

**M.P. TRADE AND INVESTMENT
FACILITATION CORPORATION LTD.**
(Government of Madhya Pradesh Undertaking)



क./एम.पी. ट्रायफेक/सि.वि.सि./-(9)-1/

भोपाल दिनांक 14.06.2016

आदेश

विषय:- एमपी ट्रायफेक के सिंगल विण्डो वेब-पोर्टल पर दर्ज निवेशकों/उद्यामियों की समस्याओं का समय-सीमा में निराकरण।

मध्यप्रदेश ट्रेड एण्ड इन्वेस्टमेंट फेसिलिटेशन कार्पोरेशन लि. के सिंगल विण्डो वेब-पोर्टल www.invest.mp.gov.in पर निवेशकों/उद्यामियों की समस्या/शिकायत दर्ज करने, उसकी अभिस्वीकृति प्रदान करने व संबंधित नोडल अधिकारी को उसे समुचित कार्यवाही हेतु प्रेषित करने के संबंध में कार्यालयीन आदेश क./एम.पी. ट्रायफेक/सि.वि.सि./-(9)-1/2914 दिनांक 10.06.2015 जारी किया गया है।

2. उक्त संदर्भित आदेश के नैरंतर्य में यह निर्देशित किया जाता है कि सिंगल विण्डो पोर्टल के माध्यम से प्राप्त निवेशको/उद्यामियों की समस्या/शिकायत का समुचित निराकरण संबंधित नोडल अधिकारी द्वारा अधिकतम 30 दिवस की समय-सीमा में सुनिश्चित किया जाकर तदनुसार सिंगल विण्डो पोर्टल पर दर्ज किया जाए।

(डी.पी. आहूजा)
प्रबंध संचालक

क./एम.पी. ट्रायफेक/सि.वि.सि./-(9)-1/1673-1687

भोपाल दिनांक 14.06.2016
TS

प्रतिलिपि:-

1. प्रमुख सचिव, मध्यप्रदेश शासन, वाणिज्य, उद्योग एवं रोजगार विभाग मंत्रालय भोपाल
2. श्रम आयुक्त, मध्यप्रदेश इंदौर,
3. आयुक्त, नगरीय विकास, मध्यप्रदेश भोपाल
4. प्रबंध संचालक, मध्यप्रदेश पूर्व क्षेत्र/पश्चिम क्षेत्र/मध्य क्षेत्र विद्युत वितरण कंपनी लि. जबलपुर/इंदौर/भोपाल
5. सदस्य सचिव, मध्यप्रदेश प्रदूषण नियंत्रण मंडल, भोपाल
6. प्रबंध संचालक, मध्यप्रदेश औद्योगिक केन्द्र विकास निगम लि. इंदौर / भोपाल /जबलपुर /रीवा/उज्जैन/सागर एवं आईआईडीसी ग्वालियर
7. संचालक वाष्पयंत्र मध्यप्रदेश इंदौर

प्रबंध संचालक

**M.P. TRADE AND INVESTMENT
FACILITATION CORPORATION LTD.**

(Government of Madhya Pradesh Undertaking)



TRIFAC

क्र./एम.पी. ट्रायफेक/सि.वि.सि/- (9)-1/ 2914

भोपाल दिनांक 10.06.2015

आदेश

मध्यप्रदेश ट्रेड एण्ड इन्वेस्टमेंट फेसिलिटेशन कार्पोरेशन लि. के वेब पोर्टल www.invest.mp.gov.in पर निवेशको/उद्यमियों की समस्याओं के परिप्रेक्ष्य में "Grievance" Click बनाया गया है, इस "Grievance" पर क्लिक कर किसी भी निवेशक/उद्यमी द्वारा उनकी समस्या/शिकायत दर्ज की जा सकती है। वेब पोर्टल पर प्राप्त समस्या/शिकायत के दर्ज होने के 24 घंटे में संबंधित शिकायतकर्ता को उसकी अभिस्वीकृति तथा शिकायत के विषय से संबंधित नोडल ऑफिसर्स को शिकायत प्रेषित की जाएगी। संबंधित नोडल ऑफिसर्स प्राप्त समस्या/शिकायत पर नियमानुसार कार्यवाही अतिशीघ्र संपादित करेंगे।

(डी.पी. आहूजा)

प्रबंध संचालक

क्र./एम.पी. ट्रायफेक/सि.वि.सि/- (9)-1/ 2914

भोपाल दिनांक 10.06.2015

प्रतिलिपि:-

1. प्रमुख सचिव मध्यप्रदेश शासन वाणिज्य उद्योग और रोजगार विभाग मंत्रालय की ओर सूचनार्थ प्रेषित है।
2. समस्त कक्ष अधिकारी..... एम.पी. ट्रायफेक की ओर सूचनार्थ।

प्रबंध संचालक

Process Flow of Grievance Management System

Step 1a:- If investor has the login credential, investor will login in his account and click on grievance link in the left menu to raise the grievance. Investor will fill the details. On submitting the details, Grievance will be forwarded to the concern designated officer.

MP TRADE & INVESTMENT FACILITATION CORP. LTD.
SINGLE WINDOW SYSTEM

Welcome : Nidhi, Proposal Unique Id CIE6951 Logout

Grievance

Application for Addressing Grievance

I. Essential Details

* Applicant Name: Nidhi

* Mobile No.: 7687656789

* Address: 1-124 Windsor Park

* Name of the Organization: Pvt ltd bhope

* Email: nid@gmail.com

* Project Location: 1-124 Windsor Park

II. * Please select the service to which Grievance is related: Sanction Letter as per Policy

* District: Select

III. * Description: I have applied for the sanction letter last month. But I have not received any update on the application.

IV. Attach Related Document PDF (Format Only (Max. size 5 MB)): Choose File No file chosen

Submit Back

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Step 1b:- If investor does not have the credential, investor opens the SWS portal and click on the grievance link in the menu. Investor will fill the details. On submitting the details, Grievance will be forwarded to the concern designated officer.

Government of Madhya Pradesh

MP TRADE & INVESTMENT FACILITATION CORP. LTD.
SINGLE WINDOW SYSTEM
Investor Facilitation & Approval Monitoring System
Govt. of M.P.

Home | About Us | Ease of Doing Business | GIS | Available Land | Advantage MP | Policies, Acts & Rules | Services | Intention To Invest | Advance Land Booking | FAQ | Grievance | Citizen Charter | User Manuals | Contact Us

Check Status

Grievance

Facilitation Desk

Investor

Department

1004104

ORLUB

Enter Text S

Login

Forgot Password

News

sought from South Korean investors

Hon. CM Shri Shivraj Singh Chouhan at interactive session with South Korean investors on 20th June 2015 in New

Gallery

GLOBAL INVESTORS SUMMIT 2016

(Date :- 22 - 23 October 2016 Venue - Brilliant Convention Centre, Indore, M.P.)

www.investmp.gov.in/home.action



> Your grievance will be addressed and sent to the concern authority for redressal within 24 hours of submission

Application for Addressing Grievance

I. Essential Details

* Applicant Name

ANKUSH MITTAL

* Name of the Organization

TCS

* Mobile No.

919654650446

* Email

ankush0211@gmail.com

* Address

7-124 Windsor Park, Ghaziebad

* Project Location

BHOPAL

II. Please select the service to which Grievance is related

Sanction Letter as per Policy

* District

Select

III. Description

I have applied for the sanction letter as per policy last month. Till now I do not have any update on my application. My Proposal ID is CCE2337.

IV. Attach Related Document

PDF Format Only (Max. size 5 MB)

Choose File No file chosen

LVENM

LVENM

Submit Close

Step 2: - Designated officer will login in the portal to view the grievances' details pending for reply. Designated officer will click on 'Reply Pending' link to reply.

The screenshot shows the 'Grievance' section of the portal. A table lists two grievances:

Grievance Id	Grievance Date	Applicant Name	Service	Mobile / Email	Description	Response	Status
38	07-06-2016	Ankush Mittal	Sanction Letter as per Policy	919654650446 ankush0211@gmail.com	I have applied for the sanction letter last month. But I have not received any update on the application.		Reply Pending
39	07-06-2016	Nidhi	Sanction Letter as per Policy	7687656789 nd@gmail.com	I have applied for the sanction letter last month. But I have not received any update on the application.		Reply Pending

Showing 1 to 2 of 2 entries

Step 3: - On clicking the link, grievance details will be populated. After reviewing the details, officer can send the reply.

The screenshot shows the 'Application for Addressing Grievance' form. The form is divided into several sections:

- I. Essential Details**
 - * Applicant Name: Nidhi
 - * Mobile No.: 7687656789
 - * Address: 5-124 Windsor Park
 - * Name of the Organization: Pvt ltd bhope
 - * Email: nd@gmail.com
 - * Project Location: 5-124 Windsor Park
- II.** * Please select the service to which Grievance is related: Sanction Letter as per Policy
- III.** * Description: I have applied for the sanction letter last month. But I have not received any update on the application.
- IV.** * District: Select
- V. * Response**: We have acknowledge your grievance. we will get back to you on this.

Buttons: [Send Response](#) [Back](#)

Step 4: - Investor can track the status either by login into his account or by clicking the grievance “check status” link on the home page of the portal.

MP TRADE & INVESTMENT FACILITATION CORP. LTD.
SINGLE WINDOW SYSTEM

Welcome : Nidhi, Proposal Unique Id CIE6951 [Logout](#)

Dashboard

Intention To Invest

Worklist

Status Tracking

List Of Approvals

Facilitation

Online Fiscal Incentive

Water Bill

Grievances

General

Land Bill & Receipt

Grievance

> Your grievance will be addressed and sent to the concern authority for redressal within 24 hours of submission

Search:

Grievance Id	Grievance Date	Description	Response	Mobile / Email	View	Status
39	6/7/16	I have applied for the sanction letter last month. But I have not received any update on the application.	We have acknowledge your grievance. We will get back to you on this.	7887656788, nd@gmail.com	View	Replied

Showing 1 to 1 of 1 entries

[Add Grievance](#) [Close](#)

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

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Government of Madhya Pradesh
MP TRADE & INVESTMENT FACILITATION CORP. LTD.
SINGLE WINDOW SYSTEM
Investor Facilitation & Approval Monitoring System

Govt. of M.P. Helpdesk No: +91-755-25599
Facilitation Desk

Home | About Us | Ease of Doing Business | GIS | Available Land | Advantage MP | Policies, Acts & Rules | Services | Intention To Invest | Advance Land Booking | FAQ | Grievance | Citizen Charter | Contact Us

GLOBAL INVESTORS SUMMIT 2016

Welcome to MP Trade and Investment Facilitation Corporation Limited

Trade and Investment Facilitation Corporation Limited, popularly known as TRIFAC is a Government of Madhya Pradesh Undertaking, formed in the year 2004. TRIFAC has been designated as nodal agency for extending the customized package of incentives to Mega Projects (investments more than Rs.25 crores) through Cabinet Committee on Investment Promotion headed by Hon'ble Chief Minister.

This portal allows investor to apply online for various services offered by Commerce Industry & Employment Department like Land Allotment, Land Transfer, Land Booking, Building Permission, Water Allocation etc.

Login

[Investor](#) [Department](#)

User ID

Password

Enter Text Sho **RWILUN**

[Login](#)

[Forgot Password](#)

News

Panasonic, Ricoh, Sony, Bank of Tokyo etc. attended the session

> Industrial investment and cooperation in cultural, industrial and social sectors sought from South

Gallery

Website Views Counter

1392051

Enter Grievance Id

[Get Status](#) [Close](#)

Status :	Replied	TCS	Date :07-06-2016
Grievance :	I have applied for the sanction letter last month. But I have not received any update on the application.		
Response :	We have acknowledge your grievance. We will get back to you on this.		