



MSME-SILPA DISHA

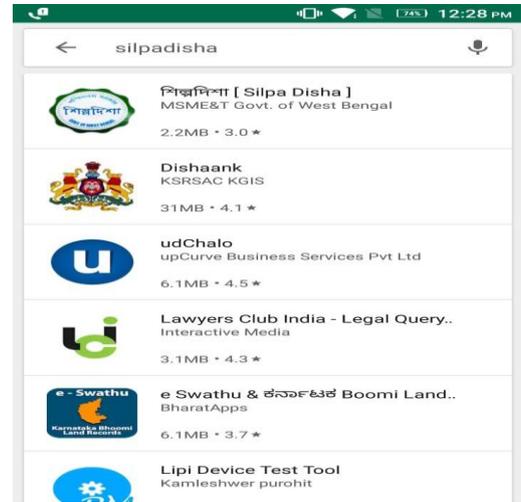
Grievance Redressal Mobile App User Journey

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.



Grievance Redressal App for MSMEs of West Bengal

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.

The image displays two side-by-side screenshots of a mobile application's registration screen titled "Welcome New User". Both screens are from the "Department of Micro, Small & Medium Enterprises & Textiles, Government of West Bengal".

The left screenshot shows the initial form with the following fields:

- Enter your details:** "Petitioner" (empty), "Email" (empty).
- Unit Details:** "Address" (empty), "PIN" (empty).

The right screenshot shows the form filled with the following information:

- Enter your details:** "Petitioner: Pundorikaksha Purokayastha", "Email: amar.thikana@gmail.com".
- Unit Details:** "Address: SDF Building", "PIN: 700091".

Below the PIN field on the right, there is a message: "Please click on the send button to fetch...".

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.

The image displays two side-by-side screenshots of a mobile application's grievance management screen titled "Status of Existing Grievances". Both screens are from the "Department of Micro, Small & Medium Enterprises & Textiles, Government of West Bengal".

The left screenshot shows the "Create New Grievance" form with the following fields:

- "Concerned Department" (dropdown menu).
- "Enter Grievance Details" (text input field).
- "Add files" (file upload button).
- Text: "Upload size not exceeding 5MB each."
- Buttons: "CANCEL" and "SUBMIT".
- Bottom right button: "NEW".

The right screenshot shows the "Status of Existing Grievances" screen with a list of grievances:

- Item 1: "219/MGRS/Kolkata/19/EN" (checked).
- Item 2: "Add comment or files" (plus icon).
- Item 3: "Commented by: Soumik Datta" (dated 07/03/2019).
- Item 4: "Comment: Pollution level has increased to High Risk. Documen" (truncated).
- Item 5: "Document Name: Screenshot_2019-03-08-13-24-11-788_com.idealanalytics.grs.png" (with download icon).
- Bottom right button: "NEW".

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.