



## **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**.

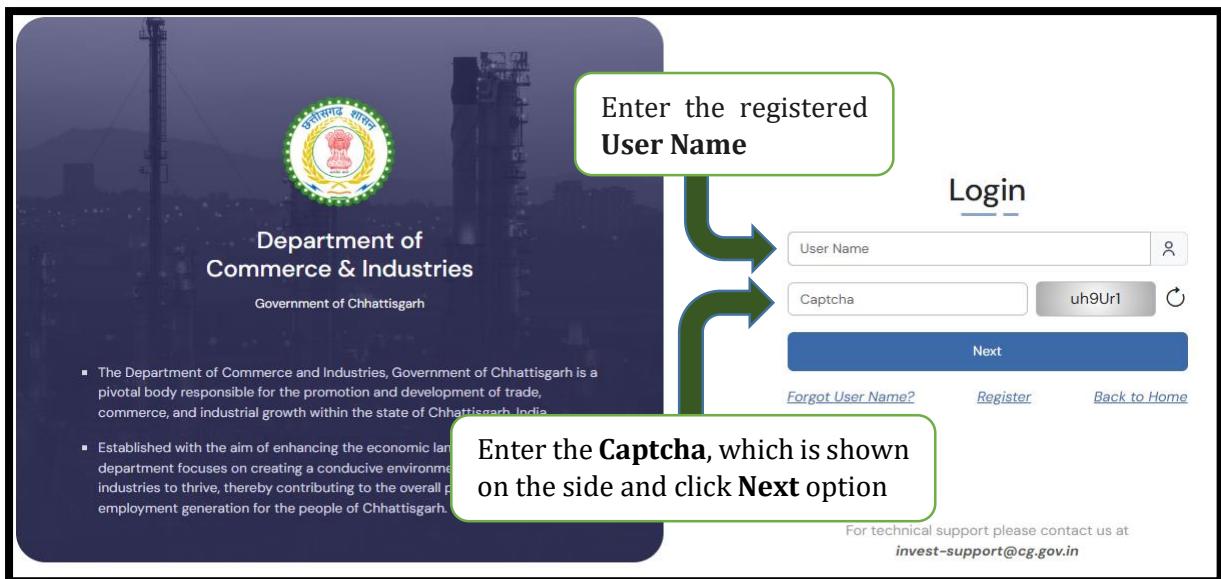


Figure 3.1: Homepage Screen



Single Window System (<https://oneclick.cgstate.gov.in>)





**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.

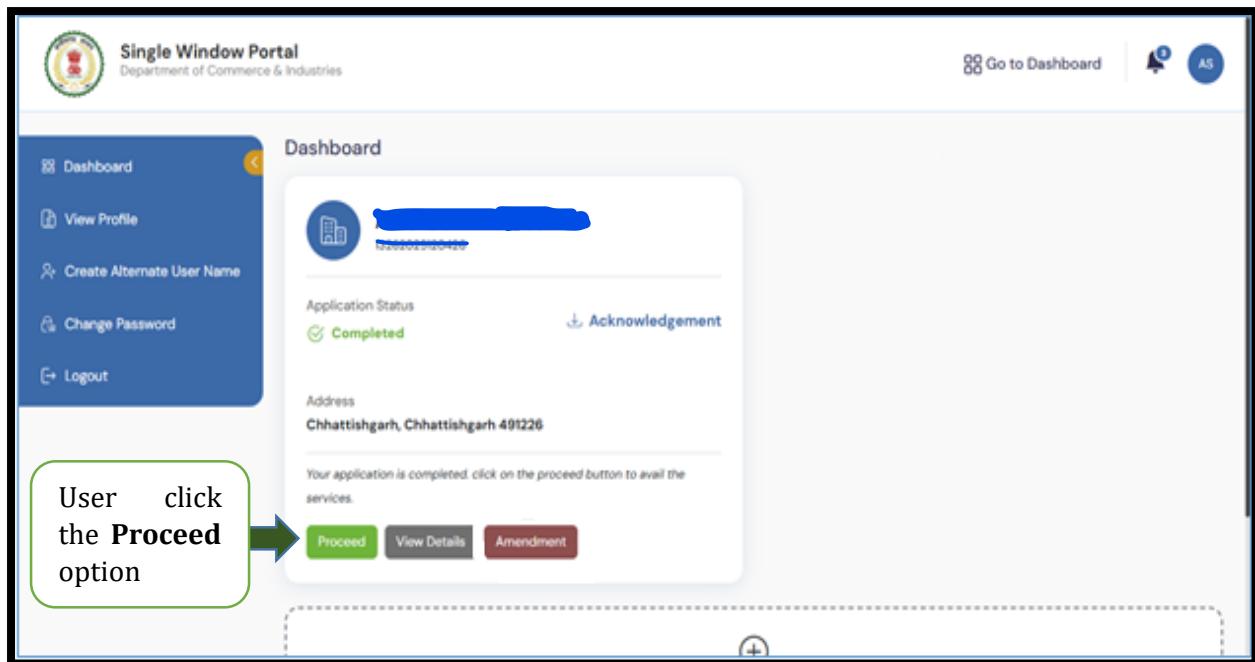


**Figure 3.3: Login Screen (B)**

## 4. Dashboard

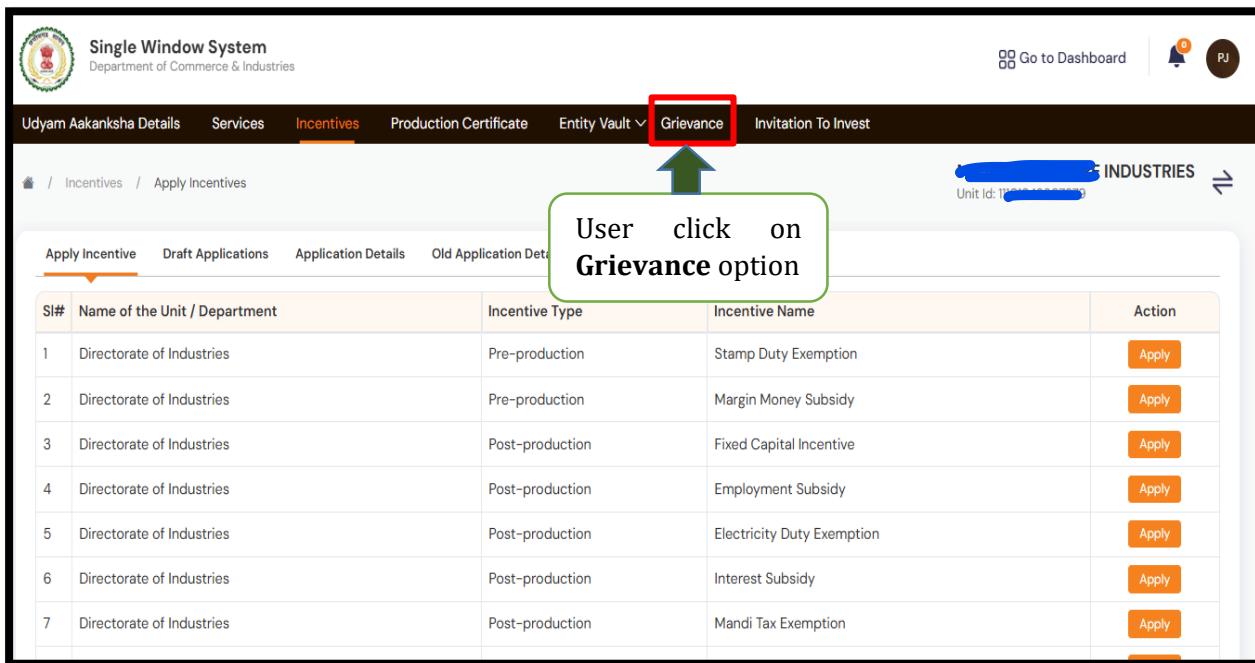
After a successful login, the page navigates to the Investor Dashboard (refer to **Fig. 4.1**), which includes step-by-step instructions for adding new unit details.





**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.

Automatically populated fields include: **Name of Unit, Mobile Number, Email ID & Address**

Click on the dropdown menu and select the appropriate **Department** from the list provided

Click on the "Upload" or "Browse" option

Click the text box and provide a clear, detailed **Description** of your issue

User click the **"Submit"** option

**Figure 4.3: Grievance Form Screen**

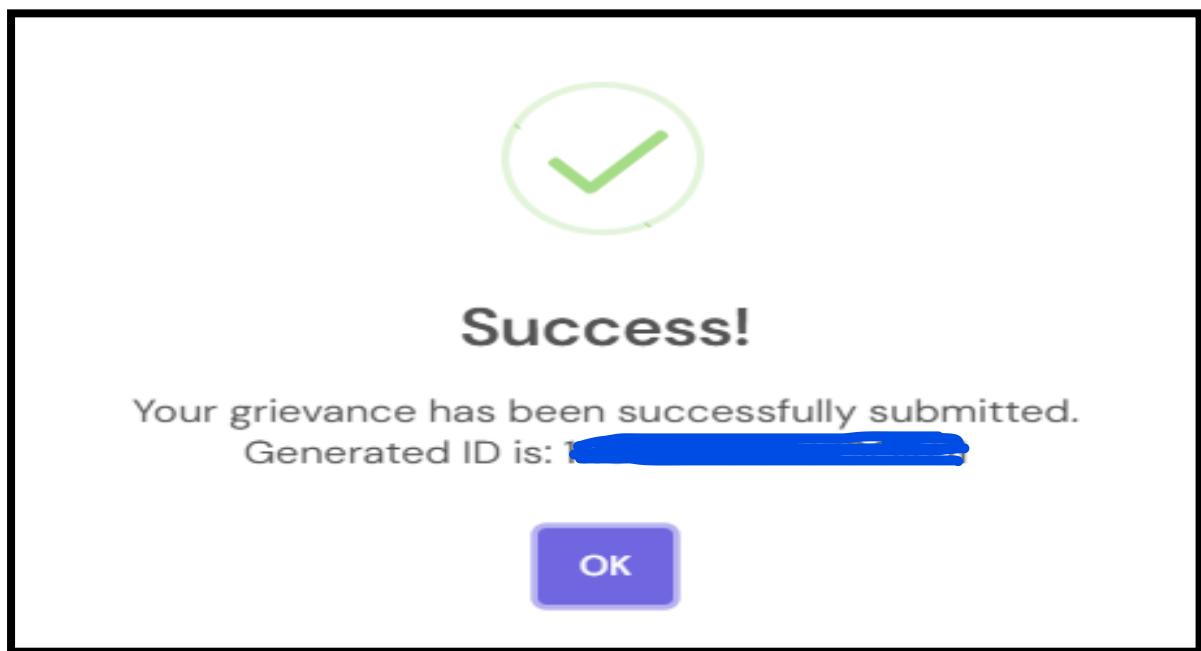


The user will receive a confirmation pop-up message in the application as shown in **Figure 4.4**.



**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.

Single Window System  
Department of Commerce & Industries

Go to Dashboard

Udyam Aakanksha Details Services Incentives Production Certificate Entity Vault Grievance Invitation To Invest

Grievance / View Grievance

Add Grievance View Grievance

Sl#	Grievance ID	Udyam Aakanksha Number	Name of Unit	Mobile Number	Concerned Department	Submitted on	Application Status
1	11010100000000000000	M01042007070	UPANSHAWA INDUSTRIES	██████████	CSIDC	23-Jul-2025	Pending

**Figure 4.6: View Grievance Screen**

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

Grievance Details

Udyam Aakanksha / Unit No. ██████████

Grievance ID ██████████

Name of Unit ██████████

Mobile Number ██████████

Email Id ██████████@GMAIL.COM

Concerned Department CSIDC

Address near shanti nagar chmpa

Attachment NA

Description of Grievance  
I tried to apply for land allotment services under the CSIDC department, but I am unable to proceed with the application.

Action Details

Status Action Date

**Figure 4.7: Grievance Details Screen**

