



### **Refund Policy**

All the online payments made by the entrepreneurs for the services provided by the departments, are forwarded/ remitted by Invest UP to the respective departments through our bankers via online payment platform, either to the respective department's bank account or treasury head of the departments.

Requests for refund of payment in the event of excess/short/double or incorrect online payment shall be dealt through [Nivesh Mitra](#) by logging a grievance in the section namely, "Grievance Redressal" for the same.

### **Query/Grievance Submission Form**

All fields are mandatory  
Please Verify Unit ID before submitting the Grievance

**Raise Your Query/Grievance**

Enter Unit ID

Enter Unit ID

Select Department:

Please Select...

Select Subject:

Please Select...

Enter Verification Code (Case Sensitive):

Enter captcha Code

gKHE1

Verify

Select Service:

Please Select...

Grievance Description :

Description

Organisation/Business Name :

Organisation/Business

Full Name :

FULL NAME

Mobile Number: +91-

MOBILE NO.

E-Mail ID :

EMAIL ID

Select District:

Please Select...

Enter Verification Code (Case Sensitive):

Enter captcha Code

gKHE1

Submit

Reset

### **Step-by-Step Guide**

1. Enter a verified Unit ID and verify it by entering the captcha provided. On verification, the fields namely – Organisation/Business Name, Full Name, Mobile Number, E-mail ID, District shall be pre-fetched.
2. Select Department and respective service.
3. Select Subject and enter Grievance Description in the field provided.
4. Enter the captcha provided and click submit.
5. A grievance ID is generated via which the grievance status can be tracked.

Any charge back related request shall be taken up as per department's policy and entrepreneur may approach Nivesh Mitra customer care (0522-6923000) or email us on [info@investup.org.in](mailto:info@investup.org.in) for further guidance in that matter.