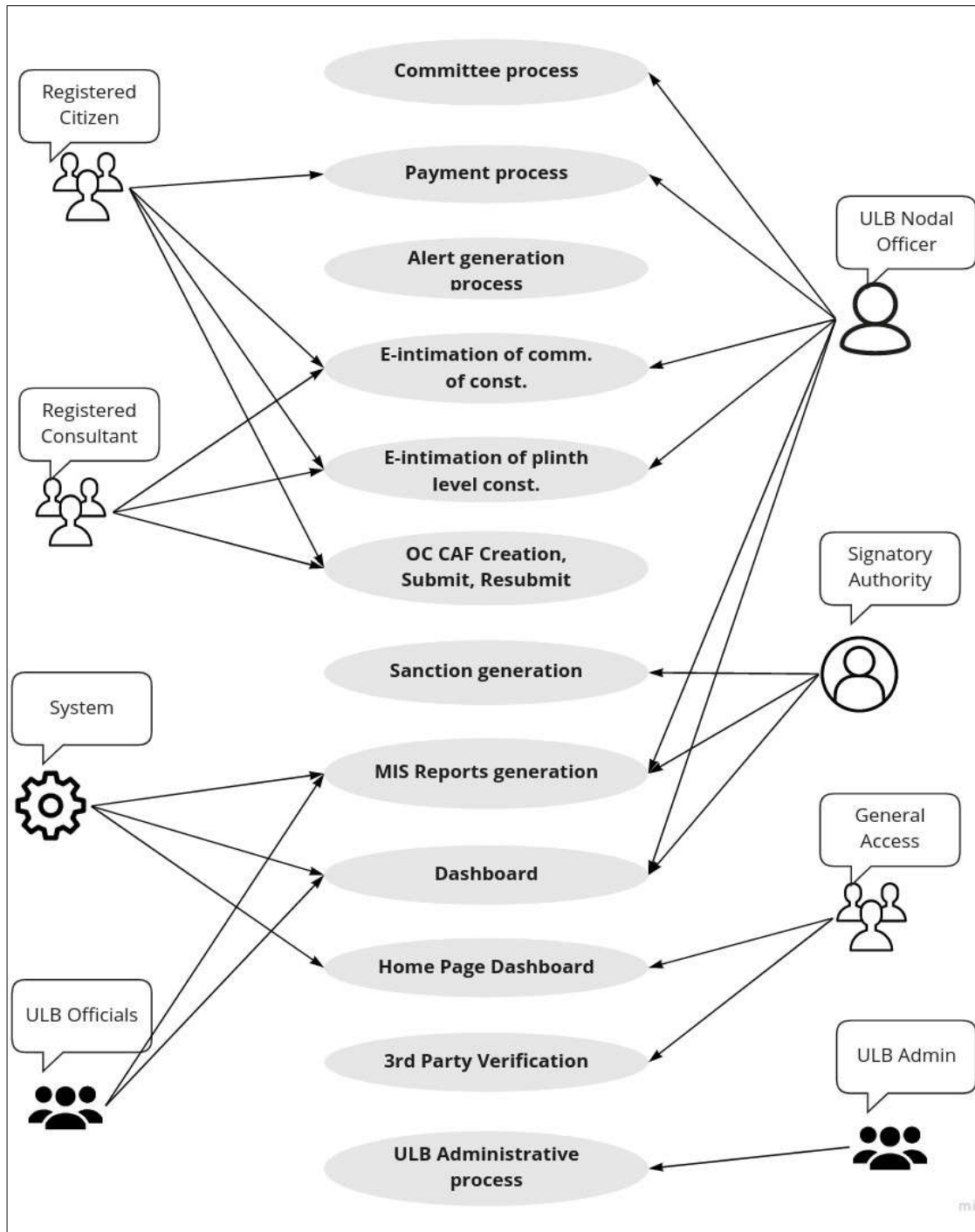
The functional requirements of the proposed system are described below in terms of process. A process may be defined as a particular activity that an Actor can perform. An Actor is a user with a specific role. The following table gives a brief description of each process / sub process in the workflow :

### 3.1. Generic Process Map



### 3.2. Generic Use Case Diagram



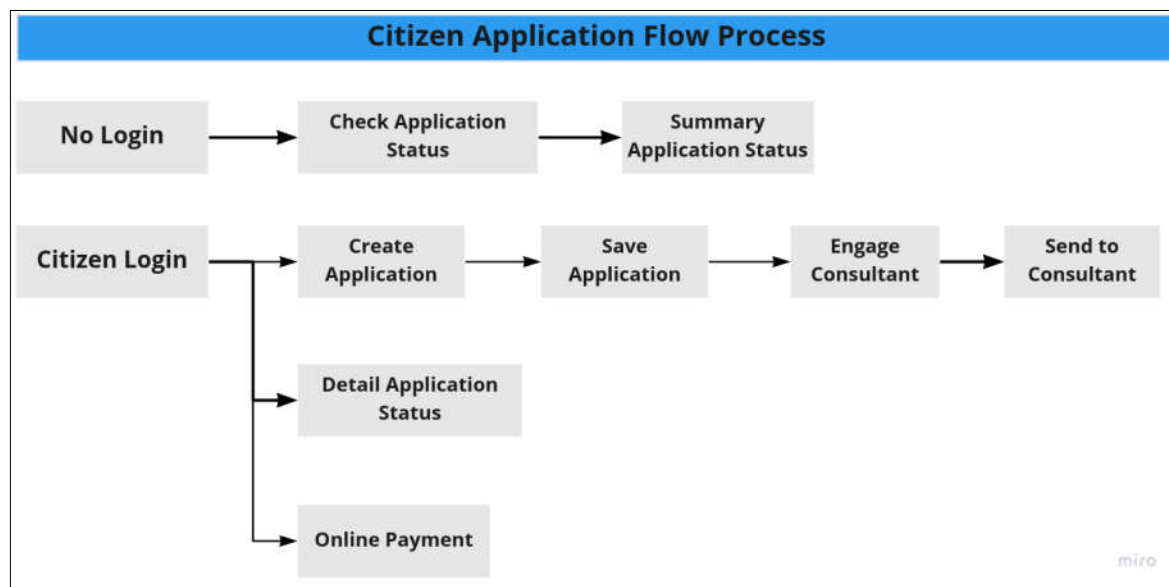


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### **3.3.**

### **3.4. Use Case Description: Citizen Registration Process**





### 3.5.

## 3.6. Use Case Description: Consultant Registration and Renewal

Item	Description
Use Case ID	1
Use Case Name	Consultant Registration and renewal
Trigger	Select Consultant registration on the Portal
Primary Actor	Not Registered Consultant
Pre Condition	Empanelled consultant at the ULB with valid license
Basic Path	Selects Consultant registration Fill Up the Fields and Uploads the Documents Submits Login and process files after ULB Admin Approval
Alternative Paths	Renewal Login with username / password

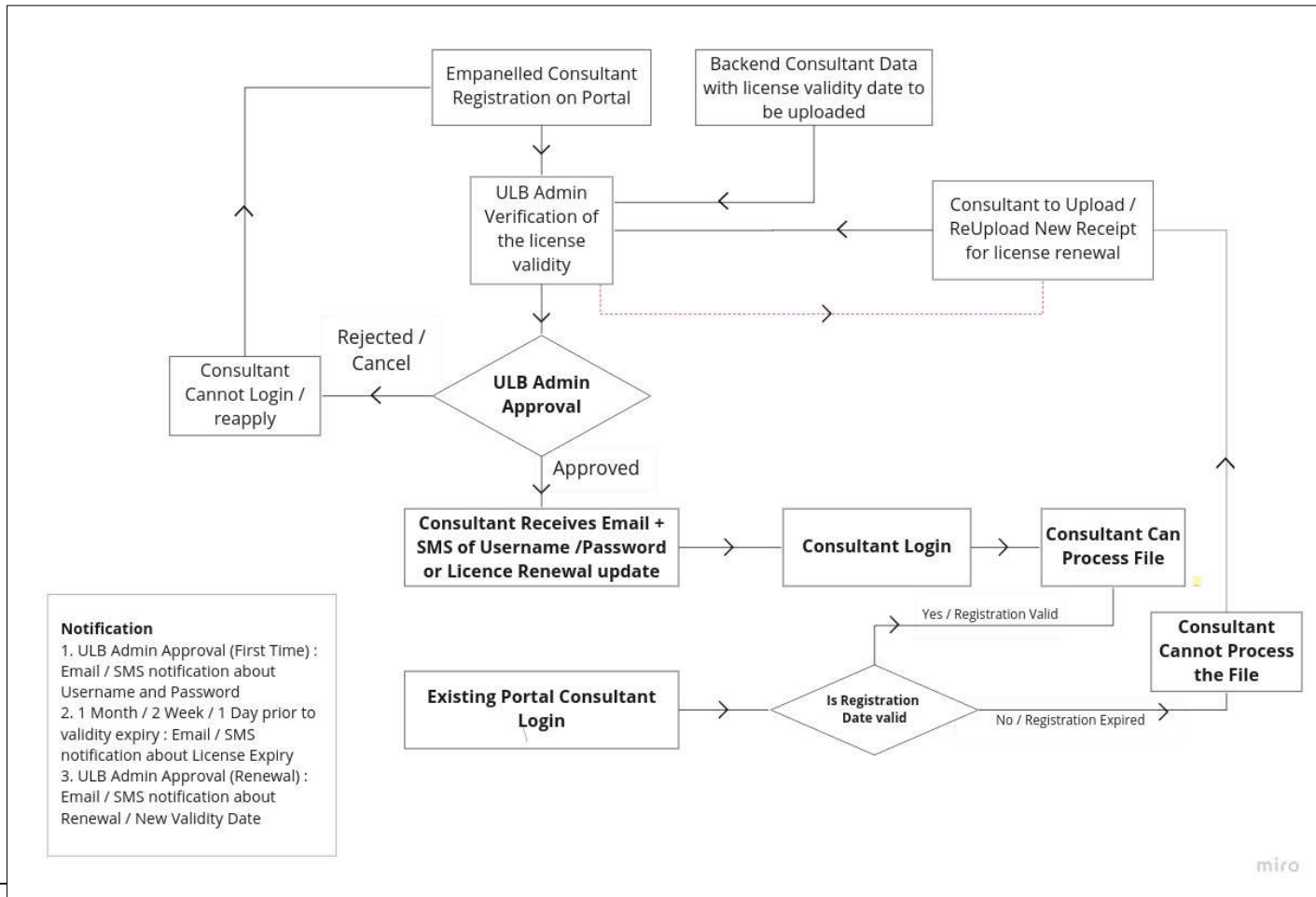
Item	Description
	Upload License document and the validity date Login and process files after ULB Admin Approval
Post Condition	Notification to Consultant
Supporting Actors	Approval from ULB Admin
Business Validation	

### 3.6.1 CONSULTANT TYPES

1. Architect
2. Licensed Building Surveyor : Class I, Class II
3. Geo Technical Engineer : Class I, Class II
4. Structural Engineer : Class I, Class II
5. Structural

Reviewer

### 3.6.2 CONSULTANT REGISTRATION PROCESS



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### 3.6.3 PROCESS DESCRIPTION

1. ULB Enrolled Consultant Registers on the Portal along with the valid Documents
2. The Documents are validated and consultant approved by the ULB Admin
3. The Consultant receives username and password and can process the file so long as the license is valid
4. The Consultant receives intimation 1 month prior to expiry of licenses.
5. The Consultant uploads the renewed license which needs to be approved by the ULB Admin
6. The Consultant cannot process the file when the license expires but can login and upload the renewed license.
7. The consultant can be rejected or the license cancelled at any point of time by the ULB Admin

## Section 4 : ULB Admin Specific Functions

The following are specifically available for the ULB Admin

1. Home Page - List of all ULB Files
2. Numeric Dashboard (Count of Status)
3. New ULB Actor's Registration
4. ULB Actors (Change Password / Transfer / Edit)
5. Role Level (View / Deactivate)
6. Consultant (Approve / Reject / Resubmit / Cancel)
7. Add Ward Location
8. MIS Reports

### 4.1. Home Page - List of all ULB Files

The Home Page of ULB Admin Shows the list of all the applications submitted for the respective ULB

**Online Building Plan Approval System (OBPAS)**  
Department of Urban Development & Municipal Affairs, Govt. of West Bengal

HOME DASHBOARD ▾ ULB DETAILS ▾ SETTING ▾ MIS ▾ HELP ▾ WELCOME: ANUJ (ULB ADMIN) PROFILE LOGOUT

**BUILDING PLAN**  
LIST OF FILES FOR BUILDING PERMIT

**BUILDING COMPLETION**  
LIST OF FILES OF BUILDING COMPLETION

**WATER CONNECTION**  
LIST OF FILES FOR WATER CONNECTION

**SEWER CONNECTION**  
LIST OF FILES FOR SEWER CONNECTION

**CONTACT US**  
Nagarayan Bhavan, DF-8, Sector - I, Salt Lake City, Kolkata - 700064

Help Desk (10AM-06PM - Monday To Friday)  
033 23349356 helpdesk.sws.udma@wb.gov.in

Designed and Developed by Vinzas & Tetra Powered by WTL

1. Clicking the **List of File for Building Permit** takes to the List of All Files for that ULB
2. The files can be searched on the basis of AIN Number, Applicant Name
3. The Details of the files can also be checked from here.

4.2.

[Export to Excel](#)

**BUILDING PLAN APPLICATION LIST**

S. No	Applicant	ULB	Building Category	AIN	Application Status	Flag Status	Dealing Assistant status	Site Inspection Status	Status Change Date	Action
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					<a href="#">Submit</a>
1	Armit Kumar	Asansol	Institutional	SWS-OBPS/1101/2021/0048	SE Recommended Nodal Officer Action Pending	<div style="display: flex; flex-direction: column; gap: 2px;"> <span style="color: red;">T3</span> <span style="color: blue;">T3</span> <span style="color: red;">T6</span> <span style="color: blue;">T8</span> <span style="color: red;">T9</span> <span style="color: red;">T13</span> <span style="color: red;">T14</span> <span style="color: red;">T15</span> </div>		27 Apr 2021 at 12:28 AM	<a href="#">VIEW</a> <a href="#">LOGS</a>	
					Engineer Action Pending	<div style="display: flex; flex-direction: column; gap: 2px;"> <span style="color: yellow;">T5</span> <span style="color: blue;">T6</span> <span style="color: green;">T8</span> <span style="color: green;">T9</span> <span style="color: green;">T13</span> <span style="color: green;">T14</span> <span style="color: green;">T15</span> </div>		2021 at 12:07 AM	<a href="#">LOGS</a>	
3	Biswajit Das	Asansol	Residential	SWS-OBPAS/1101/2021/0121	Pending For Engg Department	<div style="display: flex; flex-direction: column; gap: 2px;"> <span style="color: red;">T3</span> <span style="color: yellow;">T5</span> <span style="color: yellow;">T6</span> <span style="color: yellow;">T8</span> <span style="color: green;">T9</span> <span style="color: green;">T13</span> <span style="color: green;">T14</span> </div>	Send Back to Nodal Officer	Pending	26 Apr 2021 at 10:48 PM	<a href="#">VIEW</a> <a href="#">LOGS</a>

1 2 3 4 5 6 7 8 9 Next » Last

Status Flag Codes							
T3 : Dealing Assistant	T5 : Engineering Department	T6 : Joint Inspection	T8 : NOC Approval	T9 : Intimation of meeting	T13: BOC Meeting	T14: Fees confirmation by Nodal	T15: Signatory Authority Approval

Flag Color Codes			
🚩	Task Done	🚩	> 50% of the allotted time is remaining and task is not done
🚩		🚩	> 50% of the allotted time has elapsed since T0 and task is not
🚩		🚩	Allotted time has elapsed and task is not done

### 4.3.

## 4.4. Numeric Dashboard (Count of Status)

1. The number of files lying in various states are visible here.
2. The number could be clicked and the ULB Admin can go to the details of the files.



### 4.5.

## 4.6. New ULB Actor's Registration

1. ULB Actor Registration can be done by clicking on Menu **ULB Details > ULB Actor Registration**
2. ULB Admin can create the ULB Actor for the various User Roles like SAE / AE / EE / SE / CE / Nodal Officer / Site Inspector / Signatory Authority / Dealing Assistant
3. Begin Date by default is the current date. ULB Admin can change this date.
4. User name is in the format ULB Short Code-Designation-1 for examplae asans-sae-1
5. User name is unique in the system
- 6.

HOME DASHBOARD ▾ ULB DETAILS ▾ SETTING ▾ MIS ▾ HELP ▾ WELCOME: ANUJ (ULB ADMIN) PROFILE LOGOUT

ULB ACTOR REGISTRATION PAGE :-

ULB Registration			
Designation*	<input type="text"/>	User Name*	<input type="text"/>
Begin Date	<input type="text" value="04/30/2021"/>	End Date	<input type="text"/>
Password*	<input type="text"/>	Confirm Password*	<input type="text"/>
Name*	<input type="text"/>	Email ID*	<input type="text"/>
Mobile Number*	<input type="text"/>	User Role*	<input type="text" value="Select User Type"/>
Ward No.	<input type="text"/>	Address	<input type="text"/>
ULB Name*	<input type="text" value="Select ULB Name"/>	ULB Type*	<input type="text" value="Select Location"/>
District*	<input type="text" value="Select District Name"/>	Post Office	<input type="text"/>
Pincode	<input type="text"/>		

**4.7.**

**4.8. ULB Actors (Change Password / Transfer / Edit)**

**4.9. Role Level (View / Deactivate)**

**4.10. Consultant (Approve / Reject / Resubmit / Cancel)**

**4.11. Add Ward Location**

**4.12. MIS Reports**



## Section 5 : Risk Classification - Plains

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
<b>PLAINS</b>								
1	Upto 10 m	No	Residential Own Use - Plot Area upto 200 Sq m	Low Risk	LBS2 / Architect	Upload Self Certificate of Low Risk Building	Plot Area > 200 = Medium Risk	
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area upto 250Sq m				Built Up area > 250 = Medium Risk	
1A	Upto 10 m	No	S.No (1) falling in Zone IV	Medium Risk	LBS2 / Architect	Upload Certificate of Medium Risk Building by Structural Engg 2 and Geo Tech	Residential Self use Plot Area > 200 = High Risk	Built Up area > 250 = High Risk

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
						Engg 2		
			S.No (1) with Soil Erosion / Black Cotton Soil					
			S.No (1) directly abutting to Railway Line / High Tension Line / Electrical Sub Station / Metro Rail / Water Body of more than 500 Sq m / Cannal Coastal Region Zone					
2	Above 10 m and upto 15.5 m	No	Residential Own Use - Plot Area above 200 Sq m and upto 500 Sq m	Medium Risk	LBS1 / (Architect + Structural Engg2)	Upload Certificate of Medium Risk Building by Structural Engg 2 and Geo Tech Engg 2	Plot Area > 500 = High Risk	

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
						G Upload Certificate of Medium Risk Building by eo Tech Engg 2		
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area above 250Sq m and Upto 2000 Sq m				Built Up area > 2000 = High Risk	
			Industrial - Covered or Built up Area upto 250 Sq m				Built Up area > 250 = High Risk	
			Commercial / Mercantile / Apartment for Residential Use / Group Housing - Covered or Built Up Area - Any					

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
2A	Above 10 m and upto 15.5 m	No	S.No (2) falling in Zone IV	High Risk	LBS1 + Structural Engg2 + Geo Technical Engg2 / Architect + Structural Engg2 + Geo Technical Engg2			
			S.No (2) with Soil Erosion / Black Cotton Soil					
			S.No (2) directly abutting to Railway Line / High Tension Line / Electrical Sub Station / Metro Rail / Water Body of more than 500 Sq m / Cannal Coastal Region Zone					
3	Upto 15.5 m	Yes	All Occupancy	High Risk	Architect + Structural Engg2 + Geo Technical			

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
					Engg2			
4	Above 15.5 m and upto 20 m		Residential Own Use - Plot Area above 500 Sq m	High Risk	Architect + Structural Engg2 + Geo Technical Engg1		Plot Area <500 = High Risk	
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area above 2000 Sq m				Built Up Area < 2000 = High Risk	
			Industrial - Covered or Built up Area above 250 Sq m				Built Up Area < 250 = High Risk	
			Commercial / Mercantile / Apartment for Residential Use / Group Housing - Covered or Built Up Area - Any					
5	Above 20 m		Residential Own Use - Plot	High Risk	Architect +		Plot Area	

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
	and upto 25.5 m		Area above 500 Sq m		Structural Engg1 + Geo Technical Engg1		<500 = High Risk	
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area above 2000 Sq m				Built Up Area < 2000 = High Risk	
			Industrial - Covered or Built up Area above 250 Sq m				Built Up Area < 250 = High Risk	
			Commercial / Mercantile / Apartment for Residential Use / Group Housing - Covered or Built Up Area - Any					
6	Above 25.5 m		Residential Own Use - Plot Area above 500 Sq m	High Risk	Architect + Structural Engg1 + Geo Technical		Plot Area <500 = High Risk	

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
					Engg1 + Structural Reviewer			
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area above 2000 Sq m				Built Up Area < 2000 = High Risk	
			Industrial - Covered or Built up Area above 250 Sq m				Built Up Area < 250 = High Risk	
			Commercial / Mercantile / Apartment for Residential Use / Group Housing - Covered or Built Up Area - Any					
7	Any Height		Assembly / Hazardous Building	High	Architect + Structural Engg1 + Geo Technical Engg1 + Structural			

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception
					Reviewer			

## Section 6 : Risk Classifications - Hilly Areas

S.No	Building Ht	Base & Deep	Area Use / Topography / Category of Building	Risk Classification	Recruitment / Engagement	Action	Exception	Exception	Exception
	<b>HILLY AREA</b>								
1	Upto 6.5 m	No	Residential Own Use - Plot Area upto 200 Sq m	Low Risk	LBS2 / Architect	Upload Self Certificate of Low Risk Building		Plot Area > 200 = Medium Risk	
			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area upto					Built Up area > 250 = Medium Risk	



			250Sq m						
1A	Upto 6.5 m	No	S.No (1) with Soil Erosion / Black Cotton Soil	Medium Risk	LBS2 / Architect	Upload Certificate of Medium Risk Building by Structural Engg 2 and Geo Tech Engg 2		Residential Self use Plot Area > 200 = High Risk	Built Up area > 250 = High Risk
			S.No (1) directly abutting to Railway Line / High Tension Line / Electrical Sub Station / Metro Rail / Water Body of more than 500 Sq m / Cannal Coastal Region Zone						
2	Above 6.5 m and Upto 13.5 m		Residential Own Use - Plot Area above 200 Sq m and upto 500 Sq m	Medium Risk	LBS1 / (Architect + Structural Engg2)	Upload Certificate of Medium Risk Building by Structural Engg 2 and Geo Tech Engg 2		Plot Area > 500 = High Risk	

			Storage / Godown / Warehouse / Institution Building - Covered or Built up Area above 250Sq m and Upto 2000 Sq m					Built Up area > 2000 = High Risk	
			Industrial - Covered or Built up Area upto 250 Sq m					Built Up area > 250 = High Risk	
			Commercial / Mercantile / Apartment for Residential Use / Group Housing - Covered or Built Up Area - Any						
2A	Above 6.5 m and Upto 13.5 m		S.No (2) with Soil Erosion / Black Cotton Soil	High Risk	LBS1 + Structural Engg2 + Geo Technical Engg2 / Architect + Structural Engg2 + Geo				

					Technical Engg2				
			S.No (2) directly abutting to Railway Line / High Tension Line / Electrical Sub Station / Metro Rail / Water Body of more than 500 Sq m / Cannal Coastal Region Zone						

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## Section 7 : NOC Authorities

NOC Marked with \* have been integrated with SWS at the moment.

SWS will be integrated through 19 external authorities (11 State Govt. & 8 other than state Govt.) as under who are involved in issuance of No Objection Certificates Authorities under State Government:

1. **West Bengal Fire & Emergency Services \***
2. West Bengal State Electricity Distribution Corporation Limited (WBSEDCL)
3. Calcutta Electric Supply Corporation (CESC)
4. PWD Roads
5. Forest Department
6. Environment Authority (as per Order of W.B. Pollution Control Board vide office no.1512/4A-18/2010 {Pt.I} dated.14.06.2016, New Categorization has given in respective list is applicable)
7. State Water Investigation Directorate (SWID)
8. Development Authorities (KMDA, HAD, ADDA & SJDA)
9. Urban Land Ceiling (ULC) from UDMA Department.
10. Police Authority
11. Irrigation Department

Authorities other than State Government

1. Airport Authority of India
2. **National Monument Authority \***
3. Heritage Conservation Committee (HCC)
4. Indian Railway Authority
5. Kolkata Port Trust
6. National Highway Authority of India
7. Explosive Authority of India
8. Petroleum and Explosive Safety Organization

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## Section 8 : ULB Admin Process

The following Works can be carried out by the ULB Admins

1. Edit Role Levels : This is to be done in case a Role Level is required to be skipped from a ULB
2. Create users for the ULB
3. Edit / Transfers ULB Officials : In case the Officials are required to be transferred, this can be done by admin.
4. Empanelled Consultant can register in the Portal : The ULB Admin can Approve / Reject / Cancel the ULB Consultant.
5. In case of License expiry the Consultant can renew the portal login after taking offline license renewal. The ULB Admin can Approve / Reject / Cancel the ULB Consultant when the consultant applies for renewal
6. Access the ULB dashboard
7. Each ULB has Wards / Block / Location. Data has been uploaded from the backend. In case the data is not available the ULB Admin can enter the Data of Ward Name / Block / Location for the ULB.