Chhattisgarh Unified Industrial Portal

Government of Chhattisgarh

User Manual

For

Grievance

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1. Overview

The Single Window System is a streamlined process for industrial investments that consolidates necessary approvals, permissions, and consents within specified timeframes. It simplifies the application process through integrated forms and a "Single Sign-On" system, accepting self-certified documents. This system ensures efficient and timely processing of enterprise applications.

Purpose: This document serves as a step-by-step guide for the use case that allows investors or entrepreneurs to submit their grievances or concerns related to services, processes, or any issues they are facing. Users can fill out a grievance form with relevant details, upload supporting documents if required, and submit it for review by the concerned department.

2. How to Get Started

Enter the application URL (https://oneclick.cgstate.gov.in) in the browser and the page navigates to the Home page of the SWS application.

3. How to Login

The user to login with the credentials into the application in the home and login page as a **Figure 3.1 & 3.2**.


Figure 3.1: Homepage Screen
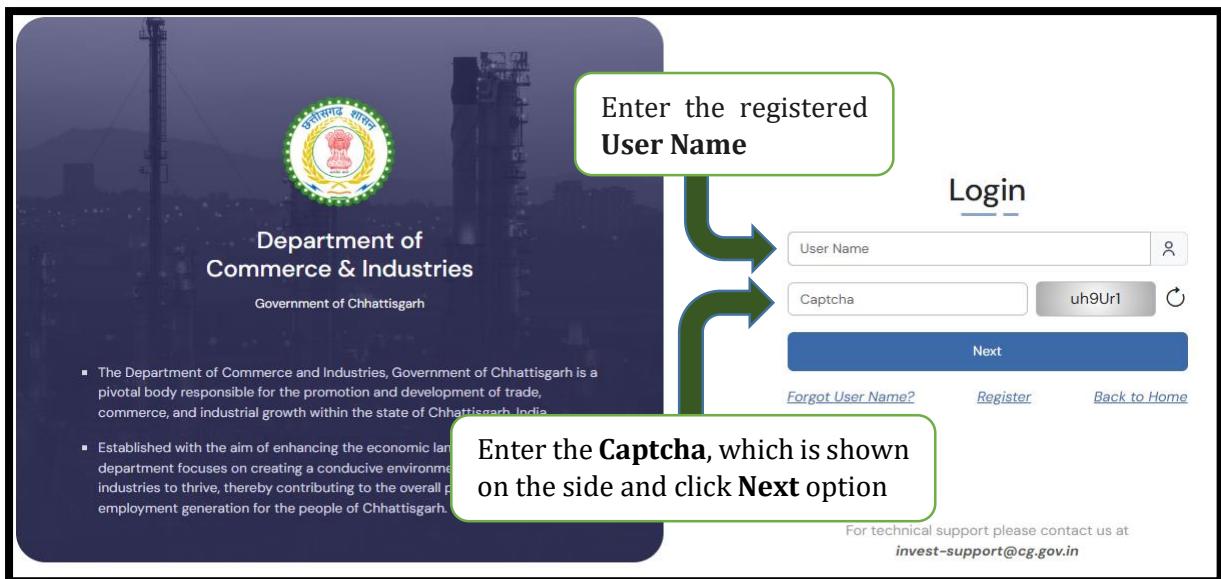
Figure 3.2: Login Screen (A)

The Login page (as shown in **Fig. 3.3**) offers two login methods: **Login with Password** or **Login with OTP**. Choose your preferred option, then enter either your password or the OTP number to proceed.

Figure 3.3: Login Screen (B)

4. Dashboard

After a successful login, the page navigates to the Investor Dashboard (refer to **Fig. 4.1**), which includes step-by-step instructions for adding new unit details.
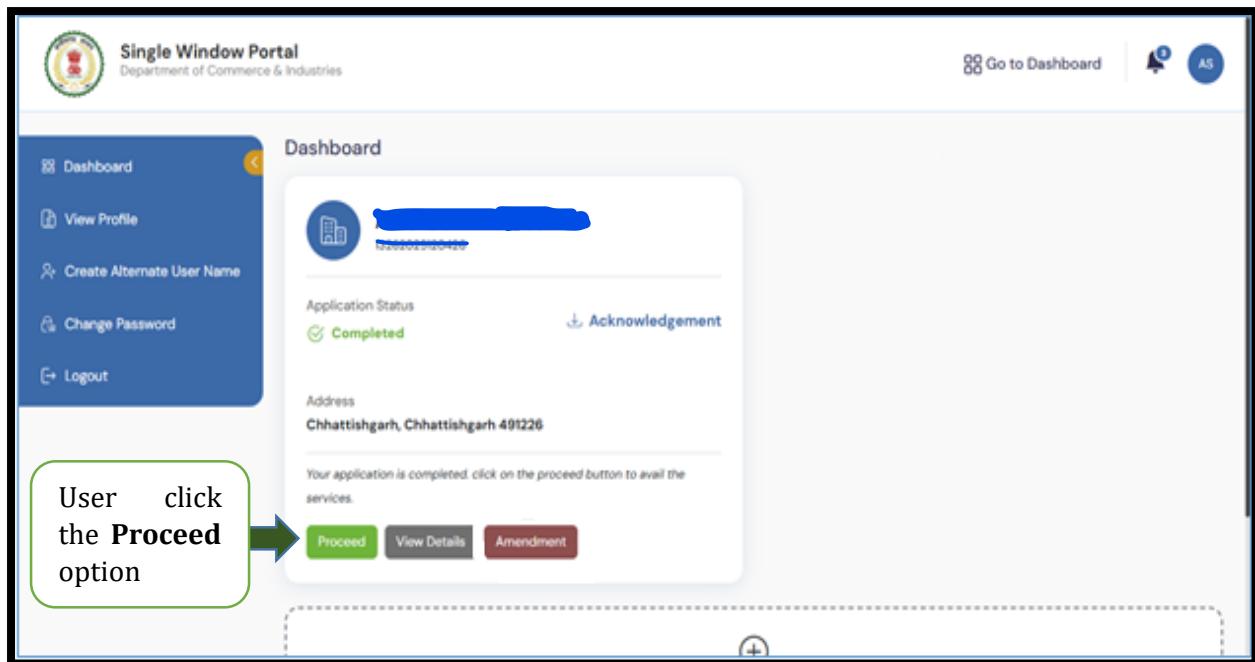
Figure 4.1: Dashboard Screen

After clicking the **Proceed** option, refer to **Figure 4.2**, which displays various options such as Udyam Aakansha Details, Services, Incentives, Production Certificate, Entity Vault, Grievance and Invitation to Invest. In the menu section, select the Grievance option to apply.
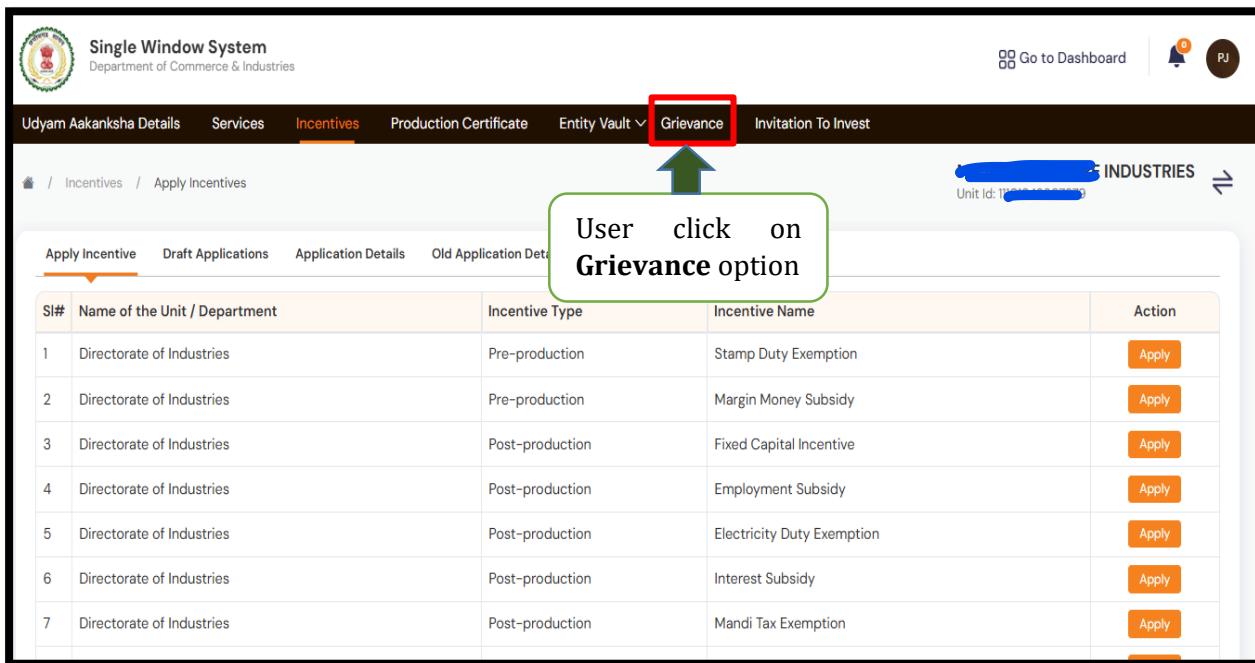
Figure 4.2: Menu Section Screen

4.1. Grievance

Upon accessing the grievance submission form, the following fields will be automatically populated with information from your Udyam Aakanksha profile: Name of Unit, Mobile Number, Email ID, and Address as shown in **Figure 4.3**.

4.1.1. Add Grievance

Users should review these pre-filled fields to ensure they are accurate. If any of the information is incorrect, they will need to update their details in their Udyam Aakanksha profile.

Figure 4.3: Grievance Form Screen

The user will receive a confirmation pop-up message in the application as shown in **Figure 4.4.**

Figure 4.4: Confirmation Pop-up Screen

Upon successful submission of your grievance, a confirmation pop-up will appear on your screen. This pop-up will contain your unique Grievance ID, as shown in **Figure 4.5.**
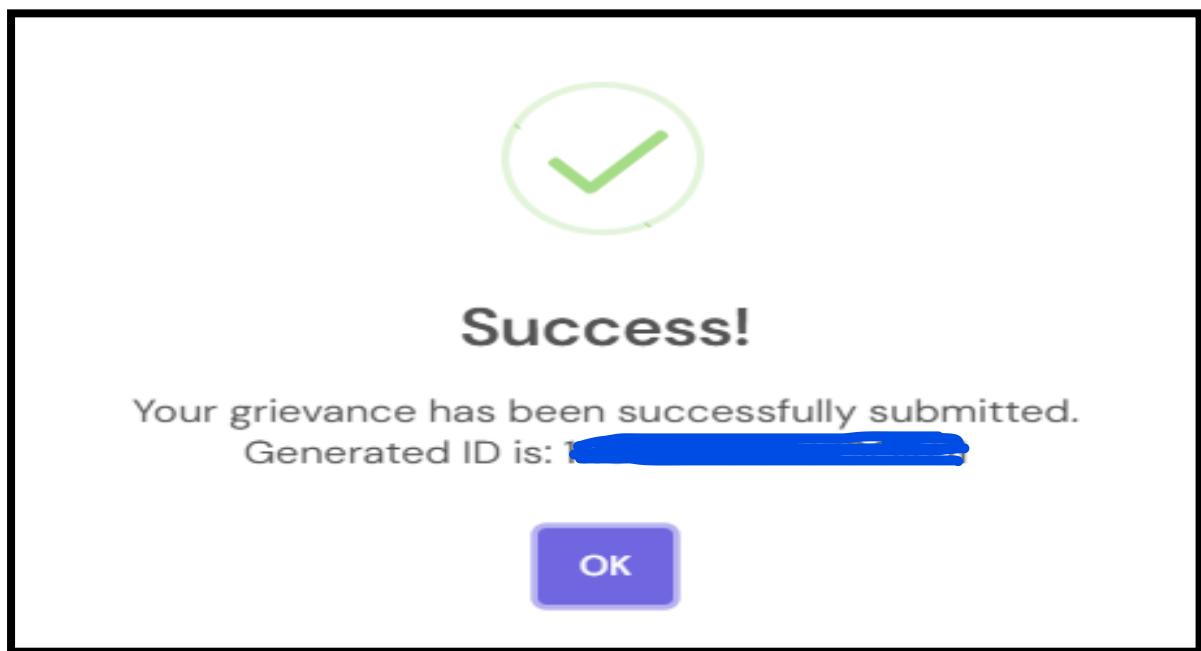

Figure 4.5: Successful Pop-up Screen

4.1.2. View Grievance

Referring to **Figure 4.6**, users can check the status of their grievance in the View Grievance section.


Figure 4.6: View Grievance Screen

Click the Grievance ID number to view detailed grievance information, as shown in **Figure 4.7.**

Figure 4.7: Grievance Details Screen