

# SILPA DISHA MOBILE APP

Are you an entrepreneur?  
Facing any hardship /issues for  
Setting up your enterprise?

**NO PROBLEM**

- Download the “SILPA DISHA” mobile app  
This will help you to reach out to the highest  
Authority of MSME Department, Govt. of WB  
In a most convenient and transparent manner.
- This is a grievance redressal app for convenient  
Meaningful solution to the issues, problems and  
Hardship ,if any faced by the entrepreneurs.
- To download,search for “SILPA DISHA” on the  
Google app store & Apple App Store



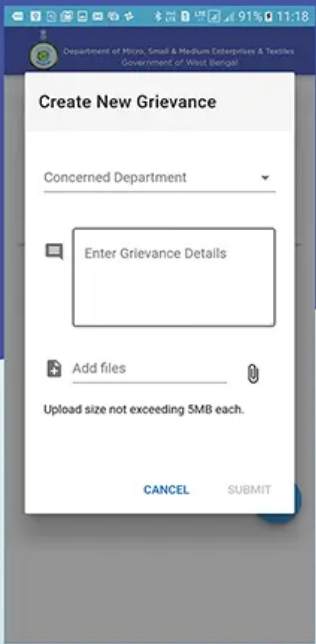
## How to use “Silpa Disha” App?



**Step 1**  
validate your mobile  
number by using OTP



**Step 2**  
enter details  
of your unit



**Step 3**  
Enter your grievance details  
with supporting documents

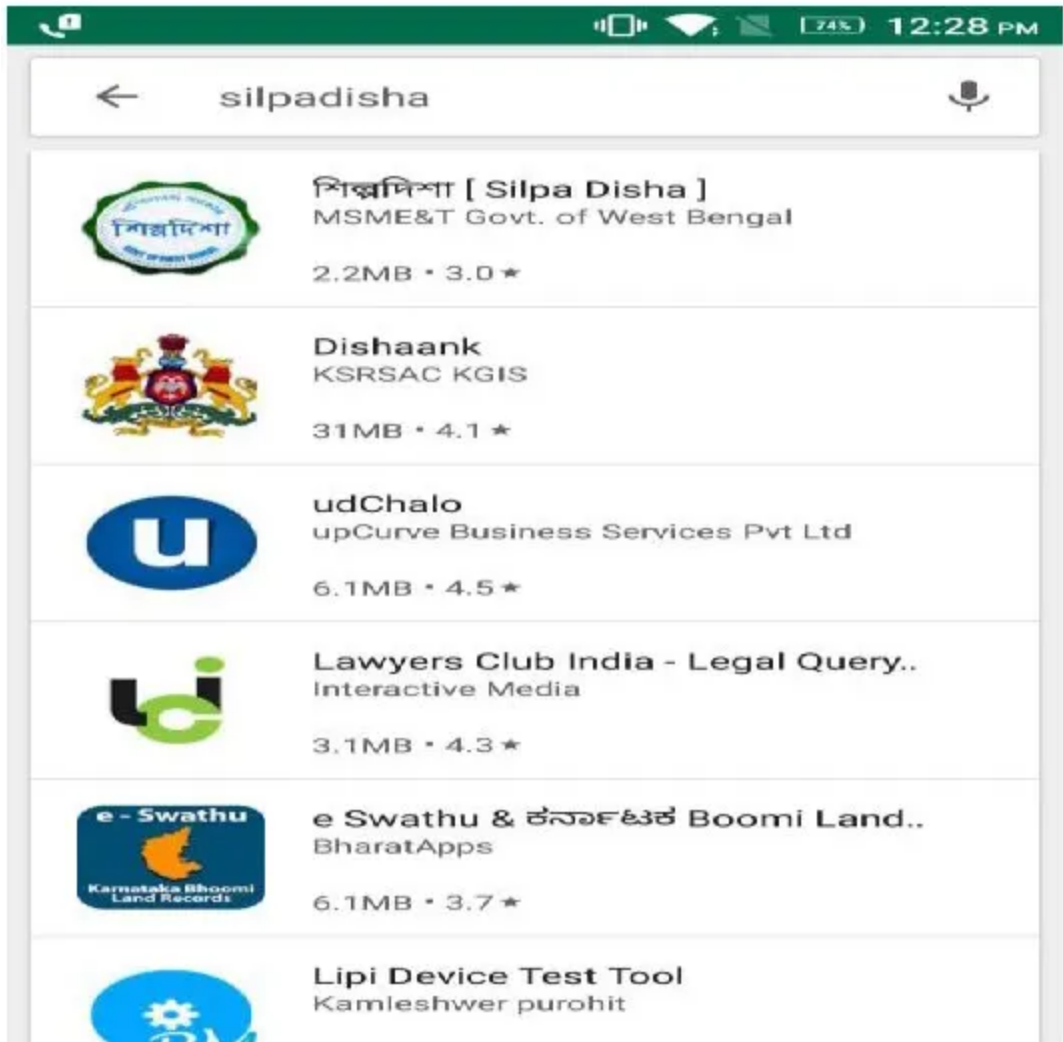
Grievance Redressal Mobile App User Journey

MSME SILPA DISHA

GOOGLE PLAY STORE: SILPA DISHA MOBILE APP DISCOVERY

STEP-I

The Android Mobile user can look up/search for the ‘Silpa Disha’ Mobile App by searching for ‘Silpa Disha’ or ‘Silpadisha’ in the Google Play Store. The search results for ‘Silpa Disha’ or ‘Silpadisha’ in the Google Play Store will look like this:



STEP-II

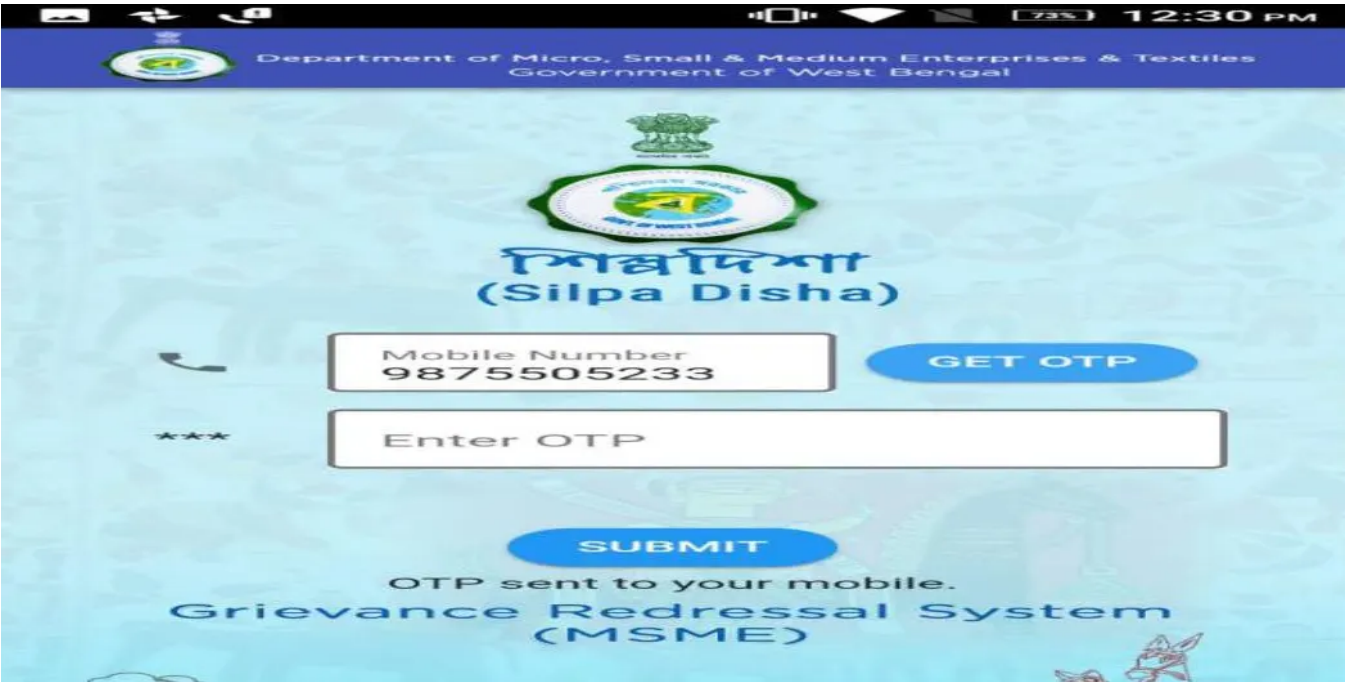
The user can select the search result ‘Silpa Disha’ and can view the details of the app, as shown below: The user can then click on the button ‘Install’ to install the Silpa Disha mobile app.



STEP-III

SILPA DISHA MOBILE APP LAUNCH SCREEN

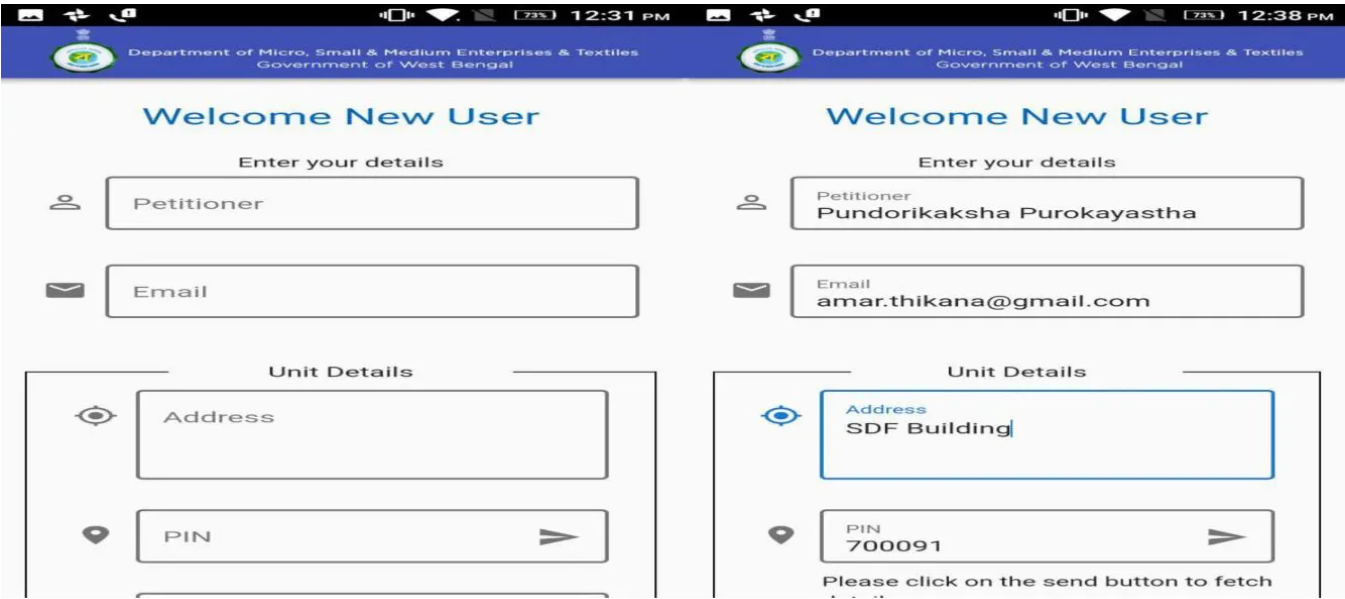
After installing the Silpa Disha mobile app, the user can click on Open button to launch the mobile app; in this screen, the user will be prompted to enter his/her mobile number and request for an OTP. An OTP will be sent to the same mobile number, which the user needs to enter. After entering the OTP, the user needs to click on the ‘Submit’ button to go the next screen.



STEP-IV

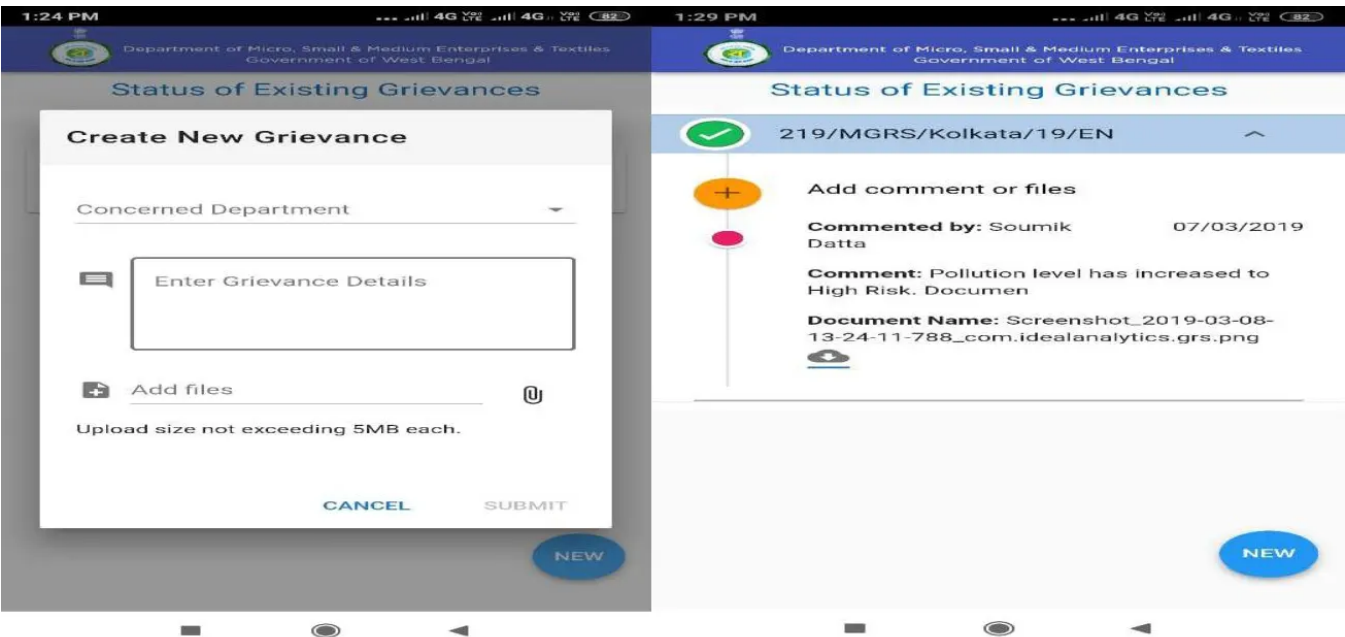
SILPA DISHA NEW USER SIGN UP/ REGISTRATION

After successfully validating the OTP, the user will be taken to the next screen ‘welcome new user’; in this screen, the end user will be prompted to enter his/her name, details of the MSME unit (eg. District, City, Pin Code, Location, Email and address). The Pin Code is auto validated and based on the Pin Code provided, the District and the City/Town and Location is pre populated. This has been done keeping in mind new user sign up convenience and ease.



SILPA DISHA GRIEVANCE SUBMISSION SCREEN

This is the grievance submission screen wherein the user can submit a new grievance as well as view the updates on any grievance, add comments, provide supporting documents and also see the response provided against a specific grievance.



A dedicated group of Officers of the Directorate of MSME, Govt. of West Bengal under the Chairmanship of the Director, MSME, and Govt. of West Bengal are always ready to solve the grievances submitted by the MSMEs of our State.

For any further details please contact:

“Grievance Redressal Cell” New Secretariat Buildings (9th Floor), 1 KS Roy Road, Kolkata-1 or District Industries Centres of the Concerned District.

