



# **Chhattisgarh Unified Industrial Portal**

Government of Chhattisgarh

***User Manual***

***For***

***Raise Online & Offline Query***

## Table of Contents

1. Overview .....	1
2. How to Get Started.....	1
3. How to Raise Online Query.....	1
4. How to Raise Offline Query .....	4

## 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.

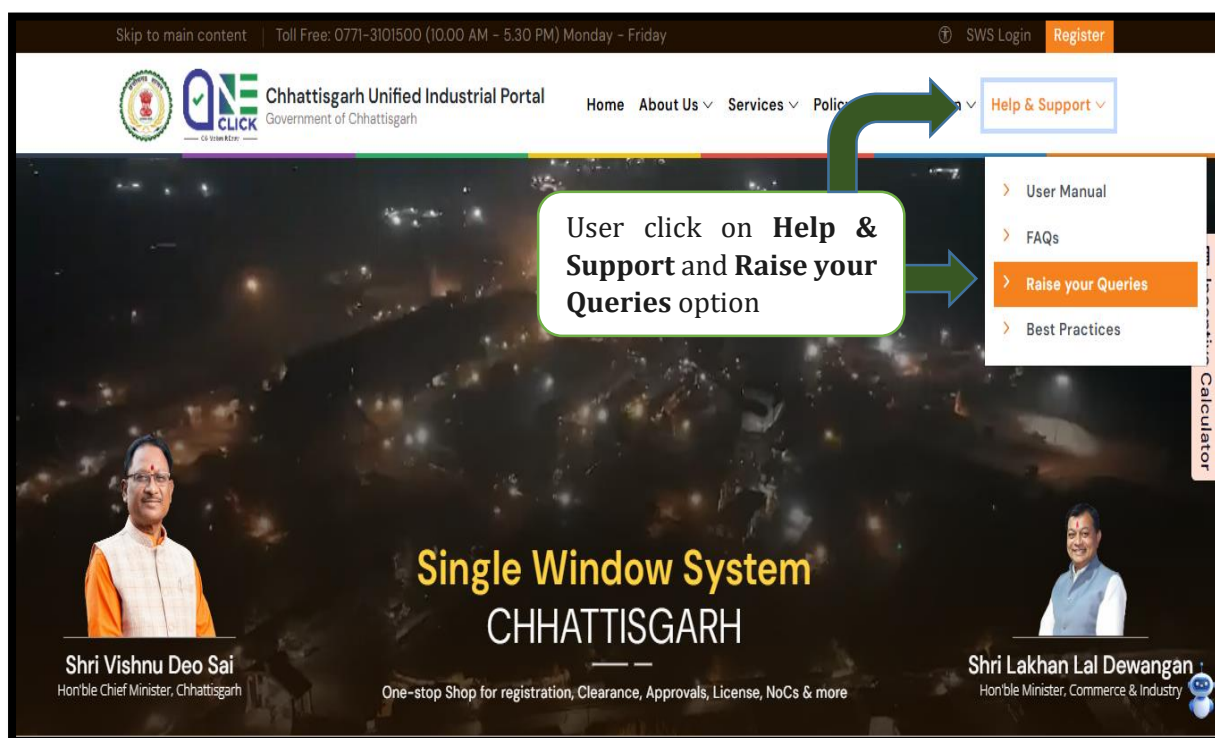
**Purpose:** The primary purpose of this module is to empower investors, entrepreneurs, and citizens to easily raise queries, seek clarifications, and report issues. Users can communicate with us through various methods, including our online portal (without needing to log in), phone calls, emails, and 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**.

The screenshot shows the 'Raise Query' form on the Chhattisgarh Unified Industrial Portal. The form includes fields for Name, Address, Mobile Number, Email ID, and Company Name, all marked as mandatory. There is an attachment field with a 'Choose File' button and a 'No file chosen' status. A 'Description of Query' text area is also present. At the bottom, there is a 'Captcha' field, a 'Submit' button, and a 'Reset' button. Annotations with arrows point to various parts of the form:

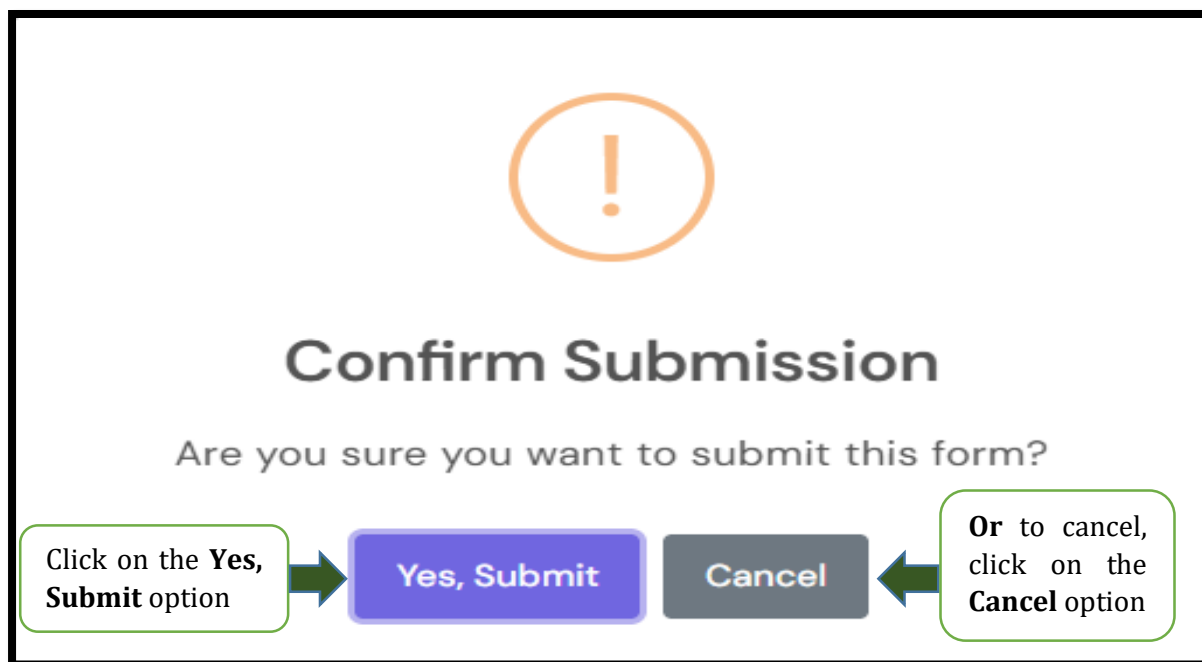
- A box at the top says: "User enters your **Name, Address, Mobile Number, Email ID** and **Company Name** option". Arrows point to the respective input fields.
- A box on the right says: "Click the **Attachment** option and upload the relevant file related to your query". An arrow points to the 'Choose File' button.
- A box on the left says: "Click on the **Description of Query** option and users should enter the details of their query". An arrow points to the 'Description of Query' text area.
- A box at the bottom says: "Or to reset, click on the **Reset** option". An arrow points to the 'Reset' button.
- A box at the bottom left says: "Enter the **Captcha**, which is shown on the side and click **Submit** option to submit the query". An arrow points to the 'Submit' button.

Additional text on the form includes: "Check Ticket Status" link, "SWS Login" and "Register" buttons in the header, and a note: "(\*) Indicated fields are mandatory".

**Figure 3.2: Online Query Screen**

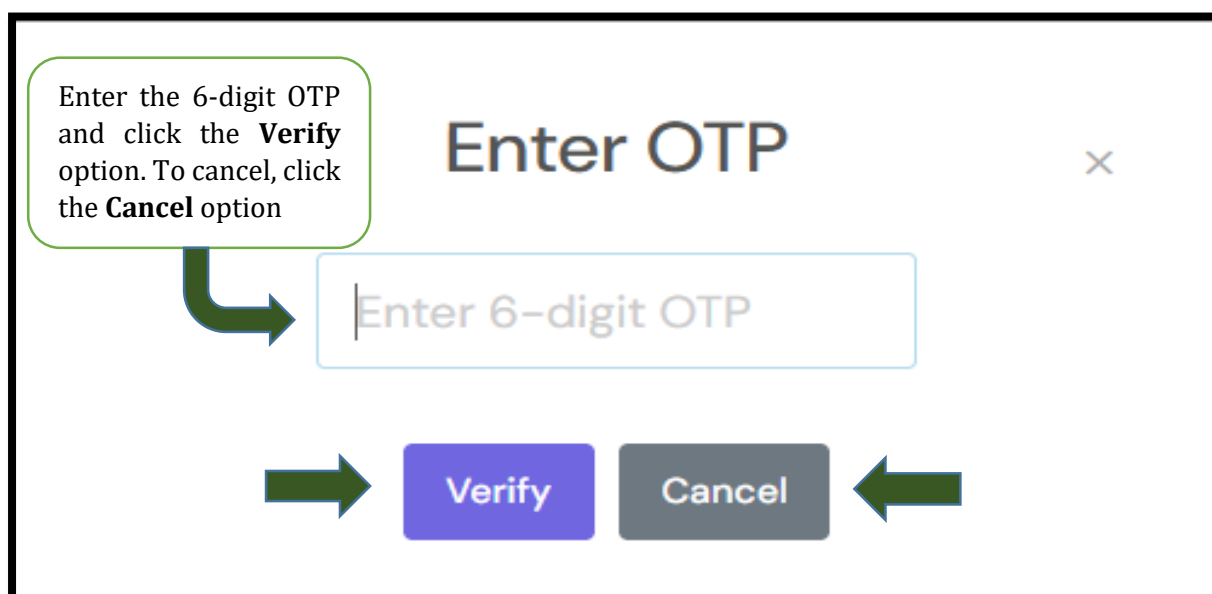
The user will receive a confirmation pop-up message in the application as shown in **Figure 3.3**





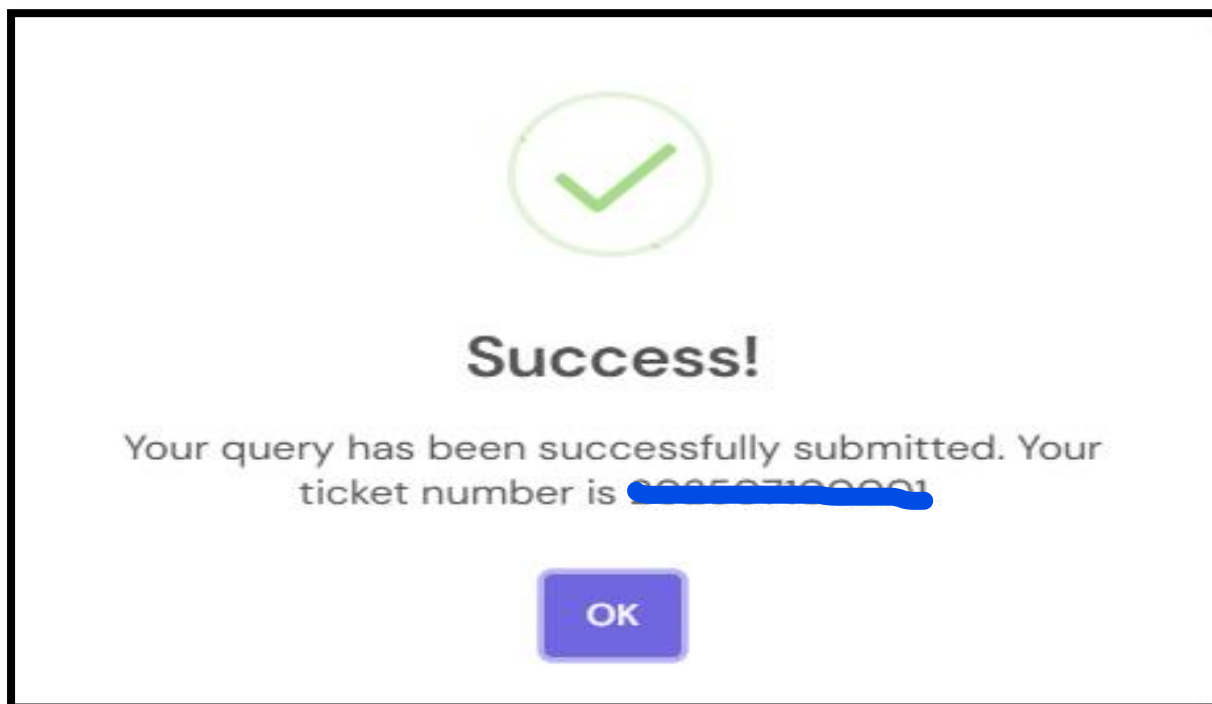
**Figure 3.3: Confirmation Pop-up**

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.

