

WORKING PROCEDURES FOR THE INVESTOR FACILITATION CENTRE

The Investor Facilitation Centre shall provide information or assistance to investors on the following:

a. Guidance Related

1. How to set-up an industry
2. Registration of Industry
3. State acts and government orders
4. Land availability and allotment
5. State Policies and incentives
6. Clearances required from various departments
7. Functioning of Online Single Window System
8. How to register and apply for incentives on Single Window Portal

b. General Enquiries

9. Key co-ordinates of departments and nodal officers
10. List of relevant websites and portals for information
11. Feedback on General enquiries for quality improvement

c. Application Related Queries

12. Assist the investors in filing Common Application Form and any other service in Online Single Window System Portal
13. Status of clearances applied on Single Window Portal
14. Status regarding incentives application on Single Window Portal
15. Enquiries requiring department inputs

d. Grievances Related

16. To record all issues / grievances
17. Facilitate response and resolution of the Grievances
18. Enquiries requiring other department inputs

Query / Grievance Handling Procedure

The issues / grievances can be submitted by the Investor through 'Grievance Redressal' under Help menu on single window portal (<https://www.investdd.in>) by providing the required details and selecting the department, if any. Once submitted, a reference number is generated and intimated to the Investor through SMS and eMail. The query / issue / grievance is forwarded to the nodal officer of the respective department for redressal.

Alternatively, the Investor may call through the number published on the portal to report on the issue / grievance. The issues / grievances received are entered by the executive in the grievance redressal module on the website. The Investor Facilitation Centre monitors the issues / grievances through the Single window portal for resolution as per the process flow detailed in Annexure A.

All the issues / grievances reported by the investor are resolved as per the stipulated timelines given below.

Sl. No	Type of Query	Timeline for Response	Timeline for Resolution
1	General Enquiry & Guidance	On the Spot	NA
2	Application Approval Status	On the Spot	NA
3	Enquiries requiring other department input	T+1 day	T+1 day
4	Grievance	T+1 day*	T+4 days (includes escalation and feedback from the concerned)

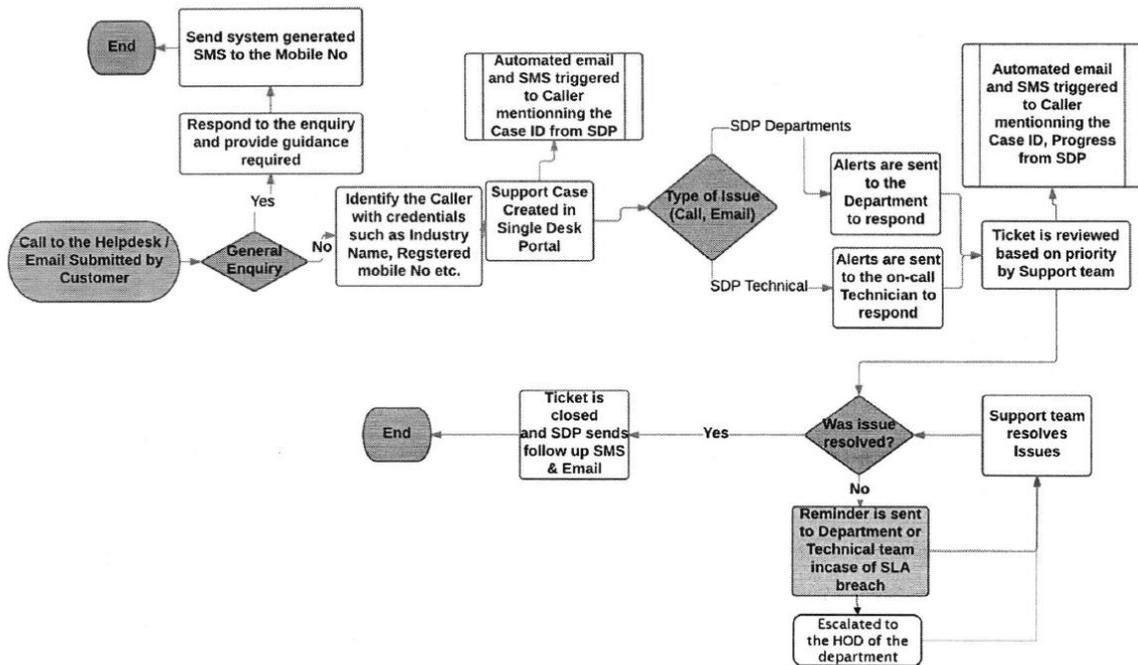
*T - is the date and time the grievance is received

The Investor Facilitation Centre would seek Feedback from the Investor based on the resolution provided to the issue/grievance. The issue will be marked as 'Resolved' only on receipt of satisfactory feedback from the respective investor. The nodal officer of concern departments shall be directly responsible for providing responses to the issues / grievances flagged.

Application & Approval Process on Single Window System Portal

The Application & Approval timelines for the services (both Pre-operation and Pre-establishment) are mentioned on the website (ie. <https://investdd.in/#/Swcs>).

Annexure A – Process flow for Grievance redressal at Investor Facilitation Center



Broad Steps Involved in handling Grievances at Investor Facilitation Center

Broad Steps involved in handling Grievances at Investor Facilitation Centre

1. The request is classified as general enquiry or grievance as per the call or email receive from the customer or investor.
2. If the request is a general enquiry, the response is provided and a system generated SMS is also sent to the customer upon resolution.
3. If the enquiry is classified as a grievance, a support case is registered by identifying the customer through Industry name or Registered Mobile No as per Single Window Portal.
4. An automated email and SMS is also triggered upon registering the grievance.
5. Further the grievance is classified into technical or departmental and forwarded to the respective team for resolution.
6. Based on the priority, the support case is reviewed for resolution.
7. In case of a SLA breach, it is escalated to the HOD level of the department for resolution.
8. Once resolution is provided the support case is closed in SDP and also an automated SMS is triggered to the customer.

Step 3 : The investor can proceed to log their queries/grievances by clicking the link highlighted below : <https://investdd.in/#/QueryGrievance;Key=grievance>

Invest Daman and Diu

investdd.in/#/

U.T. ADMINISTRATION OF DAMAN & DIU
SINGLE WINDOW PORTAL FOR INDUSTRIAL CLEARANCE

Home About Daman and Diu About us Invest In Daman & Diu Department & Services - Help - Login

Investor's Guide
Query / Grievance Redressal
Track Query/Grievance Redressal

Single Window Clearance System

INDUSTRIAL DOI ICV

LOGIN

Username *

Password *

https://investdd.in/#/QueryGrievanceKey=grievance

Type here to search

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06-09-2019

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investdd.in/#/QueryGrievanceKey=grievance

U.T. ADMINISTRATION OF DAMAN & DIU
SINGLE WINDOW PORTAL FOR INDUSTRIAL CLEARANCE

Home About Daman and Diu About us Invest In Daman & Diu Department & Services - Help - Login

Home > Help > Query Grievance Redressal

Query Grievance

Name * 0/50

Email * Mobile Number * 0/10

Business Entity *

Forward to * Select *

Subject *

Enter Description *

in pdf format less than 50KB

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