

**Query and Grievance
User Manual V 1.0**

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1. Introduction

The Query and Grievance Module is designed to allow both registered and unregistered investors to raise queries, grievances, and technical issues with the relevant department. This feature ensures that all issues are addressed promptly and efficiently, following a structured process for resolution.

Key Features

Unregistered Investors:

Unregistered investors can use this module to raise queries or report technical issues. They will receive responses and resolutions from the department even without a registered account.

Registered Investors:

Registered investors can raise queries, grievances, or technical issues, which will be handled by the department for resolution.

Process Flow:

- Approve

Once a grievance is raised, it will be actioned and forwarded to the Joint Director (JD) for review. After review, the issue will be sent to the Nodal Officer for closure and resolution.

- Revert

If the Nodal Officer requires additional information or clarification, the grievance will be placed in a "Revert" status. This status indicates that the Nodal Officer is requesting further details from the investor before proceeding with the resolution.

This module ensures a seamless experience for all investors, allowing them to efficiently raise issues and receive timely resolutions.

2. Registered User

2.1 Organization Details

The screenshot displays the 'My Organization' dashboard. On the left, a sidebar menu includes 'My Organization', 'Wizards', 'Query & Grievances', 'Notifications', and 'Help'. The main content area shows '25 Active Projects' with a red 'Add New Project' button. A red box highlights the details for 'Project 1 - 200120251348', which includes fields for CAF ID, District, Taluk, Project Category, Pollution Category, Status, and KIADB Land Allotment Status. Below this, a 'Project Services' section shows four categories: Applied, Approved, Rejected, and Inprogress, each with a red '0' indicator. At the bottom, there are buttons for 'View', 'Edit', 'Appeal', and 'Documents'. Two callout boxes provide instructions: one on the left points to the 'Query & Grievances' menu item, and one on the right points to the project details area.

Click here to access the Query/ Grievance/ Technical support page.

Post Login, the user will be directed to organization dashboard page.

2.2 Query/Grievance/Technical Support

The screenshot shows the 'Query/Grievance/Technical Support' form. At the top, there are three tabs: 'Query' (selected), 'Grievance', and 'Technical Support'. A callout box above the form states: 'When submitting a query/grievance/technical support, Name, Email, Country Code & Phone Number will be auto populated.' The form fields include: 'Name *' (pre-filled with 'HCC SAMSUNG JOINT VENTURE'), 'Email *' (pre-filled with '@in.ey.com'), 'Country Code *' (pre-filled with '+91'), 'Phone *' (empty), 'Query Type *' (dropdown menu with 'Select'), 'Subject *' (text input with placeholder 'Enter Subject'), 'Description *' (text area with placeholder 'Enter Description'), and 'Upload File' (file upload button with 'No file chosen'). At the bottom right, there are 'Submit' and 'Reset' buttons.

When submitting a query/grievance/technical support, Name, Email, Country Code & Phone Number will be auto populated.

2.2.1 Query

Home > Queries & Grievances >

Query/Grievance/Technical Support

To raise a Query click here

The user can select the query type from the dropdown menu.

Query	Grievance	Technical Support
--------------	------------------	--------------------------

Name *
HCC SAMSUNG JOINT VENTURE

Email *
[redacted]@in.ey.com

Country Code *
+91

Phone *
[redacted]

Query Type *
Select

Subject *
Enter Subject

Description *
Enter Description

Upload File
Choose File No file chosen

Submit Reset

- Select
- State level Single window approval related (KUM)
- District level Single window approval related (DICs)
- Department level (Phase-2) approvals related
- Incentive related
- Fees related
- Others

2.2.1.1 State level Single window approval related (KUM)

Query/Grievance/Technical Support

Query Grievance Technical Support

Name *
HCC SAMSUNG JOINT VENTURE

Email *
@in.ey.com

Country Code *
+91

Phone *

Query Type *
State level Single window approval related (KUM)

Have Applied/Received Application Approval? *
Select
Yes
No

Subject *
Enter Subject

Description *
Enter Description

Upload File
Choose File No file chosen

Submit Reset

Upon selecting the **State level Single window approval related (KUM)** query type, the above secondary dropdown field appears.

Query/Grievance/Technical Support

Query Grievance Technical Support

Name *
HCC SAMSUNG JOINT VENTURE

Email *
@in.ey.com

Country Code *
+91

Phone *

Query Type *
State level Single window approval related (KUM)

Have Applied/Received Application Approval? *
Yes

Application Number *
Select Application Number

Subject *
Enter Subject

Description *
Enter Description

Upload File
Choose File No file chosen

Submit Reset

The form requires the **subject** and **description** as mandatory fields, while upload file is optional.

If the user selects "**Yes**" in the Have Applied/ Received Application Approval field, the user will be prompted to provide the application number.

Click here to **submit** the query or **reset** the form.

Query/Grievance/Technical Support

Query Grievance Technical Support

Name* Email* Country Code*

Phone* Query Type* Have Applied/Received Application Approval?*

Subject*

If "No" is selected for "Have Applied/Received Application Approval," no further details are required.

Description*

Upload File No file chosen

2.2.1.2 District level Single Window Approval (KUM)

The image shows a web application interface for submitting a query. At the top, there is a navigation bar with 'Home >' and 'Queries & Grievances >'. Below this is a header 'Query/Grievance/Technical Support'. The main content area features three tabs: 'Query' (highlighted in red), 'Grievance', and 'Technical Support'. The form contains several input fields: 'Name' (text input with 'HCC SAMSUNG JOINT VENTURE'), 'Email' (text input with '@in.ey.com'), 'Country Code' (text input with '+91'), 'Phone' (text input), 'Query Type' (dropdown menu with 'District level Single window approval related (')), 'Have Applied/Received Application Approval?' (dropdown menu with 'Yes'), 'Application Number' (dropdown menu with '150120251084'), and 'Subject' (text input with 'Query'). A red arrow points to the 'Application Number' dropdown. Below these is a 'Description' text area with the placeholder text 'Please raise a query here if you require assistance or have questions.' and an 'Upload File' section with a 'Choose File' button and 'No file chosen' text. At the bottom right, there are 'Submit' and 'Reset' buttons.

Query/Grievance/Technical Support

Query Grievance Technical Support

Name* Email* Country Code*

Phone* Query Type* Have Applied/Received Application Approval?*

District* Board/Corporation/Department* Service Name*

Subject*

If "No" is selected under "Have Applied/Received Application Approval," the user will be prompted to select the **District** from the dropdown, followed by dropdowns for the **Board/ Corporation/ Department** and **Service Name**.

Description*

Upload File No file chosen

The user can submit the form once all mandatory fields are completed.

2.2.1.3 Department Level (Business Services/Phase-2) Approvals

Home > **Queries & Grievances** >

Query/Grievance/Technical Support

Query | Grievance | Technical Support

Name* HCC SAMSUNG JOINT VENTURE | Email* @in.ey.com | Country Code* +91

Phone* | Query Type* Department level (Phase-2) approvals related | Related to* State District

Board/Corporation/Department* Select Department | Subject* Query

Description* Please raise a query here if you require assistance or have questions.

Upload File Choose File No file chosen

Submit **Reset**

If the user selects "State," a dropdown will appear to select the Board/Corporation/Department related to the query.

Corporation/Department related to the query.

After selecting "Department Level (Phase-2) Approvals" query type, the user will be prompted to specify whether the query is related to the State or District.

Home > **Queries & Grievances** >

Query/Grievance/Technical Support

Query | Grievance | Technical Support

Name* HCC SAMSUNG JOINT VENTURE | Email* @in.ey.com | Country Code* +91

Phone* | Query Type* Department level (Phase-2) approvals related | Related to* State District

Board/Corporation/Department* Airports Authority of India (AAI) | Service Name* Select Service | Subject* Query

Description* Please raise a query here if you require assistance or have questions.

Upload File Choose File No file chosen

Submit **Reset**

After selecting the Board/Corporation/Department, the user will be prompted to select the service name of the department associated with the query.

The user can submit the form once all mandatory fields are completed.

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query Grievance Technical Support

Name* HCC SAMSUNG JOINT VENTURE Email* @in.ey.com Country Code* +91

Phone* Query Type* Department level (Phase-2) approvals related Related to* State District

District* Bagalkote Board/Corporation/Department* Select Department Subject* Enter Subject

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

If the query type is related to the **District**, the user will see a dropdown to select the **District**, followed by the **Board/Corporation/Department** to which this query pertains.

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query Grievance Technical Support

Name* HCC SAMSUNG JOINT VENTURE Email* @in.ey.com Country Code* +91

Phone* Query Type* Department level (Phase-2) approvals related Related to* State District

District* Bagalkote Board/Corporation/Department* Bangalore Electricity Supply Company Limited Service Name* Select Service

Subject* Enter Subject

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

After selecting the **Board/Corporation/Department**, the user will be prompted to select the service name of the department associated with the query.

The user can submit the form once all mandatory fields are completed or reset the form.

2.2.1.4 Incentive Related

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query | Grievance | Technical Support

Name* HCC SAMSUNG JOINT VENTURE

Email* @in.ey.com

Country Code* +91

Phone*

Query Type* Incentive related

Related to* State District

Subject* Enter Subject

Description* Enter Description

Upload File

Choose File No file chosen

Submit **Reset**

If "State" is selected, the user will be required to fill in the subject and description fields, with the file upload being optional.

After selecting "Incentive Related" query type, the user will be prompted to specify whether the query is related to the State or District.

The user can submit the form once all mandatory fields are completed or reset the form.

Query/Grievance/Technical Support

Query Grievance Technical Support

Name* Email* Country Code*

Phone* Query Type* Related to* State District

District* Board/Corporation/Department* Service Name*

Subject*

Description*

Upload File No file chosen

If the query type is related to the **District**, the user will see a dropdown to select the **District**, followed by the **Board/Corporation/Department** to which this query pertains.

After selecting the **Board/Corporation/Department**, the user will be prompted to select the **Service Name** of the department associated with the query.

The user can submit the form once all mandatory fields are completed or reset the form.

2.2.1.5 Fees Related

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query | Grievance | Technical Support

Name* HCC SAMSUNG JOINT VENTURE | Email* @in.ey.com | Country Code* +91

Phone* | Query Type* Fees related | Subject* Enter Subject

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

For the "Fees Related" query type, the user will only need to fill in the **Subject** and **Description** fields. The file upload is optional for submission of the query.

2.2.1.6 Others

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query | Grievance | Technical Support

Name* HCC SAMSUNG JOINT VENTURE | Email* @in.ey.com | Country Code* +91

Phone* | Query Type* Others | Subject* Enter Subject

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

For any other query type, the user will only need to fill in the **Subject** and **Description** fields. The file upload is optional for submission of the query.

2.2.2 Grievance

The screenshot shows a web form titled "Query/Grievance/Technical Support" with a breadcrumb "Home > Queries & Grievances >". The "Grievance" tab is selected. A red arrow points to the "Grievance" tab. A callout box says "To raise a Grievance, click here". The form fields include: Name (HCC SAMSUNG JOINT VENTURE), Email (____@in.ey.com), Country Code (+91), Phone (____), Grievance Related to (dropdown menu), Subject (Enter Subject), Description (Enter Description), and Upload File (Choose File, No file chosen). A dropdown menu for "Grievance Related to" is open, showing "Select", "Karnataka Udyog Mitra", and "Other department/bodies/corporation". A callout box points to this menu: "The user can select whether the Grievance relates to Karnataka Udyog Mitra or Other department/ bodies/ corporation". At the bottom are "Submit" and "Reset" buttons.

2.2.2.1 Karnataka Udyog Mitra

This screenshot shows the same form as above, but with "Karnataka Udyog Mitra" selected in the "Grievance Related to" dropdown. A secondary dropdown for "Level of Grievance" is open, showing "Select", "State Level Single Window Approval(KUM)", and "District level Single Window Approval(DIC)". A callout box says: "If the Grievance relates to Karnataka Udyog Mitra, the secondary dropdown field to select the Level of Grievance will appear." The "Grievance Type" dropdown is set to "Other grievances". The "Submit" and "Reset" buttons are at the bottom.

Home > **Queries & Grievances** >

Query/Grievance/Technical Support

Query **Grievance** Technical Support

Name* HCC SAMSUNG JOINT VENTURE

Email* @in.ey.com

Country Code* +91

Phone*

Grievance Related to* Karnataka Udyog Mitra

Level of Grievance* State Level Single Window Approval(KUM)

Have Applied/ Received Application Approval?*

Application Number* Select Application Number

Grievance Type* Other grievances

Select
Delay/rejection of applied service
Other grievances

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

Upon selecting the State Level Single window approval (KUM) grievance level, the following secondary dropdown field appears.

The user will then be prompted to select the Grievance Type.

If the user selects "Yes" in the Have Applied/ Received Application Approval field, the user will be prompted to provide the application number.

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query
Grievance
Technical Support

Name*

Email*

Country Code*

Grievance Related to*

Level of Grievance*

Have Applied/Received Application Approval?*

Grievance Type*

Select

Delay/rejection of applied service

Other grievances

Subject*

Choose File No file chosen

The user can submit the form once all mandatory fields are completed or reset the form.

Submit
Reset

If "No" is selected under "Have Applied/Received Application Approval," the user will only be asked to select the Grievance Type.

The form requires the subject and description as mandatory fields, while upload file is optional.

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query
Grievance
Technical Support

Name*

Email*

Country Code*

Phone*

Grievance Related to*

Level of Grievance*

Have Applied/Received Application Approval?*

Application Number*

Grievance Type*

Subject*

Description*

Upload File

If the user selects "Yes" in the Have Applied/ Received Application Approval field, the user will be prompted to provide the Application Number and select the Grievance Type.

Submit
Reset

If the Grievance is District level, the user will select whether they have applied or received application approval.

Query/Grievance/Technical Support

Query **Grievance** Technical Support

Name* HCC SAMSUNG JOINT VENTURE Email* @in.ey.com Country Code* +91

Phone* Grievance Related to* Karnataka Udyog Mitra Level of Grievance* District level Single Window Approval(DIC)

Have Applied/Received Application Approval?* No District* Select Grievance Type* Select

Subject* Enter Subject

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

If the user selects "No" in the Have Applied/ Received Application Approval field, the user will be prompted to select the District and the Grievance Type.

2.2.2.2 Other department/bodies/corporation

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query **Grievance** Technical Support

Name* HCC SAMSUNG JOINT VENTURE Country Code*

Phone*

Description* Enter Description

Upload File Choose File No file chosen

Submit Reset

Important message

- ▶ If you wish to raise a grievance about a delay or rejection of service, please click on the link below:
https://sakala.kar.nic.in/Online_Appeal/Online_Appeal-1.aspx
- ▶ If you wish to raise a grievance related to something other than delay or rejection of service, please click on the link below:
<https://ipgrs.karnataka.gov.in/>

Close

If the grievance relates to Other department/bodies/corporation, the following pop-up message will display.

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query **Grievance** Technical Support

Name* Email* Country Code*

HCC SAMSUNG JOINT VENTURE @in.ey.com +91

Grievance Related to* Subject*

Other department/bodies/corporation Enter Subject

Upload File

Choose File No file chosen

The user can submit the form once all mandatory fields are completed or reset the form.

Submit Reset

The form requires the subject and description as mandatory fields, while upload file is optional.

2.2.3 Technical Support

Home > Queries & Grievances >

Query/Grievance/Technical Support

Query Grievance **Technical Support**

Name* Email* Country Code*

HCC SAMSUNG JOINT VENTURE @in.ey.com +91

Phone* Technical Support Needed For* Subject*

Enter Description Select Enter Subject

Application error/issues

Unable to upload/download attachments

Change in submitted details

Payment related

Other

Upload File

Choose File No file chosen

The user can submit the form once all mandatory fields are completed or reset the form.

Submit Reset

The user can select the reason for Technical Support from the dropdown menu.

To raise a Technical Support here

2.3 Post submission

Query & Grievance Dashboard

12
 Query View

5
 Grievance View

Total 12 Submitted 11 Reverted 1 Resolved 0

The number of **submitted, resolved, and reverted** tickets will be displayed on the dashboard.

Search by Form Number +

S.No.	Subject	Type	Reference Number	Submission Date	Modify Date	Status	Action
1	Tech support	Technical support	T-2201256633	22/1/2025	22/1/2025	Submitted	View
2	djnanwnmnej	Technical support	T-1701257946	17/1/2025	17/1/2025	Submitted	View
3	lujgfdafgh	Technical support	T-1701252283	17/1/2025	17/1/2025	Submitted	View
4	jhgfdytrfdg	Technical support	T-1601252883	16/1/2025	16/1/2025	Reverted	View
5	jhufds	Technical support	T-1601251840	16/1/2025	16/1/2025	Submitted	View
6	lojuytre	Technical support	T-1601254270	16/1/2025	16/1/2025	Submitted	View
7	mkih	Technical support	T-1601258166	16/1/2025	16/1/2025	Submitted	View
8	lytryisop	Query	Q-1501258620	15/1/2025	15/1/2025	Submitted	View
9	lytredfgh	Query	Q-1501256993	15/1/2025	15/1/2025	Submitted	View
10	lytredfgh	Query	Q-15012546438	15/1/2025	15/1/2025	Submitted	View
11	test	Technical support	T-0801251928	8/1/2025	9/1/2025	Submitted	View
12	Document preview	Query	Q-0801254041	8/1/2025	8/1/2025	Submitted	View

Query & Grievance Dashboard

12
 Query View

5
 Grievance View

Total 12 Submitted 11 Reverted 1 Resolved 0

To view ticket details, the user can click the **"View"** button under the Action tab.

Search by Form Number +

S.No.	Subject	Type	Reference Number	Submission Date	Modify Date	Status	Action
1	Tech support	Technical support	T-2201256633	22/1/2025	22/1/2025	Submitted	View
2	djnanwnmnej	Technical support	T-1701257946	17/1/2025	17/1/2025	Submitted	View
3	lujgfdafgh	Technical support	T-1701252283	17/1/2025	17/1/2025	Submitted	View
4	jhgfdytrfdg	Technical support	T-1601252883	16/1/2025	16/1/2025	Reverted	View
5	jhufds	Technical support	T-1601251840	16/1/2025	16/1/2025	Submitted	View
6	lojuytre	Technical support	T-1601254270	16/1/2025	16/1/2025	Submitted	View
7	mkih	Technical support	T-1601258166	16/1/2025	16/1/2025	Submitted	View
8	lytryisop	Query	Q-1501258620	15/1/2025	15/1/2025	Submitted	View
9	lytredfgh	Query	Q-1501256993	15/1/2025	15/1/2025	Submitted	View
10	lytredfgh	Query	Q-15012546438	15/1/2025	15/1/2025	Submitted	View
11	test	Technical support	T-0801251928	8/1/2025	9/1/2025	Submitted	View
12	Document preview	Query	Q-0801254041	8/1/2025	8/1/2025	Submitted	View

Ticket Number: Q-1501256993

Name: HCCC SAMSUNG JOINT VENTURE | **Email:** @h.ay.com | **Mobile Number:**

Query Related to: State level in-principle approval related (KUM)

Have Applied/Received Application Approval? No

Status: Submitted

Subject: lytredfgh

Description: jhnytrfdghy

File: sample1.pdf

Close Ticket

To close the ticket, click here

3. Unregistered user

3.1 Query

Query/Technical Support

To raise a Query, the user must provide details such as **Name, Country Code, Phone Number, and Email address.**

After providing the details, the user will receive an **OTP via email. Enter the OTP and click on Verify OTP** for verification.

Query | Technical Support

Country Code *
+91

Email *
@in.ey.com

Resend OTP (13s)

Enter OTP

Verify OTP

Query Type *
Select

Subject *
Enter Subject

Description *
Enter description

Upload file
Choose File No file chosen

Submit | Reset

3.1.2 District level Single window approval related (DICs)

Query/Technical Support

Query	Technical Support
Name *	Country Code *
<input type="text"/>	+91
Phone *	Email *
<input type="text"/>	<input type="text" value="@in.ey.com"/>
	<input type="button" value="Verified"/>
Query Type *	District *
District level Single window approval related (DICs)	Select District
Subject *	<div style="border: 1px solid red; padding: 5px;">If the Query Type is District level, the user will be prompted to select the District from the dropdown menu.</div>
Enter Subject	
Description *	
Enter description	
Upload file	
<input type="button" value="Choose File"/> No file chosen	
	<input type="button" value="Submit"/> <input type="button" value="Reset"/>

3.1.3 Department Level (Phase-2) Approvals related

Query/Technical Support

Query

Technical Support

Name *

Country Code *

Phone *

Email *

Query Type *

Related To * State District

Board/Corporation/Department *

Service Name *

Subject *

Description *

Upload file No file chosen

If the user selects "State," a dropdown will appear to select the Board/Corporation/Department and Service Name related to the query.

Corporation/Department related to the query.

After selecting "Department Level (Phase-2) Approvals related" query type, the user will be prompted to specify whether the query is related to the State or District.

Query/Technical Support

Query	Technical Support
Name *	Country Code *
<input type="text"/>	+91
Phone *	Email *
<input type="text"/>	<input type="text" value="@in.ey.com"/>
Query Type *	<input type="button" value="Verified"/>
Department level (Phase-2) approvals related	Related To *
	<input type="radio"/> State <input checked="" type="radio"/> District
District *	Board/Corporation/Department *
Select District	Select Department
Service Name *	Subject *
Select Service	Enter Subject
Description *	
Enter description	
Upload file	
<input type="button" value="Choose File"/> No file chosen	
	<input type="button" value="Submit"/> <input type="button" value="Reset"/>

If the Query type is related to the **District**, the user will see a dropdown to select the **District, Board/Corporation/Department** and **Service Name** to which this query pertains.

3.1.4 Incentive Related

Query/Technical Support

Query

Technical Support

Name *

Country Code *

Phone *

Email *

Verified

Related To *

State District

For **State-related queries**, the user is required to provide the **Subject and Description** as mandatory fields before submission

If the user has an **Incentive-related query**, they must specify whether it is State or District related.

Upload file

No file chosen

Query/Technical Support

Query

Technical Support

Name *

Country Code *

Phone *

Email *

Query Type *

Verified

Related To *

Subject *

Submit

Reset

For District-related queries, the user must choose the District from the dropdown menu.

3.1.5 Fees Related

Query/Technical Support

Query

Technical Support

Name *

Country Code *

Phone *

Email *

Query Type *

Verified

Subject *

Description *

Upload file

Submit

Reset

Fees related

Enter description

Choose File No file chosen

Enter Subject

For the "Fees Related" query type, the user will only need to fill in the **Subject** and **Description** fields. The file upload is optional for submission of the query.

3.1.6 Others

Query/Technical Support

Query

Technical Support

Name *

Country Code *

Phone *

Email *
Verified

Query Type *

Subject *

Description *

Upload file

Submit Reset

For other query type, the user will only need to fill in the **Subject** and **Description** fields. The file upload is optional for submission of the query.

After submitting a Query, the user will receive a confirmation email with their ticket number, and the request will be reviewed promptly.

3.2 Technical Support

Query/Technical Support

To request Technical Support, the user must provide details such as **Name, Country Code, Phone Number, and Email address.**

Query

Technical Support

Name *

Country Code *

Phone *

Email *

Technical Support Needed For *

Subject *

Description *

Upload File No file chosen

Query/Technical Support

After providing the details, the user will receive an **OTP via email**. Enter the OTP and **click on Verify OTP** for verification.

Query	Technical Support
<input type="text"/>	Country Code * <input type="text" value="+91"/>
<input type="text"/>	Email * <input type="text" value="XXXXXXXXXX@in.ey.com"/>
	<input type="text" value="Resend OTP (14s)"/>
	<input type="text" value="Enter OTP"/>
	<input type="button" value="Verify OTP"/>
Technical Support Needed For * <input type="text" value="Select"/>	Subject * <input type="text" value="Enter Subject"/>
Description* <input type="text" value="Enter description"/>	
Upload File <input type="button" value="Choose File"/> No file chosen	
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

Query/Technical Support

The form is titled 'Query/Technical Support' and has two tabs: 'Query' (grey) and 'Technical Support' (red). The 'Technical Support' tab is active. The form contains the following fields:

- Name* (text input)
- Country Code* (text input with '+91' selected)
- Phone* (text input)
- Email* (text input with '@in.ey.com' selected)
- Subject* (text input with 'Enter Subject' placeholder)
- Needed For* (text input)
- Other (text input)

There are also two buttons at the bottom right: 'Submit' (red) and 'Reset' (grey). A green 'Verified' badge is visible below the email field. A dropdown menu is open over the 'Subject*' field, showing options like '/issues', '/download attachments', and 'tted details'. A red box highlights the 'Submit' button.

The form requires the **subject** and **description** as mandatory fields, while upload file is optional.

The user can submit the form once all mandatory fields are completed or reset the form.

~~After submitting the technical support form, the user will receive a confirmation email with their ticket number, and the request will be reviewed promptly.~~