

## STANDARD OPERATING PROCEDURE – E SERVICES FOR CLRA

### **Registration of Principal Employers under Contract Labour (Regulation and Abolition) Act , 1970**

Step	Activity	Responsibility	Documents Involved
1	<p><b><u>FOR NEW REGISTRATION</u></b></p> <p>The applicant shall open ‘www.wbhc.gov.in’ and will select e services and Registration of Principal Employer thereafter. A guide line will appear agreeing which he/she will land up in the log in page. If the applicant is an already registered user, he/she will log in using the credentials. For a new user he/she fills up a Common Application Form(CAF) in the Portal of wbhc.gov.in, which includes mainly applicant’s Name, Address, Contact Details, E Mail, PAN, Voters ID, Aadhar number, Driving License , Trade License Number, any other unique number tagged with that establishment, establishment name and details including address, etc. with Preferred User name &amp; Password and creates a User Credential</p>	Principal Employer	
2	Logs into the System with the Valid Credentials and Captcha	Principal Employer	
3	Lands up into the Dashboard	Principal Employer	
4	Selects new registration from menu and applies for online Registration of Principal Employer under the Contract Labour (Regulation and Abolition) Act , 1970 by filling up necessary information in the Form and uploads self-certified copies of required documents	Principal Employer	<ul style="list-style-type: none"> <li>✓ Valid Trade License</li> <li>✓ Articles of Association and Memorandum of Association / Partnership Deed</li> <li>✓ Factory License if any</li> <li>✓ Other certificates of registration in case of other than company, proprietorship or partnership firm like cooperative, Trustees etc.</li> <li>✓ Any other document in support of correctness of the particulars mentioned in the application if required</li> </ul>
5	Fills up Valid Contractor Information into the system or Imports the list from pre filled Excel Sheet in the format available in the system	Principal Employer	
6	Views the Filled in Information in the Application Preview Section before Final Submission or in case of correction rolls back to earlier sections and makes corrections and Saves the application	Principal Employer	
7	Final Submission of the application	Principal Employer	
8	Logs into the system with Credentials	Inspector concerned	

9	Lands up in the Dashboard and selects the Application List	Inspector concerned	
10	He views all the Applications that has been submitted by the Applicants along with Uploaded PDF Files	Inspector concerned	
11	He opens the application and verifies details one by one and marks Tick (√) which he finds correct and leaves the one as not verified which he finds Incorrect	Inspector concerned	
12	He may reverts back to applicant for Correction / Rectification with remarks in case any correction or rectification is required or may Call the applicant through System if required to answer specific queries or can forward it to the ALC for approval or rejection	Inspector concerned	
13	Logs into the system with the Credentials	Principal Employer	
14	Views on the Dashboard the status of application marked for correction if sent back by the Inspector and makes the corrections and resubmits the application	Principal Employer	Documents as required in item 4
15	Logs into the system with Credentials	Inspector concerned	
16	Verifies or re-verifies the application as the case may be and if found satisfactory forwards the same to the ALC concerned	Inspector concerned	
17	Logs into the system with the Credentials	ALC of the Subdivision	
18	Lands up in the Dashboard and views all the applications forwarded by Inspectors and if found satisfactory allows for Payment by the applicant. In case ALC finds something that is not satisfactory in the application he may revert it back either to the applicant or the Inspector as he deems fit.  ALC can also reject the application if finds so after observing principles of natural justice.	ALC of the Subdivision	
19	Logs into the system with the Credentials	Principal Employer	
20	Views on the Dashboard the status of application marked for PAYMENT ( PAY NOW) by ALC and makes payment Online through GRIPS and digitally signs the Form I and uploads in the system. The applicant can get the system generated filled up application printed if he so desires.  After successful payment of fees the applicant will receive a system generated statutory acknowledgement.  In case it is returned back by the ALC he views on the Dashboard the status of	Principal Employer	FORM 1  Proof of submission of fees            Documents as required in item 4

	application marked for correction and makes the corrections and resubmits the application.		
21	<p>If the applicant cannot sign the application digitally through DSC or else he is required to submit the signed hard copy of the system generated filled up application form before the ALC.</p> <p>He is also required to upload a scanned copy of signed system generated application form.</p>	Principal Employer	<p>Original application form</p> <p>Proof of submission of fees</p>
22	Logs into the system with the Credentials	ALC concerned	
23	After satisfactory payment ALC Issues Digitally signed Registration Certificate – FORM II and Uploads in the system for Applicant to download it from the system. Form Vs for Contractors engaged under the Principal Employer are automatically generated	ALC concerned	Registration certificate
24	Logs into the system with the Credentials	Principal Employer	
25	Views the Form-V , digitally signs and send via e mail or through SMS the Unique number of Form V to Contractors for applying of License	Principal Employer	
26	Track Status of Application through SMS Alerts generated through the System starting from Creating Login Credentials, Submission of Application, Correction Required, Payment of Fees , Status of Approval or Rejection , Status on Issue of Registration Certificate and viewing through his dashboard.	Principal Employer	
27	If the application is reverted back to the Inspector by the ALC, he will view the application along with remarks, if any, from the ALC, after logging into the system with credentials. He can either sent back the application to the applicant or forward the same to the ALC with remarks if any.	Inspector having jurisdiction over the area where the establishment is located	

**(i)(a) Process for updating the legacy data into the system by the Principal Employer**

Step	Activity	Responsibility	Documents Involved
1	<p><b><u>FOR EXISTING REGISTRATIONS OBTAINED MANUALLY</u></b></p> <p>The applicant shall open 'www.wbhc.gov.in' and will select e services and Registration of Principal Employer thereafter. A guide line will appear agreeing which he/she will land up in the log-in page. If the applicant is an already registered user, he/she will log in using the credentials. For a new user he/she fills up a Common Application Form (CAF) in the Portal of wbhc.gov.in, which Includes basically Applicants Name, Address, Contact Details , E Mail, PAN/Voters ID/Aadhar/Driving License , Trade License Number, any other unique number tagged with that establishment, establishment name and details including address, etc. with Preferred User name &amp; Password and creates a User Credential</p>	Principal Employer	
2	Lands up into the Dashboard	Principal Employer	
3	If the establishment has been registered already in manual mode the applicant Selects 'already registered' under the respective left menu and he/she enters the respective existing old Registration Number	Principal Employer	
4	System retrieves the information if available in the data base and applicant lands up in the Application Form with pre fetched information. The applicant has to fill up additional fields, if required, which were supposed to be filled by him/ her to complete the Registration Process had it been filled up online. There after process 4 to process 17 for new registration of Principal Employer as mentioned in above table will be followed for validation / approval of the data by the ALC .Applicant may be required to pay additional fees if required which would be shown automatically in Dashboard	Principal Employer	Copy of Registration Certificate in Form II along with the documents as mentioned in process number 4 in above table.

**License of Contractors under Contract Labour (Regulation and Abolition) Act , 1970**

Step	Activity	Responsibility	Documents Involved
1	The applicant shall open 'www.wbhc.gov.in' and will select e services and licensing of contractors thereafter. A guide line will appear agreeing which he/she will land up in the log in page. If the applicant is an already registered user, he/she will log in using the credentials. For a new user he/she fills up a Common Application Form(CAF) in the Portal of wbhc.gov.in, which includes mainly applicant's Name, Address, Contact Details, E Mail, PAN, Voters ID, Aadhar number, Driving License , Trade License Number, any other unique number tagged with that establishment, establishment name and details including address, etc. with Preferred User name & Password and creates a User Credential	Contractor	

2	Logs into the System with the Valid Credentials and Captcha	Contractor	
3	Lands up into the Dashboard	Contractor	
4	If the contractor is yet to be provided the system generated unique Form V number by the Principal Employer as mentioned in item 24 of the process for registration of establishment, the Principal Employer may Log into the system with the Credentials	Principal Employer	
5	Views the Form-V , digitally signs or can sign manually in the hard copy and send via e mail or through SMS the Unique number of Form V to Contractors for applying of License	Principal Employer	
6	Enters the system generated Unique Form V number issued by Principal Employer, through which maximum no of relevant fields for application for licensing would be populated in the Form	Contractor	<ul style="list-style-type: none"> <li>✓ Valid Form V</li> <li>✓ Valid Work Order</li> <li>✓ Any other documents in support of correctness of particulars furnished in application form</li> <li>✓ Trade licence</li> </ul>
7	Fills up the additional Information as required	Contractor	
8	Views the Filled in Information before Final Submit. In case of corrections rolls back to earlier sections and makes corrections and Saves the application	Contractor	
9	Final Submission of the application	Contractor	
10	Logs into the system with Credentials	Inspector concerned	
11	Lands up in the Dashboard and selects the Application List from the Left hand Panel	Inspector concerned	
12	He views all the Applications that has been submitted by the Applicants along with Uploaded PDF Files	Inspector concerned	
13	He opens the application and verifies details one by one and marks Tick (✓) which he finds correct and leaves the one as not verified which he finds Incorrect	Inspector concerned	
14	He may reverts back to applicant for Correction / Rectification with remarks in case any correction or rectification is required or may Call the applicant through System if required to answer specific queries or can forward it to the ALC for approval or rejection	Inspector concerned	
15	Logs into the system with the Credentials	Contractor	
16	Views on the Dashboard the status of application marked for correction if sent back by the Inspector and makes the corrections and resubmits the application	Contractor	<ul style="list-style-type: none"> <li>Documents as required among</li> <li>✓ Valid Work Order</li> <li>✓ Any other documents in support of correctness of particulars furnished in application</li> </ul>

			form ✓ Valid Form V ✓ Trade licence
17	Logs into the system with Credentials	Inspector concerned	
18	Verifies or re-verifies the application as the case may be and if found satisfactory forwards the same to the ALC	Inspector concerned	
19	Logs into the system with the Credentials	ALC of the Subdivision	
20	Lands up in the Dashboard and views all the applications forwarded by Inspector and if found satisfactory allows for Payment by the applicant.  In case ALC finds something that is not satisfactory in the application he may revert it back either to the applicant or the Inspector as he deems fit.  ALC can also reject the application if finds so after observing principles of natural justice.	ALC of the Subdivision	
21	Logs into the system with the Credentials	Contractor	
22	Views on the Dashboard the status of application marked for PAYMENT (PAY NOW) by ALC and makes payment Online through GRIPS and digitally signs the Form IV and uploads in the system.  In case it is returned back by the ALC he views on the Dashboard the status of application marked for correction and makes the corrections and resubmits the application.	Contractor	FORM IV  Proof of submission of fees and security deposit
23	If the applicant cannot sign the application digitally through DSC or else he is required to submit the signed hard copy of the application form before the ALC. He is also required to upload a scanned copy of signed system generated application form	Contractor	Original signed application  Proof of submission of fees and security deposit
24	Logs into the system with the Credentials	ALC of the Subdivision	
25	After satisfactory payment ALC issues Digitally signed License Certificate (Form VI ) and Uploads in the system for Applicant to download it from the system	ALC of the Subdivision	
26	Logs into the system with the Credentials & downloads the Digitally signed License Certificate	Contractor	
27	Track Status of Application through SMS Alerts generated through the System starting from Creating Login Credentials, Submission of Application, Correction Required, Payment of Fees , Status of Approval or Rejection, Status on issue of License	Contractor	
28	If the application is reverted back to the Inspector by the ALC, he will view the application along with remarks, if any, from the ALC, after logging into the system with credentials.	Inspector Concerned	

	He can either sent back the application to the applicant or forward the same to the ALC with remarks if any.		
29	The contractor, in some cases, may also apply for license without the unique form V number. In that case the contractor will skip the above stated step and blank Form IV will be required to be filled up by the applicant after entering valid registration no of the Principal Employer. There after process as mentioned in 8 and onwards will follow.	Contractor	<ul style="list-style-type: none"> <li>✓ Valid Form V</li> <li>✓ Valid Work Order</li> <li>✓ Any other documents in support of correctness of particulars furnished in application form</li> </ul> Trade licence

### **Renewal of License of Contractors under CLRA Act , 1970**

<b>Step</b>	<b>Activity</b>	<b>Responsibility</b>	<b>Documents Involved</b>
1	Logs into the System with the Valid Credentials and Captcha	Contractor	
2	Lands up into the Dashboard	Contractor	
3	Views his details and can apply for Renewal within the specified period when the Renewal button shall automatically be ACTIVE within a stipulated time limit and uploads self-certified copies of required documents	Contractor	<ul style="list-style-type: none"> <li>✓ Earlier Copy of License Certificate</li> <li>✓ Work order</li> <li>✓ Order from the Principal Employer for extension of time of work or else</li> </ul>
4	Fills up the additional Information as required	Contractor	
5	Views the Filled in Information in the Application Preview Section before Final Submit or in case of corrections rolls back to earlier sections and makes corrections and Saves the application	Contractor	
6	Final Submission of the application	Contractor	
7	Logs into the system with Credentials	Inspector Concerned	
8	Lands up in the Dashboard and selects the Application List from the Left hand Panel	Inspector Concerned	
9	He views all the Applications that has been submitted by the Applicants along with Uploaded PDF Files	Inspector Concerned	
10	He opens the application and verifies details one by one and marks Tick (✓) which he finds correct and leaves the one as not verified which he finds Incorrect	Inspector Concerned	
11	He may reverts back to applicant for Correction / Rectification with remarks in case any correction or rectification is required or may Call the applicant through System if required to answer specific queries or can forward it to the ALC for approval or rejection.	Inspector Concerned	

12	Logs into the system with the Credentials	Contractor	
13	Views on the Dashboard the status of application marked for correction by Inspector if any and makes the corrections and resubmits the application	Contractor	<ul style="list-style-type: none"> <li>✓ Earlier Copy of License Certificate</li> <li>✓ Work order</li> <li>✓ Order from the Principal Employer for extension of time of work or else Any or more from the above mentioned documents</li> </ul>
14	Logs into the system with Credentials	Inspector Concerned	
15	Verifies or re-verifies the application as the case may be and if found satisfactory forwards the same to the ALC	Inspector Concerned	
16	Logs into the system with the Credentials	ALC of the Subdivision	
17	<p>Lands up in the Dashboard and views all the applications forwarded by Inspector and if found satisfactory allows for Payment by the applicant.</p> <p>In case ALC finds something that is not satisfactory in the application he may revert it back either to the applicant or the Inspector as he deems fit.</p> <p>ALC can also reject the application if finds so after observing principles of natural justice.</p>	ALC of the Subdivision	
18	Logs into the system with the Credentials	Contractor	
19	<p>Views on the Dashboard the status of application marked for PAYMENT ( PAY NOW) by ALC and makes payment Online through GRIPS and digitally signs the Form VII and uploads in the system.</p> <p>In case it is returned back by the ALC he views on the Dashboard the status of application marked for correction and makes the corrections and resubmits the application.</p>	Contractor	<p>FORM VII</p> <p>Proof of submission of fees</p>
20	If the applicant cannot sign the application digitally through DSC or else he is required to submit the signed hard copy of the application form before the ALC. He is also required to upload a scanned copy of signed system generated application form	Contractor	<p>Originally signed application</p> <p>Proof of submission of fees</p>
21	Logs into the system with the Credentials	ALC of the Subdivision	
	After satisfactory payment ALC Issues Digitally signed Renewal Certificate of License ( Form VI ) and Uploads in the	ALC of the	



22	system for Applicant to download it from the system where system generated period of Validity of the license would also be mentioned	Subdivision	
23	Logs into the system with the Credentials & downloads the Digitally signed License Renewal Certificate	Contractor	
24	Track Status of Application through SMS Alerts generated through the System starting from Creating Login Credentials, Submission of Application , Correction Required , Payment of Fees , Status of Approval or Rejection , Status on issue of License Renewal Certificate	Contractor	
25	If the application is reverted back to the Inspector by the ALC, he will view the application along with remarks, if any, from the ALC, after logging into the system with credentials. He can either sent back the application to the applicant or forward the same to the ALC with remarks if any.	Inspector Concerned	