Frequently Asked Questions (FAQs)

- ✓ **What do I need?**
  - Understanding which approvals are required for your Business
  - Information regarding policies, schemes, laws & regulations etc.
  - Applying to various approvals / NoCs required for setting up & operating business

- ✓ **How do I get it?**
  - Understanding government procedures, processes etc.
  - Technical/ Procedural help with using the online system

- ✓ **I still have doubts!**
  - Reaching out for further information, assistance etc.

Contents

1. Understanding which approvals are required for your Business

Q. How can I ascertain approvals required for my industry?

A. A dedicated wizard, "Know your Approvals" has been created to help entrepreneurs and business owners determine approvals required for their business

1. Hover over the "Investors Assistance" Tab in the menu on the top of the page or click on the "Know your approval" button on the home page
2. Select 'Approvals for Entrepreneurs' from the dropdown menu.

   Or click on "Know your approval" tab available on the left side

3. Fill up the questionnaire to know about the approvals required for your business

2. Information regarding policies, schemes, laws & regulations etc.

Q. Where can I find Government Orders, Circulars, Acts and/or Ordinances?

A. To find information regarding Government Orders, Circulars, Acts and/ or Ordinances of the Government of Uttar Pradesh, follow the following process:

1. Hover over the "Information" Tab in the menu on the top of the page

2. Select "Government Orders and Circulars" or "Acts and Ordinances" from the dropdown menu

You will be redirected to the Shasanadesh website from where you can select and view the relevant Government Order or Circular.

Q. Where can I find out about Policies in UP?

A. To find out about any special policies available for investors in the State of Uttar Pradesh

1. Hover over the "Information" Tab in the menu on the top of the page
2. Select "Policies" from the dropdown menu

A "List of Policies of Uttar Pradesh" will be displayed. View the relevant policy as per the information needed.

Q. Where can I find out about Schemes available for investors in Uttar Pradesh?

A. To know about the schemes available for the investors in Uttar Pradesh -

1. Hover over the "Information" Tab in the menu on the top of the page.
2. Then select "Policies" or "Schemes" from the dropdown menu.

A list of Schemes will be displayed. Choose the relevant scheme as per the information needed.

3. Technical / Procedural help with using the online system

Q. Is there a documented set of instructions or user manual available for using the online system?

A. Yes. A comprehensive user manual has been made to assist the users of Nivesh

1. Hover over the "User Manual" button at the Home page
2. It has following options:
   a. User Manual Investor Registration Process
   b. User Manual Filling Common Application Form Process
   c. User Manual Applying for services in Nivesh Mitra
3. Choose the relevant document as per the information needed.

Q. How do I register on the online system?

A. Comprehensive user manual has been made to assist the users of Nivesh Mitra. Kindly refer to the user manual for step-by-step guidance on the registration process.

Q. What is the Registration process for start-up?

A. Comprehensive user manual has been made to assist the users of Nivesh Mitra. Kindly refer to the user manual for step-by-step guidance on the registration process.

Q. I have lost the password of my user account. How can I get / reset it?

A. A comprehensive user manual has been made to assist the users of Nivesh Mitra. Kindly refer to the user manual for step-by-step guidance on the process to reset passwords.

Q. Are email id & mobile number mandatory for registration?

A. Yes. Both email id & mobile number are mandatory to register on Nivesh Mitra

Q. Can I apply for approvals, incentives etc. required in different / multiple units through single user id?

A. Yes, multiple units can be registered under the same entrepreneur login id. Entrepreneur can then apply for approvals, incentives, etc. under each unit.

This facility gives the option to entrepreneur to handle different business units through one user account.

Q. What if wrong data entered?

A. It is suggested to double check the details, which are being filled in the form(s). The data can be edited before the form is submitted. Once submitted, the form details cannot be modified.

Q. In which file format should I submit the required documents?
A. The document format and size, which can be uploaded vary from application to application. Refer the attachment sections of each form for detailed instructions.

4. Understanding Government procedures, processes, timeline etc.

Q. Where can I get help / instructions for filling form / availing service?
A. The instructions for filling up the forms / application or availing the service are available as following:

1. Hover over the "Investors Assistance" Tab in the menu on the top of the page
2. Select "Comprehensive List of Approvals, Checklist, Procedures and Timelines" from the dropdown menu
3. From this list choose the service / form for which assistance is sought

Q. Will I receive any notifications alert on successful processing of my forms?
A. Yes, a notification through SMS and e-mail will be sent on registered mobile number and email id as and when the application is submitted and / or query is raised and / or application is approved / rejected.

Q. Is there a checklist of documents available for every type of clearance / service?
A. To view the checklist of documents for the services:

1. Hover over the "Investors Assistance" Tab in the menu on the top of the page
2. Select "Comprehensive List of Approvals, Checklist, Procedures and Timelines" from the dropdown menu
3. From this list choose the service / form for which assistance is sought

Q. Are there any timelines defined for clearances?
A. Yes. To view the timelines defined for clearances:

1. Hover over the "Investors Assistance" Tab in the menu on the top of the page.
2. Select "Comprehensive List of Approvals, Checklist, Procedures and Timelines" from the dropdown menu.
3. From this list choose the service / form for which assistance is sought

Additionally, Uttar Pradesh Janhit Guarantee Act, 2011 enunciates time bound delivery of services for various public services rendered by the Government to citizen. For details of the Act, follow the steps mentioned in the FAQ Question: Where can I find Government Orders, Circulars, Acts and / or Ordinances.

5. Reaching out for further information, assistance etc.

Q. Is there a helpline for assistance related to Single Window Portal?
A. A dedicated helpline for investor assistance has been setup. The helpline number is clearly mentioned on the top right of Nivesh Mitra.

The helpline number is: +91 522 223 8902 (Office Timing: 9:30 AM – 6:00 PM)

You could even write to Nivesh Mitra at nivesh.mitra-up@gov.in

Q. My query is not listed here. What should I do?
A. Any query which is not listed here and related to Nivesh Mitra or the services offered can be asked at our dedicated helpline: +91 522 223 8902 (Office Timing: 9:30 AM – 6:00 PM) or can be send as email on: nivesh.mitra-up@gov.in

Q. Where can I find contact details of various departments?
A. To view the department contact details:

1. Hover over the "Contact Us" tab in the menu of the Nivesh Mitra homepage.
2. From the drop down menu select "Contact Us: Department".
3. Click on "Department Contact Links". A list of department contacts appears.

Q. Where can I find contact details of Infrastructure and Industrial Development Department?
A. The department contact details can be found by following the following process:

1. Hover over the "Contact Us" tab in the menu of the Nivesh Mitra homepage.
2. From the drop down menu that appears, select "Government of Uttar Pradesh".
3. Click on "Department Contact Links". A list of department contacts appears.

Q. How can I submit grievance, feedback etc.?
A. Grievance / Feedback can be submitted online on Nivesh Mitra as follows:

1. Hover over the "Feedback" tab in the menu of the Nivesh Mitra homepage
2. From the dropdown menu that appears, select "Grievance Redressal"
3. Fill-up the form and post the grievance or give feedback
4. Alternatively, feedback may also be communicated through the dedicated helpline +91 522 223 8902 (Office Timing: 9:30 AM – 6:00 PM) for prompt response.