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.

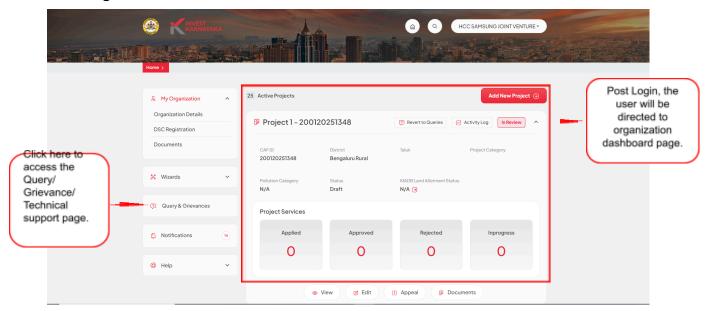
Revert

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.

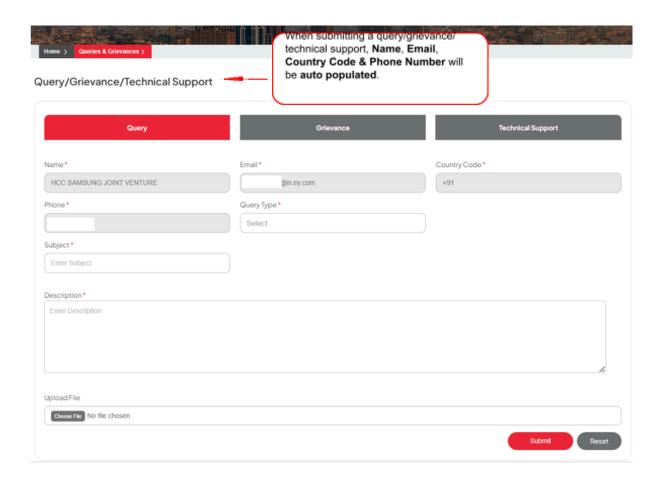
This module ensures a seamless experience for all investors, allowing them to efficiently raise issues and receive timely resolutions.

2. Registered User

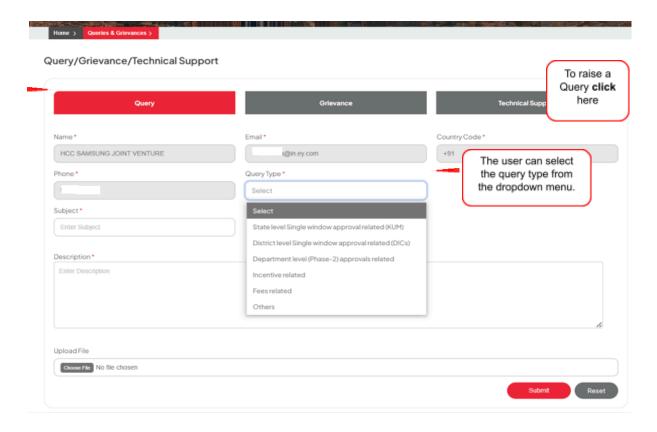
2.1 Organization Details



2.2 Query/Grievance/Technical Support

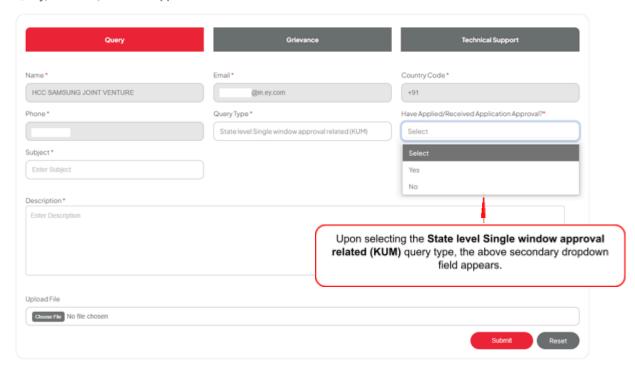


2.2.1 Query



2.2.1.1 State level Single window approval related (KUM)

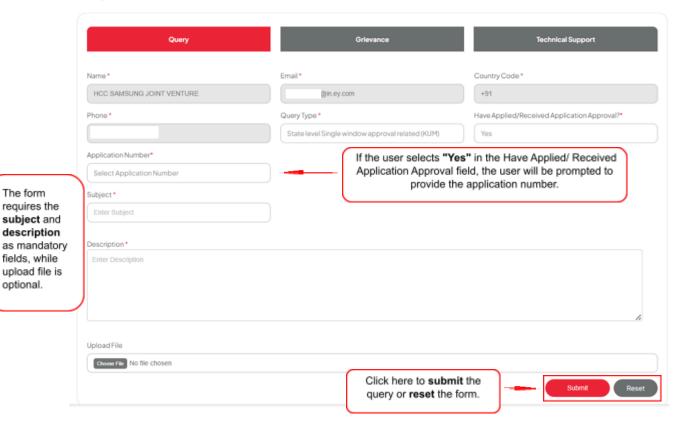
Query/Grievance/Technical Support

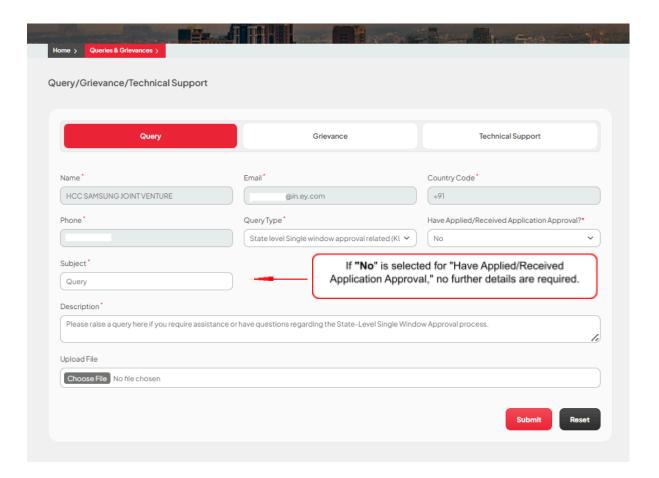


Query/Grievance/Technical Support

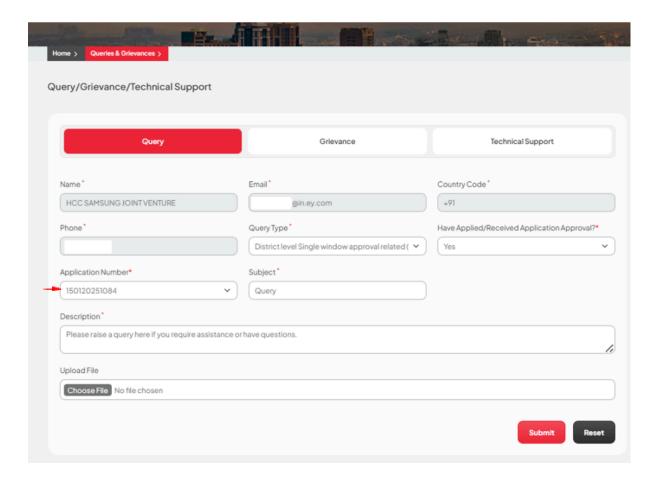
The form

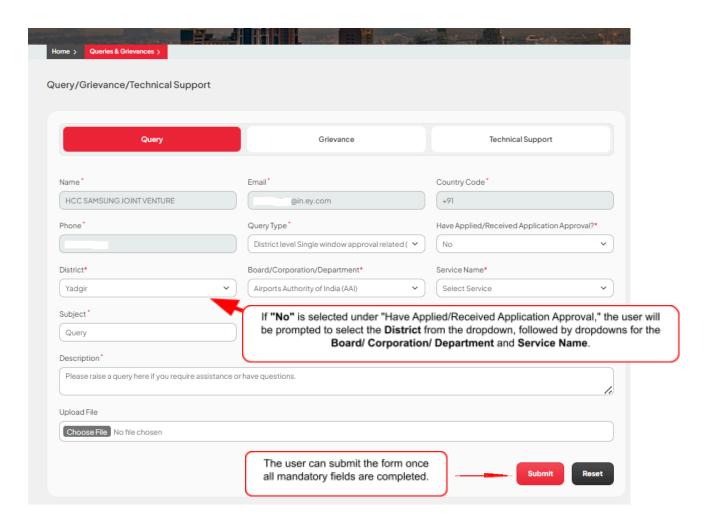
optional.



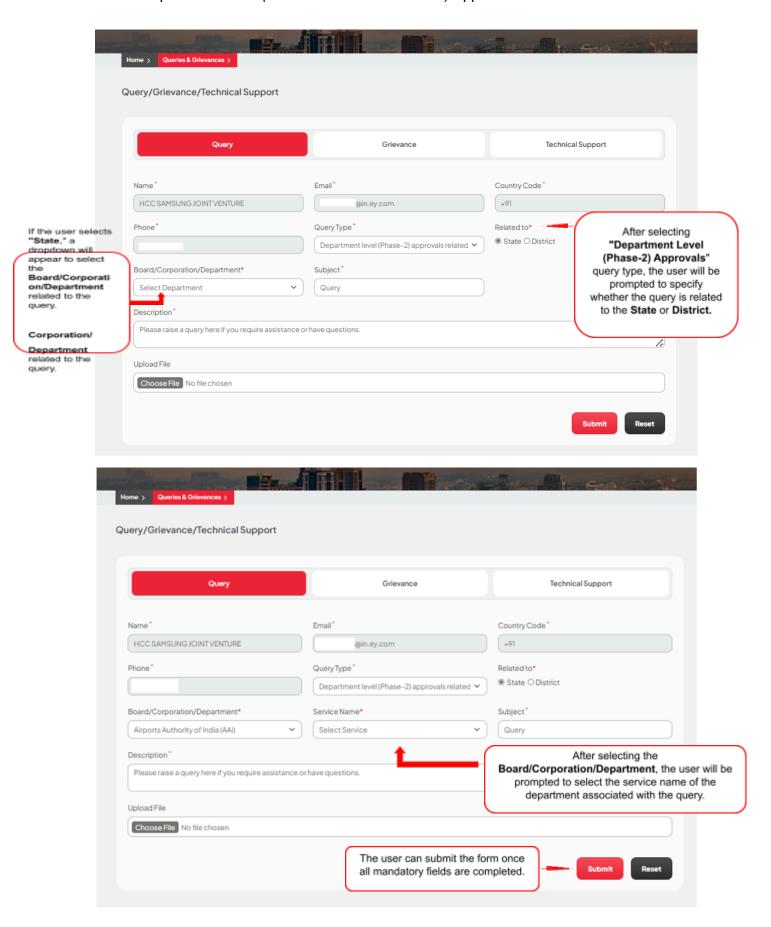


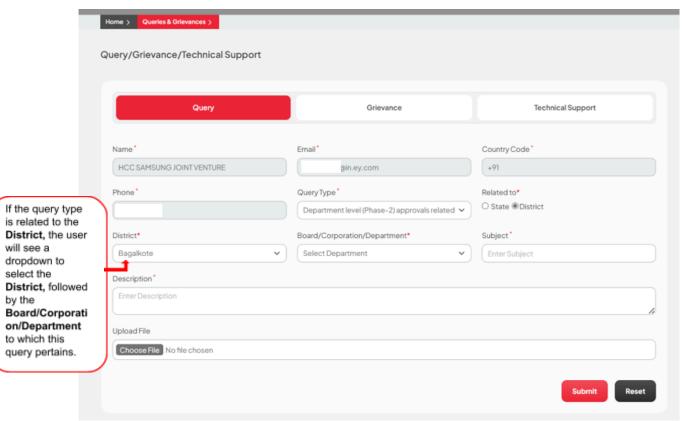
2.2.1.2 District level Single Window Approval (KUM)

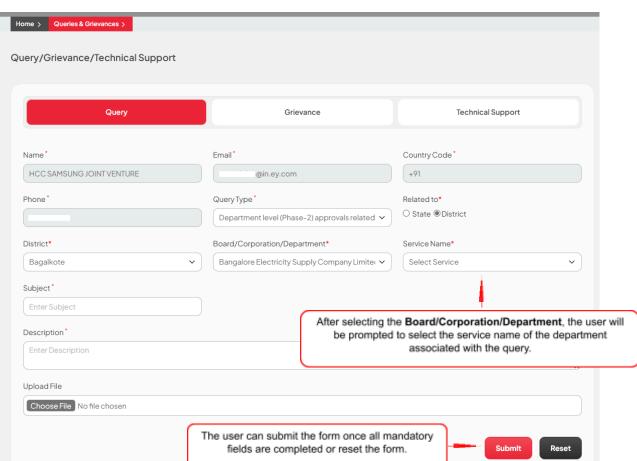




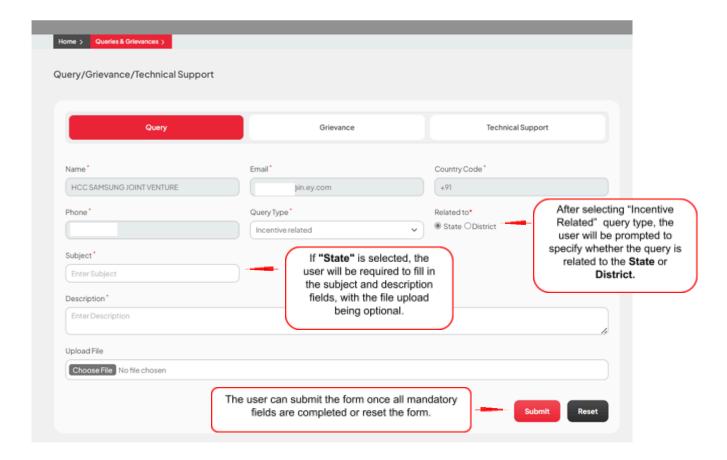
2.2.1.3 Department Level (Business Services/Phase-2) Approvals

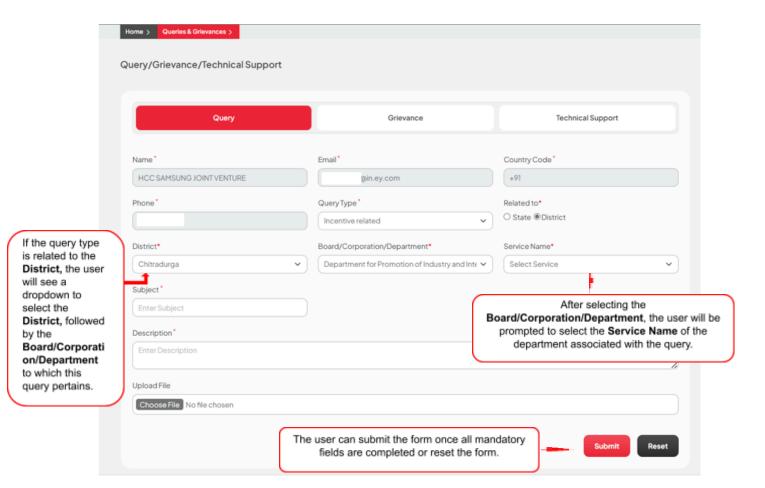




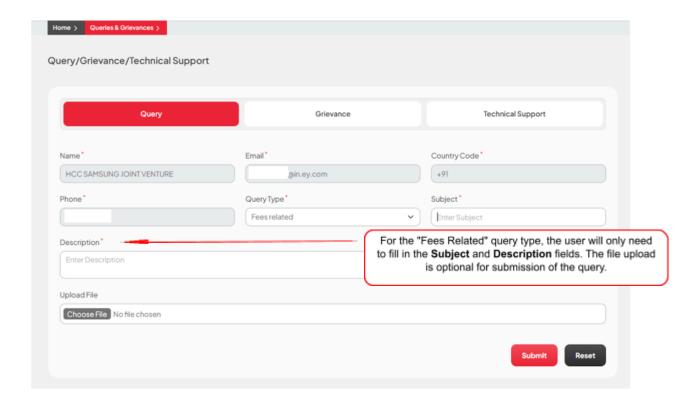


2.2.1.4 Incentive Related

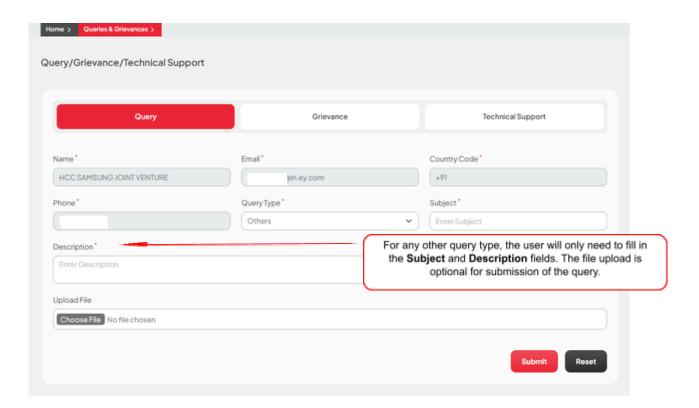




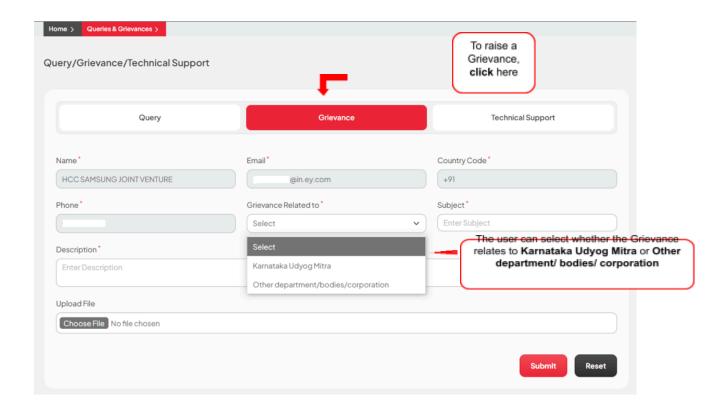
2.2.1.5 Fees Related



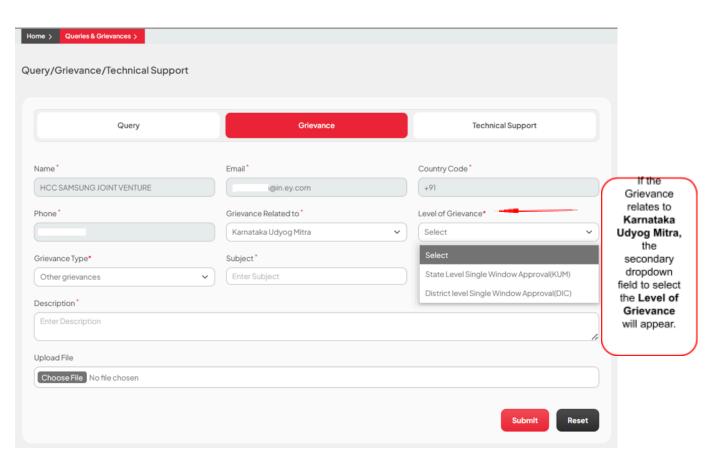
2.2.1.6 Others

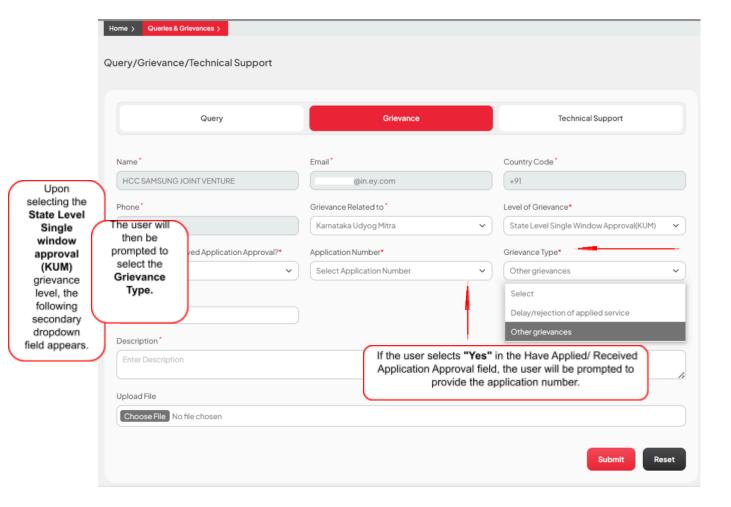


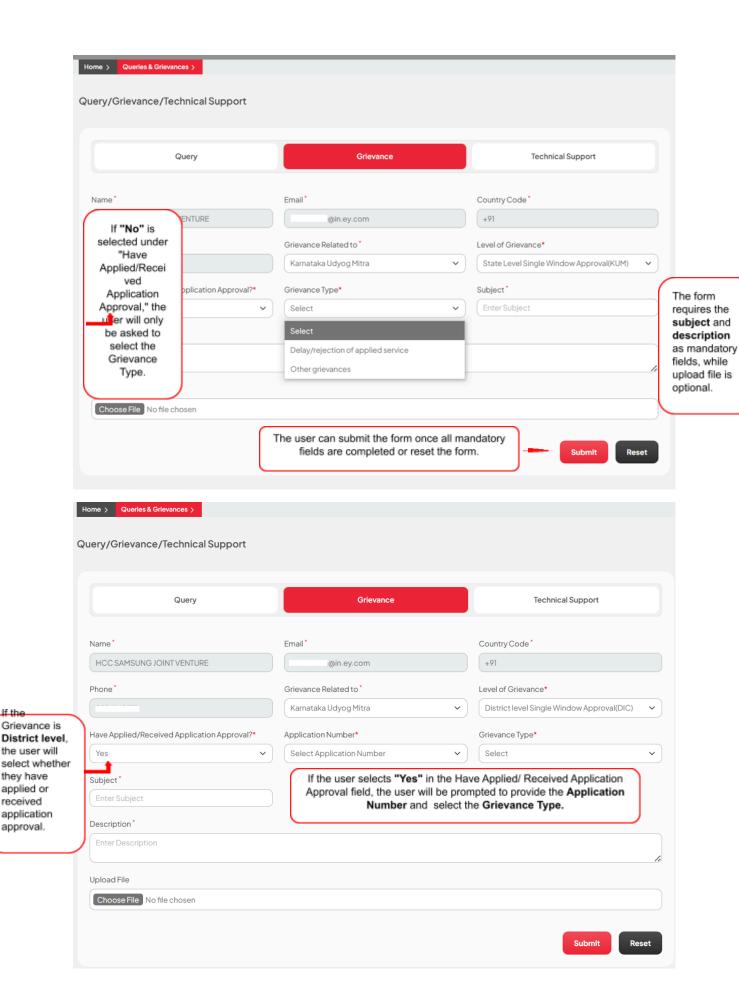
2.2.2 Grievance



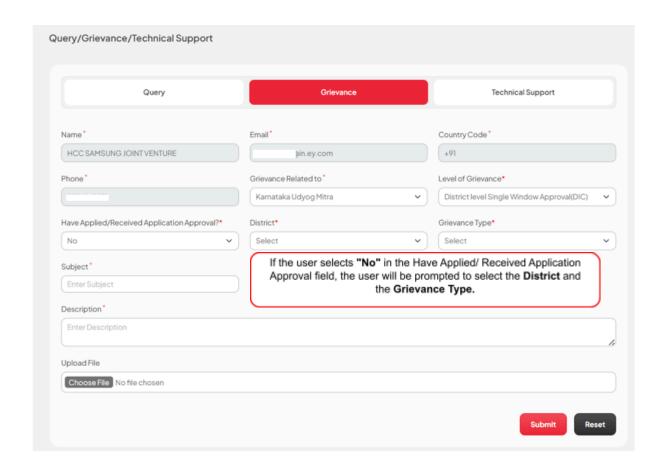
2.2.2.1 Karnataka Udyog Mitra



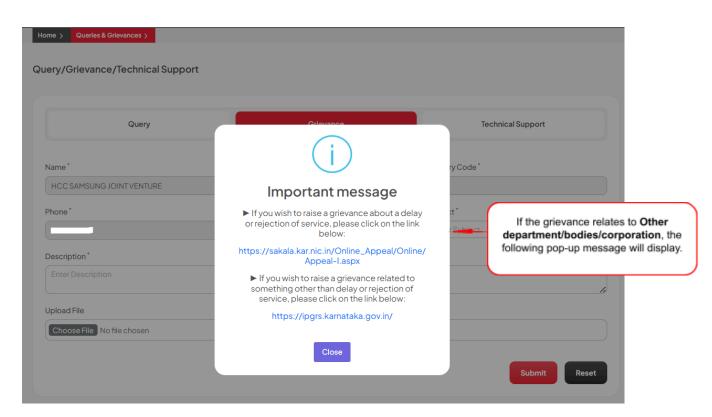


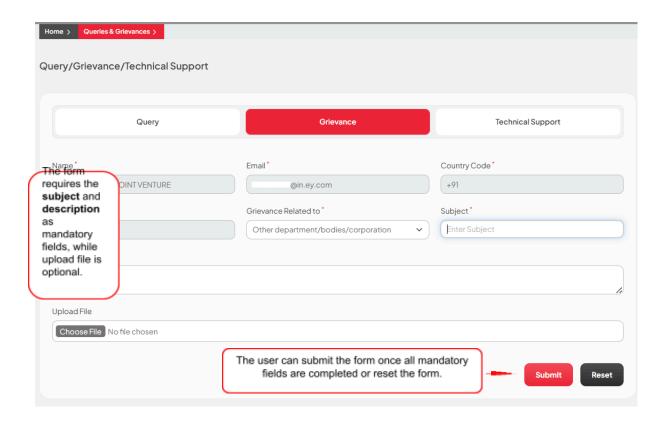


If the

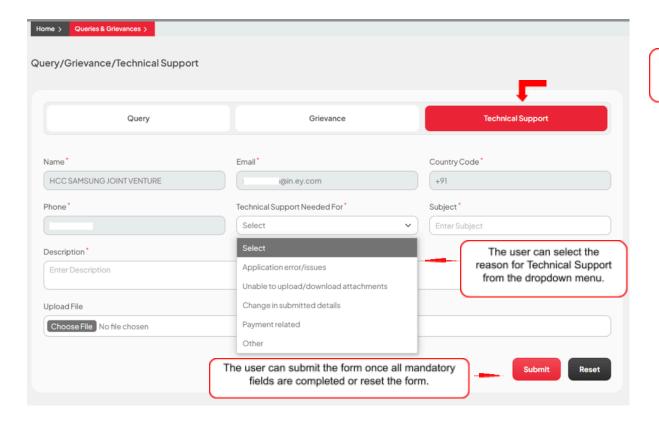


2.2.2.2 Other department/bodies/corporation



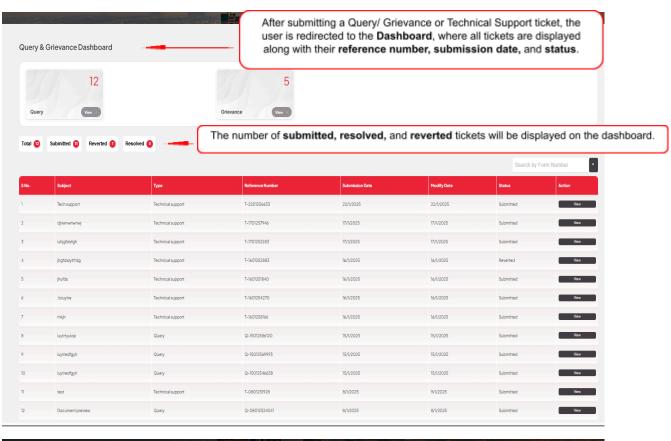


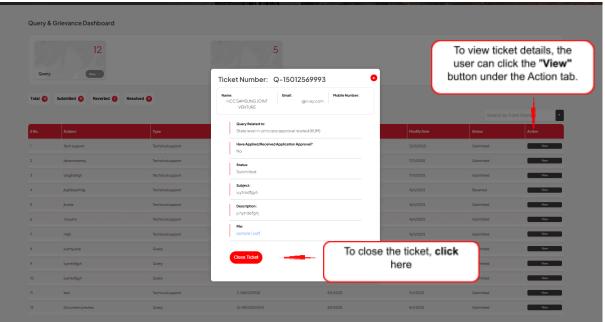
2.2.3 Technical Support



To raise a Technical Su he

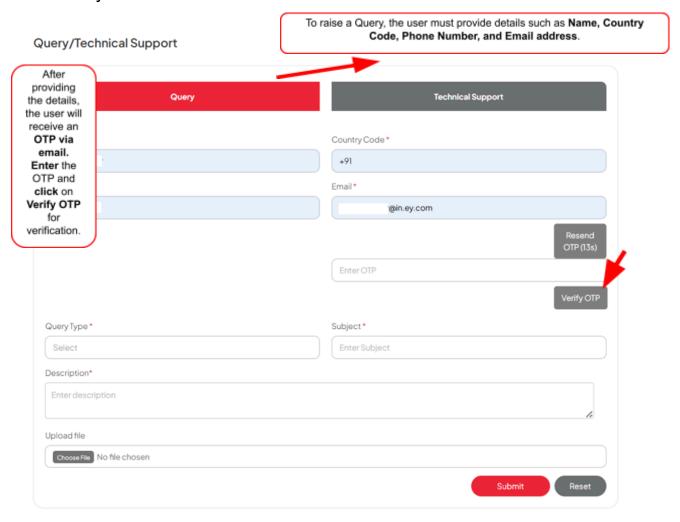
2.3 Post submission



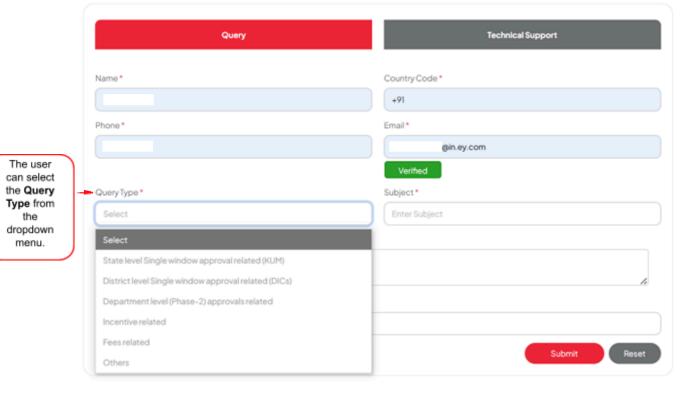


3. Unregistered user

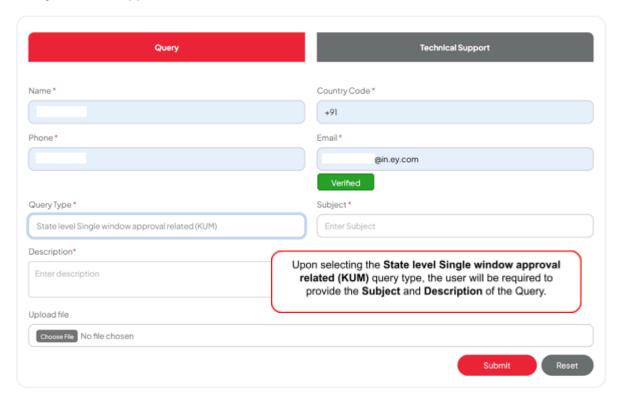
3.1 Query



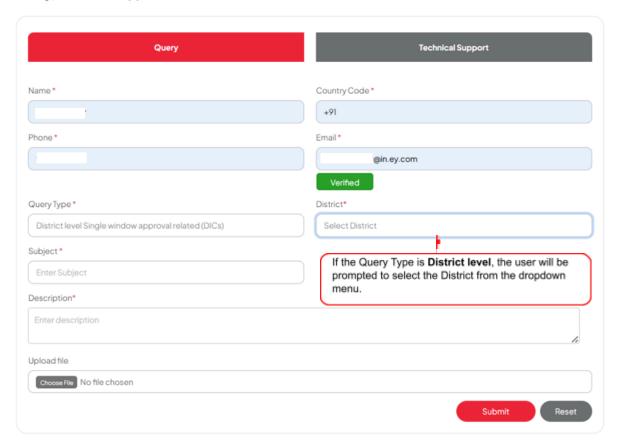
Query/Technical Support



3.1.1 State level Single window approval related (KUM)



3.1.2 District level Single window approval related (DICs)

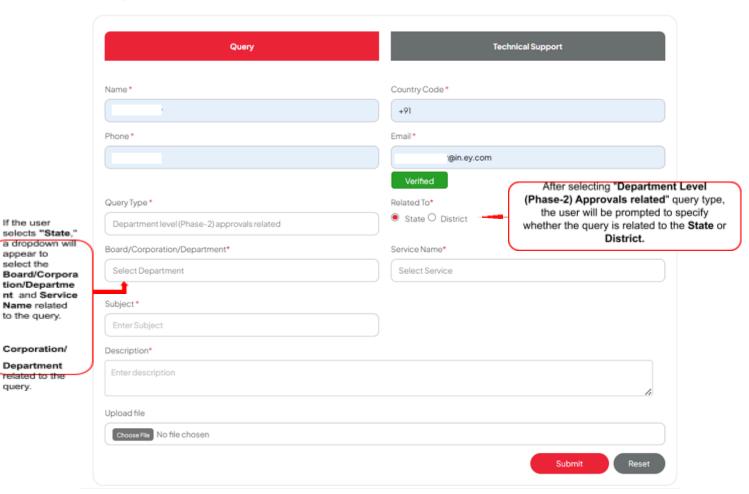


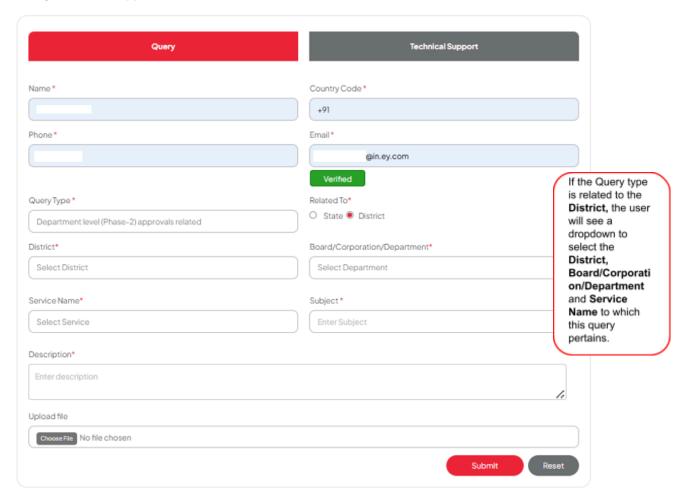
3.1.3 Department Level (Phase-2) Approvals related

Query/Technical Support

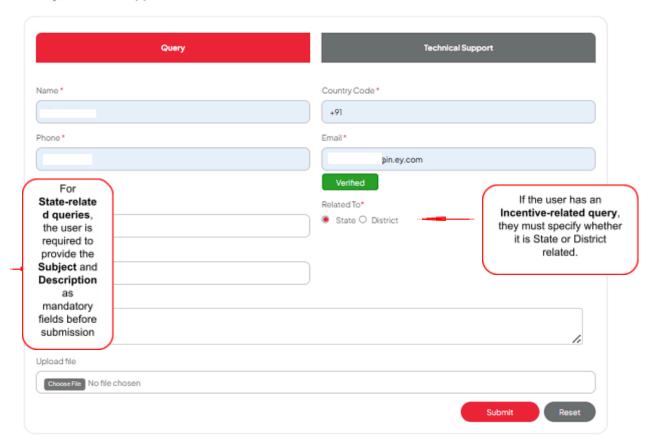
appear to select the

query.

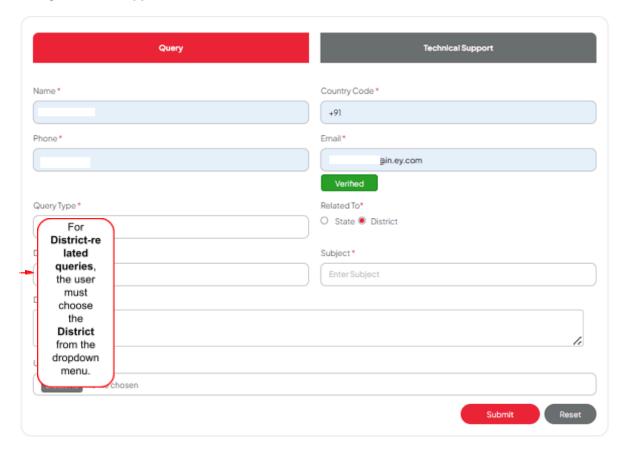




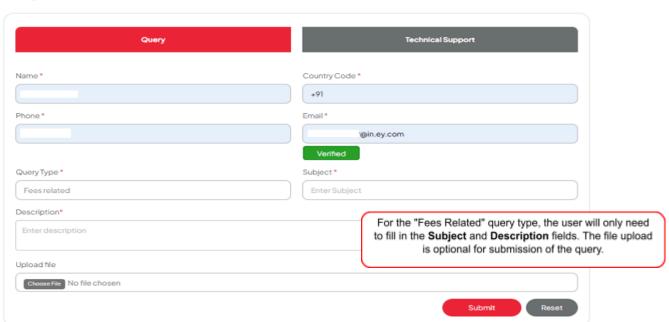
3.1.4 Incentive Related



Query/Technical Support

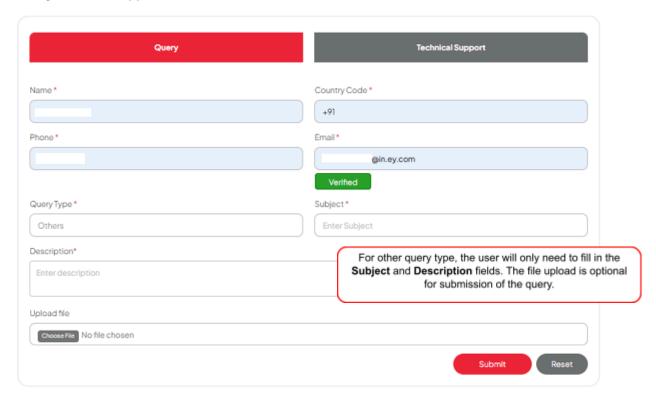


3.1.5 Fees Related



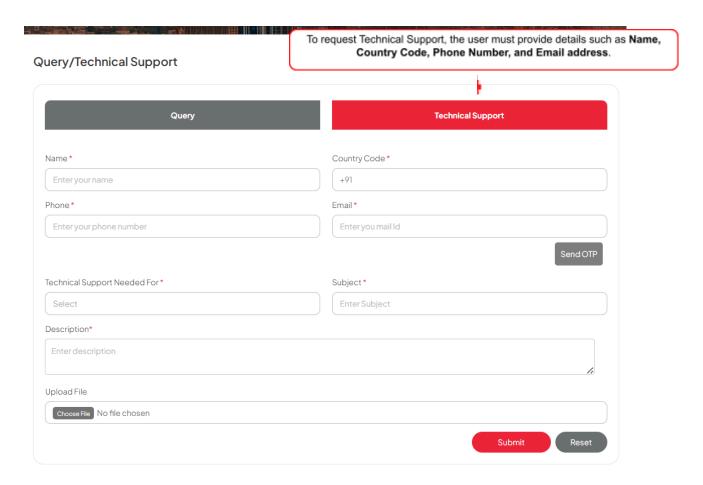
3.1.6 Others

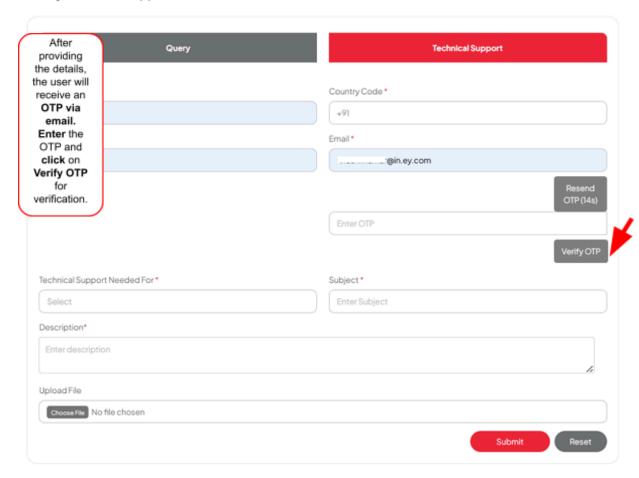
Query/Technical Support



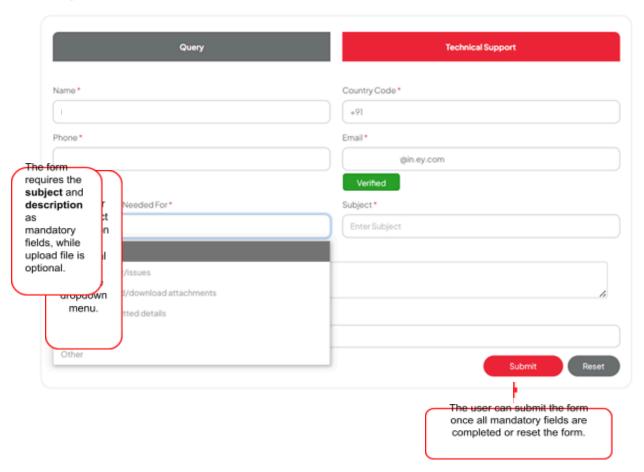
After submitting a Query, the user will receive a confirmation email with their ticket number, and the request will be reviewed promptly.

3.2 Technical Support





Query/Technical Support



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