



Chhattisgarh Unified Industrial Portal

Government of Chhattisgarh

User Manual

For

Single Window System

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1. Overview

The **Department of Commerce and Industries, Government of Chhattisgarh** is a pivotal body responsible for the promotion and development of trade, commerce, and industrial growth within the state of Chhattisgarh, India. Established with the aim of enhancing the economic landscape of the state, the department focuses on creating a conducive environment for businesses and industries to thrive, thereby contributing to the overall prosperity and employment generation for the people of Chhattisgarh.

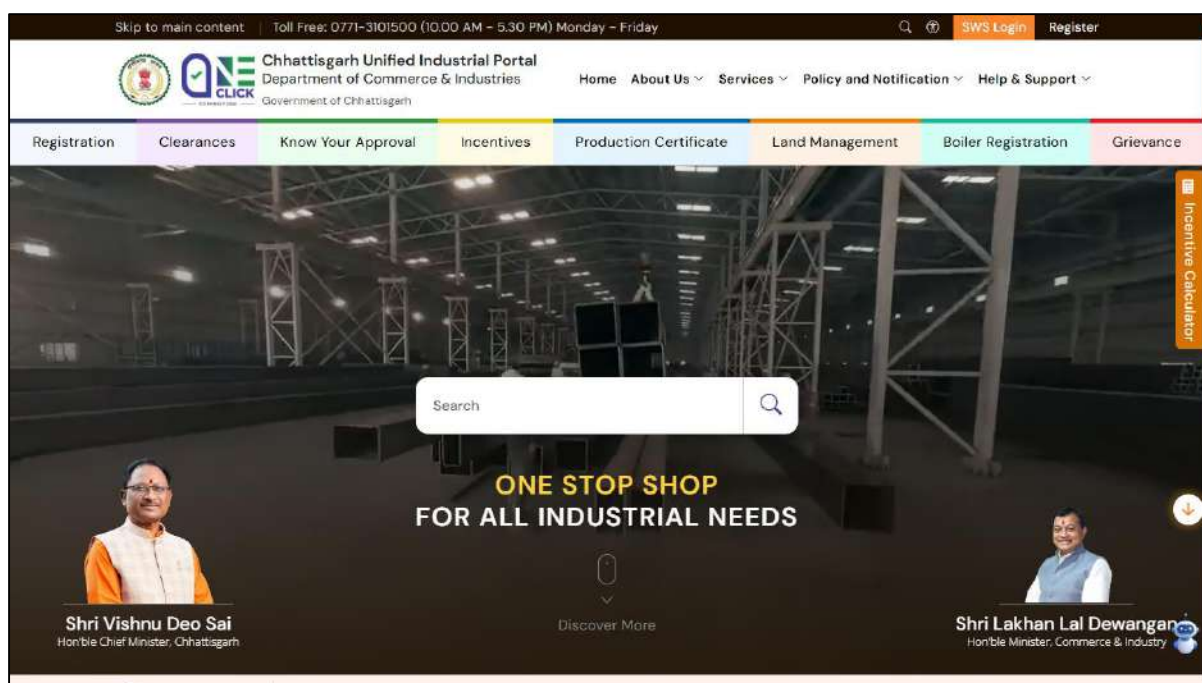
The **Single Window Portal** is envisioned as a unified digital platform that facilitates investors, entrepreneurs, and businesses in accessing various industrial services and approvals through a simplified, transparent, and time-bound process.

1.1. Purpose

This document serves as a comprehensive, step-by-step guide for investors and industrial users to register, log in, manage their dashboard, register industrial units, access services, apply for incentives, and obtain production certificates through the Single Window System.

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.



#CGBusinessEasy

As part of Chhattisgarh's overarching promise of "Business Made Easy," OneClick is the state's new single-window portal that brings speed, simplicity, and transparency to the business environment. From approvals and clearances to bill payments, land allotment, and compliance — everything an entrepreneur or investor needs is now just one click away.

The name OneClick is intuitive, memorable, and clearly conveys the portal's core function: delivering ease and efficiency through a single, unified digital platform. The tagline — "CG Makes It Easy" — reflects Chhattisgarh's commitment to transforming governance into a seamless experience, where entrepreneurs spend less time on paperwork and more time building what matters.

Because here in Chhattisgarh, ease is not just a promise — it's a system.



Directorate of Industry

State Investment Promotion Board



Registrar, Firms & Societies

Boiler Inspectorate

Single Window System life Cycle

Single Window System life cycle involves application submission, processing, coordination, approval, and clearance through a unified Industrial platform.



Industry Categorization



MSME

As per the Chhattisgarh Industrial Development Policy 2024-30, MSMEs are categorized into Micro, Small, and Medium enterprises based on thresholds for investment in plant & machinery and annual turnover excluding export revenues.

[Know more →](#)



Large Industry

Large Enterprise / Large Service Enterprise refers to enterprises with an investment of more than 50 crore.

[Know more →](#)



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



Focus Sector

View All →

Pharmaceutical Sector

Textile Sector

Food Processing and Agricultural Product Preservation

Defence, Aerospace & Space Technology Sector

Information Technology and IT Enabled Services Sector

With the development of IT parks and electronic manufacturing clusters Chhattisgarh offers capital assistance interest subsidies and power incentives for e...

Explore More →

Steel and Engineering Goods

Artificial Intelligence Sector

Global Capability Centre(GCC)

Semiconductor Sector

Logistics & Supply Chain Sector

Electronics and Electrical Sector

Incentive Calculator

Testimonials

Mr. Ratan Kumar Gupta
Chairman of Bsp and Sanitary Industries Association.

Mr. Pradeep Tandon
Chairman - PHD chamber of commerce and industries

Mr. Amar Parwani
Chairman of Chamber of commerce

Incentive Calculator

Useful Links

ABOUT US	SERVICES	HELP & SUPPORT	QUICK LINKS
<ul style="list-style-type: none"> > An Introduction > Organizational Structure > Departments > Contact Us 	<ul style="list-style-type: none"> > Know Your Approval > Mode Of Contact > Ease of doing Business > Verification > Criminal Provision > State Profile > EFCCG > Gallery 	<ul style="list-style-type: none"> > User Manual > FAQs > Raise your Queries > Best Practices 	<ul style="list-style-type: none"> > Terms And Conditions > Privacy Policy > Refund Policy > Pricing

Udyog Bhawan Ring Road No.-1 Telibandha Raipur 492006 Chhattisgarh India

0771-3101500 (10.00 AM - 5.30 PM) Monday - Friday

invest-support@cg.gov.in

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All efforts have been made to make the information as accurate as possible. Department of Commerce & Industries, Government Of Chhattisgarh or NIC, will not be responsible for any damage caused by inaccuracy in the information available on this Website designed



Figure 2: Homepage Screen

On the Homepage screen, the Industry Categorization section displays details for MSME and Large Industry.

MSME Classification: As per the Chhattisgarh Industrial Development Policy 2024-2030, MSMEs are classified into Micro, Small, and Medium enterprises based on defined thresholds for investment in plant and machinery and annual turnover.

Large Industry: Large Industry refers to enterprises that exceed the MSME thresholds in either investment or turnover.

Focus Sectors: The section also highlights the Focus Sectors, which are priority industries identified by the state for targeted support and incentives, such as agro-processing, IT and ITeS, renewable energy, textiles, and mineral-based industries.

3. User Registration

First the investor to register and create a new login credentials in to the Single Window Portal application in order to avail the various services, and incentives. After filling registration data, the user will get an OTP via registered E-mail and mobile, through which the verification to be completed and the user can login into the portal.

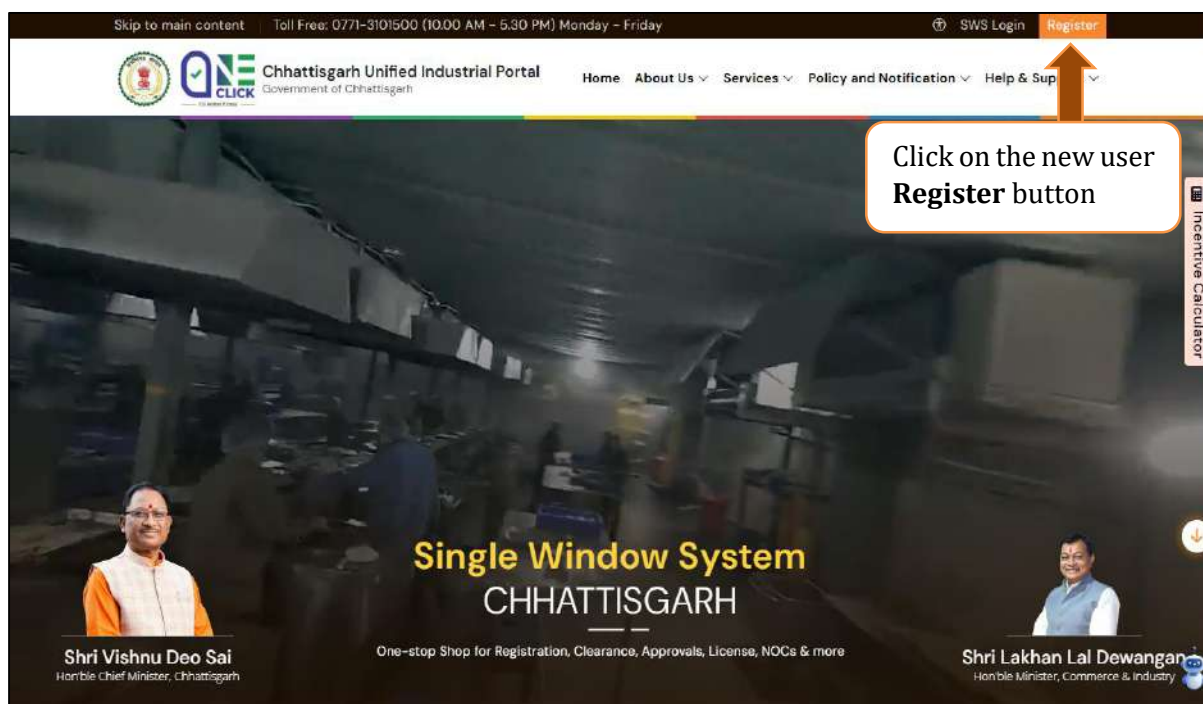



Figure 3.1: Homepage Screen

Click on the Register button as highlighted in the figure and the page navigates to the Industrial User Registration page (refer Fig. 3.1).




Single Window Portal
 Department of Commerce & Industries

[Home](#)
[About Us](#)
[Services](#)
[Incentives & Policies](#)

Industrial User Registration

/ User Registration

(*) Indicated fields are mandatory

PAN Details

Company PAN *
 PAN Holder Name *
 DOB/DOI *

Applicant's Details

Name of Applicant *
 Mobile Number *
 Email Id *

Office Address

Address Line 1 *
 Address Line 2

Country *
 State *
 District *

PIN Code *

Login Details

User ID *
 Password *
 Confirm Password *

Secret Question *

Secret Answer *

ABOUT CHHATTISGARH

- About invest Chhattisgarh
- About Chhattisgarh
- Why Chhattisgarh
- Success Stories
- Demographic Insights

QUICK LINKS

- About Us
- Departments
- Dashboards
- Incentive & Policies
- Raise Query

FOLLOW US ON

ADDRESS

Udyog Bhawan, Ring Road No.-I,
Telibandha, Raipur, 492006
Chhattisgarh, India

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Figure 3.2: Industrial User Registration Screen



3.1. Login

After successful registering, the user to login with the credentials into the application in the Login page (refer Fig. 3.3).

The image shows the login screen for the Single Window System (SWS). On the left is a banner for the Department of Commerce & Industries, Government of Chhattisgarh, with a logo and descriptive text. On the right is the 'SWS Login' form. The form has a 'User Name' field with a person icon, a 'Captcha' field with a refresh button labeled '36Uprz', and an orange 'Next' button. Below the 'Next' button are links for 'Forgot User Name?', 'Register', and 'Back to Home'. A callout box points to the 'User Name' field with the text: 'Enter the **User Name**, received in the registered email ID or mobile number'. Another callout box points to the 'Captcha' field with the text: 'Enter the **Captcha**, which is shown on the side and click **Next** button'. At the bottom right, it says 'For technical support please contact us at: invest-support@cg.gov.in'.

Figure 3.3: Login Screen (1)

The Login page (as shown in Fig. 3.4) 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.

The image shows the login screen for the Single Window System (SWS). On the left is the same banner for the Department of Commerce & Industries, Government of Chhattisgarh. On the right is the 'SWS Login' form. It has a text input field with a person icon. Below this are two orange buttons: 'Login with Password' and 'Login with OTP', separated by 'OR'. Below these buttons are links for 'Back to Login' and 'Forgot Password?'. A large orange arrow points from the banner area towards the login options. At the bottom right, it says 'For technical support please contact us at: invest-support@cg.gov.in'.

Figure 3.4: Login Screen (2)



3.2. Forgot Password

If the user forgets the password, the user can change the password by the mobile number.

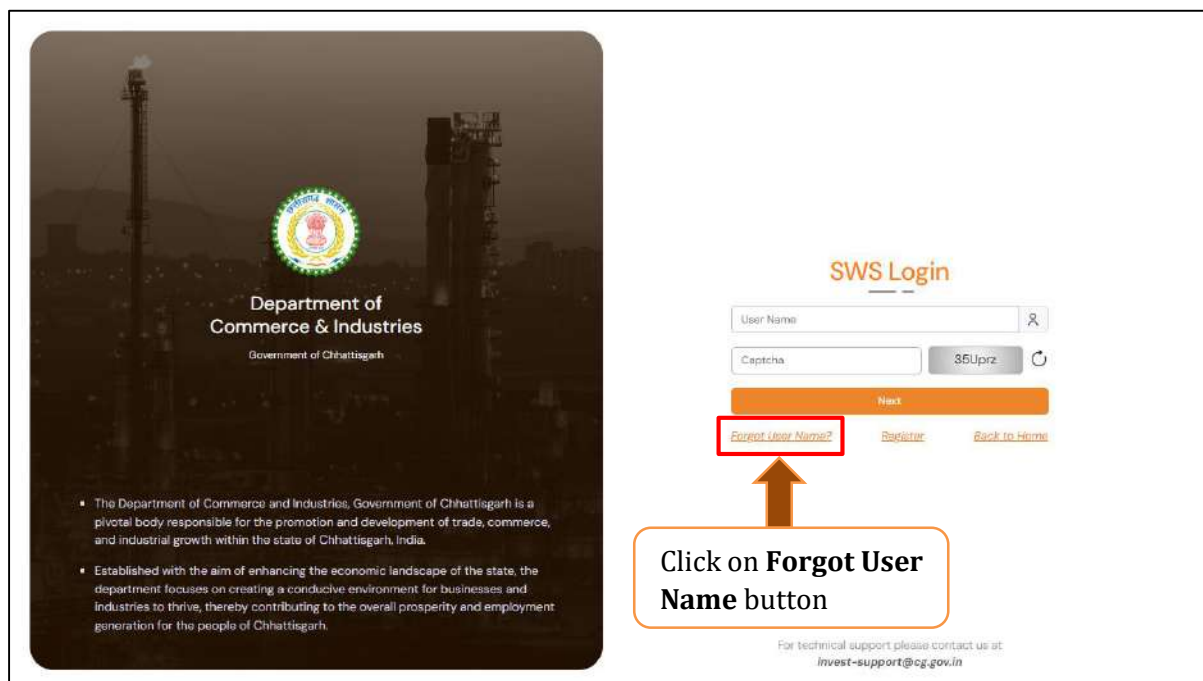


Figure 2.6: Login Screen

Click on the "Forgot Username" button on the login page to navigate to the Forgot Username screen.

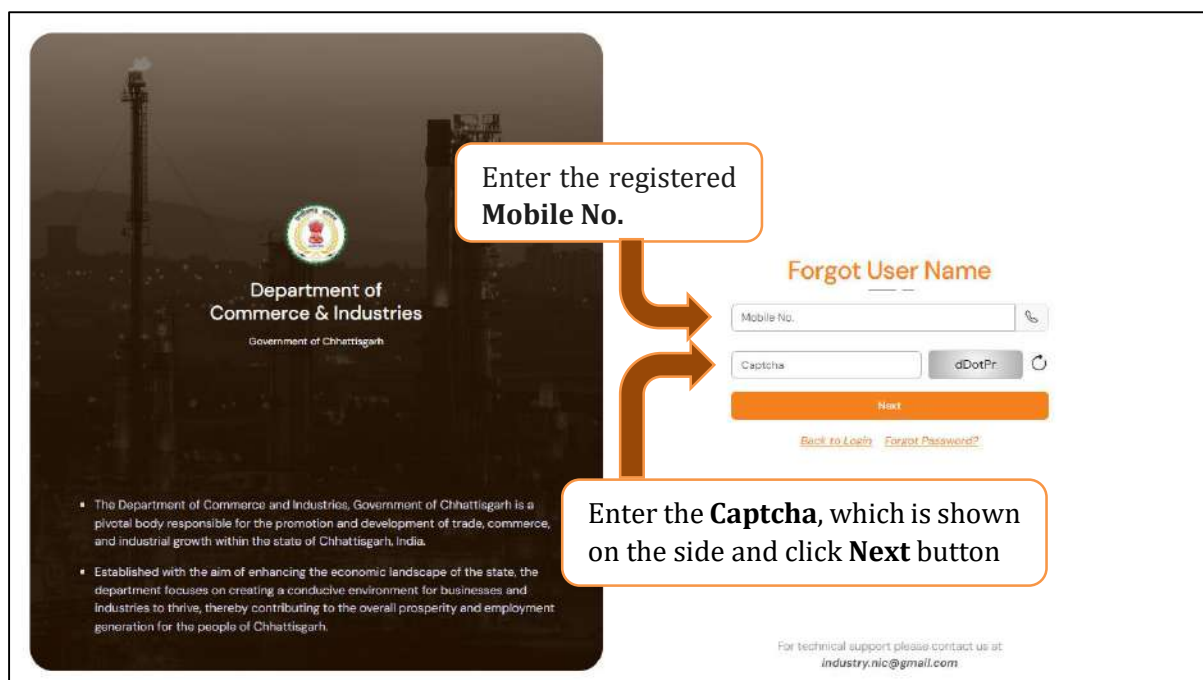


Figure 2.7: Forgot User Name Screen

An OTP is sent to the registered mobile number or email ID for verification, and a confirmation pop-up appears on the screen. Once the OTP is successfully validated, the



username is shared via the registered contact details. The user can change their password or username and log in with the new credentials.

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.

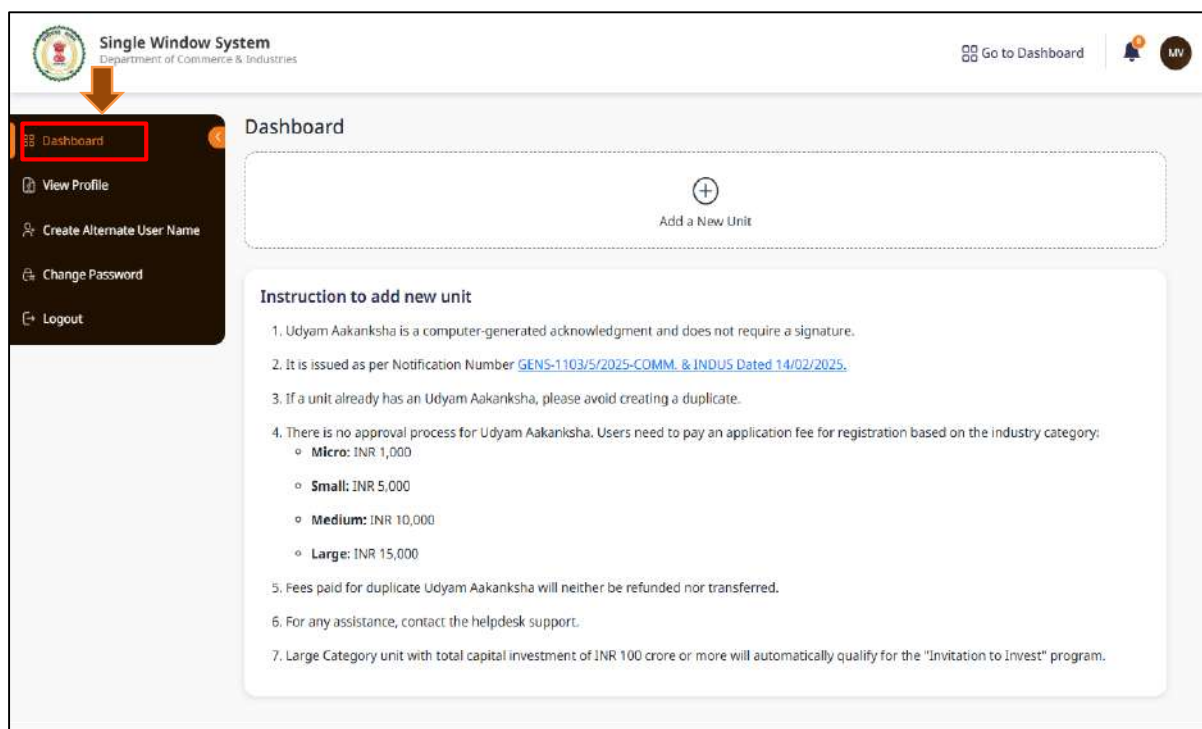


Figure 4.1: Dashboard Screen

4.1. View Profile

To view and edit profile details, click the "View Profile" sub-link. This action will direct the user to the page shown in Figure 4.2, where a comprehensive display of the user's profile information is presented.



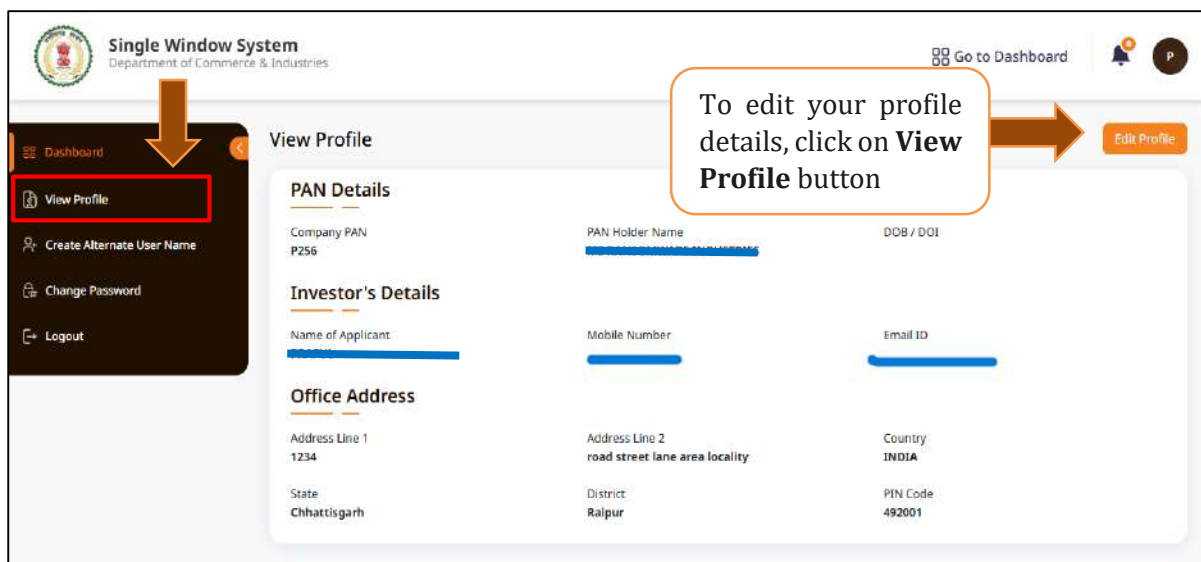


Figure 4.2: View Profile Screen

After clicking the "Edit Profile" button, the user's profile details appear on the screen, as shown in Figure 4.3.

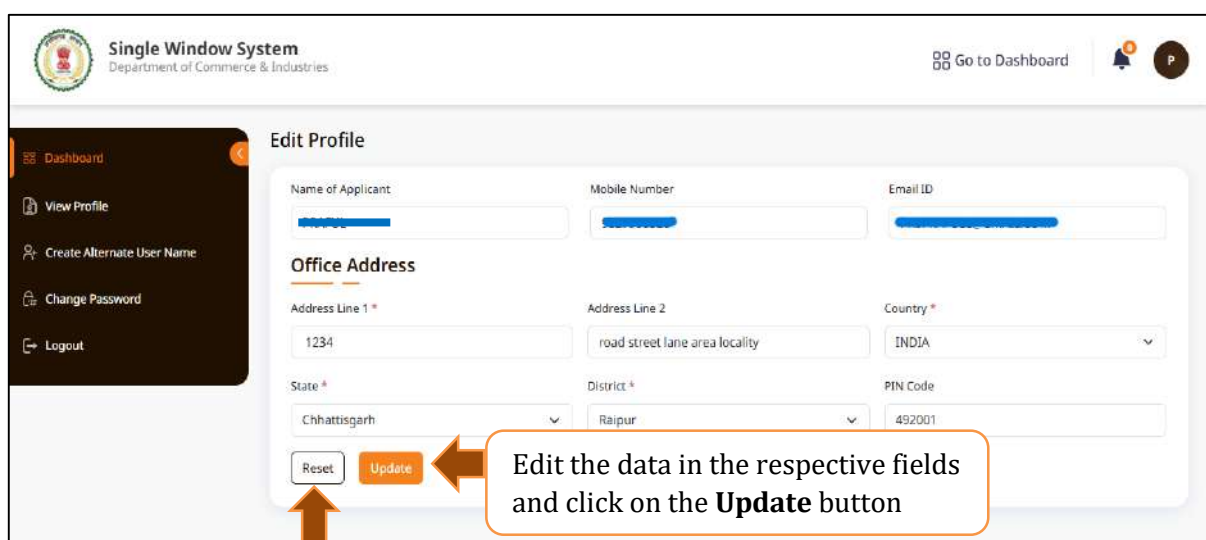


Figure 4.3: Edit Profile Screen

Or to change the details in the field, click on the **Reset** button

Further the profile is updated.

4.2. Create Alternative User Name

To create an alternate username for the profile, click on the Create Alternative User Name sub-link to navigate to the page shown in **Fig. 4.4**. On the Create Alternate User Name page (**Fig. 4.4**), the details displayed include the Name of Applicant, Mobile Number, Email ID, and User ID.



Figure 4.4: Create Alternate User Name Screen

Further the user name is changed successful.

4.3. Change Password

To create an another user id name for the profile, click on the Create Alternative User Name sub-link and get navigated to Fig. 4.5.

Figure 4.5: Change Password Screen

4.4. Logout

To logout from the application, click on the **Logout** option (refer to **Fig. 4.6**).



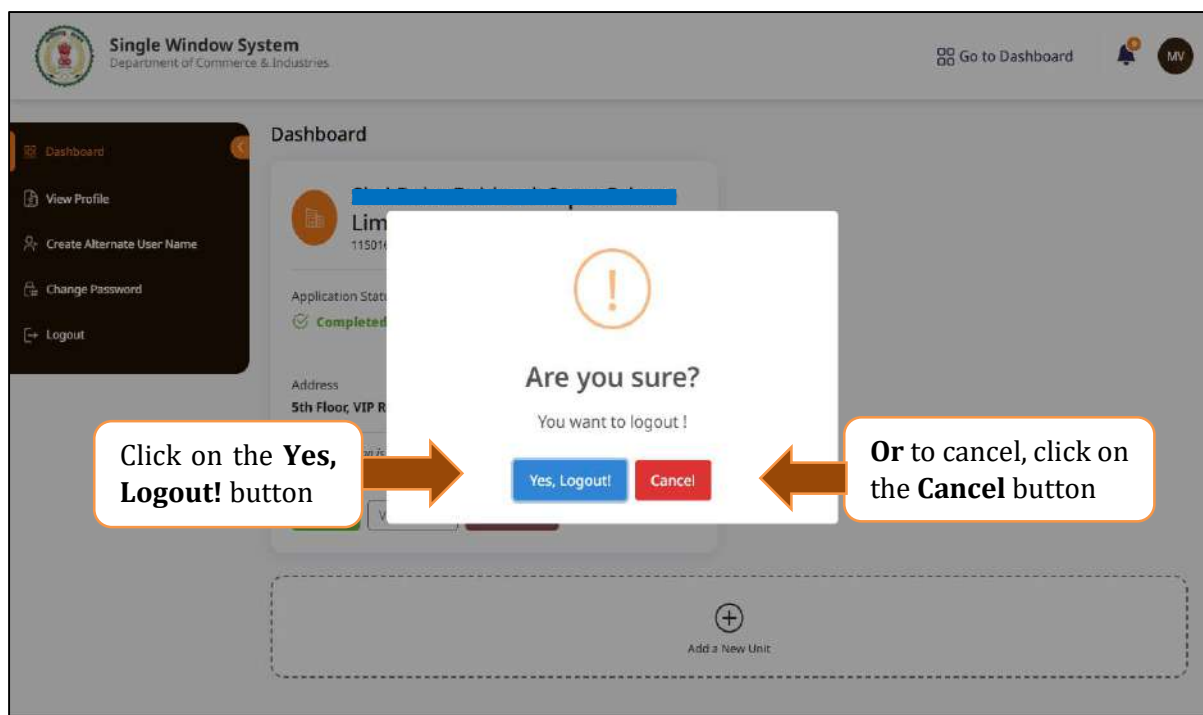


Figure 4.6: Logout Confirmation Pop-up

5. Help & Support

This helpdesk module offers inclusive and accessible support services to all users, whether they are registered on our portal or not. We provide assistance through both online and offline channels, ensuring everyone can easily get the help they need.

5.1. How to Raise Online Query

The user can raise queries on the application home page, as shown in **Figure 5.1**.

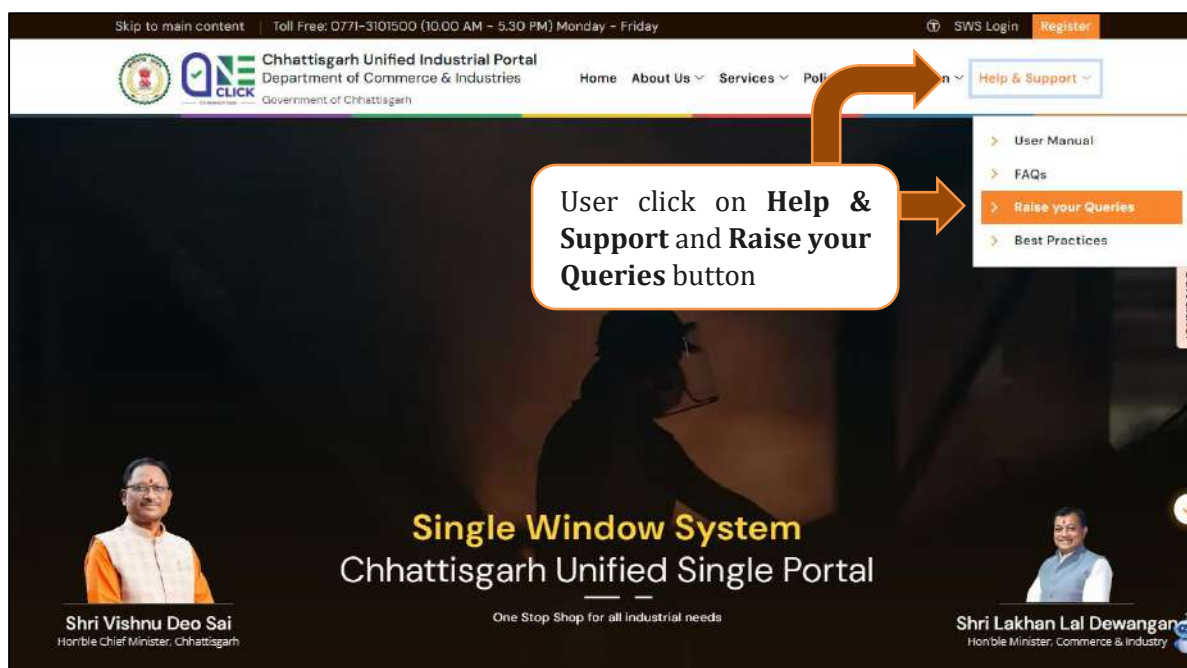


Figure 5.1: Homepage Screen

The user is prompted to provide necessary details as shown in **Figure 5.2**.

Raise Query

Check Ticket Status

Name * Address * Mobile Number *

Email ID * Company Name Attachment

Choose File No file chosen

Max 2MB. Allowed file types: .pdf, .jpg, .jpeg, .doc, .docx

Description of Query *

Max 1000 characters are allowed.

Captcha *

ObfzDs

Submit Reset

(*) Indicated fields are mandatory

User enters your **Name, Address, Mobile Number, Email ID and Company Name** button

Click on the **Description of Query** button and users should enter the details of their query

Click the **Attachment** button and upload the relevant file related to your query

Or to reset, click on the **Reset** button

Figure 5.2: Online Query Screen

Enter the **Captcha**, which is shown on the side and click **Submit** button to submit the query

The user will receive a confirmation pop-up message in the application. After clicking the **Submit** button, an OTP screen will appear. The user will receive a one-time password (OTP) on their registered mobile number and must enter it to proceed. Upon successful submission, the user will receive a "**Successfully Submitted**" pop-up message in the application.

5.2. How to Raise Offline Query

Users can also submit a query through call, email, or letter.

- **Call-** The user contacts the official helpdesk number - **0771-3101500**. A helpdesk agent receives the call, records the user's query details in the



helpdesk system (including name, contact information, query type, query description and other details).

- **Email-** The user can send an email to the official helpdesk email address - **invest-support@cg.gov.in**. The email is manually converted into a support ticket within the helpdesk system.
- **Letter-** The user sends a physical letter to the Department of Commerce & Industries or District Industry Center. Upon receipt, authorized helpdesk staff manually log the query into the helpdesk system, capturing sender details, and other relevant details.

6. Udyam Aakanksha - Unit Registration

This module is designed to capture the intent of individuals or groups wishing to establish micro, small, medium or large enterprises in the state of Chhattisgarh. The investor need to register their unit by submitting basic enterprise intent information including entrepreneur details, business category, proposed location, and investment plans. Investor then receives a digitally signed acknowledgement/registration number after successful payment.

6.1. Dashboard - Industry/Investor User

After a successful login, the page navigates to the Investor Dashboard (refer to Fig. 6.1), which includes step-by-step instructions for adding new unit details.

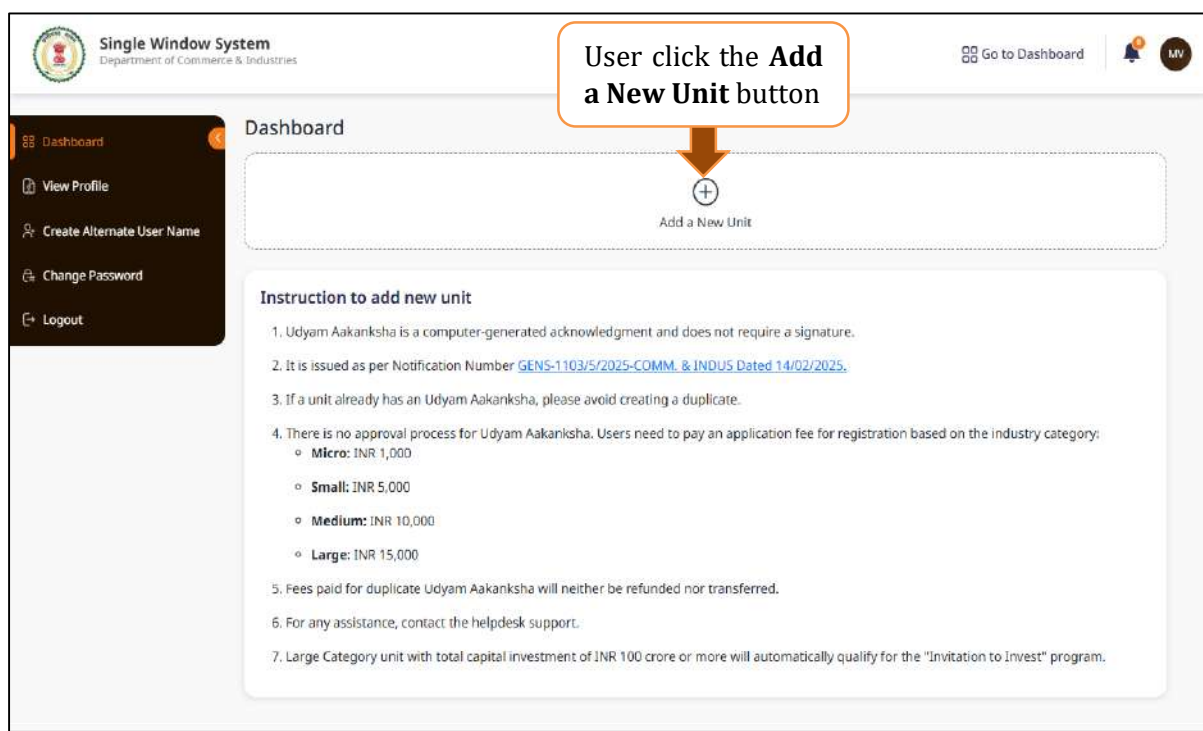


Figure 6.1: Dashboard Screen

On clicking the add a new unit, option to add a new unit with conditions applicable and the instruction to be followed populates on the display screen (refer to **Fig. 6.2**).

The user is required to pay an application fee for registration. The fee amount depends on the industry category:

- **Micro:** INR 1,000/-
- **Small:** INR 5,000/-
- **Medium:** INR 10,000/-
- **Large:** INR 15,000/-

Single Window System
Department of Commerce & Industries

Go to Dashboard

Instruction to add new unit

1. Udyam Aakanksha is a computer-generated acknowledgment and does not require a signature.
2. It is issued as per Notification Number [GENS-1103/5/2025-COMM. & INDUS Dated 14/02/2025](#).
3. If a unit already has an Udyam Aakanksha, please avoid creating a duplicate.
4. There is no approval process for Udyam Aakanksha. Users need to pay an application fee for registration based on the Industry category:
 - **Micro:** INR 1,000
 - **Small:** INR 5,000
 - **Medium:** INR 10,000
 - **Large:** INR 15,000
5. Fees paid for duplicate Udyam Aakanksha will neither be refunded nor transferred.
6. For any assistance, contact the helpdesk support.
7. Large Category unit with total capital investment of INR 100 crore or more will automatically qualify for the "Invitation to Invest" program.

☐ I Agree ☐ I Don't Agree **Proceed**

Or, click on **I Don't Agree** button and then Proceed

Read the instructions properly, if all the criteria mentioned are correct then click on **I Agree** button and **Proceed** for new unit registration


Figure 6.2: Instruction to add new unit

On agreeing, get navigated to add the company, project and land and utility requirement details.

6.2. Add Company Information

Add information about the company or enterprise to be registered in the company information as shown **Figure 6.3**.




Single Window System
 Department of Commerce & Industries

Dashboard
 View Profile
 Create Alternate User Name
 Change Password
 Logout

Udyam Aakanksha

(*) Indicated fields are mandatory

Company Information ● Project Information ● Land and Utility Requirement

Basic Details of Enterprise

Name of the Unit / Enterprise *

Industry Type *
 Select Industry Type ▼

Type of Organization *
 Select Organization ▼

Corporate / Office Address Details

Address Line 1 *
 1234

Address Line 2
 road street lane area locality

Country *
 INDIA ▼

State *
 Chhattisgarh ▼

District *
 Raipur ▼

Block
 Select Block ▼

Tehsil
 Select Tehsil ▼

Village / Town
 Select Village/Town ▼

PIN Code *
 492001

Mobile Number *

Email ID *

Entrepreneur Details

Note: Please click the **Add** button to add Entrepreneur details before clicking **Save and Continue**.

Entrepreneur Name *

Gender *
 Select Gender ▼

Category *
 Select Category ▼

Equity Participation (In Percentage) *

Add

Save & Continue

Save as Draft

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Figure 6.3: Add Company Information Screen



Users fill in the Basic Details of the Enterprise, Corporate/Office Address Details, and Entrepreneur Details in the Company Information section. They must then click the Save & Continue button to save the entered information and proceed to the Project Information section.


6.3. Project Information

Add details of the project in the project information section as shown in figure 6.4.

- If the total capital investment is **less than ₹1 crore**, the enterprise is categorized as a **Micro Enterprise**.
- If the total capital investment is **more than ₹1 crore but less than ₹10 crore**, it is considered a **Small Enterprise**.
- If the total capital investment is **more than ₹10 crore but less than ₹50 crore**, it is classified as a **Medium Enterprise**.
- Enterprises with a capital investment of **₹50 crore or more** are considered **Large Scale Enterprises**.

Users fill in the Project Details and Employment Potential in the Project Information section. They must then click the Save & Continue button to save the entered information and proceed to the Land and Utility Requirement section.




Single Window System
 Department of Commerce & Industries

Dashboard
 View Profile
 Create Alternate User Name
 Change Password
 Logout

Udyam Aakanksha
(*) Indicated fields are mandatory

Company Information
 Project Information
 Land and Utility Requirement

Project Details
 Nature of Activity *
☐ Manufacturing ☐ Service ☐ Manufacturing & Service

Add Product Details
 As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation
 You can download the NPC-2011 pdf from here and search your product.
 Note: Please click the Add button to add Product Details before clicking Save and Continue.

Activity Code *

Capacity *
 Unit of Measurement *
 Select

Product Description
 Add

Category
 Land Including Land Development 0
 Shed / Building 0
 Plant & Machinery 0
 Electricity Installation 0
 Water Supply 0
 Others 0
 Total Capital Investment
 Total Capital Investment in Words :

Category of Enterprise :-
 Have you already received an Invitation to Invest certificate for the above-mentioned project?
☐ Yes ☐ No
 Power Requirement
 Select
 Water Requirement (MCM Per Year)

Employment Potential
Category
 Managerial 0
 Skilled 0
 Unskilled 0
 Total Employment 0

Back
 Save & continue
 Save as Draft

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Figure 6.4: Project Information



6.4. Land and Utility Requirement

Add the Land and Utility Requirement details in this section, as shown in Figure 6.5. Then, click the Save & Continue button to save the entered information.

Single Window System
Department of Commerce & Industries

Udyam Aakanksha

(*) Indicated fields are mandatory

Company Information | Project Information | **Land and Utility Requirement**

Proposed Location of Unit

Note: Please click the **Add** button to add Proposed Location of Unit before clicking **Save and Continue**.

Area *

☐ Rural ☐ Urban

Address Line 1

Address Line 2

District *

Select District

Block

Select Block

Tehsil

Select Tehsil

Village / Town

Select Village / Town

PIN Code

Khasra / Plot Number

Land Mark

Land Area

Area Unit

Select

Add


Back **Save & continue** **Save as Draft**

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Figure 6.5: Land and Utility Requirement

On clicking, a preview of the unit registration is displayed.





Single Window System
 Department of Commerce & Industries

Dashboard
<

View Profile
>

Create Alternate User Name
>

Change Password
>

Logout
>

Udyam Aakanksha

Company Information
>

Basic Details of Enterprise

Udyam Aakanksha No.	Name of the Unit / Enterprise
Industry Type	Type of Organization
Existing	Private Limited Company

Corporate / Office Address Details

Address Line 1	Address Line 2	Country
12345	road street lane area locality	INDIA
State	District	Block
Chhattisgarh	Durg	Durg
Tehsil	Village / Town	PIN Code
Bhilai-3	string	492001
Mobile Number	Email ID	

Entrepreneur Details
>

Sl#	Entrepreneur Name	Gender	Category	Equity Participation (in %)
1		Male	General	55

Create Alternate User Name
>

Change Password
>

Logout
>

Project Information
>

Project Details

Nature of Activity : **Manufacturing**

Add Product Details *(As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)*

Sl#	Existing Product Name	Activity Code	Capacity	Unit of Measurement	Product Description
1	Bran rice	3912002	200000		

Existing Capital Investment (₹ in Lakh)

Category	Capital Investment in Existing Industry
Land including land development	0.00
Shed / Building	0.00
Plant & Machinery	11.00
Electricity Installation	0.00
Water Supply	0.00
Others	0.00
Total capital investment	11.00

Category of Enterprise:- **Micro**

Power Requirement	Water Requirement (MCM Per Year)
213 KVA	N/A

Employment Potential

Category	Existing
Managerial	10
Skilled	20
Unskilled	30
Total Employment	60



Click on **Submit** button to submit the details

To cancel the submission, click on the **Cancel** button

To update any changes, click on the **Edit** button

Sl#	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area	Land Unit
1	Urban	Sanjay Nagar	Tikrapara Chowk	Raipur	Arang	Arang Municipal Council	Raipur	Rakhi-1 (Rakhi)	492013	123/45	Near Industrial Area Phase-II, Raipur	2.5	Acre

Figure 6.6: Preview of Unit Registration Application

The details of the Company Information, Project Information, Land and Utility Requirement are displayed in the preview section.

For the application submitted, the user needs to make payment for the fee charged as per the industry type as Micro, Small, Medium or Large. User has the option to pay fee now or pay later.

Click on the **Make Payment** to make payment for chargeable fee

Successfully Submitted!

Your application has been submitted successfully.

Pay Now Pay Later

Figure 6.7: Confirmation Message

On clicking the option, an alert message appears on the screen. Click the Pay Now button to proceed with the payment. Upon successful payment, a confirmation message is displayed on the screen.





Figure 6.8: Confirmation Message

6.5. Share Your Feedback

For the services availed, click on **Please Share Your Feedback** to share your feedback and responses if any.

Figure 6.9: Share Your Feedback



Get navigated back to the dashboard section.

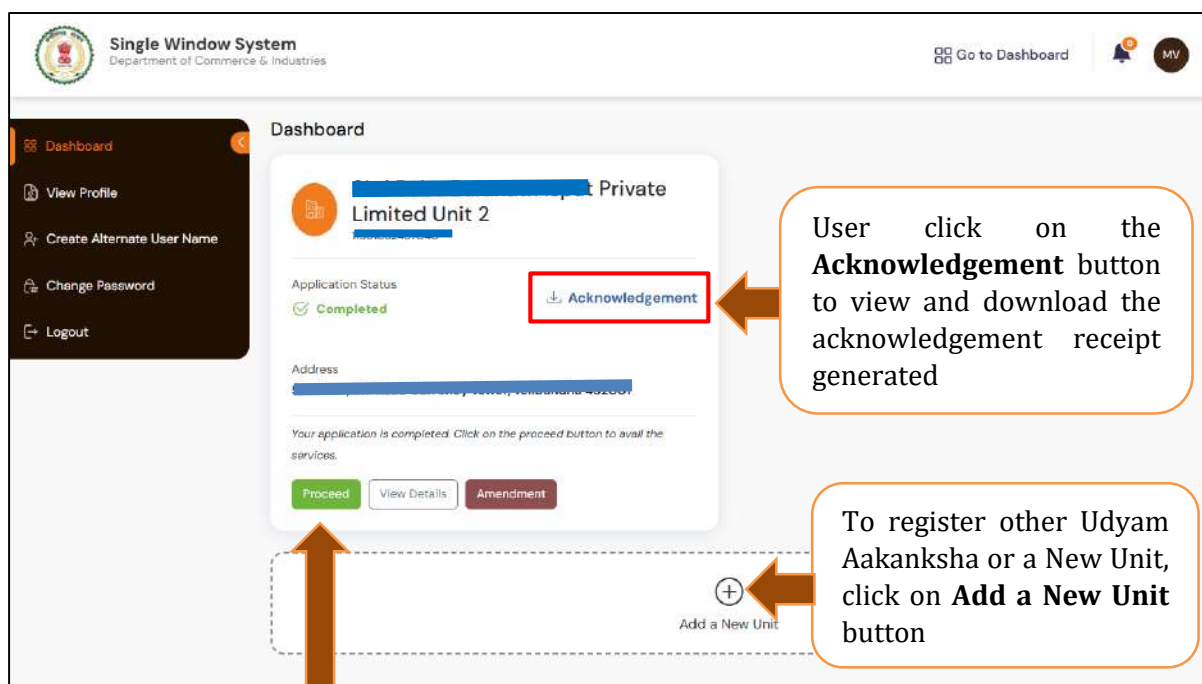


Figure 6.10: Dashboard

To proceed to other services available to the Udyam Aakanksha Unit, click on the **Proceed** button

On successful payment, the application moves to the completed stage.

An acknowledgment receipt is generated, which includes a unique 14-digit number known as the Udyam Aakanksha or Unit number. Additionally, a unique 10-digit reference number is also generated.



To go back to the previous section, click on the **Back** button

To print a PDF copy of the acknowledgment slip, click on the **Print** button

[Back](#)
[Print](#)

For: Existing Industry Reference No:- 9158545499

DISTRICT TRADE & INDUSTRIES CENTRE, Balod
Pin Code - 491226

Udyam Aakanksha / Unit No. 1 3 2 6 2 0 2 5 1 2 0 4 2 6 Issue Date :- 16- Jun- 2025
Validity:- 15-Jun-2030

UDYAM AAKANKSHA / UNIT NO.
(ACKNOWLEDGEMENT)

This is to certify that the following unit has filed Udyam Aakanksha, expressing its intent to set up an enterprise at the location as mentioned below:

Name of the unit:	ABC Communication
Industry Type:	Small
Manufacturing / Service:	Manufacturing & Service
Address:	Chhatisgarh, Balod Village - Amalidih, Block - Balod, District - Balod, State - Chhattisgarh, PIN - 491226


Details of item / items to be manufactured / service to be provided

No.	Items of manufacture / Type of service to be rendered	Activity Code	Capacity	Unit
1	1 phenyl 3 methyl 5 pyrazolone	3416001	1000	Litre/Annum

Disclaimer:-
This acknowledgement is generated on the basis of information provided by the applicant and has not been verified.

Note:-

1. This acknowledgement is issued subject to notification GENS-1103/5/2025-COMM. & INDUS Dated 14/02/2025. regarding the significance implications and legal status of filing of Udyam Aakanksha / Unit No. (copy of notification is available on website <http://industries.cg.gov.in>).
2. This is computer generated acknowledgement and does not require signature.
3. The issue of this acknowledgement does not bestow any legal right. The enterprise is required to seek requisite clearances / licences / Permits required under statutory obligation stipulated under laws of central / State Government / court orders.
4. Unit ID is to be quoted for all future communication with department.



This is computer generated certificate and does not require seal and signature. This certificate can be verified online at <http://industries.cg.gov.in> through Certificate No. and Reference No. You may also scan the QR code for verification.

Figure 6.11: Acknowledgement

7. Amendment of Udyam Aakanksha

In case the Udyam Aakanksha application needs some changes like change in business plan, corrections in submitted business plan, or any update due to evolving circumstances in the pre-establishment phase of an enterprise, the registered users is authorized to request for modification or update in the details submitted in original Udyam Aakanksha application.

- The Amendment module enables the Unit Users to request for amendment, except special conditions where any services or incentives are applied by the user and still pending for approval at the authority end.



- The user needs to wait till the applications are approved or rejected, or they can withdraw those application before the approval process and continue with the amendment.
- Apply for the amendment by paying a nominal fee.

7.1. Apply Amendment for Udyam Aakanksha

The Investor User can apply for amendment of the Udyam Aakanksha application from respective dashboard only.

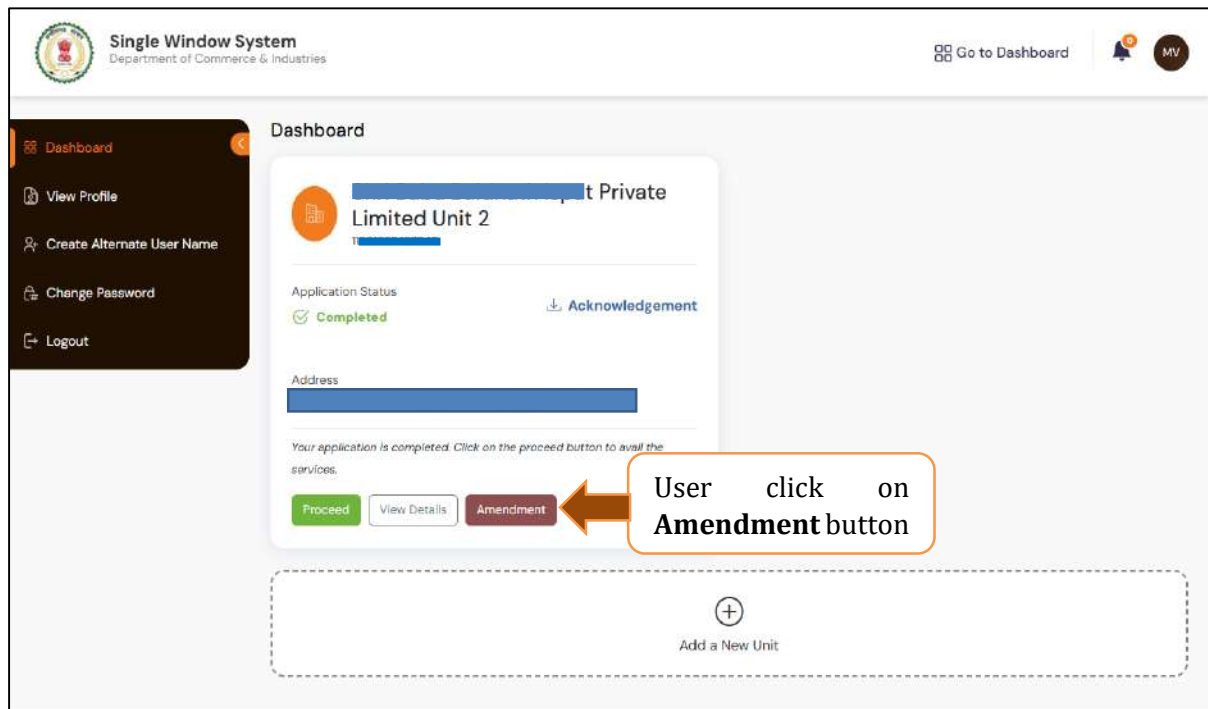



Figure 7.1: Dashboard

After clicking the Amendment button, navigate to the Udyam Aakanksha details that the user wants to update, as shown in Figure 7.2.

In the **Company Information** section displayed below, update the necessary details wherever required. Once the updates are made, click the **Save & Continue** button to proceed.




Single Window System
 Department of Commerce & Industries

Dashboard
 View Profile
 Create Alternate User Name
 Change Password
 Logout

Udyam Aakanksha

(**) Indicated fields are mandatory

Company Information
 Project Information
 Land and Utility Requirement

Basic Details of Enterprise

Name of the Unit / Enterprise *

 Industry Type *
 Select Industry Type

Type of Organization *
 Select Organization

Corporate / Office Address Details

Address Line 1 *
 1234
 Address Line 2
 road street lane area locality

Country *
 INDIA
 State *
 Chhattisgarh

District *
 Raipur
 Block
 Select Block

Tehsil
 Select Tehsil
 Village / Town
 Select Village/Town

PIN Code *
 492001
 Mobile Number *

Email ID *

Entrepreneur Details

Note: Please click the **Add** button to add Entrepreneur details before clicking **Save and Continue**.

Entrepreneur Name *

 Gender *
 Select Gender

Category *
 Select Category
 Equity Participation (In Percentage) *

Add

Save & Continue
 Save as Draft

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Figure 7.2: Company Information



Once the details are successfully saved, navigate to the **Project Details** section, as shown in Figure 7.3. Update the project information wherever required, including product details, capital investment, and employment potential. After making the necessary changes, click the **Save & Continue** button to save the updated information.

Single Window System
Department of Commerce & Industries

Udyam Aakanksha (*) Indicated fields are mandatory

Project Information

Project Details

Nature of Activity *

☒ Manufacturing ☐ Service ☐ Manufacturing & Service

Add Product Details

As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation
You can download the NPC-2011 pdf from here and search your product.
Note: Please click the Add button to add Product Details before clicking Save and Continue.

Existing Product Name * Activity Code *
Capacity * Unit of Measurement *
Product Description

Add

S#	Product Name	Activity Code	Capacity	Unit of Measurement	Product Description	Delete
1	Bran rice	3912002	200000	Kilogram/Annum		

Existing Capital Investment (₹ in Lakh)

Category	Capital Investment in Existing Industry
Land Including Land Development	
Shed / Building	
Plant & Machinery	11
Electricity Installation	
Water Supply	
Others	
Total Capital Investment	11
Total Capital Investment in Words : Eleven Lakh	

Category of Enterprise : Micro ⓘ

Have you already received an Invitation to Invest certificate for the above-mentioned project?
☐ Yes ☐ No

Power Requirement: 213 KVA Water Requirement (MCM Per Year):

Employment Potential

Category	Existing
Managerial	10
Skilled	20
Unskilled	30
Total Employment	60

Back **Save & continue** **Save as Draft**

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Figure 7.3: Project Details



On clicking the **Save & Continue** button, get navigated to update the Land and Utility Requirement section.

Single Window System
Department of Commerce & Industries

Udyam Aakanksha (*) Indicated fields are mandatory

Company Information | Project Information | **Land and Utility Requirement**

Proposed Location of Unit

Note: Please click the **Add** button to add Proposed Location of Unit before clicking **Save and Continue**.

Area ^{*}
☐ Rural ☒ Urban

Address Line 1 Address Line 2

District ^{*} Block

Tehsil ULB

Village / Town PIN Code

Khasra / Plot Number Land Mark

Land Area Area Unit

Add

Sl#	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area
1	Urban	Plot No. 27, Industrial Area, Bhilai		Durg	Durg		Bhilai-3	Durg	492001	123/45	Near Industrial Area Phase-II, Bhilai	2.5


Back **Save & continue** **Save as Draft**

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Figure 7.4: Land and Utility Requirement

Update the necessary fields wherever required, then click the **Save & Continue** button to save the changes. After saving, user will be navigated to the **Preview** section.




Single Window System
 Department of Commerce & Industries

Udyam Aakanksha

Company Information

Basic Details of Enterprise

Udyam Aakanksha No. Name of the Unit / Enterprise
 Industry Type Type of Organization
 Existing Private Limited Company

Corporate / Office Address Details

Address Line 1 Address Line 2 Country
 12345 road street lane area locality INDIA
 State District Block
 Chhattisgarh Durg Durg
 Tehsil Village / Town PIN Code
 Bhilai-3 string 492001
 Mobile Number Email ID
m

Entrepreneur Details

Sl#	Entrepreneur Name	Gender	Category	Equity Participation (In %)
1		Male	General	55

Project Information

Project Details

Nature of Activity : **Manufacturing**

Add Product Details *(As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)*

Sl#	Existing Product Name	Activity Code	Capacity	Unit of Measurement	Product Description
1	Bran rice	3912002	200000		

Existing Capital Investment (₹ in Lakh)

Category	Capital Investment in Existing Industry
Land including land development	0.00
Shed / Building	0.00
Plant & Machinery	11.00
Electricity Installation	0.00
Water Supply	0.00
Others	0.00
Total capital investment	11.00

Category of Enterprise:- **Micro**

Power Requirement Water Requirement (MCM Per Year)
 213 KVA N/A

Employment Potential

Category	Existing
Managerial	10
Skilled	20
Unskilled	30
Total Employment	60



Sl#	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area	Land Unit
1	Urban	Plot No. 27, Industrial Area, Bhilai		Durg	Durg		Bhilai-3	Durg	492001	123/45	Near Industrial Area Phase-II, Bhilai	2.5	Acre

Figure 7.5: Application Preview

- Take a look into the preview of the application provided, and click on the **Submit** button to submit the amendment application.

On clicking, a confirmation message appears on the display screen saying - successfully submitted.

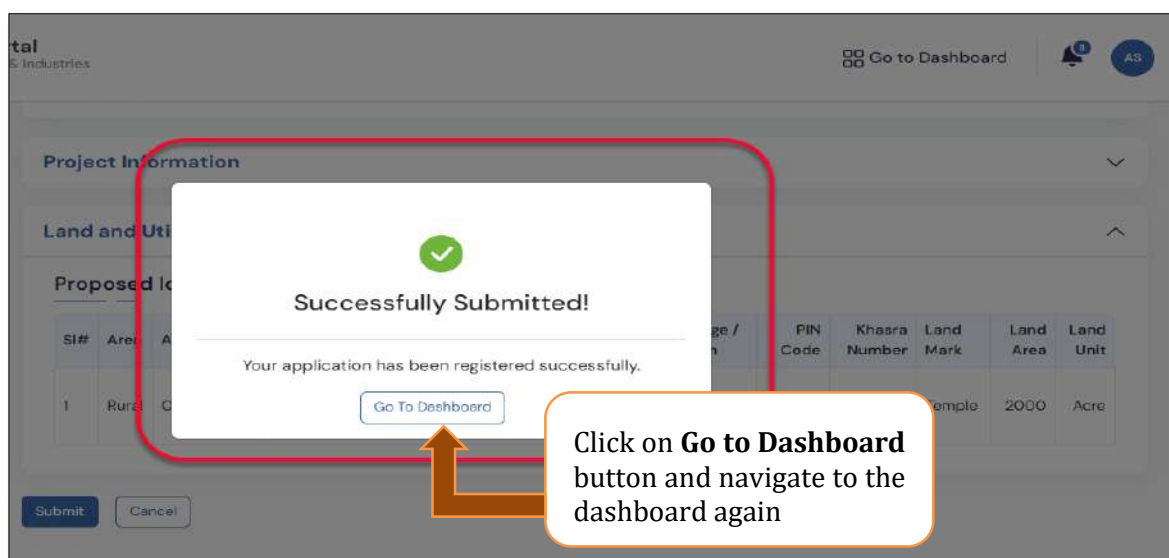


Figure 7.6: Confirmation Message



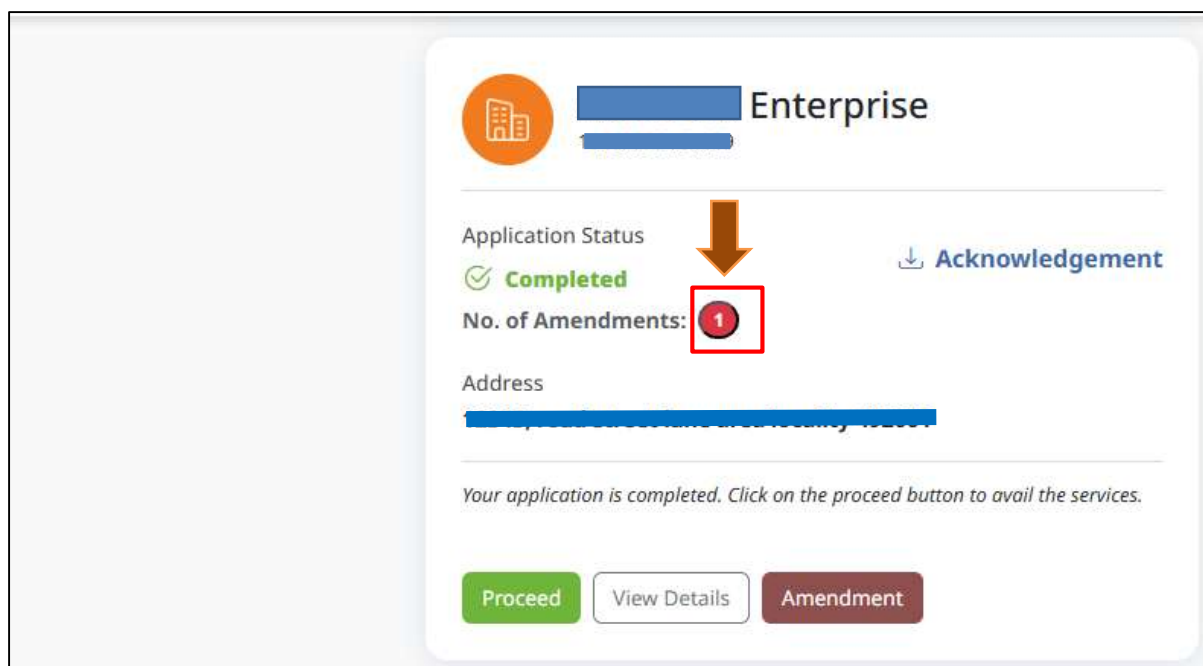


Figure 7.7: Dashboard

- The current application status is completed now.
- The Number of amendments done in the udyam aakanksha application is displayed in the dashboard.
- Click on the Amendment count and navigate to the amendment details section, as shown below.

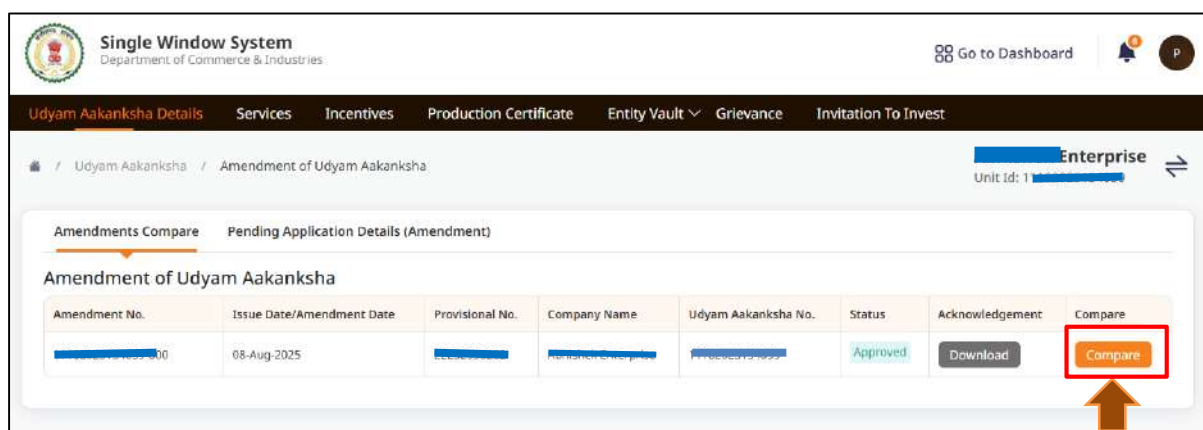



Figure 7.8: Amendment of Udyam Aakanksha

- The amendment number generated, amendment date, company name, udyam aakanksha number, status, acknowledgement and comparison option.
- Click on the **Compare** button to view the latest changes done and the earlier udyam aakanksha details.




Single Window System
 Department of Commerce & Industries

/ Udyam Aakanksha / Compare Udyam Aakanksha

Compare Udyam Aakanksha

Company Information

Before Edited

After Edited

Udyam Aakanksha No.
 [REDACTED]

Provisional No.
 [REDACTED]

Name of the Unit / Enterprise
 [REDACTED]

Industry Type
 Existing

Type of Organization
 Private Limited Company

Corporate / Office Address Details

Address Line 1
 12345

Address Line 2
 [REDACTED]

Country
 INDIA

State
 Chhattisgarh

District
 Durg

Block
 Durg

Tehsil
 Bhilai-3

Village / Town
 string

PIN Code
 492001

Mobile Number
 [REDACTED]

Email ID
 [REDACTED]

Entrepreneur Details

Sl#	Entrepreneur Name	Gender	Category	Equity Participation in Percent
1	[REDACTED]	Male	General	55%

After Edited

Before Edited

Udyam Aakanksha No.
 [REDACTED]

Provisional No.
 [REDACTED]

Name of the Unit / Enterprise
 [REDACTED]

Industry Type
 Existing

Type of Organization
 Private Limited Company

Corporate / Office Address Details

Address Line 1
 12345

Address Line 2
 [REDACTED]

Country
 INDIA

State
 Chhattisgarh

District
 Durg

Block
 Durg

Tehsil
 Bhilai-3

Village / Town
 string

PIN Code
 492001

Mobile Number
 [REDACTED]

Email ID
 [REDACTED]

Entrepreneur Details

Sl#	Entrepreneur Name	Gender	Category	Equity Participation in Percent
1	[REDACTED]	Male	General	55%



Project Information

Before Edited

After Edited

Project Details

Nature of Activity :**Manufacturing**

Add Product Details (As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)

Sl#	Existing Product Name	Activity Code	Capacity	Unit of Measurement	Product Description
1	Bran rice	3912002	200000		

Existing Capital Investment (₹ in Lakh)

Category	Capital Investment in Existing industry
Land including land development	0.00
Shed / Building	0.00
Plant & Machinery	11.00
Electricity Installation	0.00
Water Supply	0.00
Others	0.00
Total capital investment	11.00

Category of Enterprise:- **Micro**

Power Requirement
213 KVA

Employment Potential

Category	Existing
Managerial	10
Skilled	20
Unskilled	30
Total Employment	60

Project Details

Nature of Activity :**Manufacturing**

Add Product Details (As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)

Sl#	Existing Product Name	Activity Code	Capacity	Unit of Measurement	Product Description
1	Bran rice	3912002	200000		

Existing Capital Investment (₹ in Lakh)

Category	Capital Investment in Existing industry
Land including land development	0.00
Shed / Building	0.00
Plant & Machinery	11.00
Electricity Installation	0.00
Water Supply	0.00
Others	0.00
Total capital investment	11.00

Category of Enterprise:- **Micro**

Power Requirement
213 KVA

Employment Potential

Category	Existing
Managerial	10
Skilled	20
Unskilled	30
Total Employment	60

Land and Utility Requirement

Before Edited

After Edited

Proposed location of Unit

Sl#	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number
1	Urban	Sarjay Nagar	Tikrapara Chowk	Raipur	Arang	Arang Municipal Council	Raipur	Rakhi-1 (Raika)	492013	1234

Proposed location of Unit (Edited)

Sl#	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number
1	Urban	Plot No. 22, Industrial Area, Bhalal		Durg	Durg		Bhalal-3	Durg	493001	12345

Back

Figure 7.9: Compare Udyam Aakanksha



- View the comparative information on Udyam Akansha details before editing and after editing.
- To go back to the dashboard again, click on the **Back** button.

Now, once the amendment application for Udyam Aakansha is submitted, the application is pending for review and approval at the Manager or Assistant Manager end.

8. Services of the Departments

A **Single Window System** for department services is a government initiative where citizens, businesses, or investors can access and apply for multiple services from different departments through one unified online portal instead of visiting each department separately.

8.1. Dashboard

After a successful login, the page navigates to the Investor Dashboard (refer to Fig. 8.1), which includes step-by-step instructions for applying services.

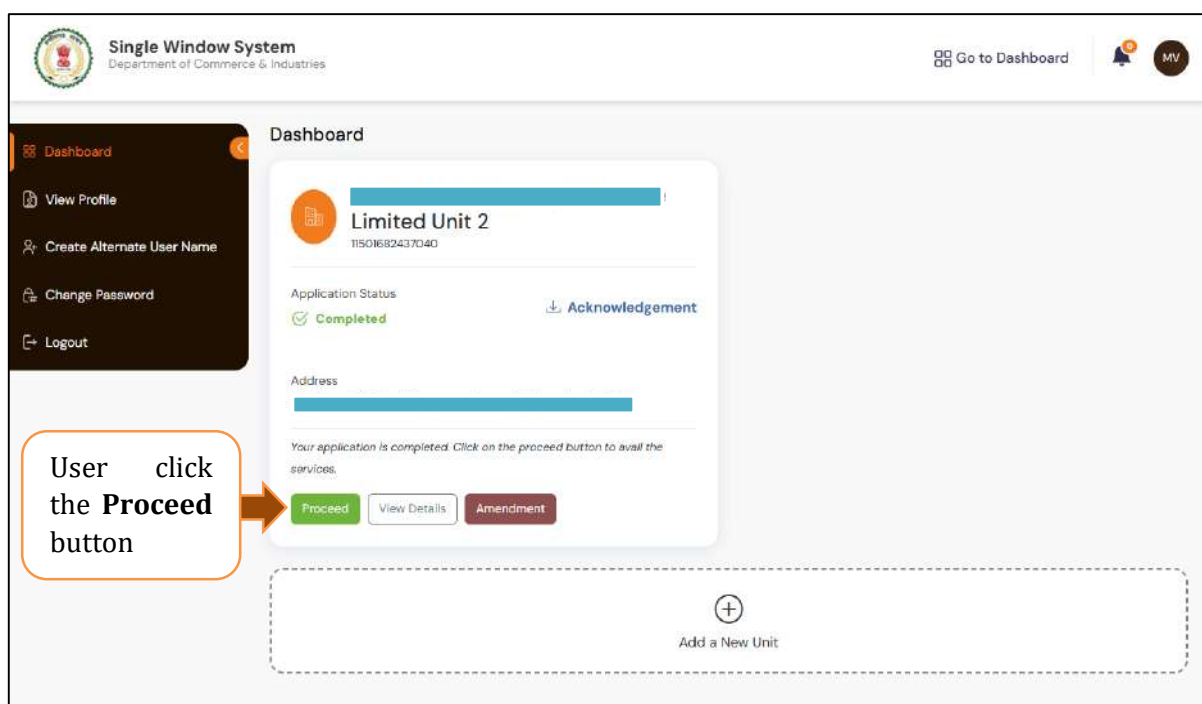


Figure 8.1: Dashboard Screen

8.2. Services

In the Services section, display all departments and government services as shown in figure 8.2. When the user applies for any service, they will be redirected to the respective department's website.



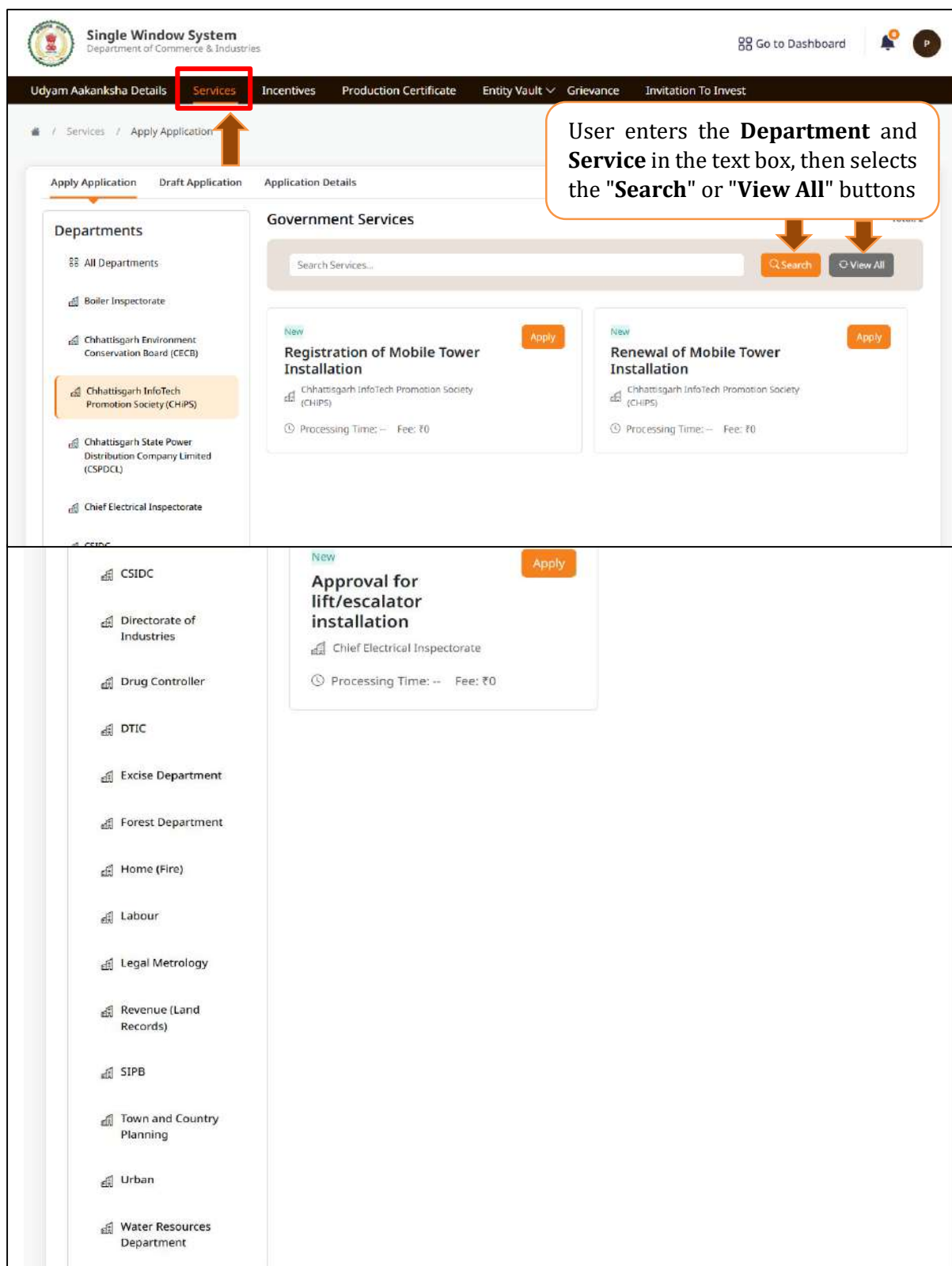


Figure 8.2: Services Screen

For the Boiler Inspectorate department, users can apply for services directly within the Services section. The list below shows all departments.

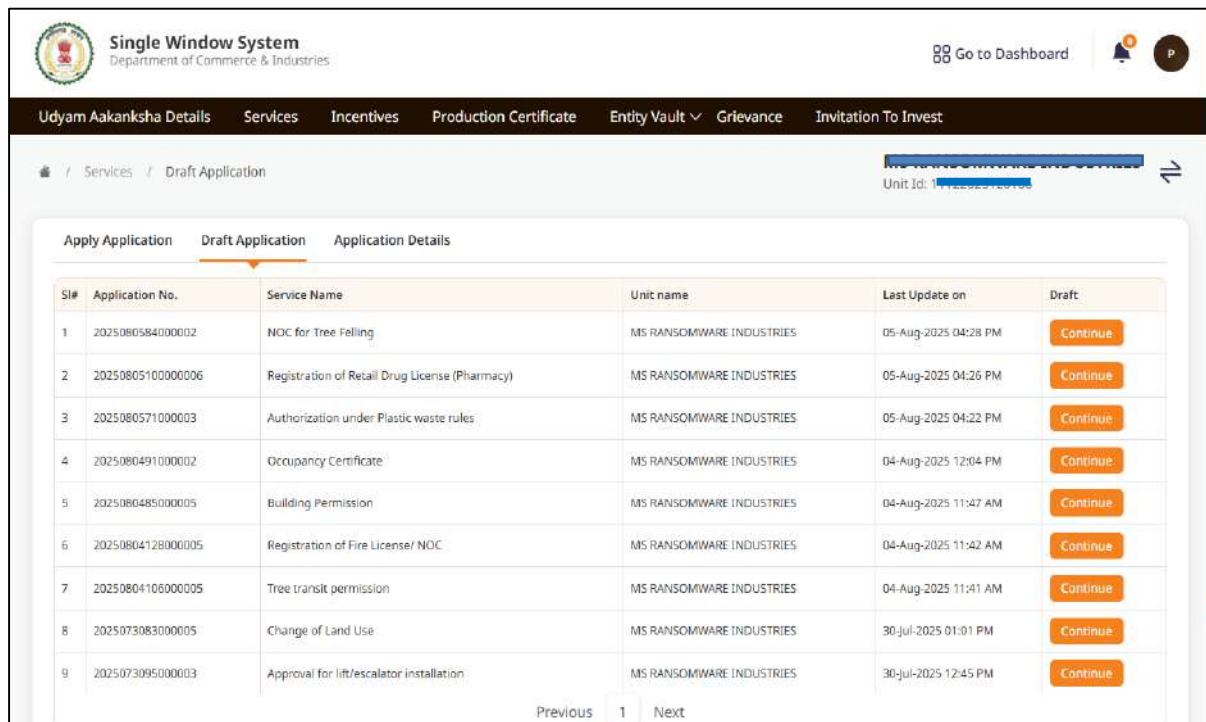
1. Boiler Inspectorate



2. Chhattisgarh Environment Conservation Board (CECB)
3. Chhattisgarh InfoTech Promotion Society (CHiPS)
4. Chhattisgarh State Power Distribution Company Limited (CSPDCL)
5. Chief Electrical Inspectorate
6. Chhattisgarh State Industrial Development Corporation (CSIDC)
7. Directorate of Industries
8. Drug Controller
9. Excise Department
10. Forest Department
11. Home (Fire)
12. Labour
13. Legal Metrology
14. Revenue (Land Records)
15. Town and Country Planning
16. Urban
17. Water Resources Department

8.2.1. Draft Services Application

In the **Draft Application** section, the user can view the list of services saved as drafts and select the services application to continue the partially filled form and submit the application.



The screenshot displays the 'Single Window System' interface for the Department of Commerce & Industries. The user is logged in as 'P' and is viewing the 'Draft Application' section. The page shows a list of draft applications with the following columns: Sl#, Application No., Service Name, Unit name, Last Update on, and Draft. There are 9 draft applications listed, each with a 'Continue' button.

Sl#	Application No.	Service Name	Unit name	Last Update on	Draft
1	2025080584000002	NOC for Tree Felling	MS RANSOMWARE INDUSTRIES	05-Aug-2025 04:28 PM	Continue
2	2025080510000006	Registration of Retail Drug License (Pharmacy)	MS RANSOMWARE INDUSTRIES	05-Aug-2025 04:26 PM	Continue
3	2025080571000003	Authorization under Plastic waste rules	MS RANSOMWARE INDUSTRIES	05-Aug-2025 04:22 PM	Continue
4	2025080491000002	Occupancy Certificate	MS RANSOMWARE INDUSTRIES	04-Aug-2025 12:04 PM	Continue
5	2025080485000005	Building Permission	MS RANSOMWARE INDUSTRIES	04-Aug-2025 11:47 AM	Continue
6	2025080412800005	Registration of Fire License/ NOC	MS RANSOMWARE INDUSTRIES	04-Aug-2025 11:42 AM	Continue
7	2025080410600005	Tree transit permission	MS RANSOMWARE INDUSTRIES	04-Aug-2025 11:41 AM	Continue
8	2025073083000005	Change of Land Use	MS RANSOMWARE INDUSTRIES	30-Jul-2025 01:01 PM	Continue
9	2025073095000003	Approval for lift/escalator installation	MS RANSOMWARE INDUSTRIES	30-Jul-2025 12:45 PM	Continue

Navigation: Previous 1 Next

Figure 8.3: Draft Application



8.2.2. View Services Application

In the **Application Details** section, the user can view the list of services they have applied for and select the services application to check the submitted application, track its status, and download the certificate after approval.

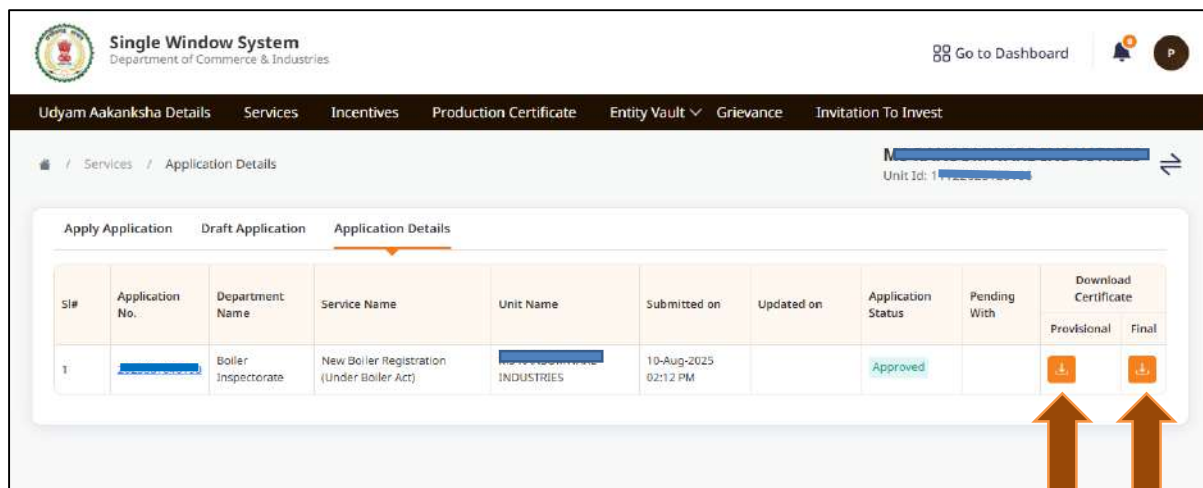


Figure 8.4: View Application

User click the download icon to view and download the certificate

9. Incentives

In a **Single Window System portal**, incentives refer to the financial or non-financial benefits that the government offers to businesses, industries, or investors to encourage investment, expansion, and economic growth.

The Directorate of Industries Department has two types of incentives.

1. Pre-Production Incentives
2. Post-Production Incentives

9.1. Dashboard

After a successful login, the page navigates to the Investor Dashboard (refer to Fig. 9.1), which includes step-by-step instructions for applying services.



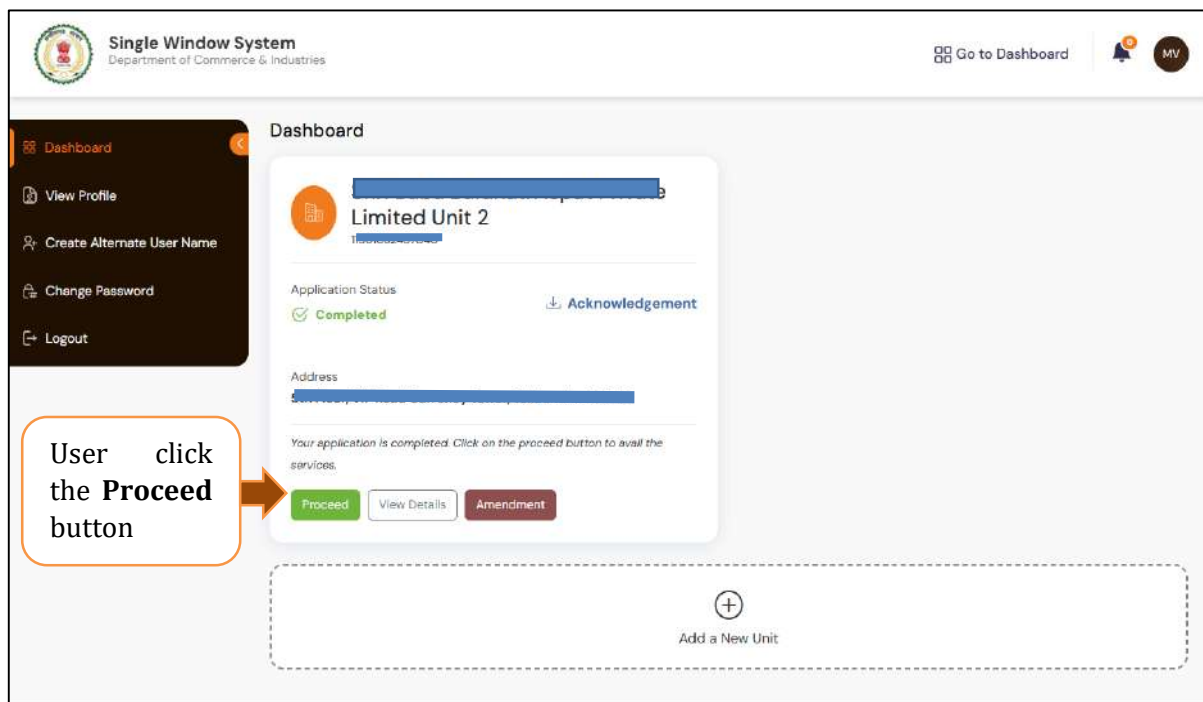


Figure 9.1: Dashboard Screen

On the Incentives page, refer to **Figure 9.2**, which displays all incentives. In the Application section, select the option to apply for incentives.

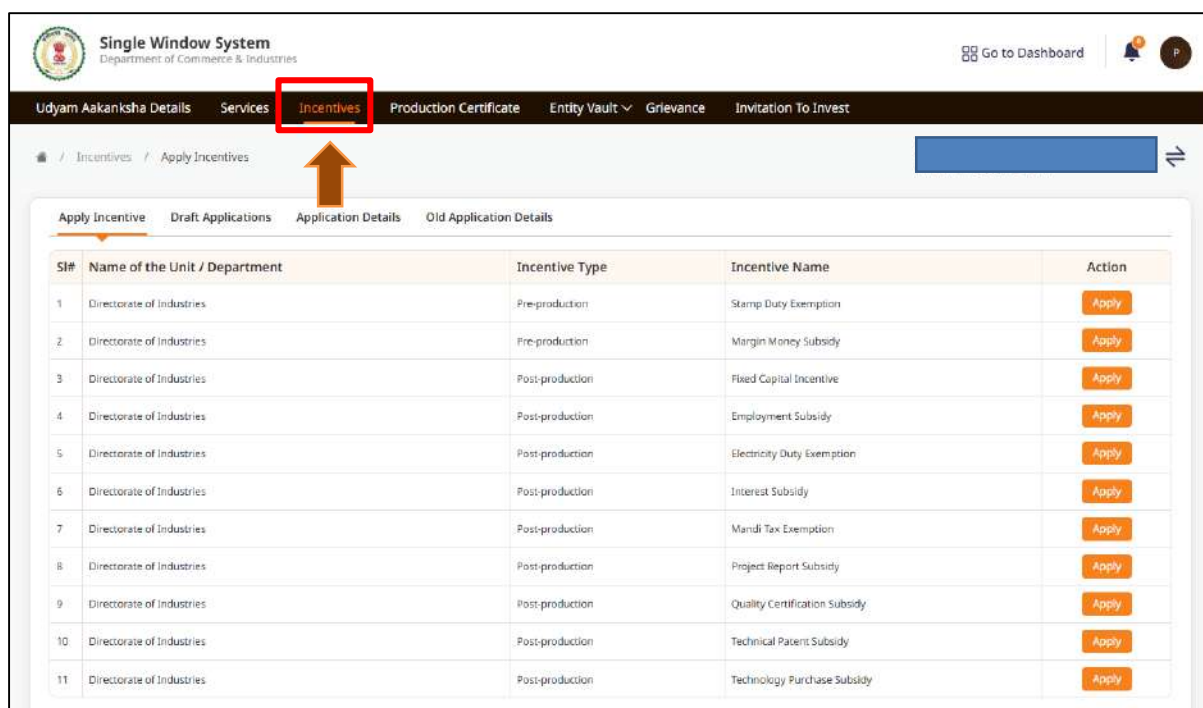


Figure 9.2: Incentives Screen



9.2. Pre-Production Incentives

Pre-Production incentives include two types: Stamp Duty Exemption and Margin Money Subsidy.

9.2.1. Stamp Duty Exemption

1. The user can apply for stamp duty exemption without having a production certificate means the incentive can be availed before the product certificate. The user can also apply for this incentive after getting the production certificate.
2. This incentive is mainly applied for following 2 categories:
 - Purchase / Lease of Land / Shed / Building
 - Bank Loan
3. This incentive can be availed for multiple times irrespective of any conditions.
4. If the incentive is applied for the "Purchase/Lease of Land/Shed/Building," the "Loan Approval Information" and "Sanctioned Loan Amount" sections within the "Details of documents relating to loan advance" will be hidden, and the "Details of the Land in the Industrial Area" section will be visible.
5. If the incentive is applied for a "Bank Loan", the "Details of the Land in the Industrial Area" section will be hidden, and the "Details of documents relating to loan advance" section will be visible.
6. If the incentive is applied for a "Bank Loan," the "Land Type" field will be hidden. If the incentive is for "Purchase / Lease of Land / Shed / Building", the "Land Type" field will be displayed.
7. If the "Purchase of existing unit" is a "Sick & Closed Unit", documents related to the Sick & Closed Unit must be provided. If the purchase is made through "NCLT or SARFAESI Act or IBC," the related documents must be submitted.
8. When an industry applies for stamp duty exemption and already has an existing Production Certificate (PC), the field "Whether the incentive is applied under expansion, diversification, modernization, or substitution" will appear with a Yes/No option.
 - a. If "No" is selected, the process can proceed to the next steps without additional checks.
 - b. If "Yes" is selected, the system should verify whether the industry has an acknowledgment for expansion, diversification, modernization, or substitution:
 - i. If the acknowledgment exists, proceed with the further steps.



- ii. If the acknowledgment does not exist, display a link prompting the user to apply for the acknowledgment and prevent them from progressing until the acknowledgment is obtained.
9. After providing the stamp duty exemption information, a preview page will be displayed where the user can review Udyam Aakanksha details along with the provided stamp duty exemption information.
10. The user cannot edit any information retrieved from the Udyam Aakanksha form on this page. If changes are required, the user must amend the Udyam Aakanksha form, keeping the application in draft status until the amendment is made.

9.2.2. Margin Money Subsidy

Investors can apply for margin money subsidy without having a production certificate means the incentive can be availed before the product certificate. The investor can also apply for this incentive after getting the production certificate.

- The total capital investment value and the source of capital investment must be the same.
- This incentive is applicable only to industries classified as "New." Existing industries are not eligible.
- Only Micro and Small industries are eligible for this subsidy; Medium and Large industries are excluded.
- This incentive can only be availed once.

9.3. Post-Production Incentives

Post-Production incentives include the following types:

1. Fixed Capital Incentive
2. Employment Subsidy
3. Electricity Duty Exemption
4. Interest Subsidy
5. Mandi Tax Exemption
6. Project Report Subsidy
7. Quality Certification Subsidy
8. Technical Patent Subsidy
9. Technology Purchase Subsidy
10. Transport Subsidy
11. Water and Energy Efficiency Subsidy
12. EPF Subsidy
13. SME Stock Exchange Reimbursement
14. Special Incentives



Fixed Capital Incentive, Employment Subsidy, Interest Subsidy, Quality Certification Subsidy, Technical Patent Subsidy, Technology Purchase Subsidy and Transport Subsidy:

- The user can apply for the Fixed Capital Incentive, Employment Subsidy, Interest Subsidy, Quality Certification Subsidy, Technical Patent Subsidy, Technology Purchase Subsidy and Transport Subsidy only after obtaining a valid Production Certificate.
- This incentive can be availed multiple times, irrespective of any conditions.
- The "Priority Sector" field will appear only if the "Category of Entrepreneur" is set to "Thrust".
- If the required document has not been uploaded, the user must upload it in the Entity Vault.
- The user cannot edit any information retrieved from the Production Certificate form on this page.
- If any changes are required, the user must amend the details directly in the Production Certificate form.

Electricity Duty Exemption Incentive, Mandi Tax Exemption, Project Report Subsidy Incentives and Water & Energy Efficiency Subsidy:

- The user can apply for Electricity Duty Exemption Incentive, Mandi Tax Exemption, Project Report Subsidy and Water and Energy Efficiency Subsidy only after obtaining a valid Production Certificate.
- This incentive can be availed only once.
- The "Priority Sector" field will appear only if the "Category of Entrepreneur" is set to "Thrust".
- If the required document has not been uploaded, the user must upload it in the Entity Vault.
- The user cannot edit any information retrieved from the Production Certificate form on this page.
- If any changes are required, the user must update the details directly in the Production Certificate form.

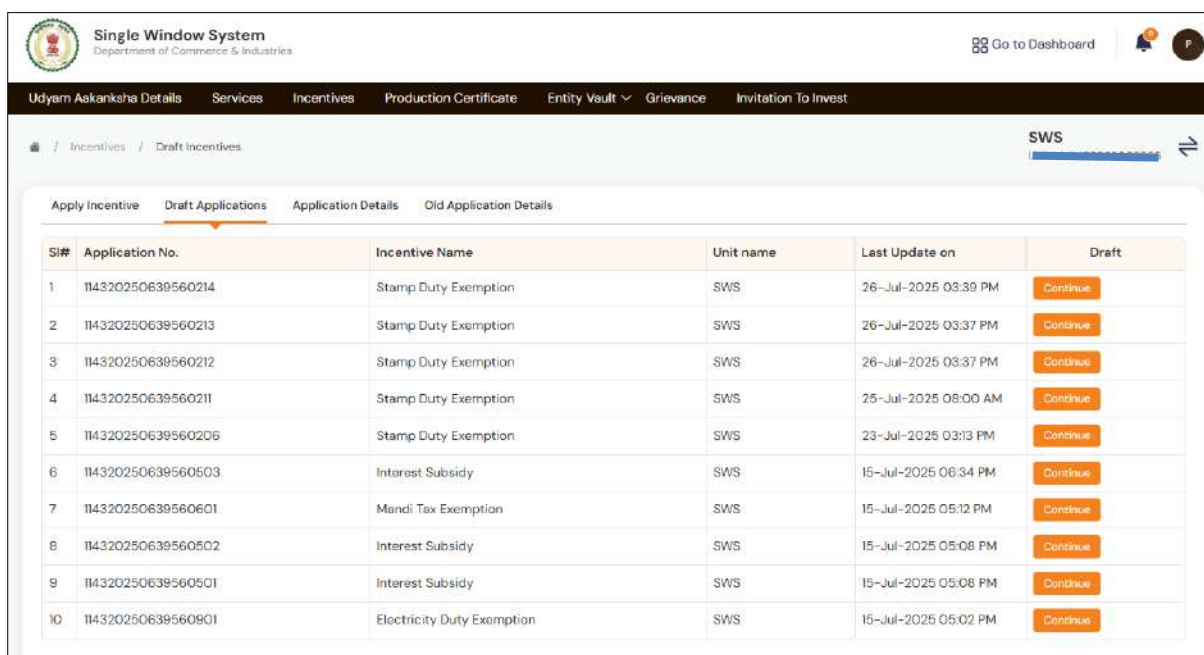
SME Stock Exchange Reimbursement, Special Incentive and EPF Subsidy:

- The user can apply for **SME Stock Exchange and EPF subsidy** only after having a production certificate.
- User can apply for **SME Stock Exchange** subsidy if the type of industries is micro/small/medium.
- The user can apply for **Special incentives** (Export certification + clinical trial + rent subsidy) only after having a production certificate and type of industries should be large.



- **EPF reimbursement** incentive can be availed only by the large category industries.
- Priority sector field will appear only in case of Category of Entrepreneur will be thrust.
- User will upload the required document in the entity vault if not uploaded.
- The user cannot edit any information retrieved from the Production Certificate form on this page. If changes are required, the user must amend the Production Certificate form.

In the ***Draft Application*** section, the user can view the list of incentives saved as drafts and select the Incentive application to continue the partially filled form and submit the application.



Sl#	Application No.	Incentive Name	Unit name	Last Update on	Draft
1	II4320250639560214	Stamp Duty Exemption	SWS	26-Jul-2025 03:39 PM	Continue
2	II4320250639560213	Stamp Duty Exemption	SWS	26-Jul-2025 03:37 PM	Continue
3	II4320250639560212	Stamp Duty Exemption	SWS	26-Jul-2025 03:37 PM	Continue
4	II4320250639560211	Stamp Duty Exemption	SWS	25-Jul-2025 08:00 AM	Continue
5	II4320250639560206	Stamp Duty Exemption	SWS	23-Jul-2025 03:13 PM	Continue
6	II4320250639560503	Interest Subsidy	SWS	15-Jul-2025 06:34 PM	Continue
7	II4320250639560601	Mandi Tax Exemption	SWS	15-Jul-2025 05:12 PM	Continue
8	II4320250639560502	Interest Subsidy	SWS	15-Jul-2025 05:08 PM	Continue
9	II4320250639560501	Interest Subsidy	SWS	15-Jul-2025 05:06 PM	Continue
10	II4320250639560901	Electricity Duty Exemption	SWS	15-Jul-2025 05:02 PM	Continue

Figure 9.3: Incentive Draft Application

In the ***Application Details*** section, the user can view the list of incentives they have applied for and select the Incentive application to check the submitted application, track its status, and download the certificate after approval.



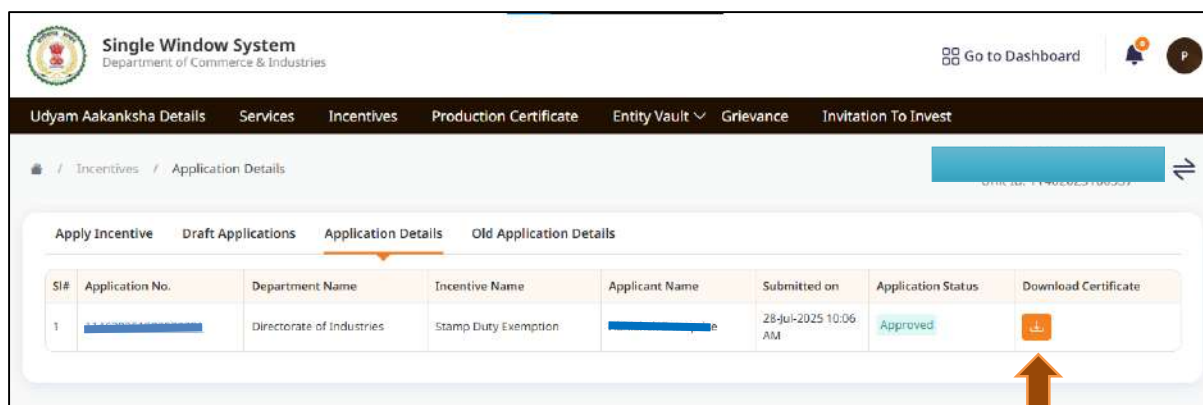


Figure 9.4: Incentive View Application

User click the download icon to view and download the certificate

10. Production Certificate

In a **Single Window System (SWS)**, a **Production Certificate** is an official document issued by the concerned government department to confirm that an industry or business has started commercial production at its registered unit.

Only one production certificate can be obtained for industries classified as "New." For existing industries, users may apply for multiple production certificates in cases of expansion, diversification, modernization, substitution, or addition. However, if an application is still pending with the department, the user will not be able to submit any further applications until the current one is processed.

All the documents submitted by the user during production certificated will be synchronized to entity vault. Also if any document is already available in the entity vault then the document will be pre-populate in the desired fields.

10.1. Apply Production Certificate

In the Dashboard section, clicking the Proceed button displays the menu bar. The user then selects the Production Certificate section to apply for the application.



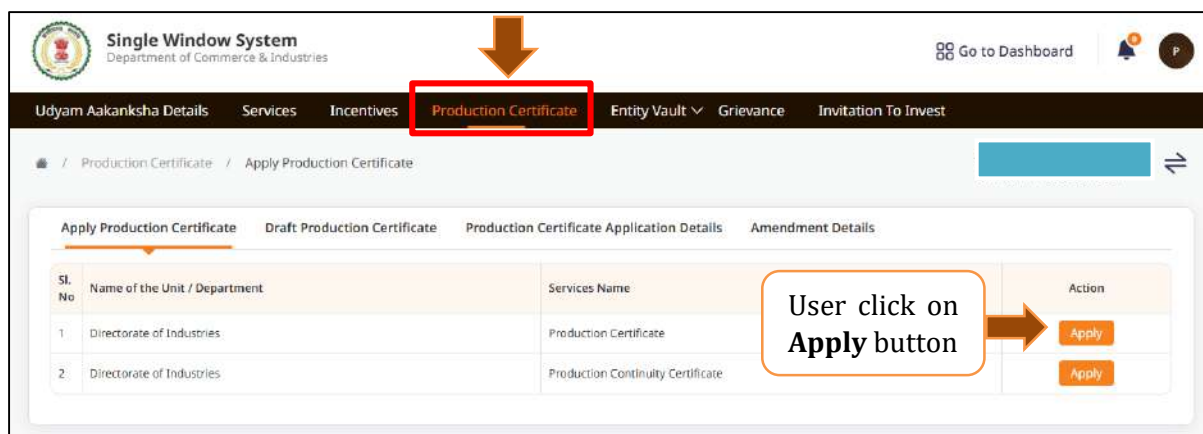


Figure 10.1: Production Certificate

In the Production Certificate section, click the Apply button to start the application. The checklist for the application will be displayed, and the user can then proceed with the application.

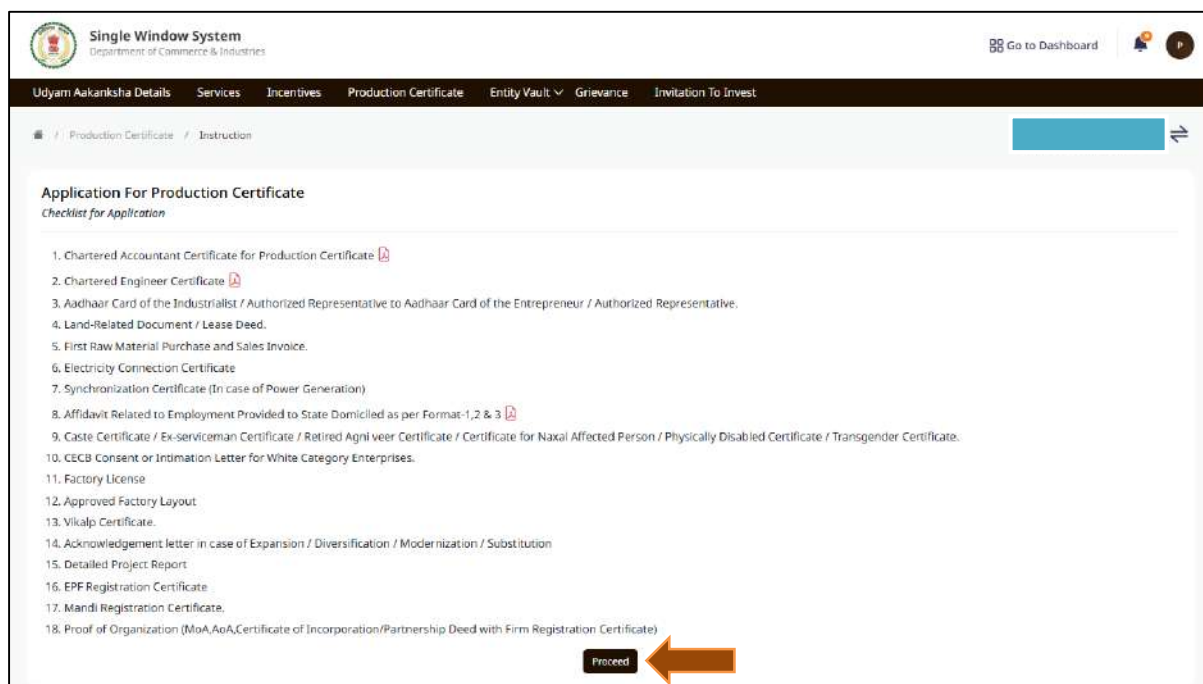






Figure 10.2: Production Certificate Application (1)

After clicking the Proceed button, all data is automatically fetched from Udyam Aakanksha. The user fills in the required details in the Industrial Unit section, as shown in Figure 10.3.




Single Window System
 Department of Commerce & Industries

 Go to Dashboard
 


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

/ Production Certificate / Apply Production Certificate

Application for Production Certificate

(*) Indicated fields are mandatory.

Udyam Aakanksha / Unit No.

Industrial Unit

Name of Enterprise
 Type of Organization
 Industry Type

Industrial Policy
 Classification of Industry

Entrepreneur Details

Note: Please click the **Add More** button to add Entrepreneur details before clicking **Save and Continue**.

Entrepreneur Name
 Gender
 Category

Equity Participation (In Percentage)

Add More

Sl. No	Entrepreneur Name	Gender	Category	Equity Participation (in %)	Remove
1	ABHISHEK	Male	General	55%	

Location of Unit

Note: Please click the **Add More** button to add Unit Location details before clicking **Save and Continue**.

Area ☐ Rural ☐ Urban

Address Line 1
 Address Line 2
 District

Block
 Tehsil
 Village / Town

PIN Code
 Khasra / Plot Number
 Land Mark

Land Area
 Area Unit

Add More

Sl. No	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area	Area Unit	Remove
--------	------	-----------	-----------	----------	-------	-----	--------	----------------	----------	---------------	-----------	-----------	-----------	--------

Corporate / Communication Address Details

Address Line 1
 Address Line 2
 Country

State
 District
 Block

Tehsil
 Village / Town
 PIN Code

Mobile Number
 Email ID



Product Details

Note: Please click the **Add More** button to add Product details before clicking **Save and Continue**.

Nature of Activity *

☒ Manufacturing ☐ Service ☐ Manufacturing & Service

Add Product Details (As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)

[View Product Details](#)

Product Name *

Activity Code *

Capacity

Unit of Measurement *

Product Description

Production Date

Sl. No	Product Name	Activity Code	Capacity	Unit of Measurement	Product Description	Production Date	Remove
1	Brain rice	3912002	200000	Kilogram/Annum	NA	08-Aug-2025	<input type="button" value="Remove"/>

Capital Investment (₹ in Lakh)

Sl. No	Category	New Unit		Total
		Till Date of Production	6 Months from Date of Production	
(1)	(2)	(3)	(4)	(5)
1	Land including land development	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
2	Shed / Building	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
3	Plant & Machinery / Equipment	<input type="text" value="11"/>	<input type="text" value="0"/>	<input type="text" value="11"/>
4	Plant & Machinery / Equipment for Research & Development	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
5	Effluent Treatment Plant	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
6	Electricity Connection	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
7	Other Electricals	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
8	Water Installation	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
9	Water harvesting / recycling / zero waste	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
10	Others	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
11	Total Capital Investment	<input type="text" value="11"/>	<input type="text" value="0"/>	<input type="text" value="11"/>


Category of Enterprise :- Micro

Figure 10.3: Production Certificate Application (2)

To save the details in draft format and submit them later, the user clicks the **Save as Draft** button

Click on **Save & Continue** option to save the details




Single Window System
 Department of Commerce & Industries

Production Certificate / Apply Production Certificate

(*) Indicated fields are mandatory

Application for Production Certificate

Employment Details

Category		Employment in undefined Industrial Unit		
		State Domicile	Others	Total (2+3)
(1)		(2)	(3)	(4)
Managerial / Administrative	Male	0	0	0
	Female	0	0	0
	Other	10	0	10
Skilled	Male	0	0	0
	Female	0	0	0
	Other	20	0	20
Unskilled	Male	0	0	0
	Female	0	0	0
	Other	30	0	30
Total Employment		60	0	60

Power Requirement Details

Connection type *

Power Load *
 KW

Consumption Details

Note: Please click the **Add More** button to add Consumption details before clicking **Save and Continue**.

Note:
 1. Please Enter Last Six Month Consumption Details (Bill Month Format Year (4 digit) / Month (2 digit))
 2. Consumer Number and Bill Amount Not Required for (Other Source of Energy) i.e. Solar, Solar House, Waste Heat Recovery.

Sl. No	Bill Year / Month *	Total Consumption *	Remove
1	2025/01	1200	

Registration No. (As Applicable)

PAN No. P256

EPFO No.

Udyam Registration No. *

ESI No.

CIN No. *

Registration No. Type *

GSI No.

Document Details

(File type allowed only pdf, Max Size 5 MB)

Chartered Accountant Certificate for Production Certificate *

Chartered Engineer Certificate *

Auditor Card of the Entrepreneur / Authorized Representative *

Land-Related Document / Lease Deed. *

First Raw Material Purchase and Sales Invoice. *

Electricity Connection Certificate *

Affidavit related to Employment provided to State Domiciled as per format-1,2 & 3 *

Caste Certificate / Ex-serviceman Certificate / Retired Aged person Certificate / Certificate for Naxal Affected Person / Physically Disabled Certificate / Transgender Certificate.

Acknowledgement letter in case of Expansion / Diversification / Modernization / Substitution

CECR Consent or Intimation Letter for White Category Enterprises.

Factory License

Vikalp Certificate.

Detailed Project Report

EPF Registration Certificate

Mandi Registration Certificate.

Proof of Organization (MoA, AOA, Certificate of Incorporation/Partnership Deed with Firm Registration Certificate)

☒ I/We, hereby solemnly affirm and declare that:

- The information provided in the application form is true to the best of my/our knowledge and nothing has been concealed. I/We fully agree that if any information given by me/us is found to be incorrect or false, then I/we shall be liable for action as per the law.
- That all necessary statutory clearances/ no objection certificates from local bodies/required approvals for the establishment/operation of the proposed activity have been obtained by me/us under the prevailing laws, rules, and applicable regulations.
- That wherever necessary, the required registration/licenses and land use conversion permissions have also been obtained by me/us under the relevant laws, rules, or applicable orders for operating the said industrial activity.
- That the plant/machinery in the industrial unit is installed and operational as per the requirement of current production.
- That if any amendments or changes are required from time to time in relation to this unit, I/we shall duly inform/intimate the competent authority in the District Trade and Industries Center/ Directorate of Industries within 15 days of such change or amendment.
- That if the submitted report, documents, or information for obtaining the Commercial Production/Service Activity Certificate and availing benefits under the Industrial Investment Promotion are found to be incorrect, false, or misleading, I/We shall be liable to refund all financial assistance, incentives, or benefits availed under the said scheme to the State Government along with simple interest at an annual rate of 12.50%.
- Thus I/We shall comply with all terms and conditions, and the competent authority shall have the right to cancel the production/services activity certificate and take appropriate action under relevant laws and rules if any violation is found.

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Figure 10.4: Production Certificate Application (3)



The user should carefully read the declaration points before ticking the declaration checkbox and click on **Submit** option to submit the details as shown in figure 10.4.



Figure 10.5: Production Certificate Preview

After clicking the **Save** option, the dashboard shown in **Figure 10.5** displays all the details and information submitted by the user.

- User click on **Submit** option to submit the details.
- To update any changes, click on the **Edit** option.
- To cancel the submission, click on the **Cancel** option.

Upon successful submission of your application, a confirmation pop-up will appear on your screen, as shown in **Figure 10.6**.

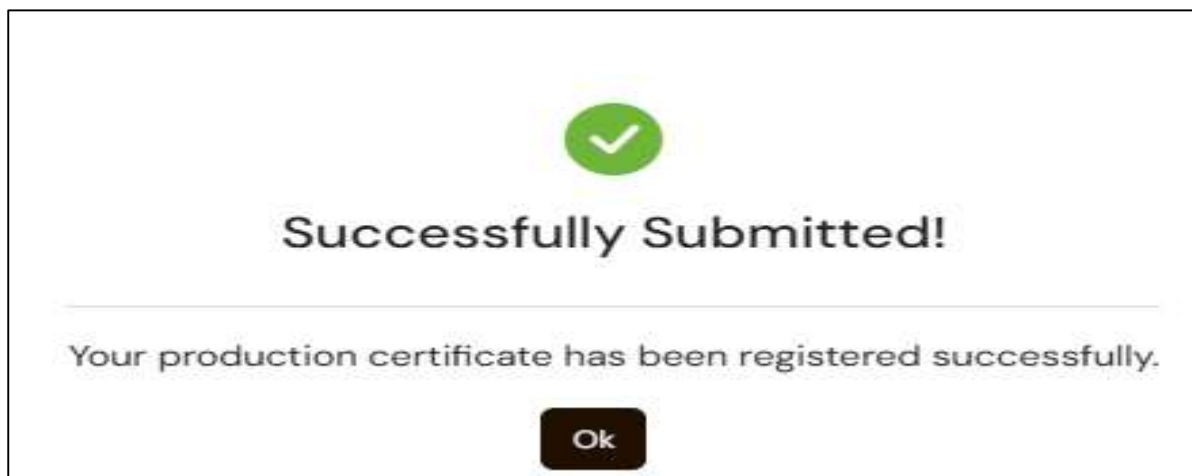


Figure 10.6: Successful Pop-up Screen

10.2. View Production Certificate

In the **Application Details** section, the user can view the list of production certificates they have applied for. The user can select any production certificate application to view the submitted details, check its status, and download the certificate after approval.



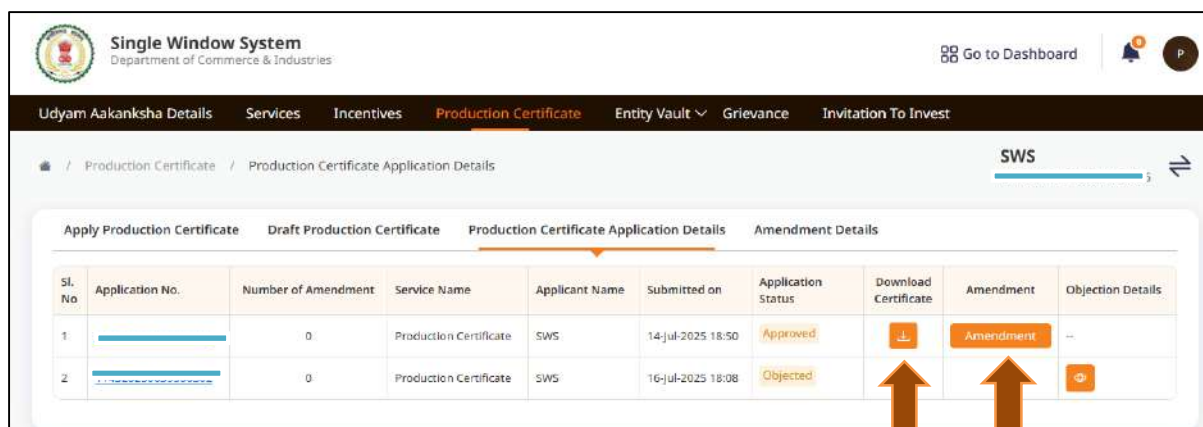


Figure 10.7: View PC

User click the download icon to view and download the certificate

User can apply for the amendment of the PC

10.3. Draft Production Certificate

In the **Draft Application** section, the user can view the list of draft applications saved as drafts and select the production certificate application to continue the partially filled form and submit the application.

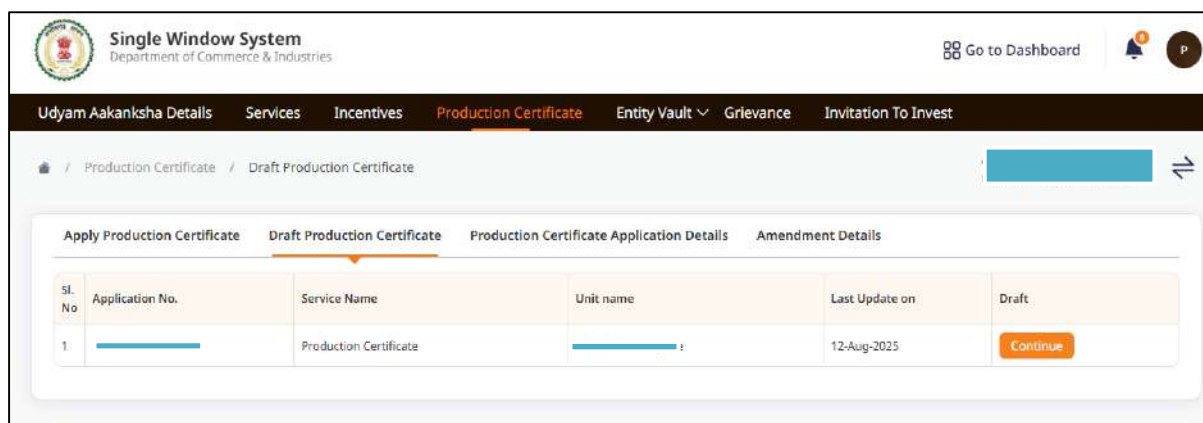


Figure 10.7: Draft Production Certificate

11. Amendment of Production Certificate

The Amendment of Production Certificate involves updating entries related to capital investment, employment, product names, and annual capacity in the original production certificate for enterprises undergoing expansion, diversification, substitution, or modernization. This amended certificate serves as the basis for providing "Industrial



Investment Incentives" under the policy. An appropriate system, either online or offline, is made available for amending the production certificate.

11.1. Apply Amendment for Production Certificate

In the Dashboard section, clicking the Proceed button displays the menu bar. The user then selects the Production Certificate section and clicks the Production Certificate Application Details to apply for an Amendment application.

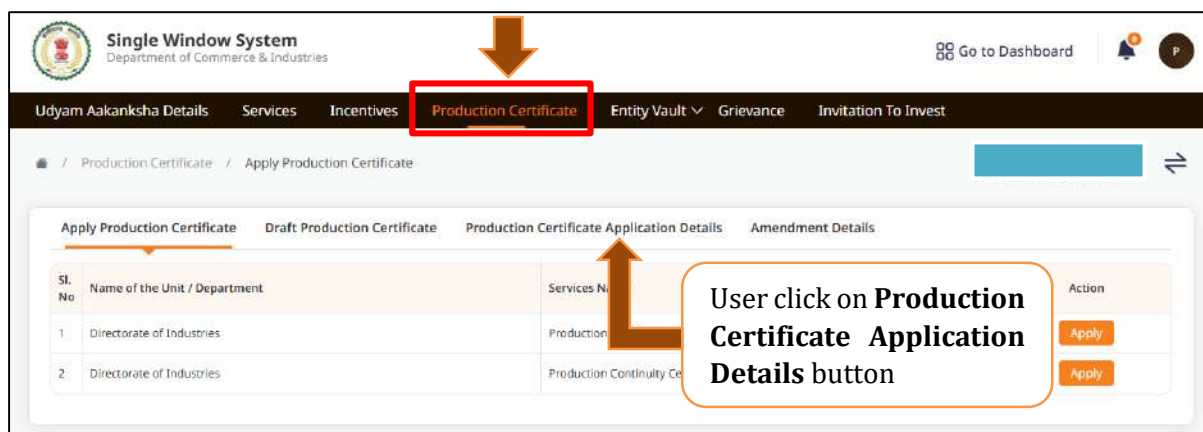


Figure 11.1: Production Certificate

In the Production Certificate Application Details section, the user sees the Amendment option to apply for an Amendment application, as shown in figure 11.2.

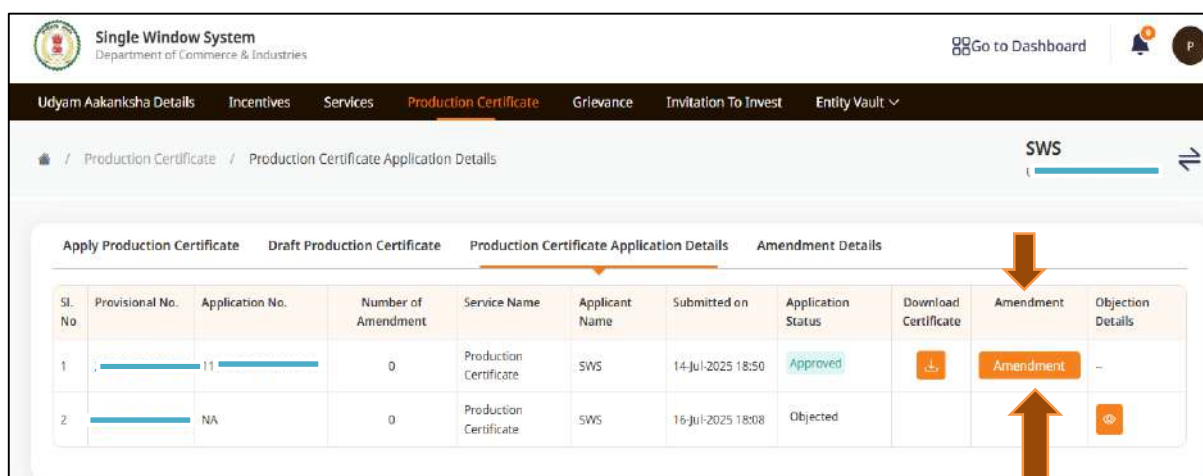




Figure 11.2: Production Certificate Application Details

User click the **Amendment** option

In the Application for Production Certificate Amendment section shown below, update the necessary details as required. Once the updates are made, click the Save & Continue button to proceed.




Single Window System
 Department of Commerce & Industries

Go to Dashboard
 

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

Production Certificate / Amendment Details
 SWS

Application for Production Certificate Amendment

(*) Indicated fields are mandatory

Udyam Aakanksha / Unit No.

Industrial Unit

Name of Enterprise*
 Type of Organization*
 Industry Type **New**

Industrial Policy **2024-30**
 Classification of Industry **General**

Entrepreneur Details

Entrepreneur Name *
 Gender *
 Category *

Equity Participation (In Percentage) *

[Add More](#)

Sl. No	Entrepreneur Name	Gender	Category	Equity Participation In Percent	Action
1	<input type="text"/>	Female	Women	100.00 %	
2	<input type="text"/>	Female	Women	100.00 %	
3	<input type="text"/>	Female	Women	100.00 %	
4	<input type="text"/>	Female	Women	100.00 %	

Location of Unit

Sl. No	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area	Area Unit
1	Rural	BBSR	BBSR	Balod	Balod	NA	Arjunda	Admabad	753001	20/21	BBSR	India	Acre

Corporate / Communication Address Details

Address Line 1 *
 Address Line 2

Country *
 State *

District *
 Block *

Tehsil *
 Village / Town *

PIN Code *
 Mobile Number *

Email ID *




Product Details

Nature of Activity *

☒ Manufacturing ☐ Service ☐ Manufacturing & Service

Add Product Details (As per National Product Classification - 2011 defined by Ministry of Statistics and Implementation)

[View Product Details](#)

Product Name * 


Activity Code *


Capacity *

Unit of Measurement *

Product Description

Production Date *

 Add More

Sl. No	Product Name	Activity Code	Capacity	Unit of Measurement	Product Description	Production Date	Delete
1	T sections	4125109	20.00	Kilogram/Annum	NA	01-Sep-2025	

Capital Investment (₹ in Lakh)

Sl. No	Category	New Unit		Total
		Till Date of Production	6 Months from Date of Production	
(1)	(2)	(3)	(4)	(7)
1	Land including land development	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
2	Shed / Building	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
3	Plant & Machinery / Equipment	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="5"/>
4	Plant & Machinery / Equipment for Research & Development	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
5	Effluent Treatment Plant	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
6	Electricity Connection	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
7	Other Electricals	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
8	Water Installation	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
9	Water harvesting / recycling / zero waste	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
10	Others	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
11	Total Capital Investment	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="5"/>

Category of Enterprise :- Micro



 

Figure 11.3: Application for Production Certificate Amendment (1)

Update the necessary fields wherever required, then click the Save & Continue button to save the changes. After saving, user will be navigated to the Employment Details and Power Requirement Details section, as shown in Figure 11.4.



Production Certificate / Amendment Details SWS
Unit Id: 11432025063956

(1)	(2)	(3)	(4)
Managerial / Administrative	Male	0	0
	Female	0	0
	Other	1000	0
Skilled	Male	0	0
	Female	0	0
	Other	1000	0
Unskilled	Male	0	0
	Female	0	0
	Other	1000	0
Total Employment		3000	3000

Power Requirement Details

Connection Type
Captive

Power Load *
245 HP

Consumption Details

Note-
1. Please Enter Last Six Month Consumption Details [Bill Month Format-Year (4 digit) / Month (2 digit)] 2. Consumer Number and Bill Amount Not Required For Other Source of Energy(DG Set, Solar Power, Waste Heat Recovery)

Sl. No	Bill Year / Month	Total Consumption
1	2024/08	23

Registration No. (As Applicable)

PAN No.
P256

EPFO No.
e.g., TN/CHN/1234567

ESI No.

Registration No Type *
Industrial Entrepreneur Memorandum

Industrial Entrepreneur Memorandum No
32414-4214-124314

CIN No.

GST No
NA

Other Document(if any) *
No File Chosen
Max File Size 5 MB (Only PDF)

☒ I/We, hereby solemnly affirm and declare that:

1. The information provided in the application form is true to the best of my/our knowledge and nothing has been concealed. I/We fully agree that if any information given by me/us is found to be incorrect or false, then I/we shall be liable for action as per the law.
2. That all necessary statutory clearances/ no objection certificates from local bodies/required approvals for the establishment/operation of the proposed activity have been obtained by me/us under the prevailing laws, rules, and applicable regulations.
3. That wherever necessary, the required registration/licenses and land use conversion permissions have also been obtained by me/us under the relevant laws, rules, or applicable orders for operating the said Industrial activity.
4. That the plant/machinery in the industrial unit is installed and operational as per the requirement of current production.
5. That if any amendments or changes are required from time to time in relation to this unit, I/we shall duly inform/intimate the competent authority in the District Trade and Industries Centre/ Directorate of Industries within 15 days of such change or amendment.
6. That if the submitted report, documents, or information for obtaining the Commercial Production/Service Activity Certificate and availing benefits under the Industrial Investment Promotion are found to be incorrect, false, or misleading, I/We shall be liable to refund all financial assistance, incentives, or benefits availed under the said scheme to the State Government along with simple interest at an annual rate of 12.50%.
7. That I/We shall comply with all terms and conditions, and the competent authority shall have the right to cancel the production/service activity certificate and take appropriate action under relevant laws and rules if any violation is found.

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Figure 11.4: Application for Production Certificate Amendment (2)

The user reviews the Employment and Power Requirement details. The user should carefully read the declaration points before selecting the declaration checkbox and then clicking the Save option to submit the Production Certificate Amendment application, as shown in Figure 11.4



After saving, the user is navigated to the Production Certificate Amendment Preview section, as shown in Figure 11.5.

Single Window System
Department of Commerce & Industries

Go to Dashboard

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

Production Certificate / Amendment Details

Production Certificate Amendment Preview

Industrial Unit and Product Details

Udyam Aakanksha / Unit No. [REDACTED]

Industrial Unit

Name of Enterprise	Industry Type	Type of Organization
SWS	New	Private Limited Company
Industrial Policy	Classification of Industry	
2024-30	General	

Entrepreneur Details

Sl. No	Entrepreneur Name	Gender	Category	Equity Participation in Percent
1	[REDACTED]	Female	Women	100.00 %
2	[REDACTED]	Female	Women	100.00 %
3	[REDACTED]	Female	Women	100.00 %
4	[REDACTED]	Female	Women	100.00 %
5	[REDACTED]	Female	Women	100.00 %
6	[REDACTED]	Female	Women	100.00 %
7	[REDACTED]	Female	Women	100.00 %
8	Prafull Joshi	Female	Women	100.00 %

Location of Unit

Sl. No	Area	Address 1	Address 2	District	Block	ULB	Tehsil	Village / Town	PIN Code	Khasra Number	Land Mark	Land Area	Area Unit
1	Rural	BBSR	BBSR	Balod	Balod	NA	Arjunda	Admahad	753001	20/21	BBSR	Indis	Acre

Corporate / Communication Address Details

Address Line 1	Address Line 2	Country
20/06	road street lane area locality	INDIA
State	District	Block
Chhattisgarh	Raipur	Abhanpur
Tehsil	Village / Town	PIN Code
Arang	Alekhuta	492001
Mobile Number	Email ID	
	sws.12@gmail.com	

Product Details

Nature of Activity :

Sl. No	Product Name	Activity Code	Capacity	Unit of Measurement	Product Description	Production Date

Investment and Employment Details

Power Requirement Details

Registration and Document Details

Submit Edit Cancel

Figure 11.5: Production Certificate Amendment Preview

After clicking the **Save** option, the dashboard shown in Figure 11.5 displays all the details and information submitted by the user.



- User click on **Submit** option to submit the details.
- To update any changes, click on the **Edit** option.
- To cancel the submission, click on the **Cancel** option.

Upon successful submission of your application, a confirmation pop-up will appear on your screen, as shown in Figure 11.6.

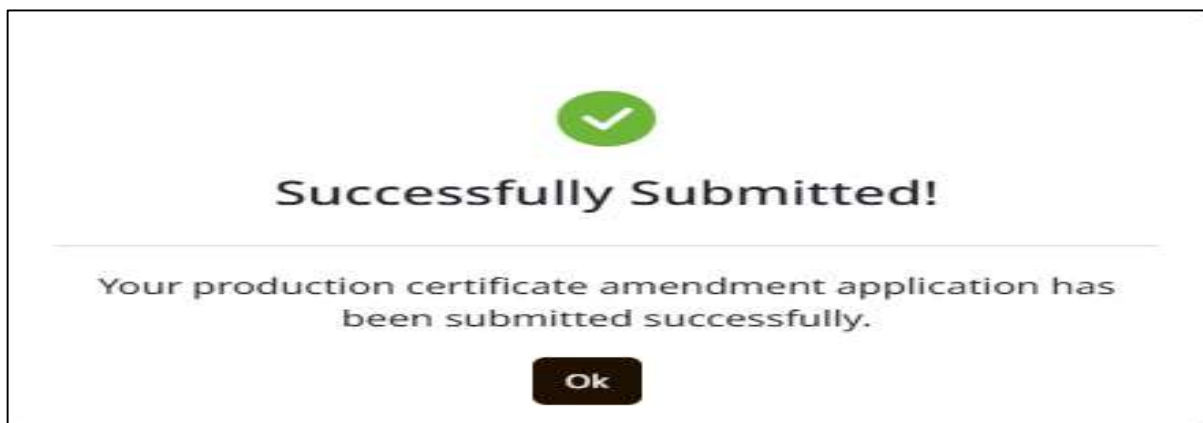


Figure 11.6: Successful Pop-up Screen

11.1.1. Share Your Feedback

For the services availed, click on **Please Share Your Feedback** to share your feedback and responses if any.

Figure 11.7: Share Your Feedback



11.1.2. View Production Certificate Amendment Application

Get navigated back to the dashboard section. Click the Proceed button to display the menu bar. Then select the Production Certificate section and click Amendment Details to view the submitted application, track its status, and download the certificate after approval.

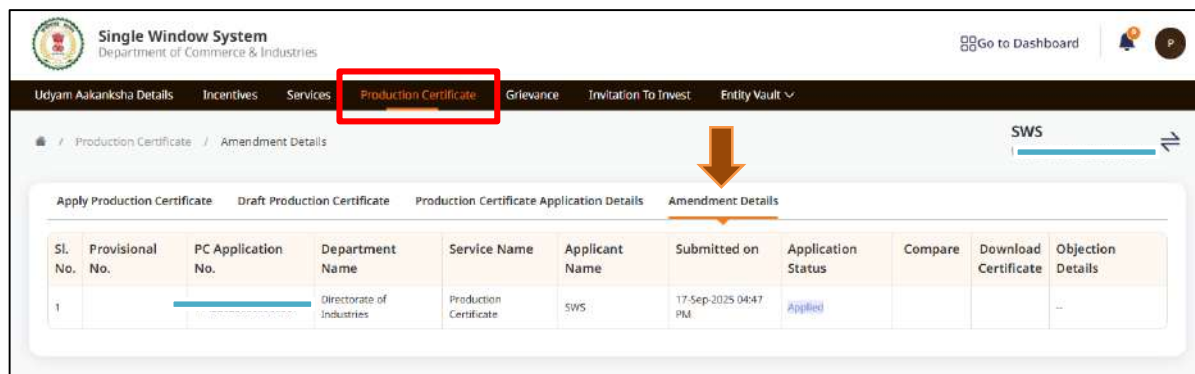


Figure 11.8: View Application

12. Entity Vault

The Entity Vault in the Single Window System is a secure digital repository that stores all key business information and documents, such as registrations, licenses, and approvals. It enables auto-filling of forms, reduces duplicate data entry, and serves as a single source of information for faster and easier application processing.

12.1. Apply Entity Vault

In the Dashboard section, after clicking the **Proceed** option, refer to **Figure 12.1**, which displays various options such as Udyam Aakanksha Details, Services, Incentives, Production Certificate, Entity Vault, Grievance and Invitation to Invest. In the menu section, select the Entity Vault option to apply.

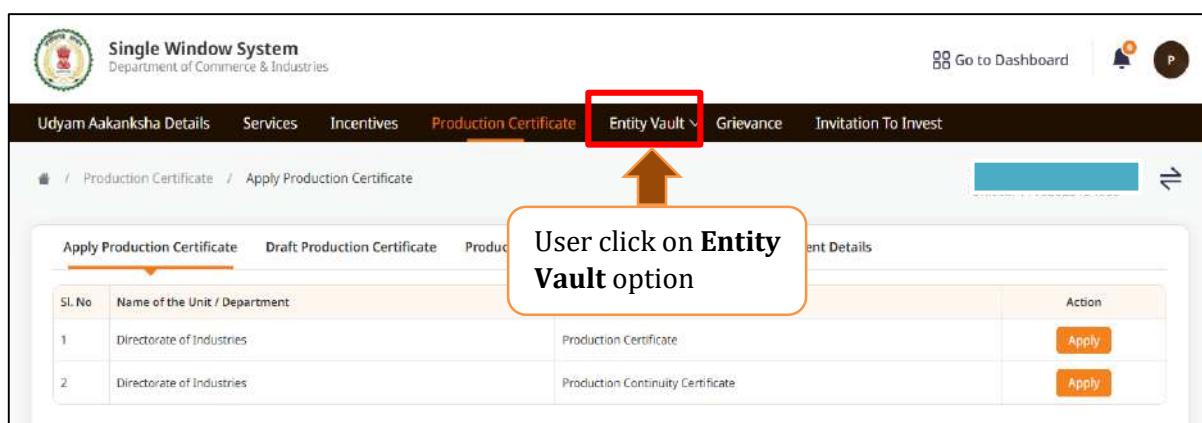


Figure 12.1: Menu Section Screen

Upon successful completion or approval of any service (such as subsidy approval or license issuance), the system automatically generates a digitally signed document or certificate.



Single Window System
Department of Commerce & Industries

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

Entity Vault / Add My Documents

Document Vault

Add View

Udyam Aakanksha / Unit No. [Redacted]

Document Name [Select]

Sample Documents [Download Document]

Upload Documents *

Choose File No file chosen

File type allowed is pdf, jpg, png, Max Size 2 MB

Submit Reset

(*) Indicated fields are mandatory

Figure 12.2: Entity Vault Screen

12.2. Upload Documents

User-uploaded documents may include items such as project reports, CA certificates, or other required files. Department-issued documents include certificates, approvals, and other official records generated through various services.

Single Window System
Department of Commerce & Industries

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

Entity Vault / Add My Documents

Document Vault

Add View

Udyam Aakanksha / Unit No. [Redacted]

Document Name [Select]

Sample Documents [Download Document]

Upload Documents *

Choose File No file chosen

File type allowed is pdf, jpg, png, Max Size 2 MB

Submit Reset

(*) Indicated fields are mandatory

Document Name	File	Sample Document	Upload Date	No. of Time Archived	Archive Status	Edit
Certificate for Production Certificate	[Icon]	NA	22-Jul-2025 05:06 PM	1	Archived	[Edit]
Money Subsidy	[Icon]	NA		0	Not Archived	[Edit]
Land Allotment Order Doc	[Icon]	NA	22-Jul-2025 03:53 PM	2	Archived	[Edit]
Boiler Manufacture Welder Certificate	[Icon]	NA		0	Not Archived	[Edit]

Figure 12.3: Document Screen (A)



After submitting documents, users can view, track, and edit them as needed.

The screenshot shows a web interface with a 'Submit' button and a 'Reset' button. Below them is a table with the following columns: Sl#, Document Name, File, Sample Document, Upload Date, No. of Time Archived, Archive Status, and Edit. The table contains six rows of data. Annotations with arrows point to specific icons in the table:

- Eye Icon** (👁️): allows user to view the content of an already submitted document. This icon is located in the 'File' column for the first document.
- No. of Times Archived**: indicates how many times a particular document has been archived, offering a record of its previous versions. This is indicated by the 'No. of Time Archived' column.
- Edit Icon** (✎️): allows you to modify or replace a previously submitted document. This icon is located in the 'Edit' column for the first document.

Sl#	Document Name	File	Sample Document	Upload Date	No. of Time Archived	Archive Status	Edit
1	Chartered Accountant Certificate for Production Certificate	👁️	NA	22-Jul-2025 05:06 PM	1	Archived	✎️
2	Approved Factory Layout	👁️	NA		0	Not Archived	✎️
3	Bank Certificate for Margin Money Subsidy	👁️	NA		0	Not Archived	✎️
4	Land Allotment Order Doc	👁️	NA	22-Jul-2025 03:53 PM	2	Archived	✎️
5	Boiler Manufacture Welder Certificate	👁️	NA		0	Not Archived	✎️
6	Boiler Manufacture Technical Experience	👁️	NA		0	Not Archived	✎️

Figure 12.4: Document Screen (B)

12.3. Raw Material, Production & Sale Details

This section captures periodic data on raw materials, including quantities procured, consumed, and available in stock. The information can be manually entered by the user or automatically fetched from integrated service applications, enabling accurate tracking of resource usage and inventory.



Single Window System
Department of Commerce & Industries

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

Entity Vault / Add Raw Material, Production & Sale Details

Upload Documents
Raw Material, Production & Sale Details

Raw Material, Production & Sale Details

Add View

Udyam Aakanksha / Unit No. []

Bill Year * [Select] [Select] [0] [Select]

Production Quantity * [0] [Select] Quantity Sold * [0] [Select] Sale Value (As per book of Account) in Lakhs * [0]

Consumption in Unit (In case of Captive Power Plant / Jindal Power Plant / Bhilai Power Plant) * [0]

Submit

(**) Indicated fields are mandatory

User click the **Raw Material, Production & Sale Details** option

Figure 12.5: Entity Vault Screen

12.3.1. Add Raw Material, Production & Sale Details

This section allows you to record monthly details regarding your raw material usage, production output, and sales. Some information will be pre-filled for your convenience.

Single Window System
Department of Commerce & Industries

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

Entity Vault / Add Raw Material, Production & Sale Details

Upload Documents
Raw Material, Production & Sale Details

Raw Material, Production & Sale Details

Add View

Udyam Aakanksha / Unit No. []

Bill Year * [2024] Bill Month * [07] Primary Raw Material Used (As per Purchased Bill) * [2] [Tonne]

Production Quantity * [1] [Tonne] Quantity Sold * [1] [Tonne] Sale Value (As per book of Account) in Lakhs * [12]

Consumption in Unit (In case of Captive Power Plant / Jindal Power Plant / Bhilai Power Plant) * [24]

Submit

User click on the dropdown menu and selects the relevant **Bill Year & Month** from the list

User enters details such as **Primary Raw Material Used, Production Quantity, Quantity Sold, Sale Value, and Consumption (in units)**

User click the **Submit** option

Sl#	Bill Year	Month	Primary Raw Material Used (As per Purchased Bill)	Unit	Production Quantity	Unit	Quantity Sold	Unit	Sale Value (As per Book of Account) in Lakhs	Consumption in Unit (Captive Power / Jindal / Bhilai Plant)

Figure 12.6: Raw Material, Production & Sale Details Screen

Upon successful submission of your application, a confirmation pop-up will appear on your screen, as shown in **Figure 12.7**.



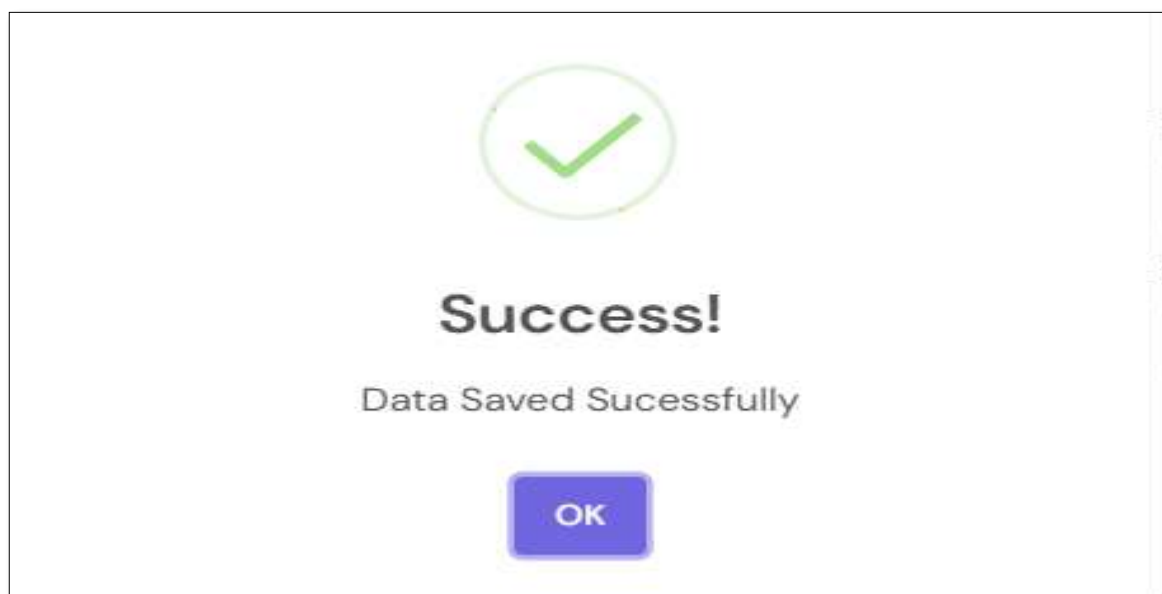


Figure 11.7: Successful Pop-up Screen

12.3.2. View Raw Material, Production & Sale Details

This section allows user to retrieve and view previously submitted raw material, production, and sale details for a specific period.

Single Window System
Department of Commerce & Industries

Go to Dashboard

Production Certificate Entity Vault Grievance Invitation To Invest

Raw Material, Production & Sale Details

(*) Indicated fields are mandatory

Add View

Bill Year Select Bill Month Select Search

Sl#	Bill Year	Bill Month	Primary Raw Material Used (As per Purchased Bill)	Unit	Production Quantity	Unit	Quantity Sold	Unit	Sale Value (As per Book of Account) In Lakhs	Consumption in Unit (Captive Power / Jindal / Bhilai Plant)
1	2024	07		2 Tonne	1 Tonne		1 Tonne		12	24

Figure 12.8: View Details Screen

13. 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 13.1**.



13.1. 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.

The screenshot shows the 'Add Grievance' form in the Single Window System. The form includes the following fields and annotations:

- Header:** Single Window System, Department of Commerce & Industries. Navigation links: Go to Dashboard, PU.
- Menu:** Udyam Aakanksha Details, Services, Incentives, Production Certificate, Entity Vault, **Grievance**, Invitation To Invest.
- Breadcrumbs:** / Grievance / Add Grievance.
- Form Fields:**
 - Udyam Aakanksha / Unit No.:** Pre-filled with a blue bar.
 - Name of Unit *:** Pre-filled with a blue bar. Annotation: Automatically populated fields include: **Name of Unit, Mobile Number, Email ID & Address**.
 - Mobile Number *:** Pre-filled with a blue bar.
 - Email Id *:** Pre-filled with a blue bar.
 - Concerned Department *:** Dropdown menu with 'Select' option. Annotation: Click on the dropdown menu and select the appropriate **Department** from the list provided.
 - Address *:** Pre-filled with a blue bar.
 - Attachment:** 'Choose File' button, 'No file chosen' text. Annotation: Click on the **"Upload"** or **"Browse"** option. Below: Max 2MB. Allowed file types: .pdf, .jpg, .jpeg, .doc, .docx.
 - Description of Grievance *:** Text area. Annotation: Click the text box and provide a clear, detailed **Description** of your issue.
 - Buttons:** **Submit** (orange), **Reset** (grey). Annotation: User click the **"Submit"** option.

Figure 13.1: Grievance Form 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 13.2**.



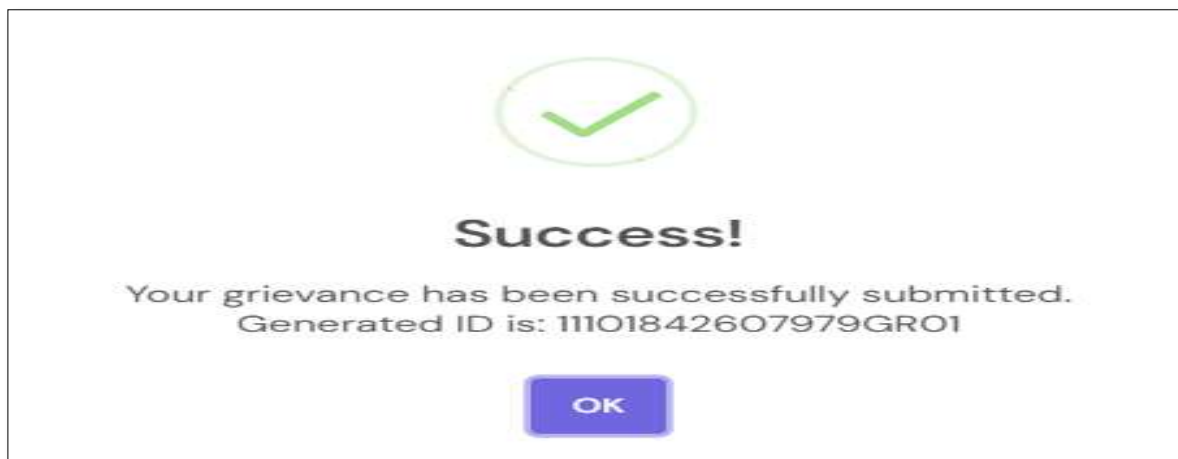


Figure 13.2: Successful Pop-up Screen

13.2. View Grievance

Referring to **Figure 13.3**, users can check the status of their grievance in the View Grievance section.

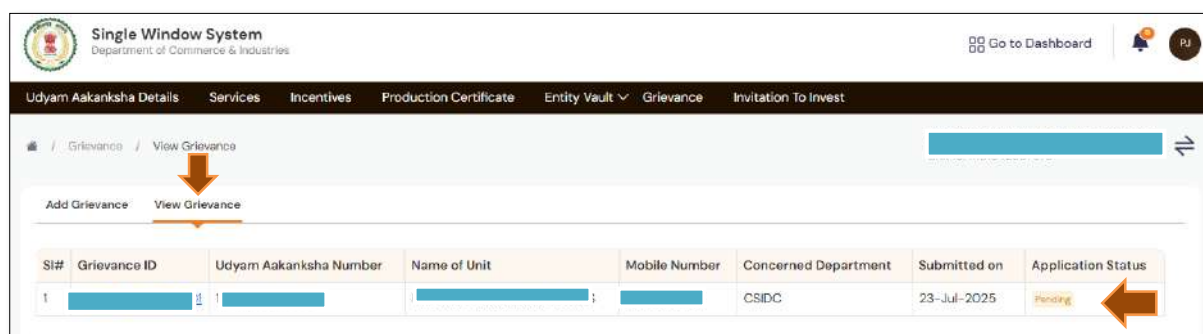


Figure 13.3: View Grievance Screen

Click the Grievance ID number to view detailed grievance information, as shown in **Figure 13.4**.



Grievance Details

Udyam Aakanksha / Unit No. [Redacted]

Grievance ID [Redacted] Name of Unit [Redacted]

Mobile Number [Redacted] Email Id [Redacted]

Concerned Department
CSIDC Address [Redacted]

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 [Redacted] Action Date [Redacted]

Figure 13.4: Grievance Details Screen

14. Invitation to Invest

In the Udyam Aakanksha application section, under Project Information, the user fills in the required details in the Capital Investment section.

If the value of plant and machinery exceeds 50 Cr (Large Category) and the total capital investment is greater than or equal to 100 Cr, the unit will be automatically eligible for "Invitation to Invest".

If the industry coming under "invitation to invest" then following additional fields need to be filled by the user.

- Power Requirement
- Water Requirement (MCM Per Year)
- Firm Registration No and Date

The user can view the Udyam Aakanksha application status in the "Invitation to Invest" section, as shown in Figure 14.



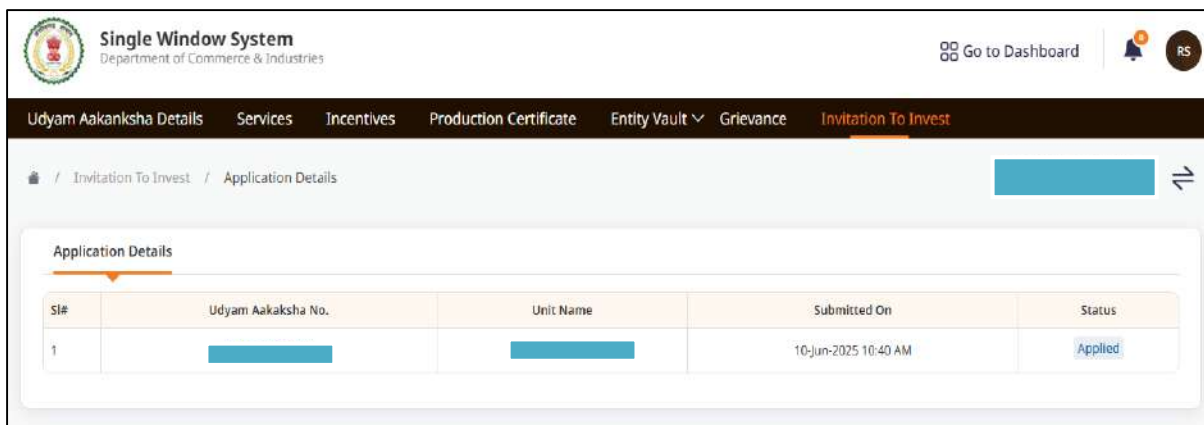


Figure 14: Application Details

15. Chatbot

The Artificial Intelligence Chatbot in the Single Window System, Chhattisgarh, is an intelligent virtual assistant designed to guide investors, entrepreneurs, and citizens through various departmental services. It offers real-time, contextual responses to queries related to **Udyam Aakanksha, Incentives, Production Certificates, Helpdesk, Services, and Grievances**.

By automating query resolution, the chatbot minimizes dependence on human intervention, speeds up service delivery, and enhances user experience—making the investment and service access process seamless, transparent, and efficient.

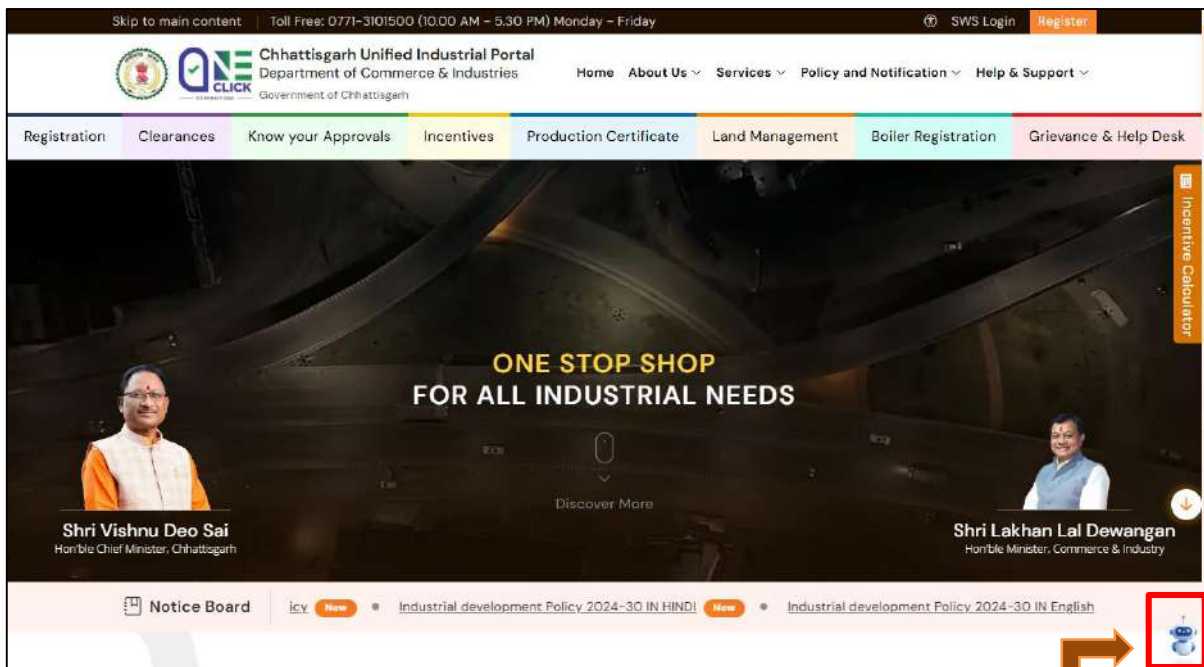


Figure 15.1: Chatbot Icon

User click on
ChatBot



After clicking the chatbot, the screen titled Ask SWP appears, as shown in Figure 15.2. The user can type keywords as per their requirement in the Ask Me tab, and the chatbot will provide relevant information accordingly.

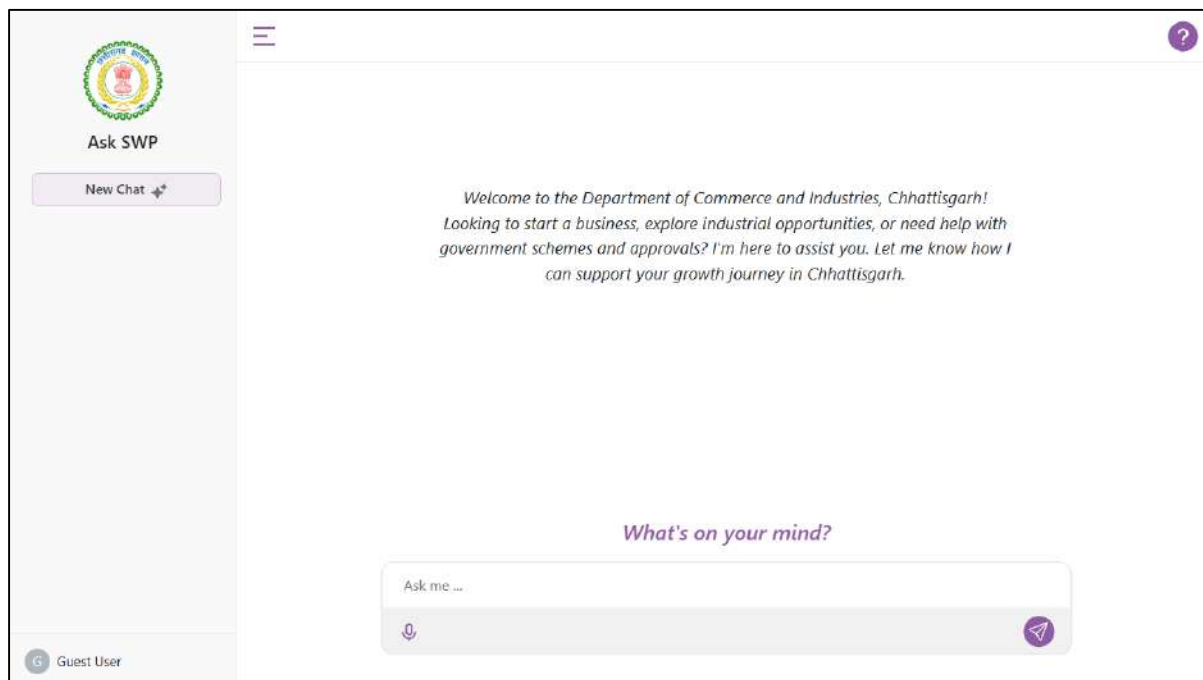


Figure 15.2: Chatbot Screen

