Chhattisgarh Unified Industrial Portal

Government of Chhattisgarh

User Manual

For

Raise Online & Offline Query

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1. Overview

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.

Purpose: The primary purpose of this module is to empower investors, entrepreneurs, and citizens to easily raise queries, seek clarifications, and report issues. Users can communicate with us through various methods, including our online portal (without needing to log in), phone calls, emails, and physical letters. This comprehensive approach ensures that both technical and non-technical concerns are addressed effectively.

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 Raise Online Query

The user can raise queries on the application home page, as shown in **Figure 3.1.**
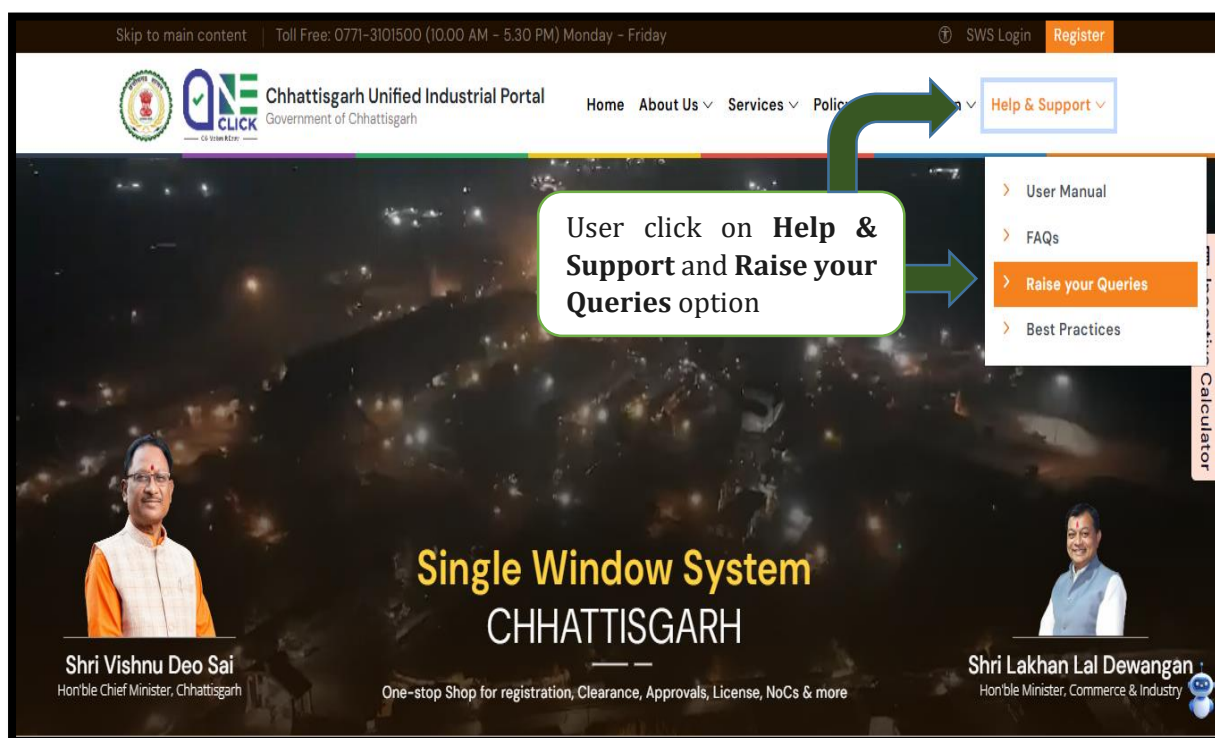
Figure 3.1: Homepage Screen

The user is prompted to provide necessary details as shown in **Figure 3.2**.

Figure 3.2: Online Query Screen
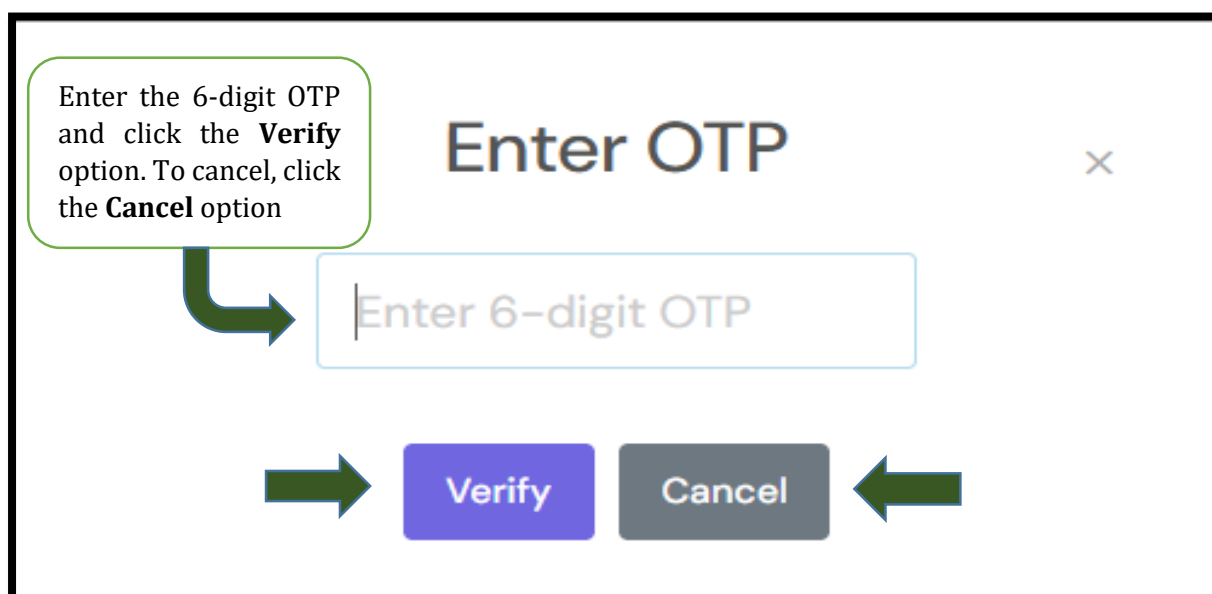
The user will receive a confirmation pop-up message in the application as shown in **Figure 3.3**
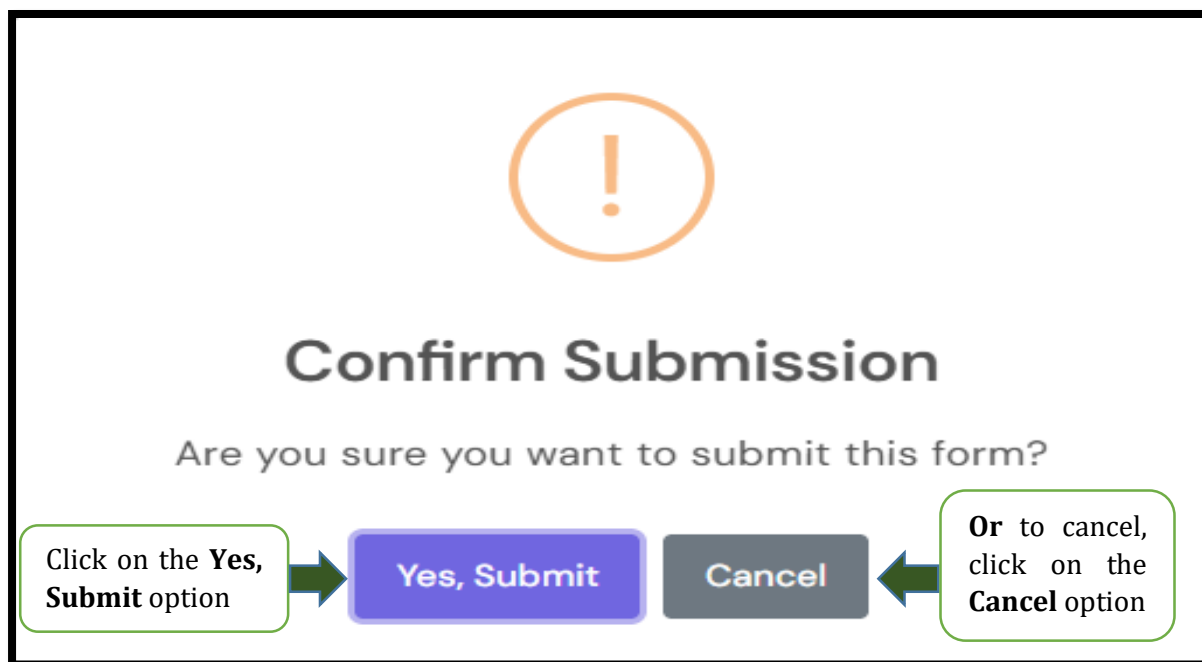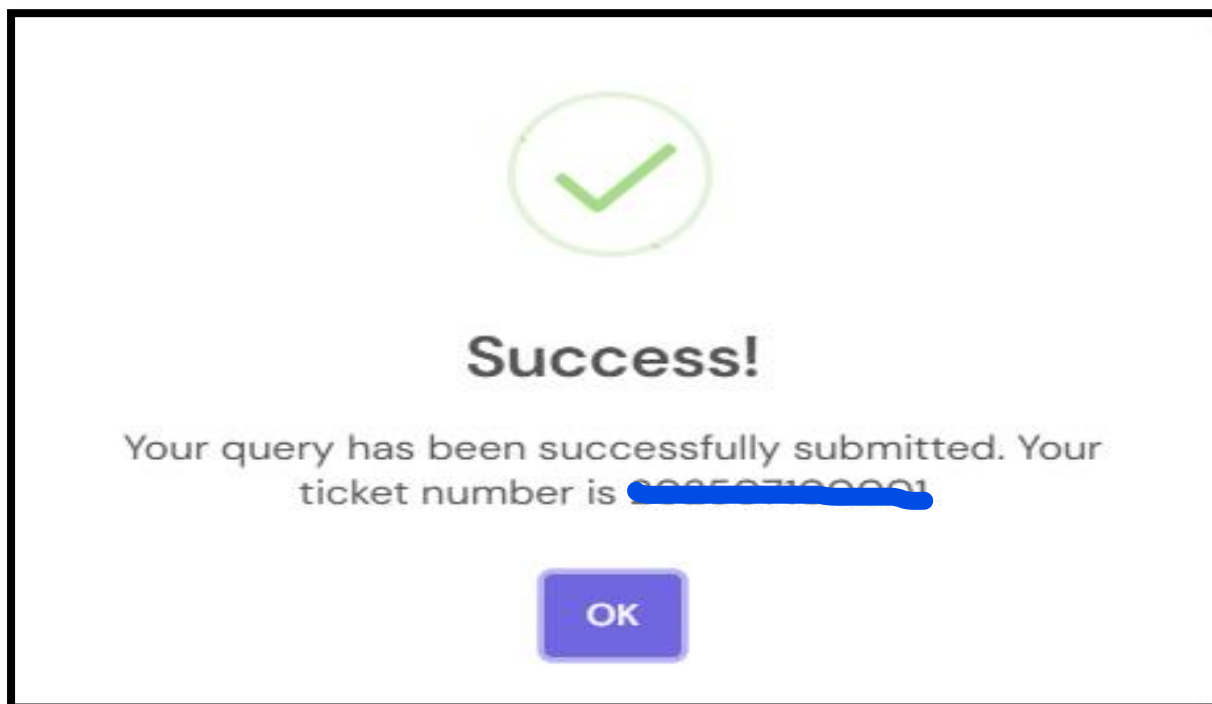
Figure 3.3: Confirmation Pop-up

After clicking submit option, an OTP screen appears in the application, as shown in **Figure 3.4.** The user will receive a one-time password (OTP) on their registered mobile number and must enter it to proceed.

Figure 3.4: OTP Screen

The user will receive a successfully submitted pop-up message in the application as shown in **Figure 3.5**

Figure 3.5: Submitted Screen

4. 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.