

Sr. No.	Recommendation	Response (Yes/No/NA)	Supporting Materials
20	Ensure that the single window provides clear timelines for addressing investor grievances	Yes	

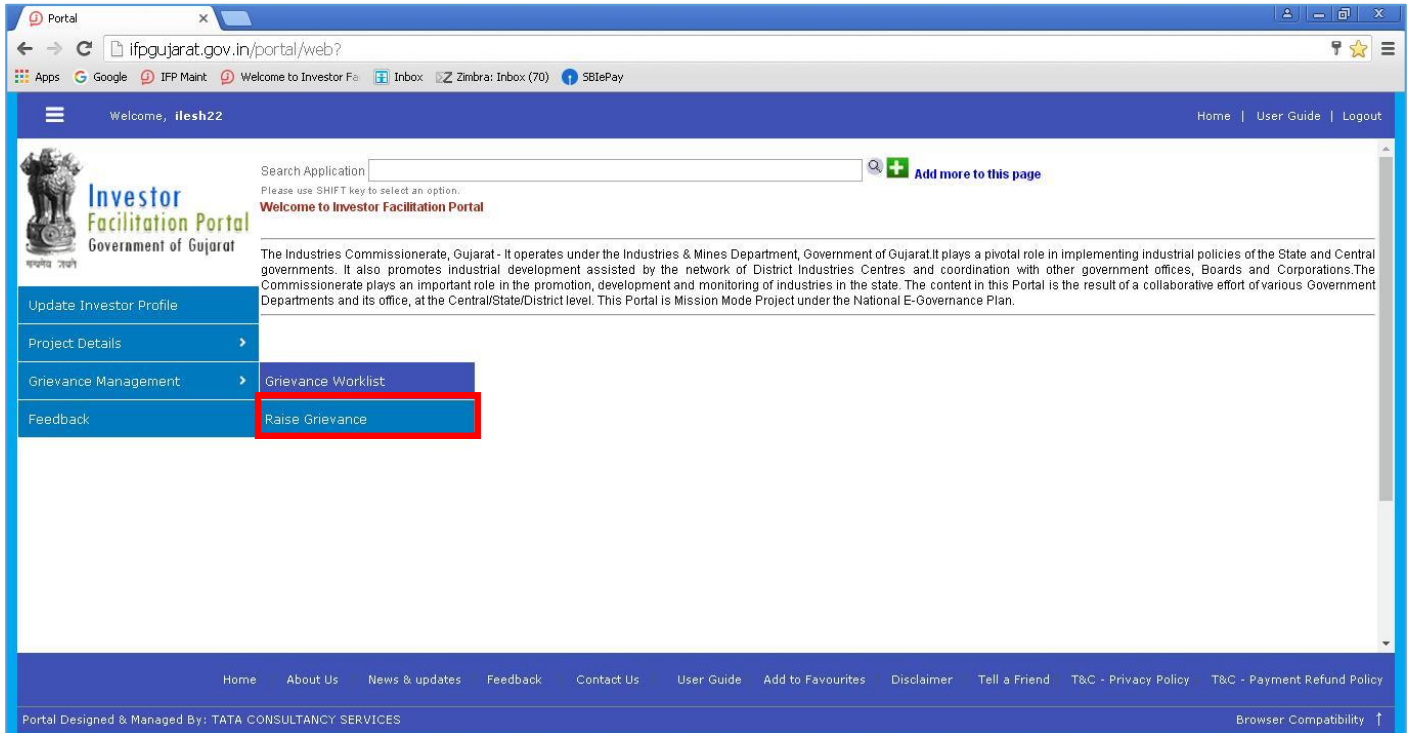
<http://www.ifpgujarat.gov.in/>

Raise Grievance without log in



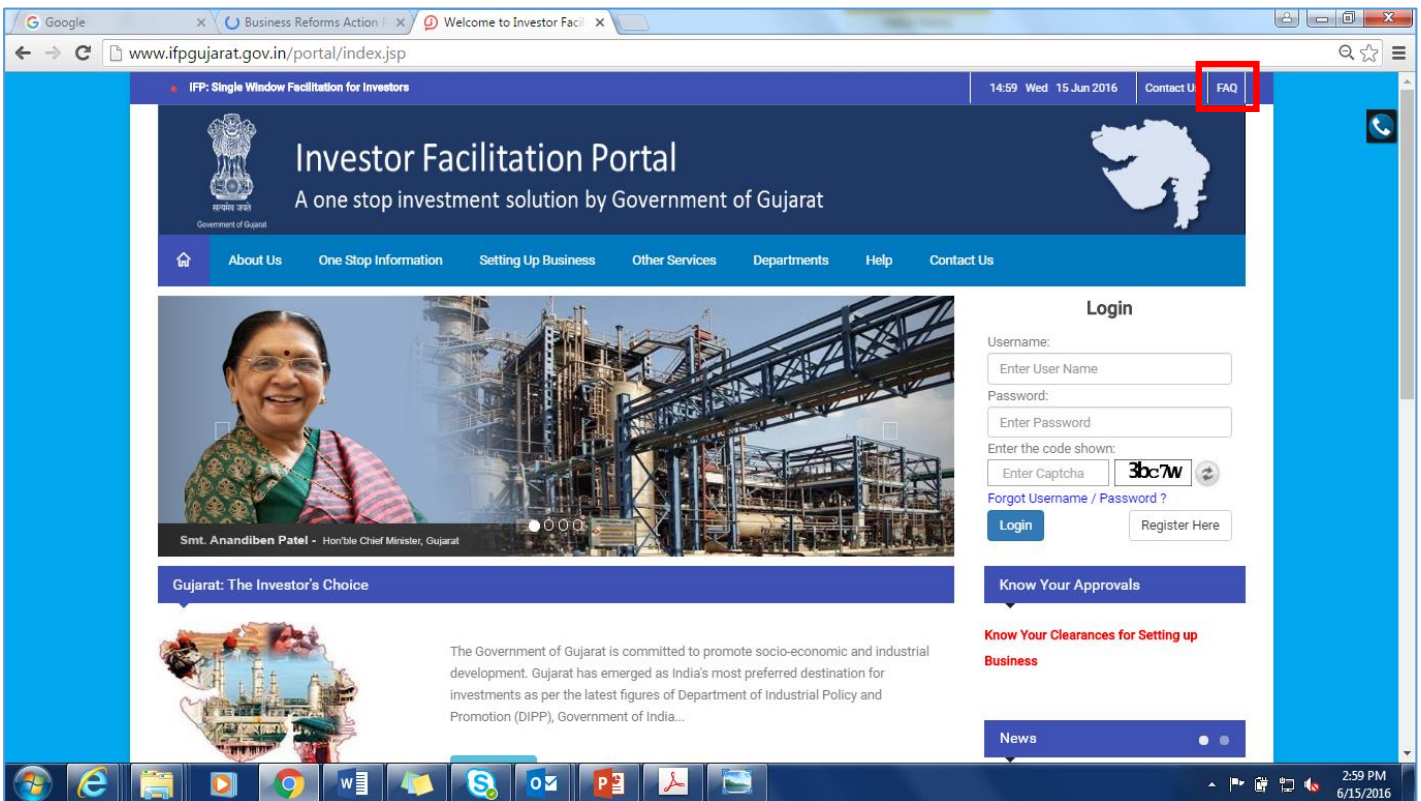
The screenshot shows the Investor Facilitation Portal (IFP) website. The page header includes the Government of Gujarat logo and the text "Investor Facilitation Portal - A one stop investment solution by Government of Gujarat". A navigation menu contains "About Us", "One Stop Information", "Setting Up Business", "Other Services", "Departments", "Help", and "Contact Us". Under "Other Services", a dropdown menu is open, with "Raise Grievance" highlighted in a red box. Other options in the dropdown include "Investment Inquiry", "Investment Intention Form", "Strategic Partnership Form", "View Certificate", and "Confirm Application". To the right of the dropdown is a "Login" section with fields for "Username", "Password", and "Enter the code shown" (with a captcha widget). Below the login section are sections for "Know Your Approvals", "Know Your Clearances for Setting up Business", "News", "Investor Facilitation Portal", and "Other Websites". The "News" section lists several articles with dates, such as "Gujarat renames food processing mission, likely to fetch Rs 10,000-cr investment" dated 24/05/2016. At the bottom, there are logos for "MAKE IN INDIA", "INDEXTb", and "ibrant GUJARAT 2017".

Raise Grievance after log in

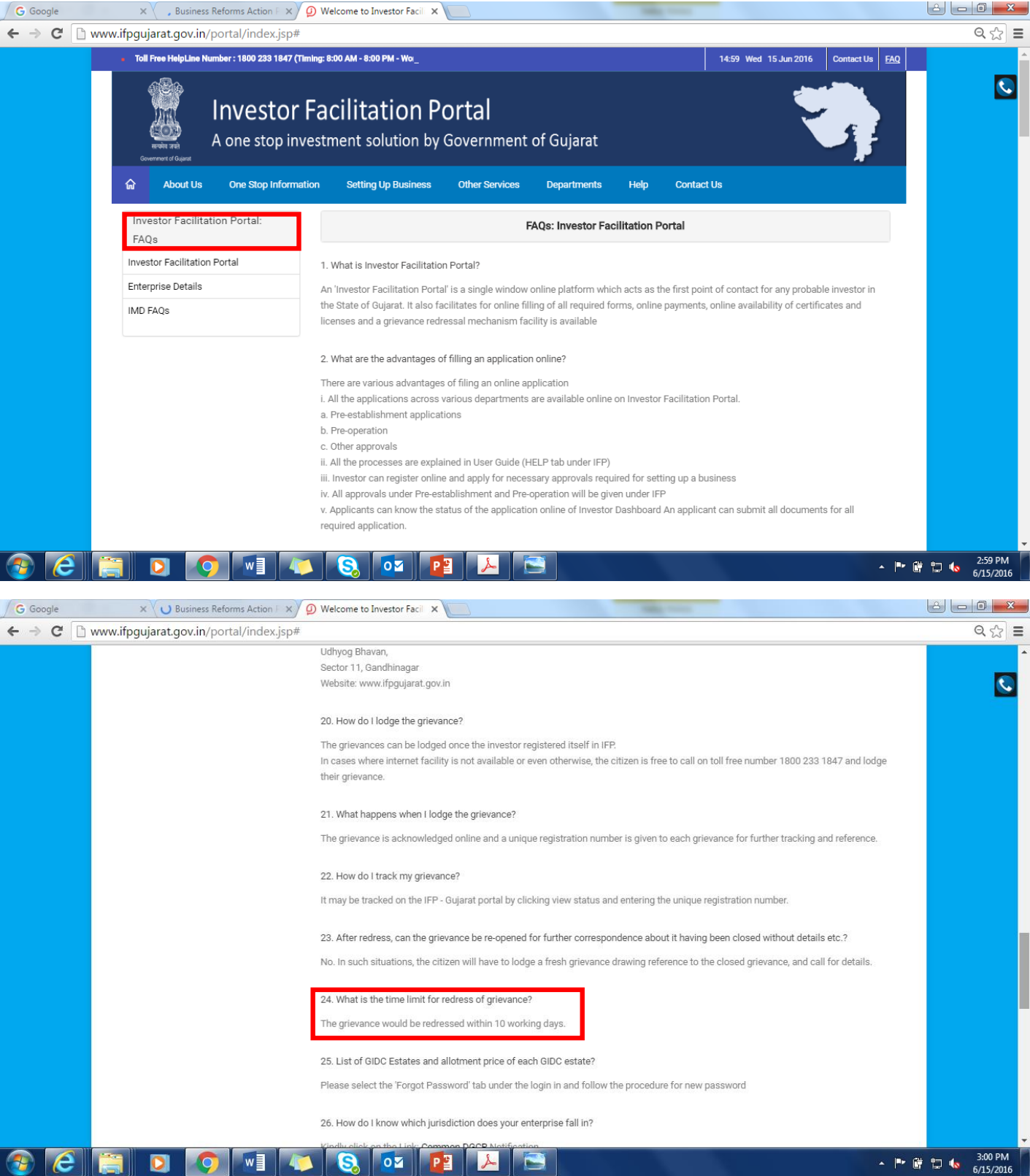


The screenshot shows the Investor Facilitation Portal interface. At the top, there is a navigation bar with 'Welcome, ilsh22' and links for 'Home', 'User Guide', and 'Logout'. Below this is a search bar and a 'Welcome to Investor Facilitation Portal' message. A sidebar on the left contains menu items: 'Update Investor Profile', 'Project Details', 'Grievance Management', and 'Feedback'. Under 'Grievance Management', there are sub-items 'Grievance Worklist' and 'Raise Grievance', with the latter highlighted by a red box. The main content area contains a paragraph about the Industries Commissionerate, Gujarat. At the bottom, there is a footer with various links and the text 'Portal Designed & Managed By: TATA CONSULTANCY SERVICES'.

Timeline for Redressing Grievance



The screenshot shows the homepage of the Investor Facilitation Portal. The header includes the portal's name and logo, along with a navigation menu: 'About Us', 'One Stop Information', 'Setting Up Business', 'Other Services', 'Departments', 'Help', and 'Contact Us'. A 'Login' section is visible on the right, with fields for 'Username', 'Password', and 'Enter the code shown:'. Below the login section, there are links for 'Know Your Approvals' and 'Know Your Clearances for Setting up Business'. The main content area features a banner for 'Gujarat: The Investor's Choice' with a photo of Smt. Anandiben Patel and a paragraph about the government's commitment to industrial development. A 'FAQ' link is highlighted in a red box in the top right corner. The footer contains a 'News' section and system information like '2:59 PM 6/15/2016'.



The screenshot displays the Investor Facilitation Portal (IFP) website. The browser address bar shows the URL www.ifpgujarat.gov.in/portal/index.jsp#. The page header includes the Government of Gujarat logo, the text "Investor Facilitation Portal", and the tagline "A one stop investment solution by Government of Gujarat". A navigation menu contains links for "About Us", "One Stop Information", "Setting Up Business", "Other Services", "Departments", "Help", and "Contact Us".

The main content area is titled "FAQs: Investor Facilitation Portal". A sidebar on the left lists navigation options: "Investor Facilitation Portal:", "FAQs", "Investor Facilitation Portal", "Enterprise Details", and "IMD FAQs". The "FAQs" link is highlighted with a red box.

The first FAQ is: "1. What is Investor Facilitation Portal?" The answer states: "An 'Investor Facilitation Portal' is a single window online platform which acts as the first point of contact for any probable investor in the State of Gujarat. It also facilitates for online filling of all required forms, online payments, online availability of certificates and licenses and a grievance redressal mechanism facility is available".

The second FAQ is: "2. What are the advantages of filling an application online?" The answer lists several advantages:

- i. All the applications across various departments are available online on Investor Facilitation Portal.
- a. Pre-establishment applications
- b. Pre-operation
- c. Other approvals
- ii. All the processes are explained in User Guide (HELP tab under IFP)
- iii. Investor can register online and apply for necessary approvals required for setting up a business
- iv. All approvals under Pre-establishment and Pre-operation will be given under IFP
- v. Applicants can know the status of the application online of Investor Dashboard An applicant can submit all documents for all required application.

The third FAQ is: "20. How do I lodge the grievance?" The answer states: "The grievances can be lodged once the investor registered itself in IFP. In cases where internet facility is not available or even otherwise, the citizen is free to call on toll free number 1800 233 1847 and lodge their grievance."

The fourth FAQ is: "21. What happens when I lodge the grievance?" The answer states: "The grievance is acknowledged online and a unique registration number is given to each grievance for further tracking and reference."

The fifth FAQ is: "22. How do I track my grievance?" The answer states: "It may be tracked on the IFP - Gujarat portal by clicking view status and entering the unique registration number."

The sixth FAQ is: "23. After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?" The answer states: "No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details."

The seventh FAQ is: "24. What is the time limit for redress of grievance?" The answer states: "The grievance would be redressed within 10 working days." This text is highlighted with a red box.

The eighth FAQ is: "25. List of GIDC Estates and allotment price of each GIDC estate?" The answer states: "Please select the 'Forgot Password' tab under the login in and follow the procedure for new password"

The ninth FAQ is: "26. How do I know which jurisdiction does your enterprise fall in?"

The footer of the page includes the address: "Udhyog Bhavan, Sector 11, Gandhinagar, Website: www.ifpgujarat.gov.in". The system tray shows the date and time as 2:59 PM 6/15/2016 and 3:00 PM 6/15/2016.