National Single Window System

User Guide

INVEST INDIA
NATIONAL INVESTMENT PROMOTION AND FACILITATION AGENCY

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1 About This Guide

1.1 Purpose of this Guide

The objective of this manual is to provide guidance to the user (investor/ entrepreneur who is the applicant) concerning:

(i) Services and Functionalities provided by NSWS
(ii) Step-by-step guide on how to identify, apply, track, and obtain approvals through NSWS

1.2 Organization of This Guide

This manual has been organized into the following parts:

- Overview of NSWS
- NSWS Investor Services

1.3 Acronyms, Abbreviations, Definitions

Term / Abbreviation	Definition / Full Form
NSWS	The digital portal serving as the National Single Window System under the Investment Clearance Cell
Investment Clearance Cell	Cell setup under Invest India, DPIIT, to facilitate investors. Responsible for developing and maintaining NSWS, the National Single Window portal
ICC	Investment Clearance Cell
KYA	Know Your Approval
State SWS	State Single Window System
Approval	Approvals, as used in this document, refer to any regulatory or legal clearance to be obtained from the government by any investors, entrepreneurs, businessperson, or business entity before commencing any business activity in India, including but not limited to Approvals, Registrations, Licenses, Permits, Clearances, Certifications etc.
CRF	Common Registration Form
SRF	State Registration From

2 Overview of NSWS, the National Single Window System

2.1 Objective of NSWS

The hon'ble Minister of Finance, Government of India, during the budget speech on 1st February 2020, announced the setting up of an Investment Clearance Cell (ICC). The proposed ICC has been developed as an online portal, named NSWS, which will act as a National Single Window System (NSWS) for investors.

NSWS enables investors to identify, apply, track, and obtain approvals needed before starting any business operations in India. This eliminates the need for investors to visit multiple IT platforms and authorities to gather information and obtain approvals from different stakeholders.

NSWS aims to fulfill the following objective:

- Provide efficient, convenient, transparent, and integrated electronic services to investors.
- Establish a single window mechanism to integrate the services provided by various central government ministries, departments, and select state governments.
- Provide a single window interface for procuring approvals required to commence a business in India.
- Provide a uniform and seamless experience to the investor through a unified interface.

2.2 Scope of the NSWS

NSWS covers Central and State approvals required by any investor, both foreign or domestic, before starting any business operations in India, including but not limited to registrations, licenses, permits, NOCs, and approvals. It provides a platform for any investor to identify, apply track and obtain final decision on their applications. The final authority of approving or rejecting applications resides with the respective authorities.

2.3 Salient Features of NSWS

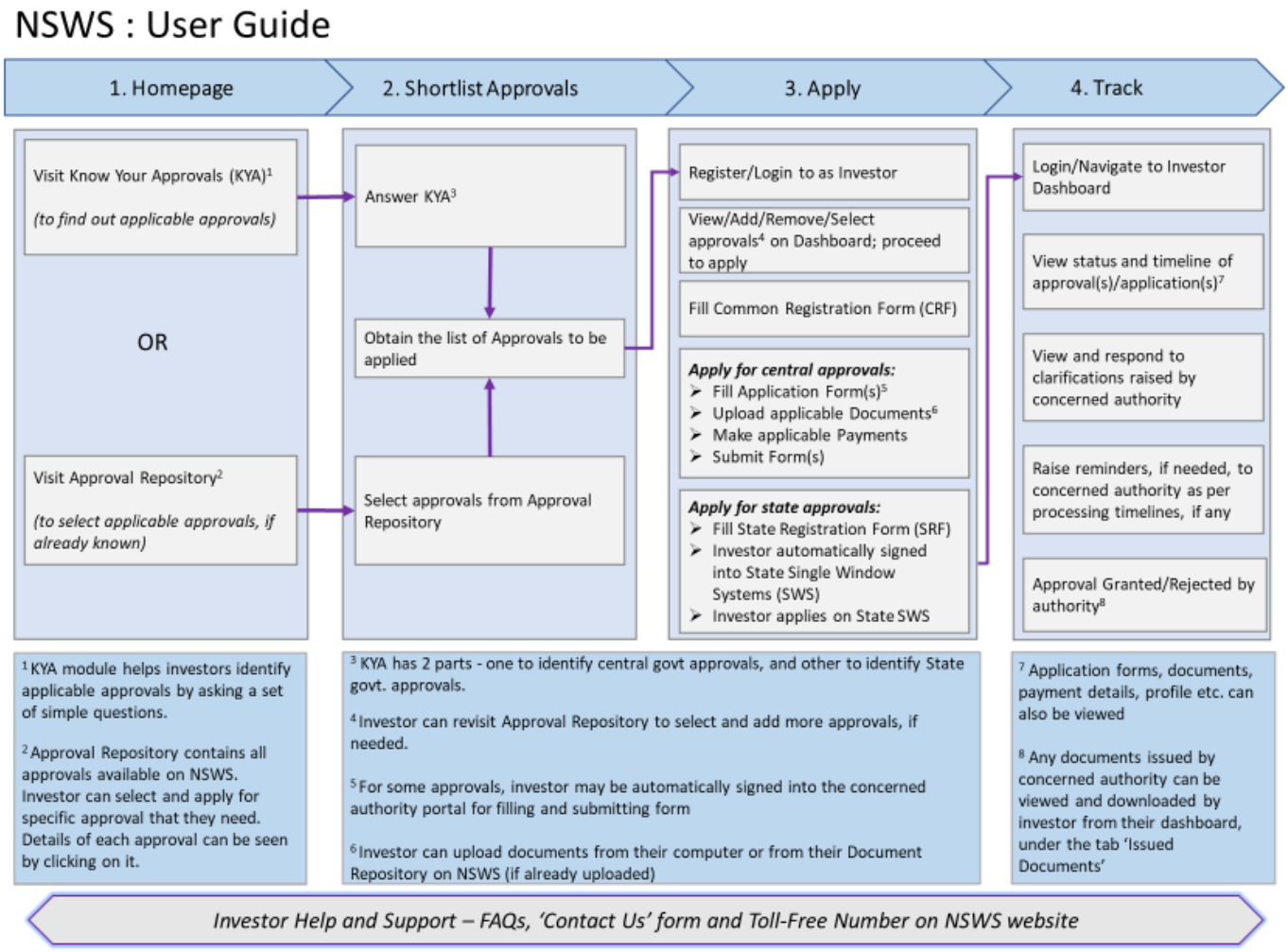
NSWS has been designed keeping the investor (user) at the center, and boasts of the following features:

- ❖ Provides a single unified interface for investors to identify, apply, track, and obtain approvals.
- ❖ Helps investors identify applicable approvals depending on the specific business activities being planned and other investor-specific context.
- ❖ Provides an 'Approval Repository' where the investor can select and apply for any approvals, as needed.
- ❖ Reduces the need to fill in same information at multiple places through intelligent auto-population.
- ❖ Provides ability to track status of an application and raise reminders to authorities, as per agreed process, if any.
- ❖ Provides a unified document repository to where investors can upload and save their documents, and view and download documents issued to them by authorities.
- ❖ Provides an intuitive and easy to use communication module to respond to any clarifications or additional information requests raised by processing authority on submitted applications.
- ❖ Guides investor in situations where multiple forms or approvals need to be submitted in a specific sequence and timing.

2.4 Functional Overview of NSWS

NSWS has a modular architecture, whereby various modules have been developed for each service that NSWS is envisioned to provide to its various users and stakeholders. When an investor uses NSWS, he/she interacts with various modules to complete their journey and obtain the needed services.

The following diagram provides a high-level investor (user) journey through the portal. Next section talks about each of these steps and functionalities in more detail.

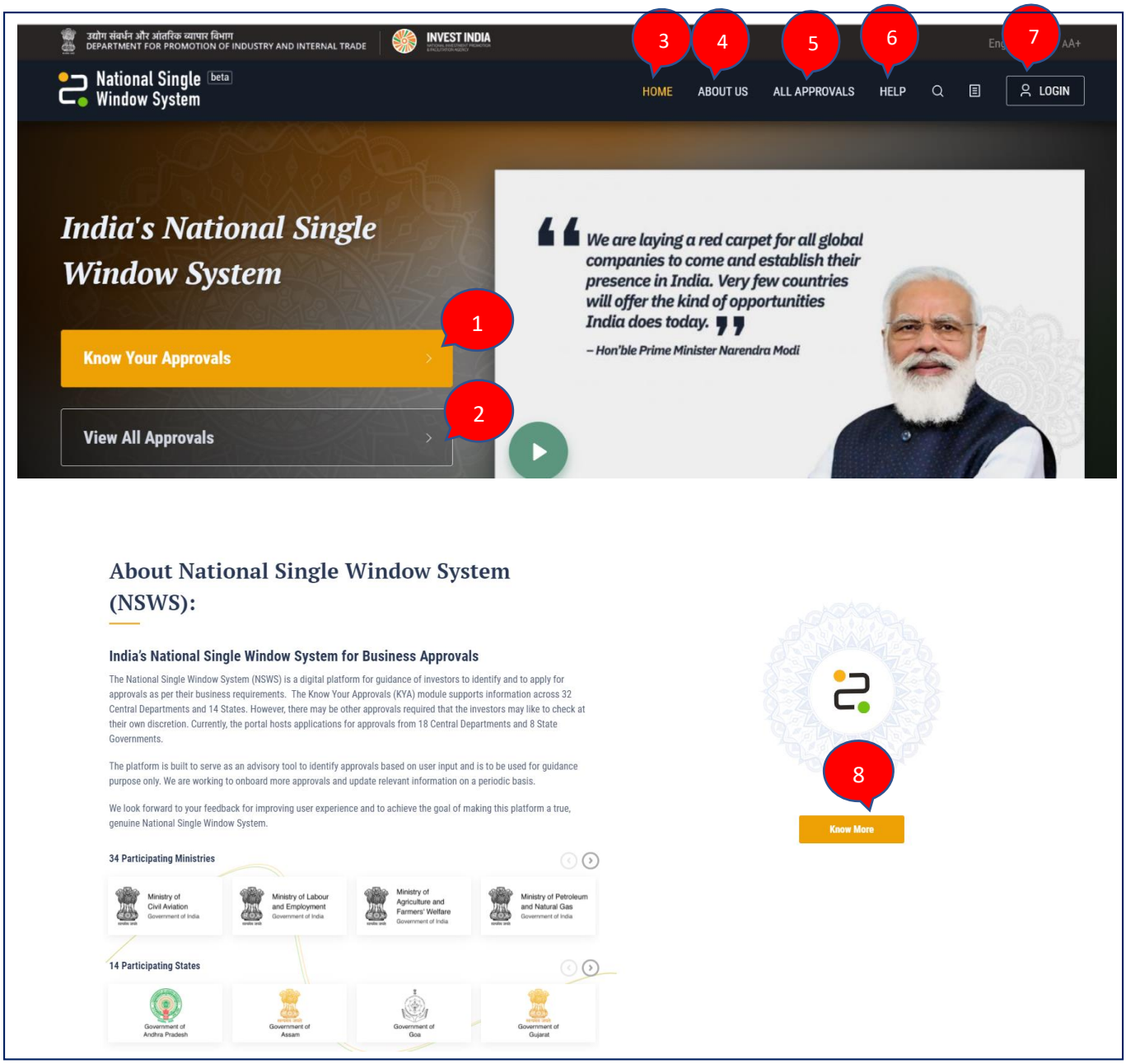


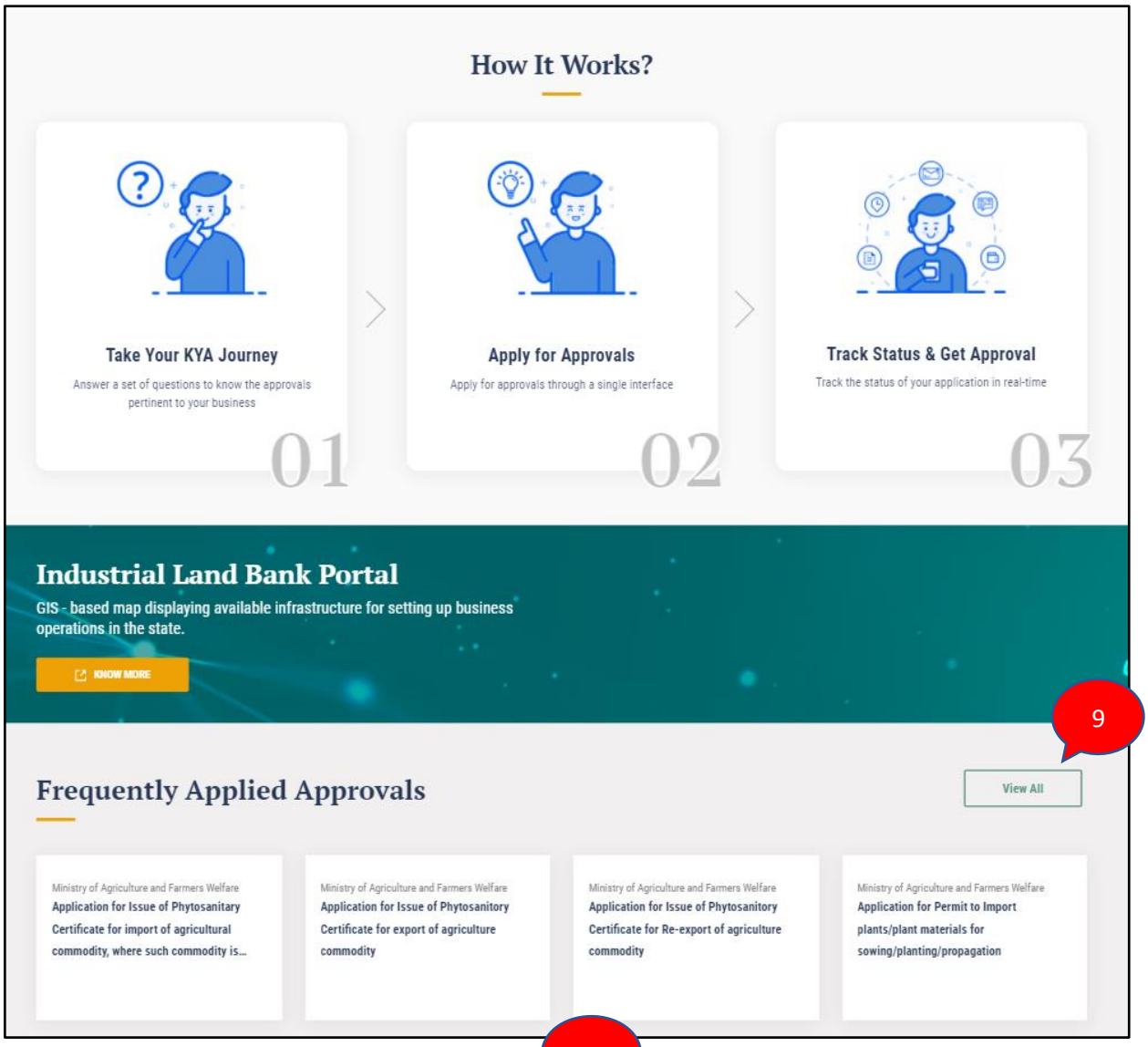
Note: *The National Single Window System (NSWS) is a digital platform for guidance of investors to identify and to apply for approvals as per their business requirements. While NSWS endeavors to keep the list of Approvals and Registrations up to date and accurate, we do not guarantee the completeness or accuracy of this list. This list is provided by NSWS on the Platform 'as is' based on inputs from Ministries/ States and may be subject to change from time to time and NSWS may not be held responsible for losses or damages caused, if any. The KYA feature is completely dependent on the information provided by the User and is only indicative in nature to identify a list of Approvals and Registrations that may be required for the User's business. We recommend the User to undertake their own independent analysis and evaluation of applicable licenses. The acceptance or rejection of the User's application falls under the respective Ministry/ Department's jurisdiction.*

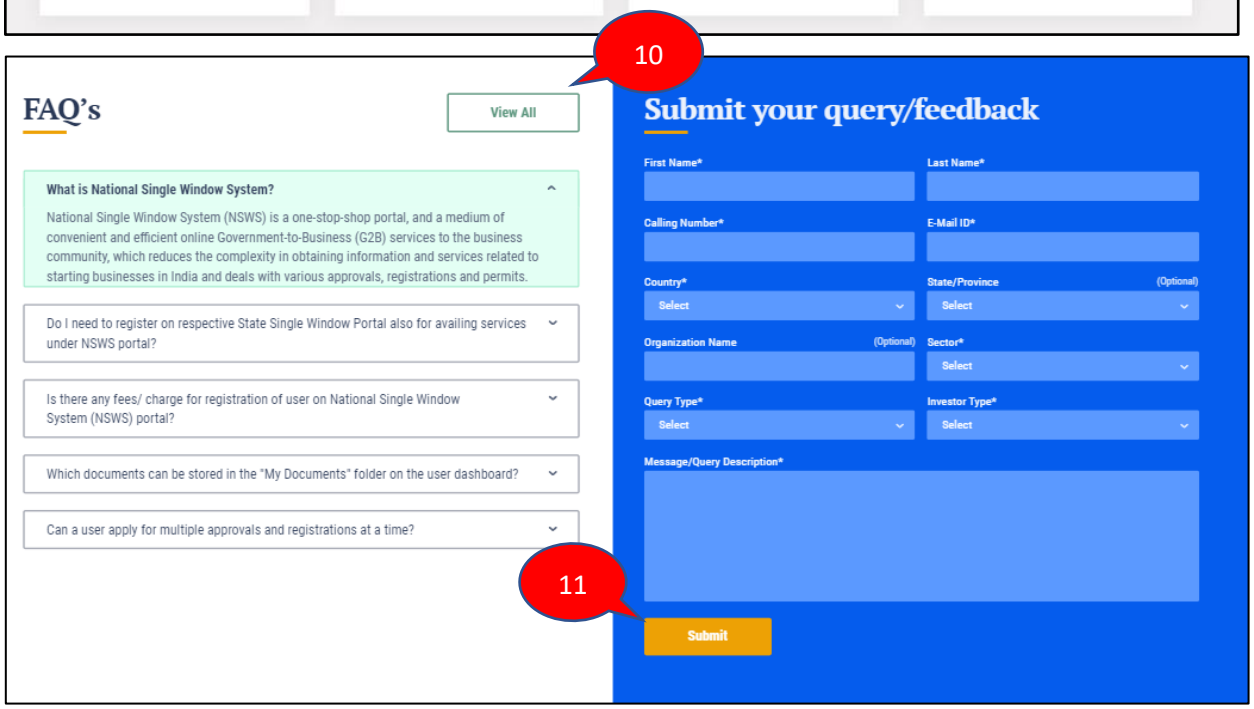
3 NSWS Investor Services

3.1 Introduction to NSWS Home Page

The journey of any new user starts at the NSWS Homepage that can be reached at www.nsws.gov.in. Below is a snapshot of the NSWS Home Page with a brief description of the various services, functionalities, and information available.




How It Works?
Take Your KYA Journey
Answer a set of questions to know the approvals pertinent to your business
01
Apply for Approvals
Apply for approvals through a single interface
02
Track Status & Get Approval
Track the status of your application in real-time
03
Industrial Land Bank Portal
GIS - based map displaying available infrastructure for setting up business operations in the state.
KNOW MORE
9
Frequently Applied Approvals
View All
Ministry of Agriculture and Farmers Welfare
Application for Issue of Phytosanitary Certificate for import of agricultural commodity, where such commodity is...
Ministry of Agriculture and Farmers Welfare
Application for Issue of Phytosanitory Certificate for export of agriculture commodity
Ministry of Agriculture and Farmers Welfare
Application for Issue of Phytosanitory Certificate for Re-export of agriculture commodity
Ministry of Agriculture and Farmers Welfare
Application for Permit to Import plants/plant materials for sowing/planting/propagation


10
FAQ's
View All
What is National Single Window System?
National Single Window System (NSWS) is a one-stop-shop portal, and a medium of convenient and efficient online Government-to-Business (G2B) services to the business community, which reduces the complexity in obtaining information and services related to starting businesses in India and deals with various approvals, registrations and permits.
Do I need to register on respective State Single Window Portal also for availing services under NSWS portal?
Is there any fees/ charge for registration of user on National Single Window System (NSWS) portal?
Which documents can be stored in the "My Documents" folder on the user dashboard?
Can a user apply for multiple approvals and registrations at a time?
Submit your query/feedback
First Name*
Last Name*
Calling Number*
E-Mail ID*
Country*
Select
State/Province
(Optional)
Select
Organization Name
(Optional)
Sector*
Select
Query Type*
Select
Investor Type*
Select
Message/Query Description*
11
Submit

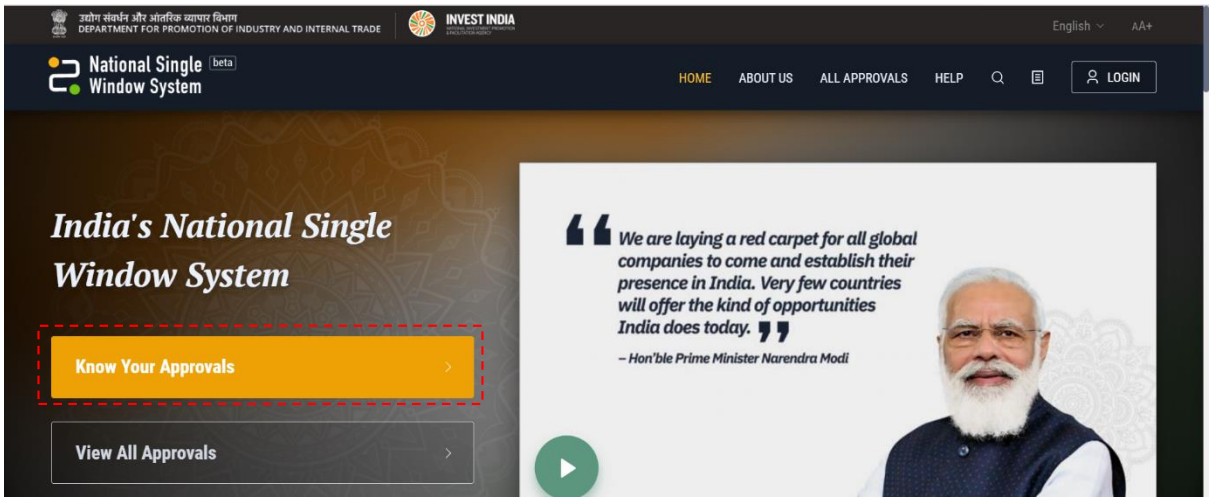
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1. **KYA**: Know Your Approval (KYA) is an intelligent web tool, a dynamic questionnaire that will ask users a set of simple questions and basis the answers that users/investors provide, it enable investors to arrive at the list of approvals required to commence their business in India.
2. **View All Approvals**: This is the repository of all approvals that are available on NSWS, also called Approval Repository. In cases where the applicant is aware of the approvals that they need to set up their business, they can directly select approvals from here without taking the KYA questionnaire. The user can also see the details/attributes of each approval.
3. **About Us**: This page contains brief summary about NSWS, its features and the ministries, state and the team working with NSWS
4. **All Approvals:** Provides user with three options to select or identify the required approvals: Central Approval; State Approvals; Know Your Approvals
5. **Help:** This Page is to aid the user through FAQs, Query Form, Contact Us details
6. **Approval Cart**: This opens the list of all the selected/identified approvals by the Investor to view and apply
7. **Login**: Takes user to the NSWS login page
8. **About NSWS**: This section describes NSWS the participating Ministries and States. Please click on 'Know More' to see the details about it
9. **View all approvals**: Connects user to the Approval Repository (refer point 2)
10. **FAQ's**: NSWS has a set of Frequently Asked Questions to help users with queries regarding the process and the system. Click here to visit the Help Page to access more FAQs
11. **Ask Your Questions**: Submit this form to connect with us and ask your questions

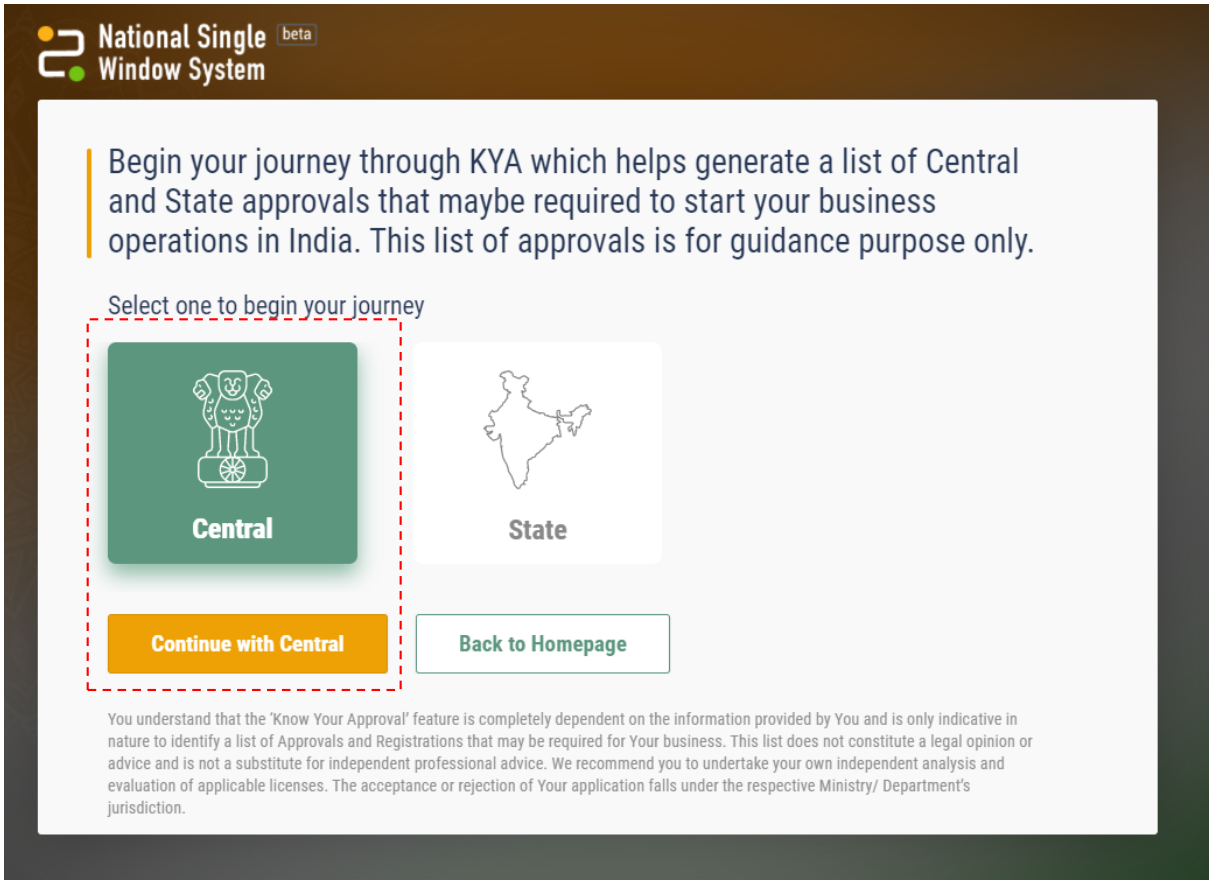
3.2 Identifying / selecting approvals

3.2.1 Use KYA functionality to identify applicable approvals

1. Visit the Home Page and click on Know Your Approval Now to take the KYA Journey



2. The tool has two different sections for both Central government and State government approval. Select Central or State to proceed with Central KYA and State KYA respectively.

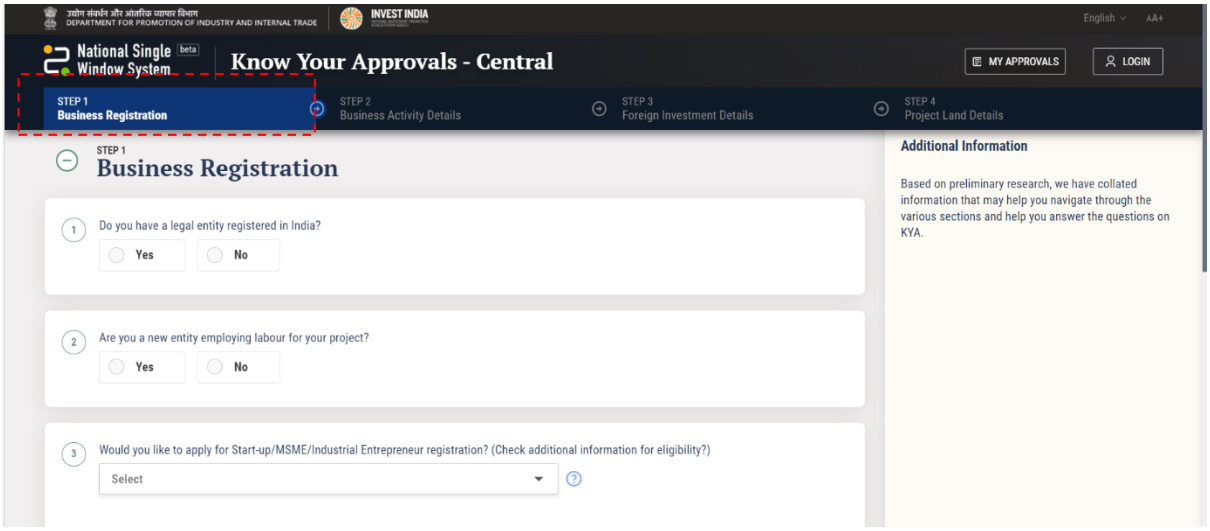


Central KYA:

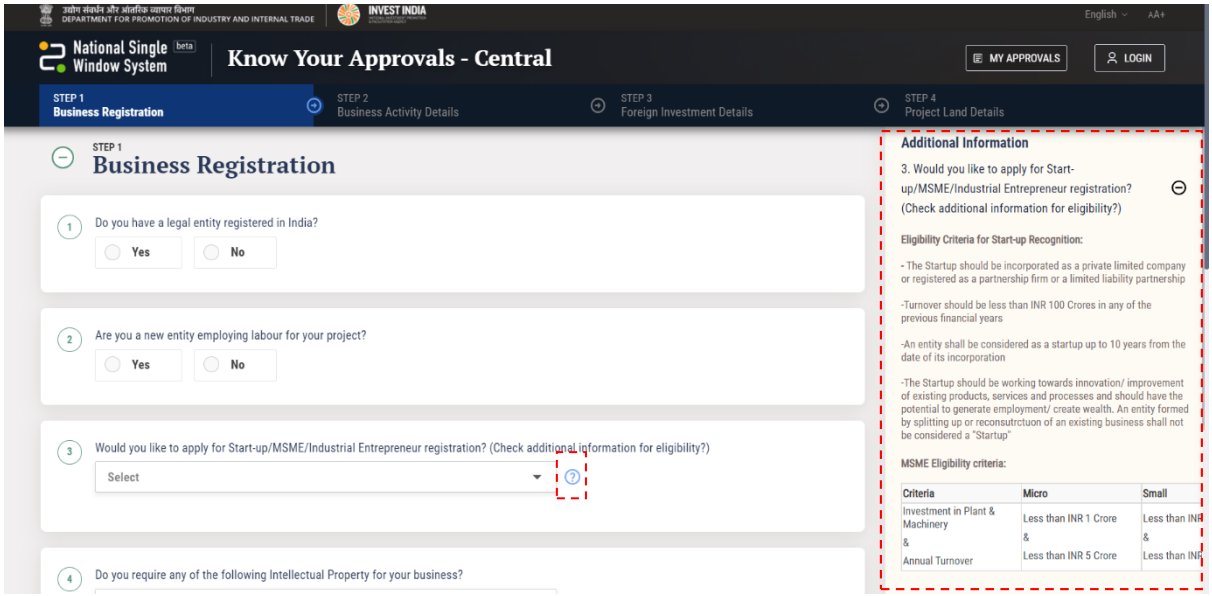
The Central Approvals module has four sub-sections: Business Registration, Business Activity Details, Foreign Investment Details and Project Land Details.

Process to follow:

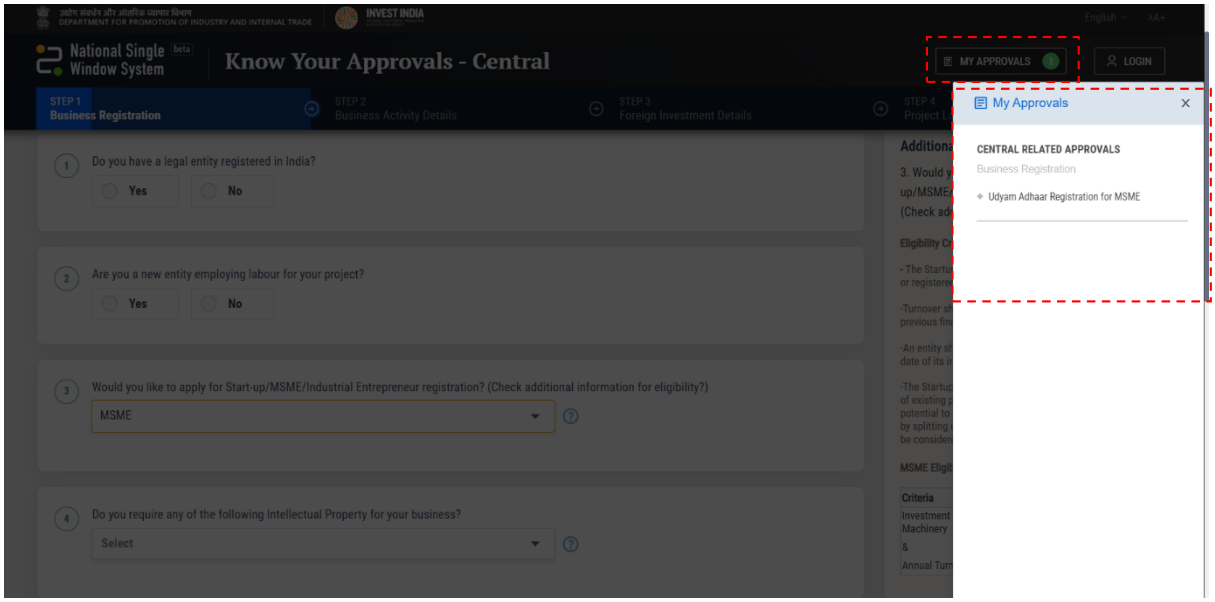
1. Click on "Business Registration" tab
2. Answer the set of question that appear



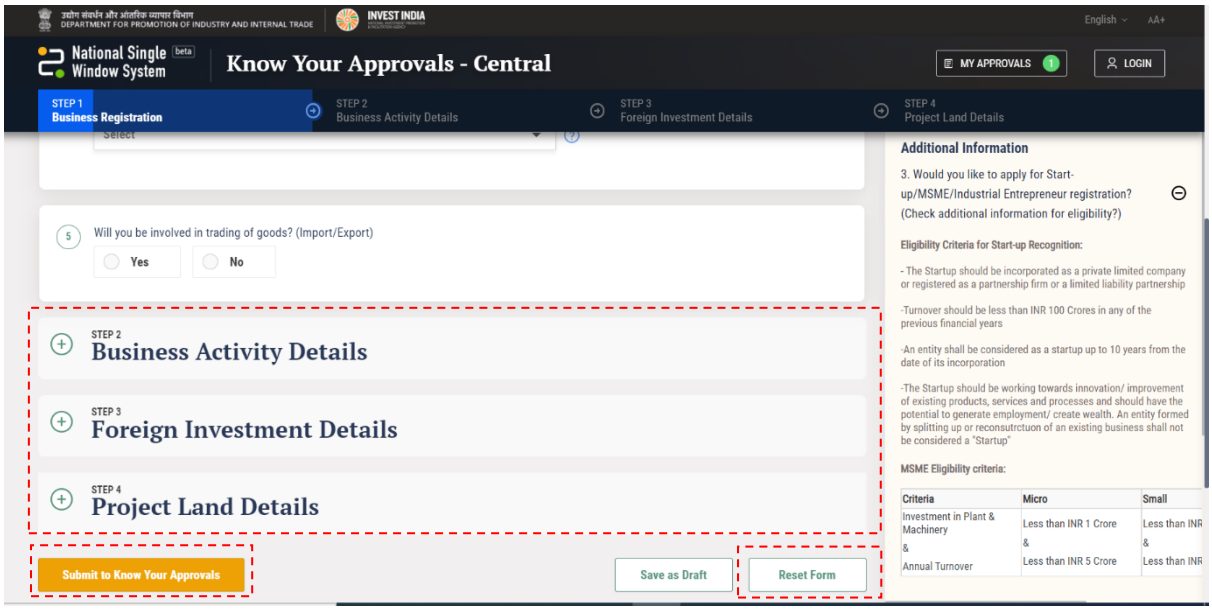
3. Click on the '?' icon to read the additional information to understand the question better
4. Any additional information for the selected question (if available) will appear in the right panel, to help the investor understand and answer the KYA better



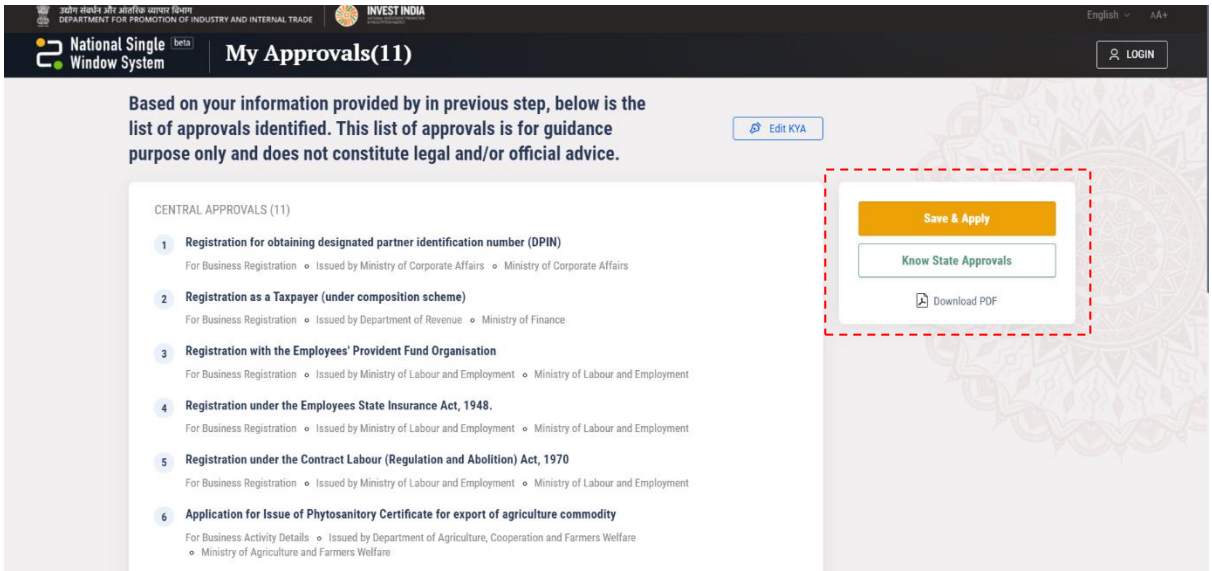
5. Click on "My Approvals" tab to see the list of identified approvals



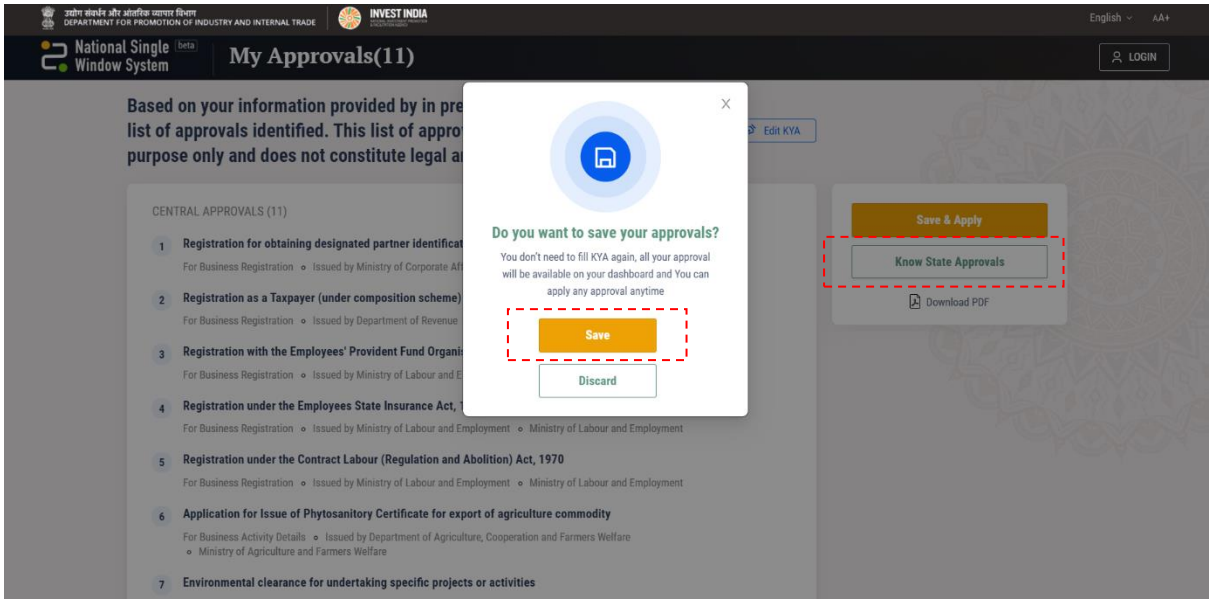
6. Now complete the questionnaire for other three sections/tabs as well
7. Click on Submit to Know Your Approvals or Reset Form to take the Journey Again



8. On clicking Submit, the user will be taken to the KYA Result Page to see the list of approvals identified
9. The user can either proceed to save and apply or take State KYA journey

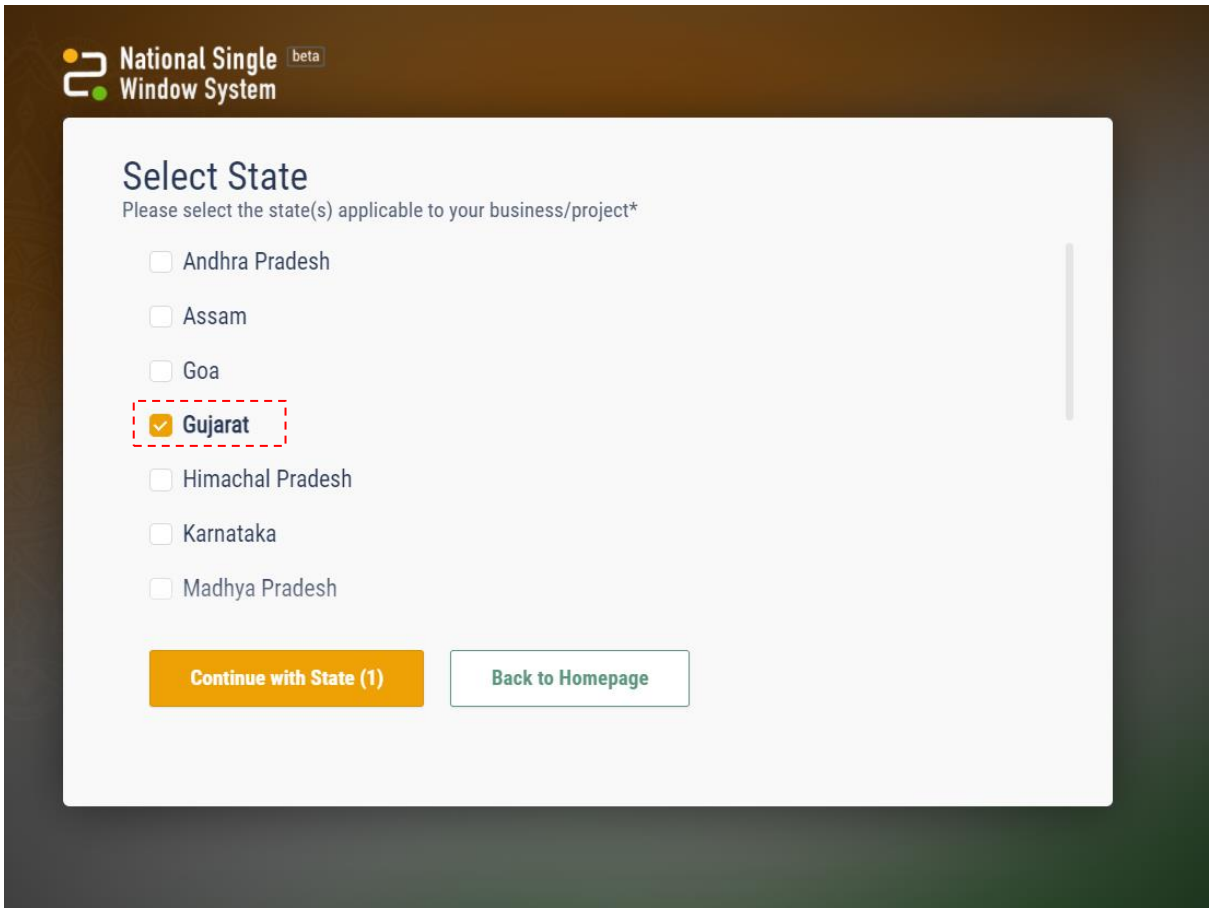


10. On clicking Know State Approvals, the user would be asked to save the approvals identified by the central KYA. To save the list of approvals, user is required to sign into NSWS. (refer section 3.3.1 to understand registration and login)



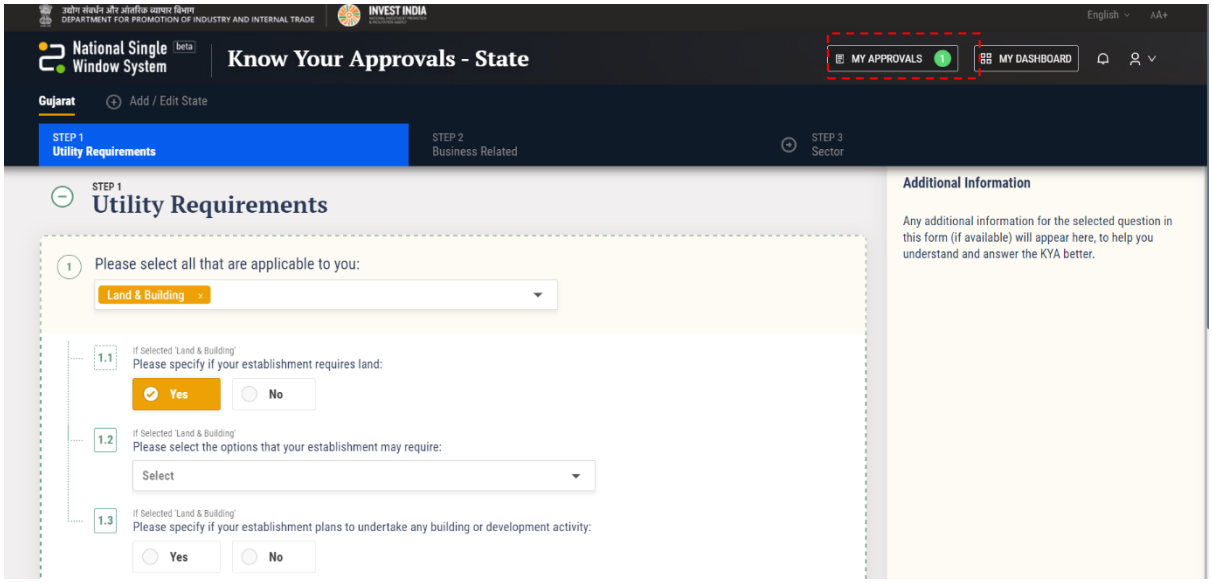
State KYA:

1. Select the applicable State to undertake the State KYA and click on continue

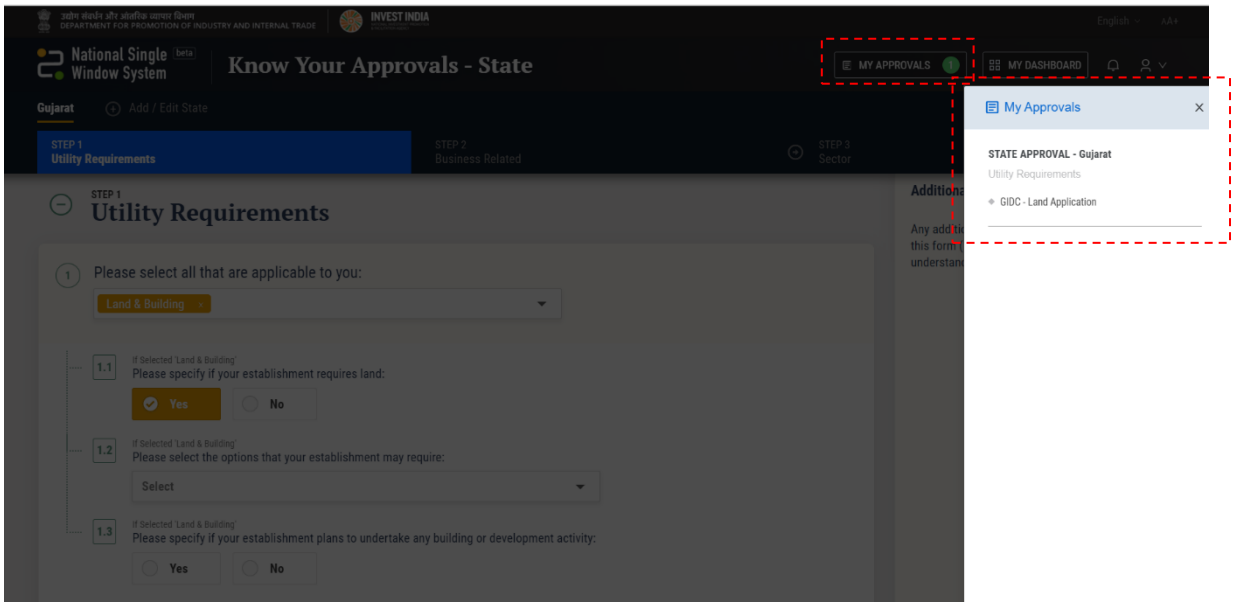


The State Approvals module has three sub-sections: Utility Requirement, Business Related, Sector Specific Questions.

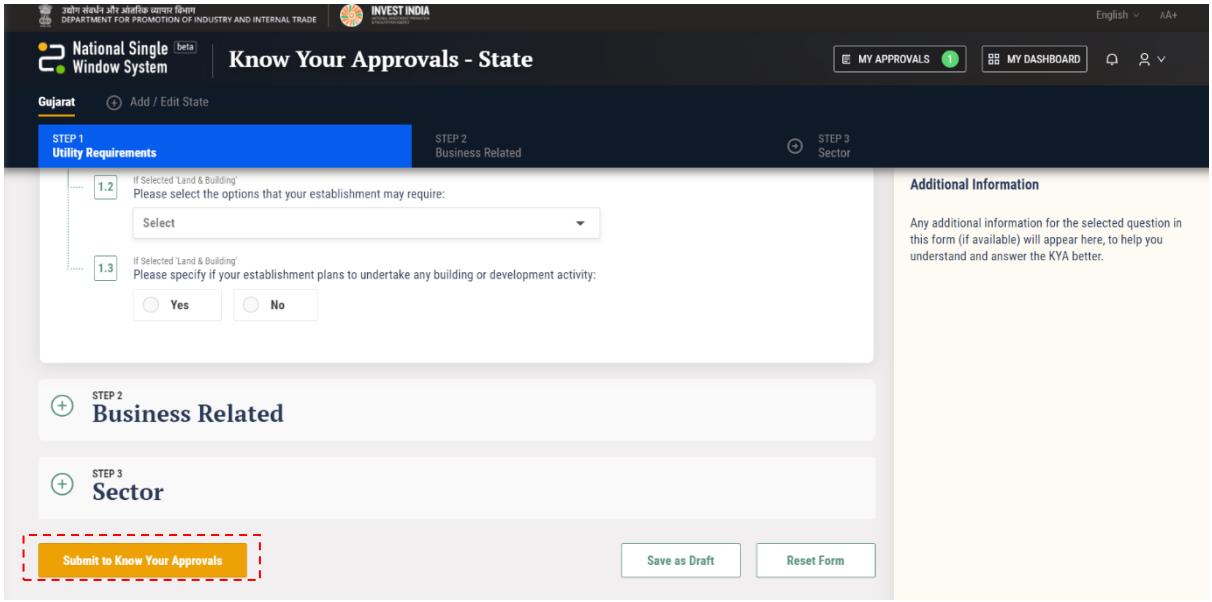
2. Follow the same steps as described above for the central KYA journey



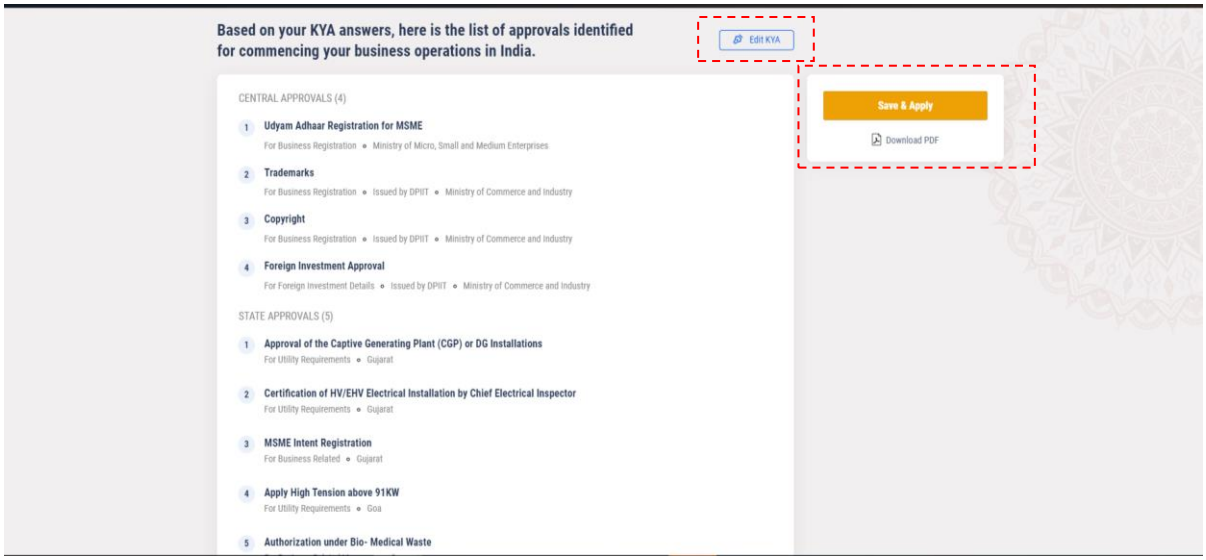
3. Screenshot above shows the additional information on the right panel



4. Screenshot above shows selected approvals under My approvals



5. Complete KYA by answering all the three sections. User can then proceed to the next State Approvals if user has selected more than 1 state or Submit the State KYA



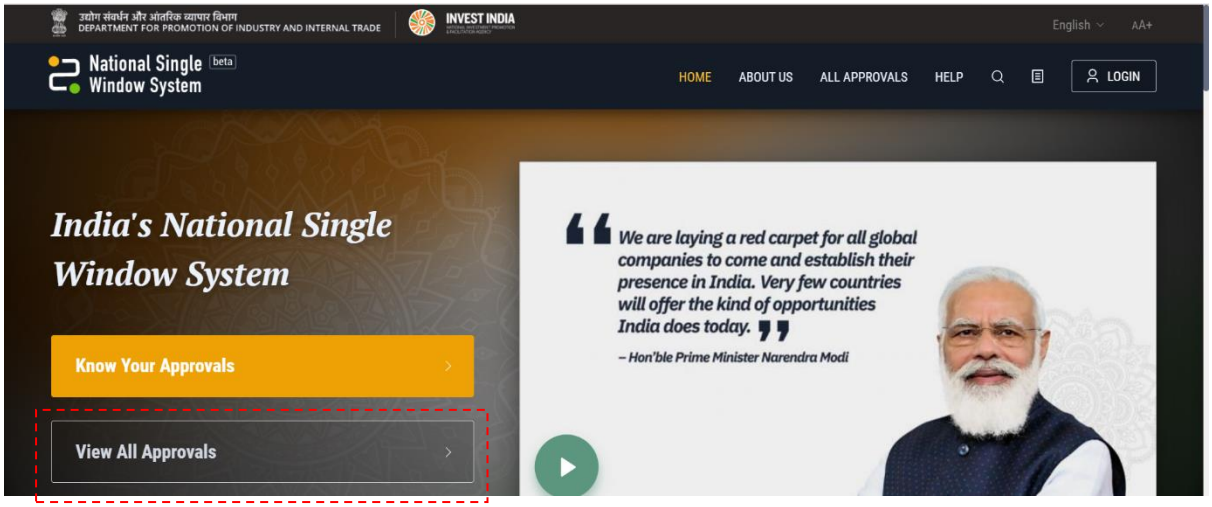
6. On completing the state KYA, user will be taken to the KYA result page. The user can either edit KYA response or Save and Apply for identified approvals

3.2.2 Use Approval Repository to select applicable approvals

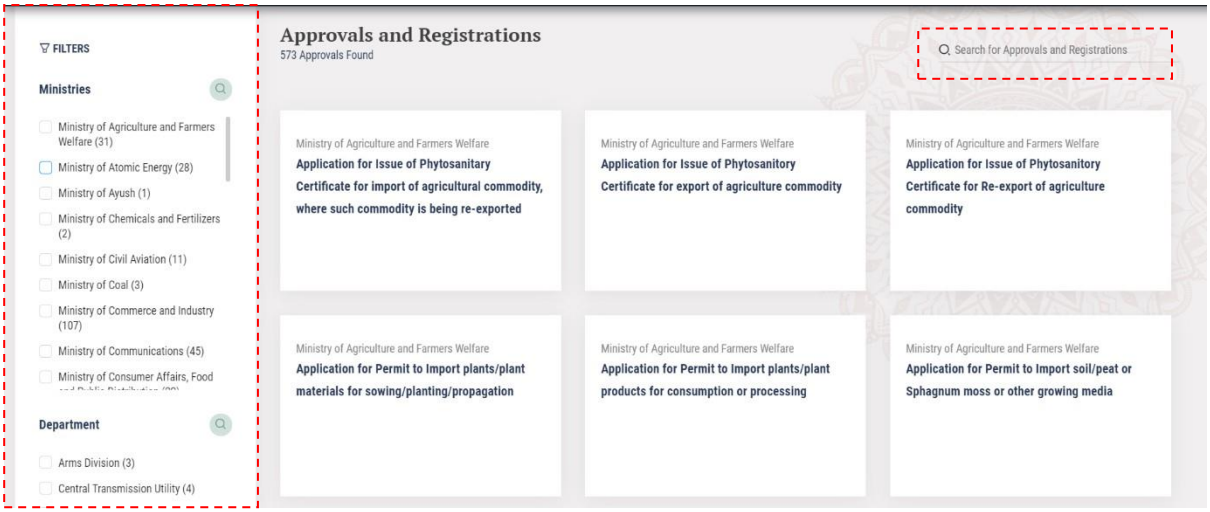
In cases where the applicant is aware of all the approvals that they need to set up their business, they can directly log in and apply for approvals without taking the KYA questionnaire.

The Approval Repository has a list of all the licenses that can be taken and applied from the system segregated under the Ministries and Department. An investor can go the Approval Repository section and search for the required licenses and apply for them either in one go for multiple license or one by one.

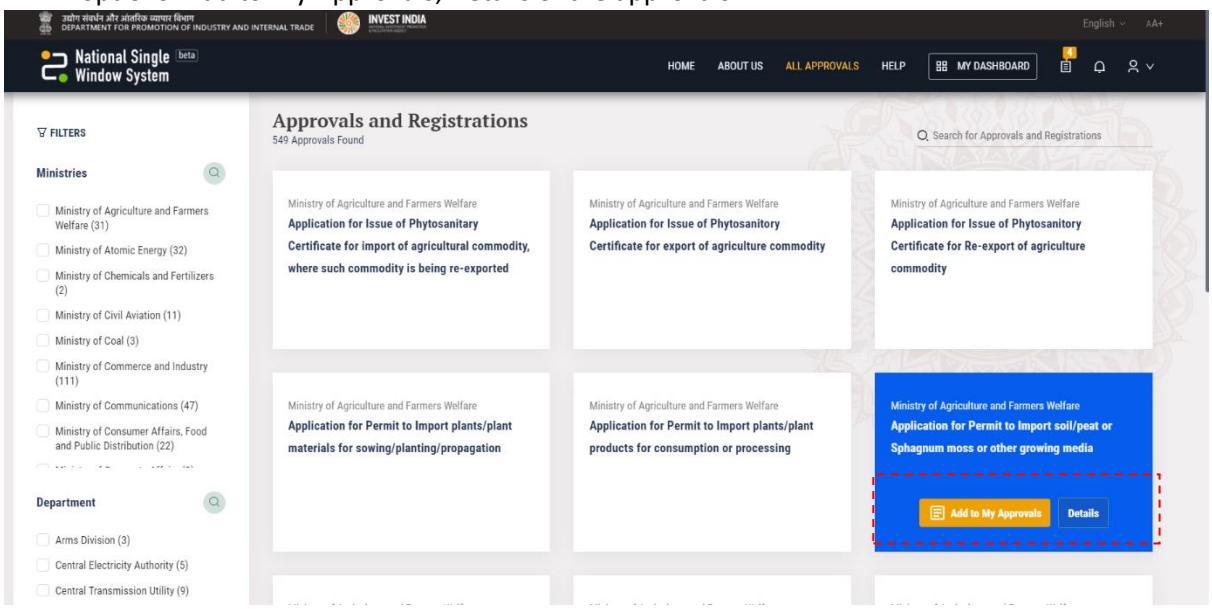
1. Visit the Home Page and click on View All Approvals to see all the licenses of the ministries



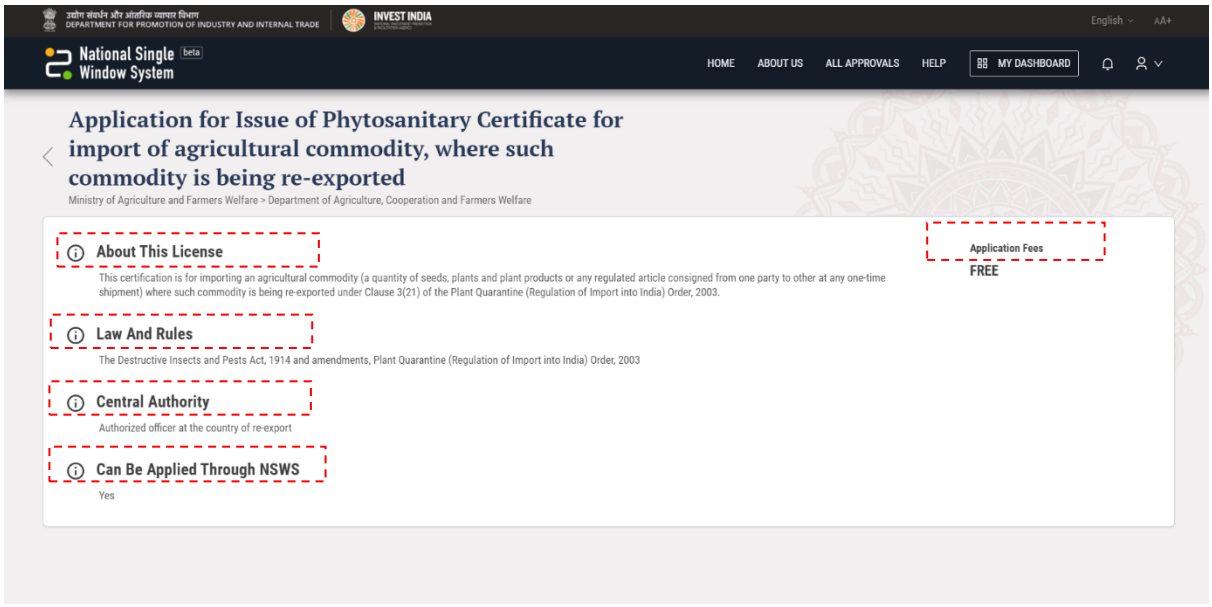
2. The necessary approvals can be chosen either by filtering your respective ministry through the filters on left panel of the screen or by putting the approval/ministry/department name in search bar



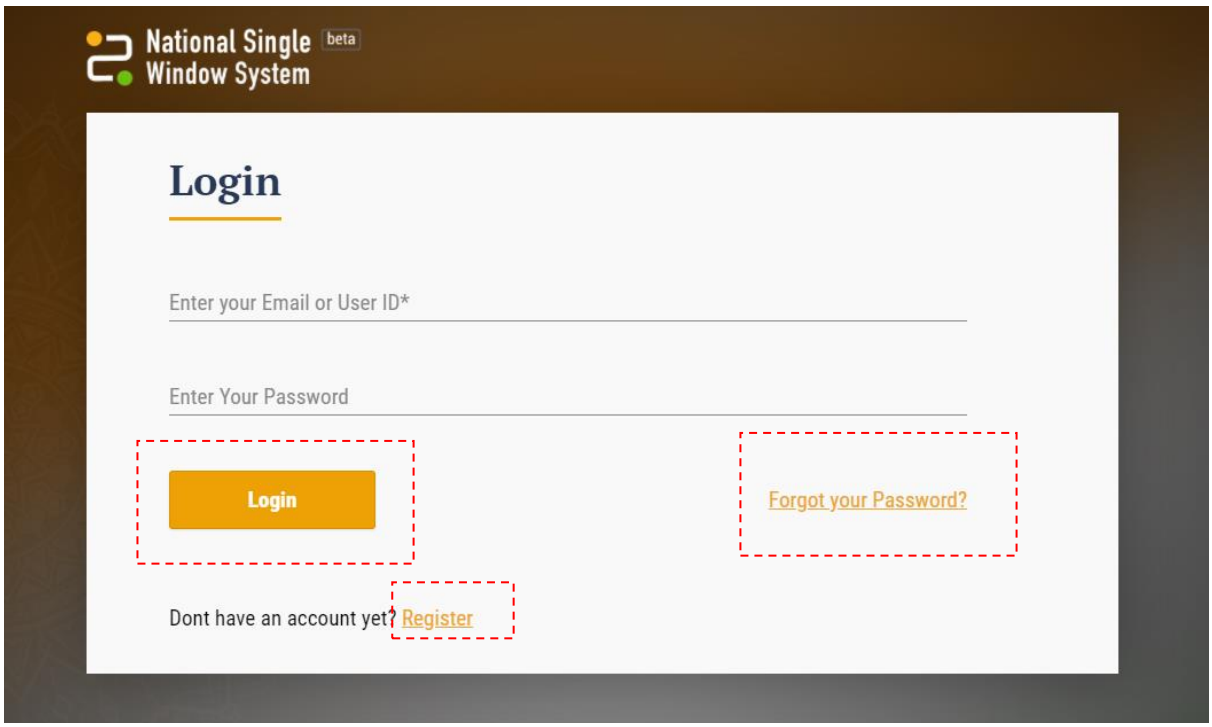
3. The investor can view all the details of all the approvals by clicking in the approval tile. There are two options: Add to My Approvals; Details of the approvals



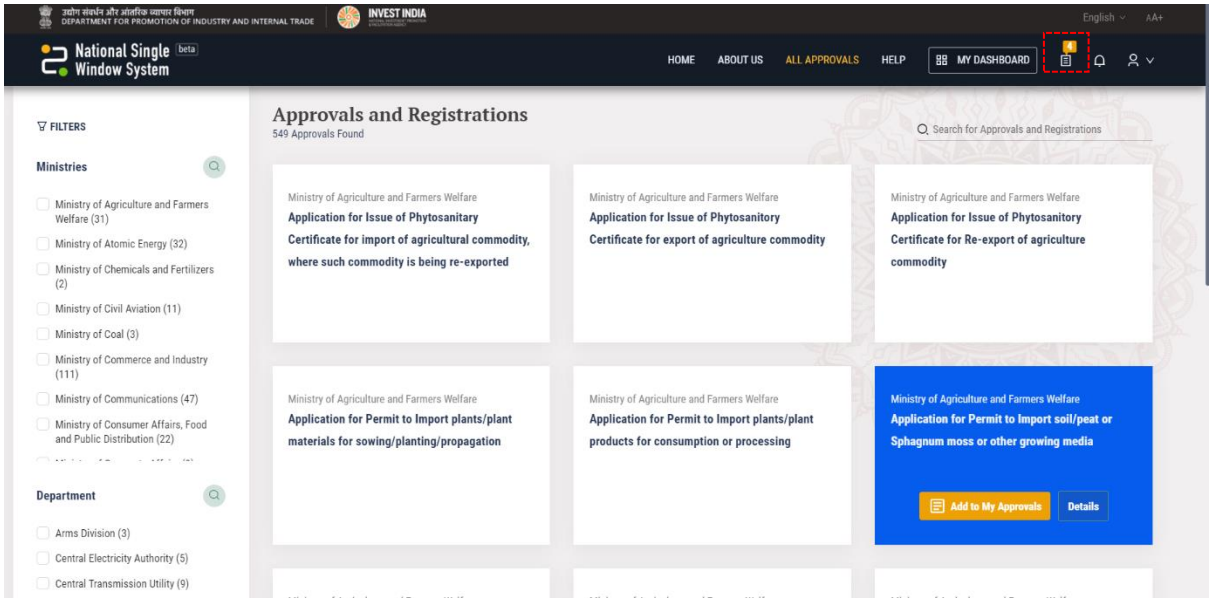
4. Click on Details to know more about the approval such as Description of license, Documents Required, Law and Rules, Concerned Authority



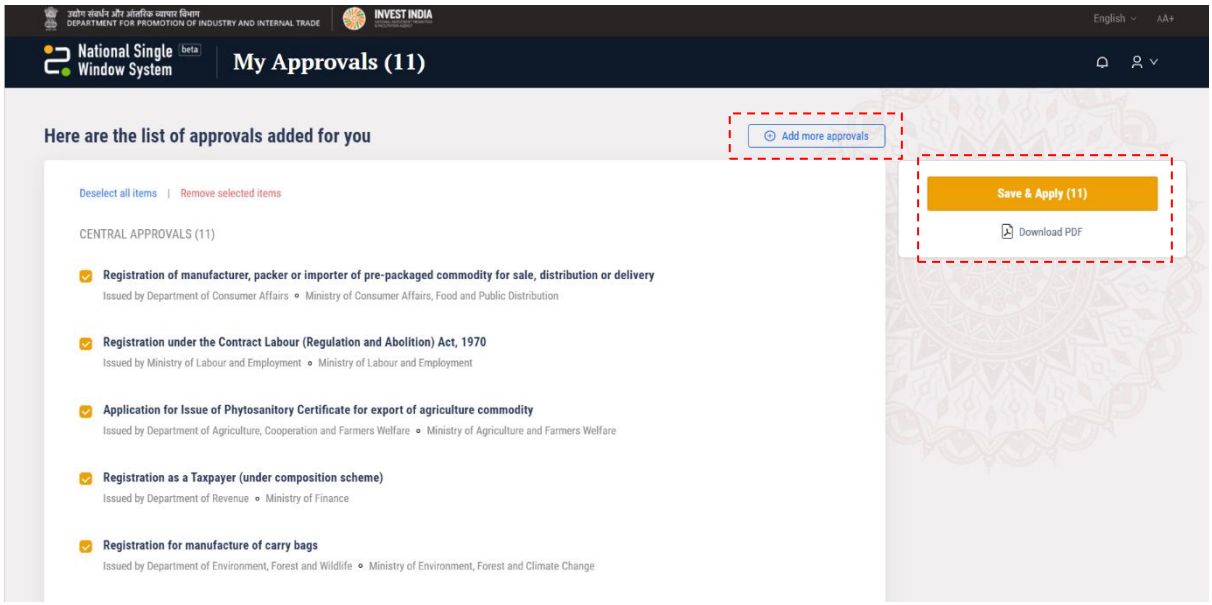
5. As soon as the user clicks on “Add to approvals”, the user is taken to the login page to login into NSWS and add approvals to approval cart (refer section 3.3.1 to understand login and registration)



6. After clicking “add to my approvals”, a pop up will appear giving a success message



7. Click on the approval cart icon (marked in screenshot above) to see the list of licenses added to the cart



8. The user can either click on Save & Apply to apply for the approval and fill the concerned form or click on Add more approvals to go back to the Approval Repository

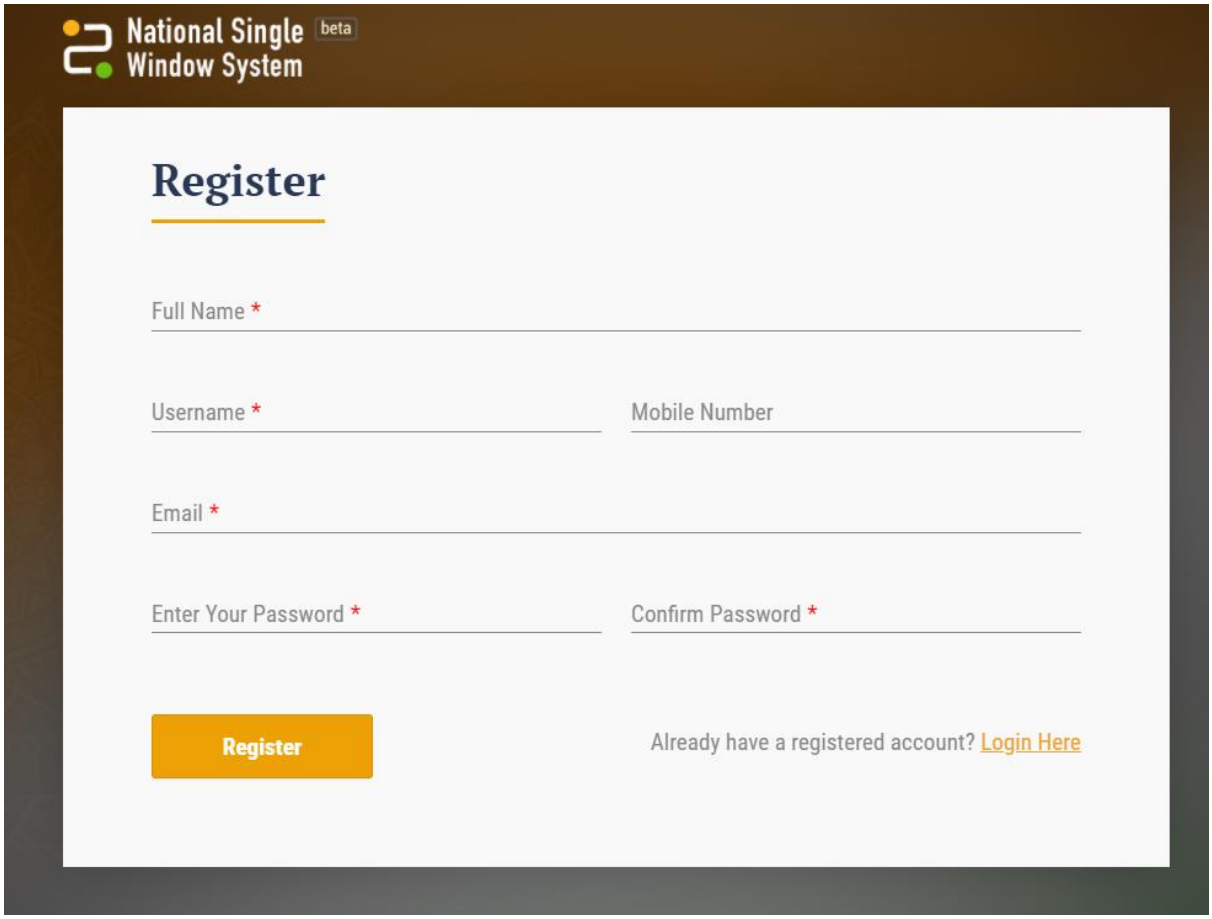
3.3 Apply for Identified or selected approvals

3.3.1 Login/Register

Before a user moves to his dashboard, he/she needs to log into NSWS to access the approvals and apply for the same.

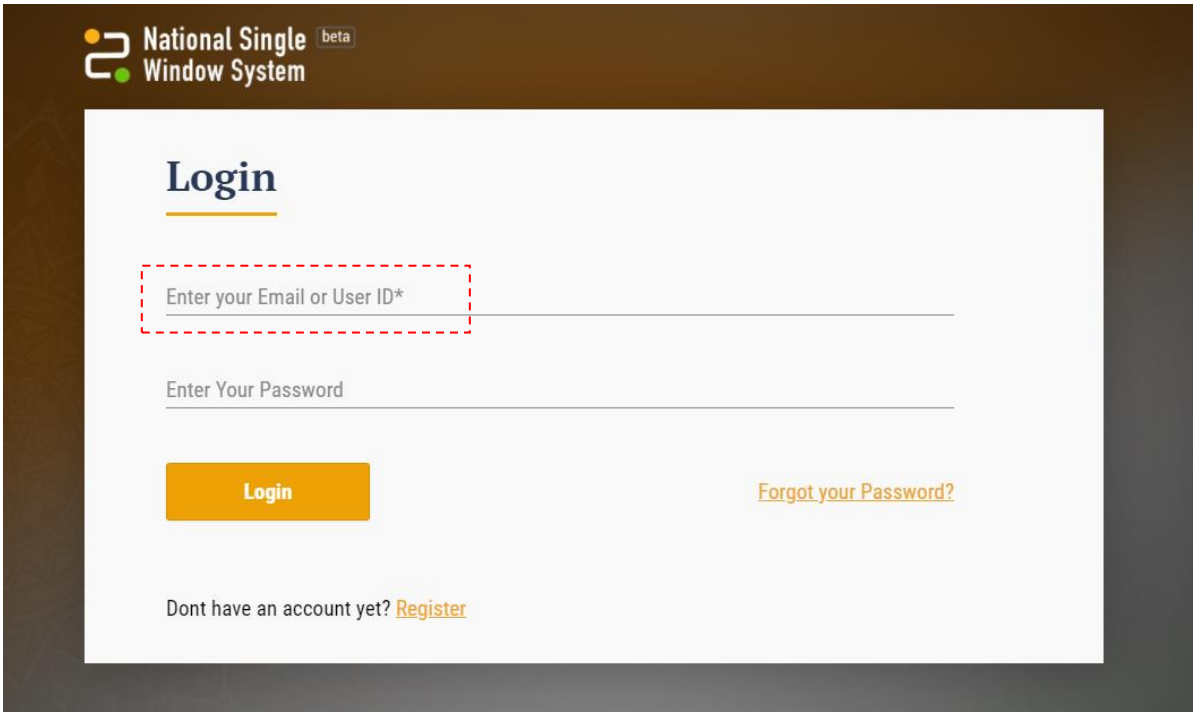
1. For registration, user will be needed to provide the below details:
   - Full Name*
   - User Name*

- Mobile No.
- Email ID*
- Enter password*
- Confirm Password*

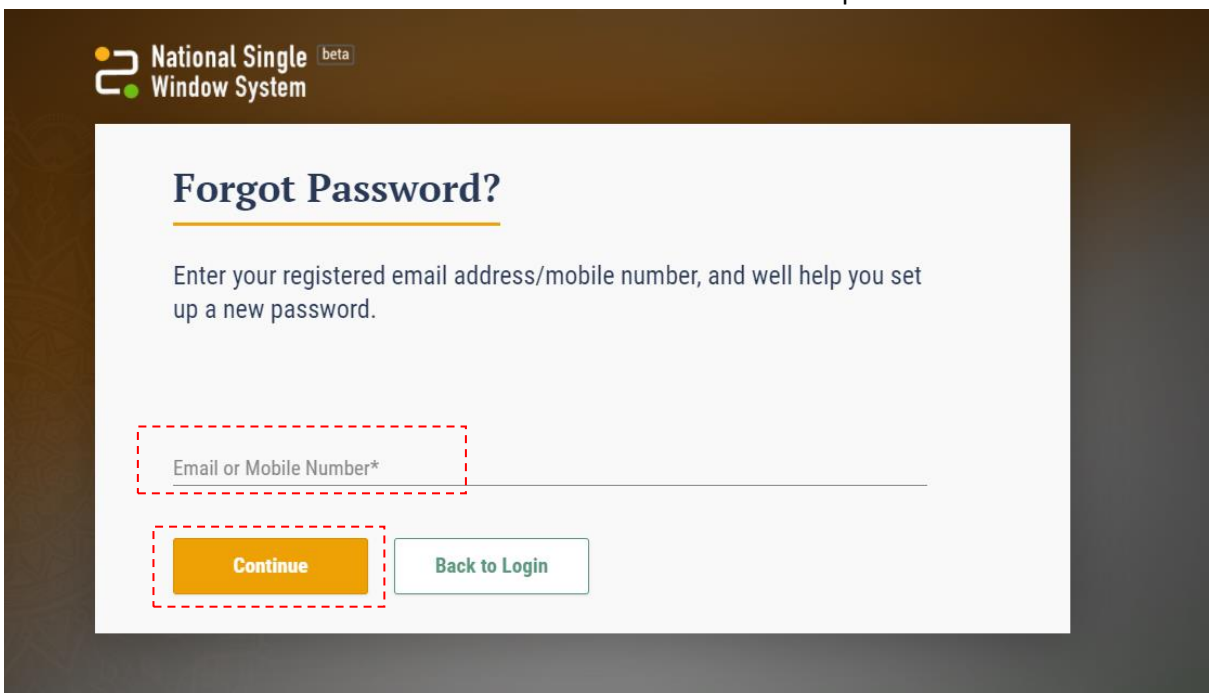


2. After registering, user will receive a verification email to verify the details provided

3. If the user is already registered, she/he can login using the Email ID or User ID. Later, there will be a provision of login through SWS ID as well



4. User will also be able retrieve the password using the forgot password functionality. Enter the mobile number or email id and click on continue to retrieve the password.

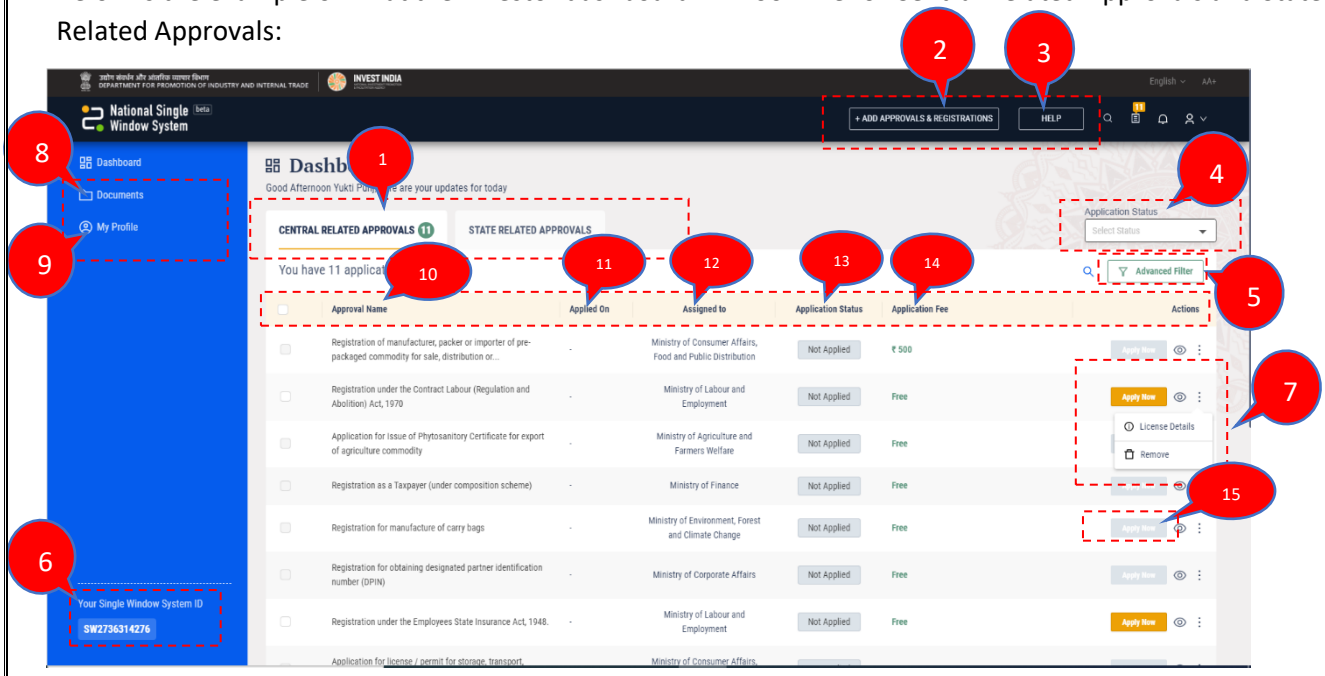


3.3.2 Proceed to Dashboard

Once the investor has added all the required approvals in his/her account, they'll start appearing on the Investor's Dashboard with approval wise respective statuses. The user will be able to apply for the approvals, check for status of applied approvals and respond to Ministry's queries from his/her dashboard.

There are two tabs on the dashboard, one is for the Central Approval listing and status and the other is for the state approvals. User will be able to apply for the Central approvals through NSWS and for state approvals, user would be redirected to the State Single Window system.

Below is the example of what the Investor dashboard will look like for Central Related Approvals and State Related Approvals:



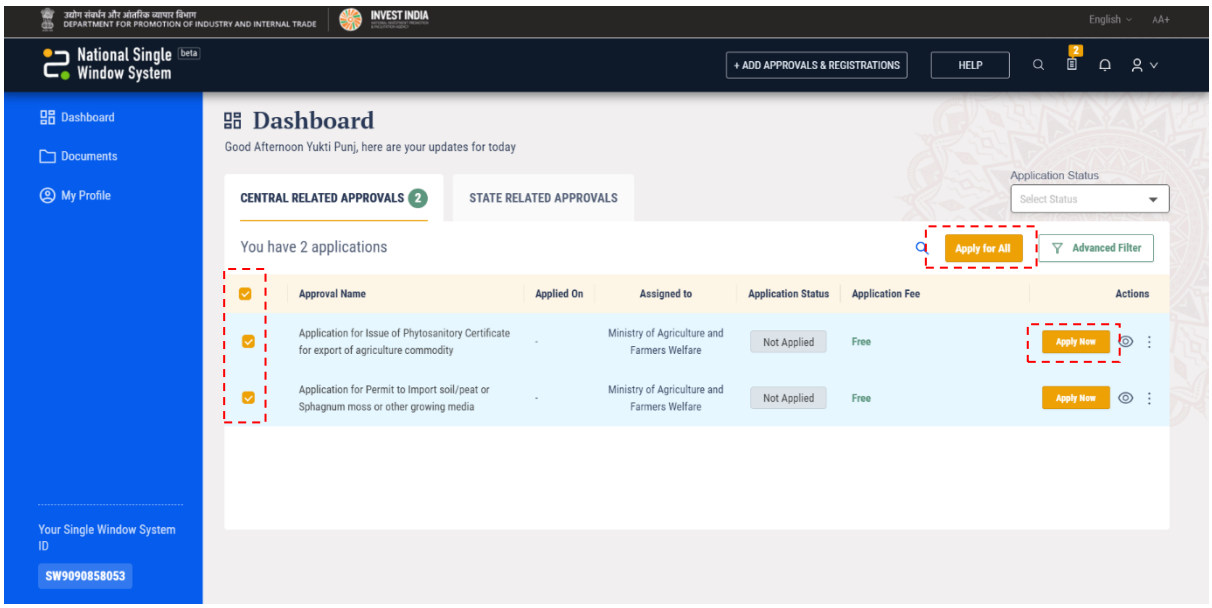
1. The user can see the list of central and state related approvals by clicking on the respective tab
2. **Add More Approvals**: Gives user the option to go to Approval Repository or retake KYA to add more approvals
3. **Help:** This will give user the option to go to FAQs, see this Investor Guide, or go to Contact Us page
4. **Application Status**: Select your filter to filter the list of approvals (refer section 3.3.7.1)
5. **Advanced Filter and Search**: User can use it filter the approvals basis the ministry name and date of application filling. User can type out the name of approval in search bar directly to filter the approval
6. **SWS ID**: Shows the Single Window System ID which can later be used to login as well
7. **Action Icons**: Eye Icon will let the user view the filled application and it's processing; 'i' icon/option will show the details of the approval; remove icon/option will allow the user to delete the approval from dashboard
8. **Documents**: Allows user to store and access documents that he/she can upload/attach in multiple applications for ministries and state approvals. Investors can also view or download any documents issued by the concerned authority
9. **My Profile**: Allows user to edit his/her profile details. The user can change their mobile number in the user profile. The email ID cannot be changed.
10. **Approval Name:** Name of the selected/identified approval, clicking on approval name will show the approval details
11. **Applied On**: Applied on will indicate the date on which approval was applied on
12. **Assigned To**: Lists the name of the ministry to whom your application is sent
13. **Application Status**: Gives the real-time status of the application. Please refer to Section 3.3.7.1 for further details
14. **Application Fee**: The fee associated with the application

15. **Apply Now (Grey/In-active button):** For Apply Now button that is grey in color or in-active, NSWS is currently working to bring those approvals on the portal. For time being, those approvals can be applied be applied through the respective ministry/department websites

3.3.3 Apply for Selected Approvals

The applicant has an option of applying for applicable approvals separately. All approvals do not have to be applied for at the same time.

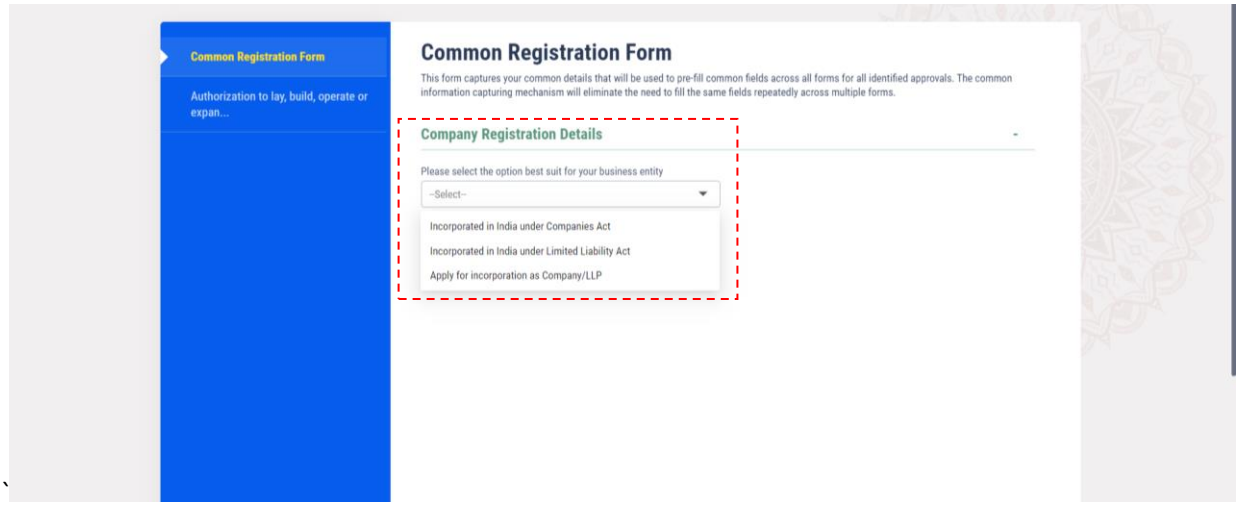
User will have the option to apply for multiple approvals together by selecting the approvals together or can be applied one by one through the dashboard.



3.3.4 Fill Common Registration Form

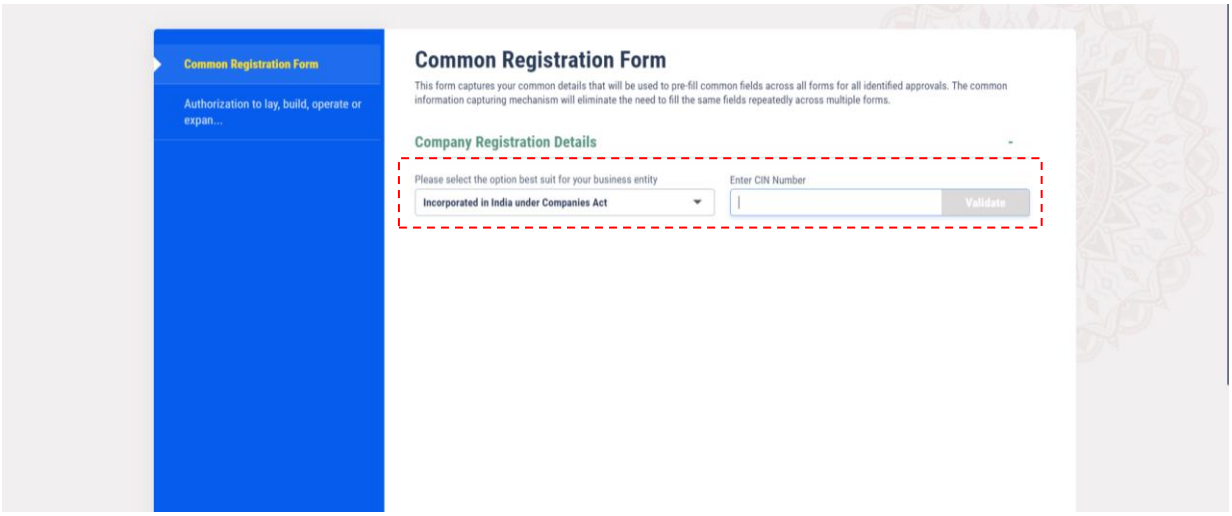
Once the user selects the approvals/ licenses they want to apply for, they will have to fill up the **CRF mandatorily** to access the approval specific forms, which will consist of common fields across different forms such as CIN/LLPIN Number, Name of applicant, address, business entity details etc. Once the common fields are filled, these will be auto filled in all the other forms that the investor will be filling subsequently. These auto-populated fields would be user editable.

1. Fill Registration Details: Select the registration option for your Business Entity

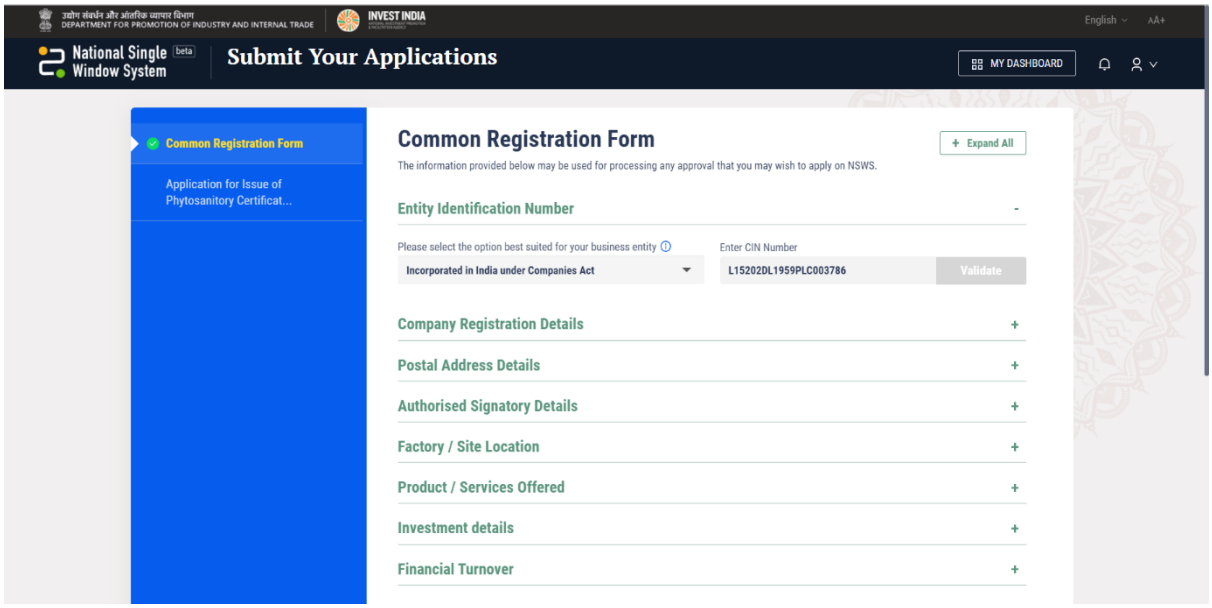


If **the investor has an incorporated business entity**:

2. Enter CIN/LLPIN basis your selection if your business entity is already incorporated



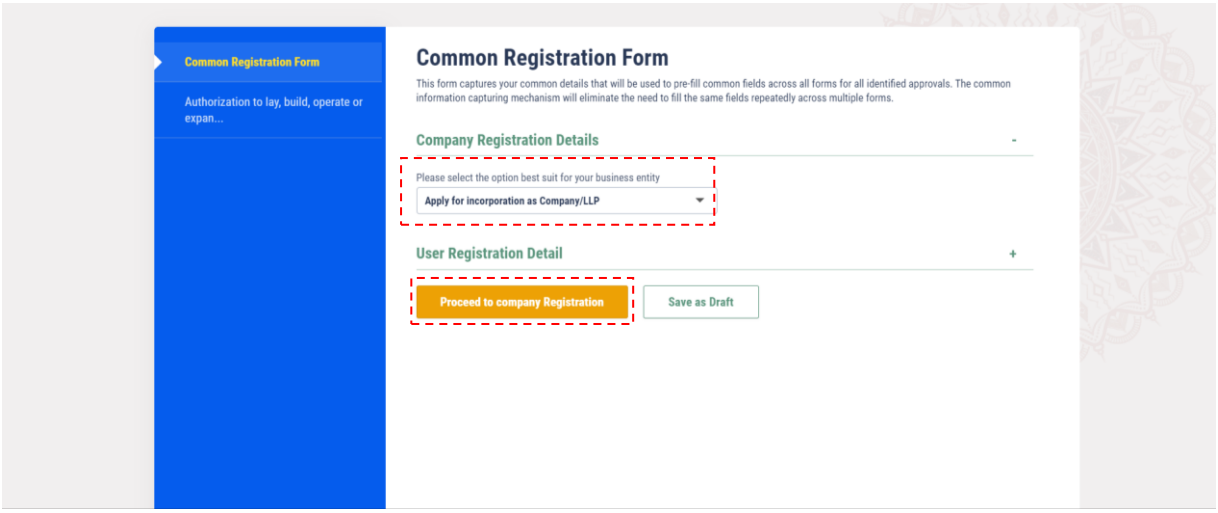
3. Once the CIN/LLPIN is validated, the user can proceed with the CRF and fill all the sections as shown below



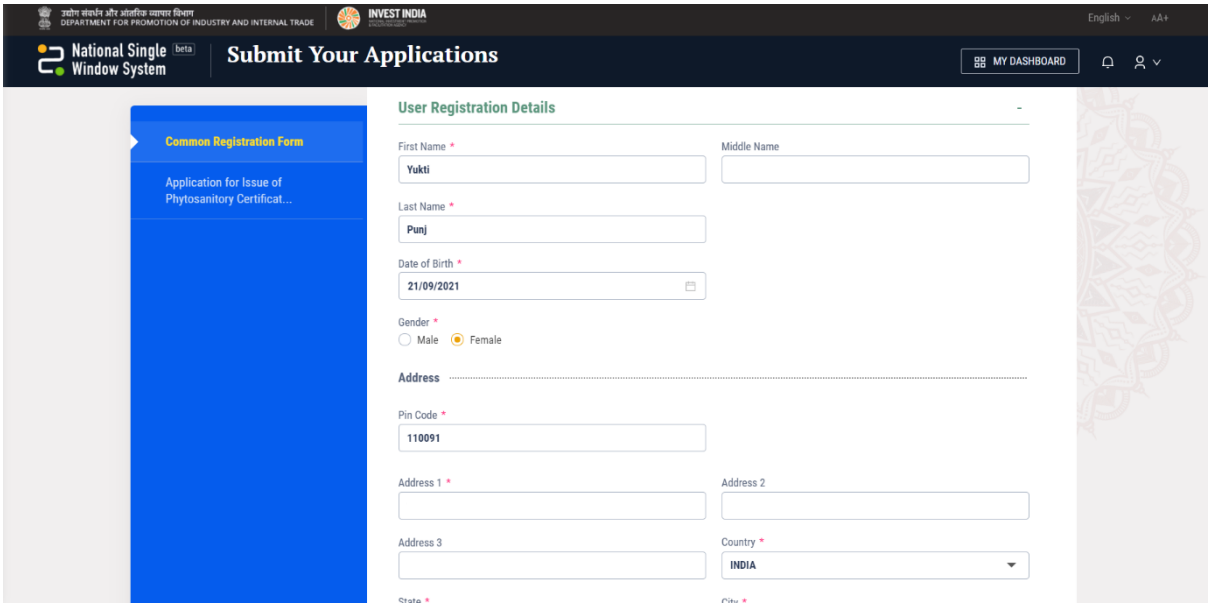
Maximize the section to fill the required fields within the CRF.

All the other application forms will appear on the left panel of the screen. Once the user complete CRF, he/she can proceed with the application forms

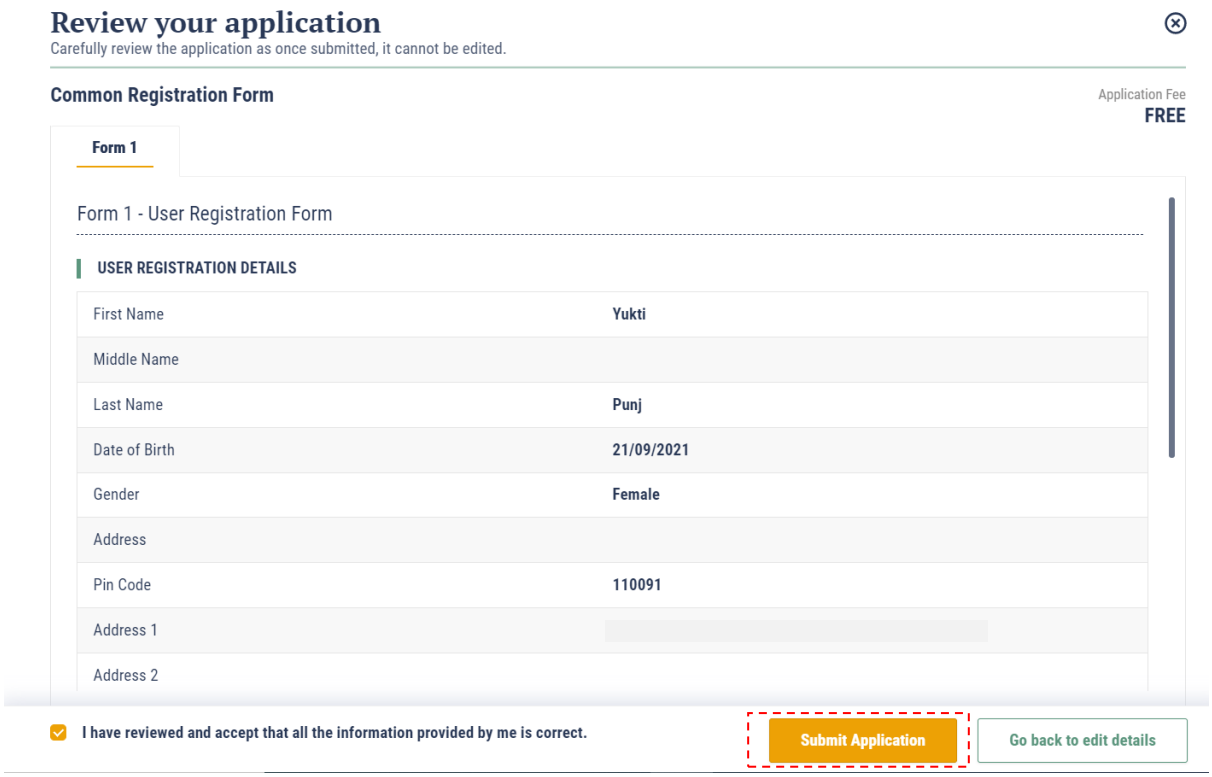
4. If the **investor's entity is not incorporated** and they wish to apply for incorporation, then the investor can select the same in CRF.



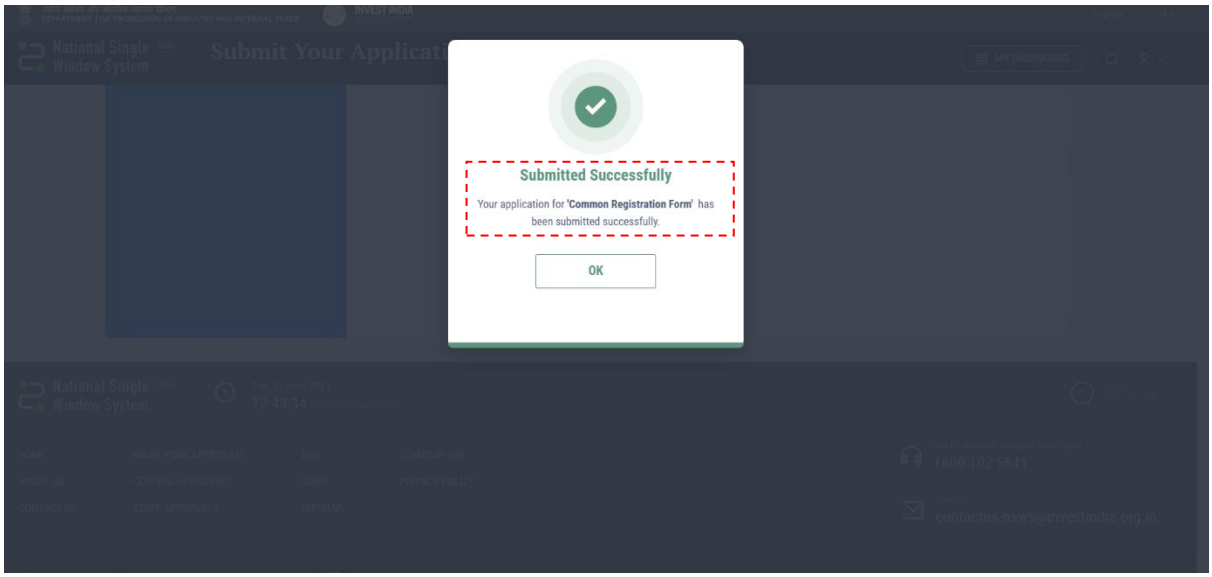
1. Fill the User Registration Details and click on Proceed to company Registration after filling the form



2. Review the application and submit



3. The user will receive a success message



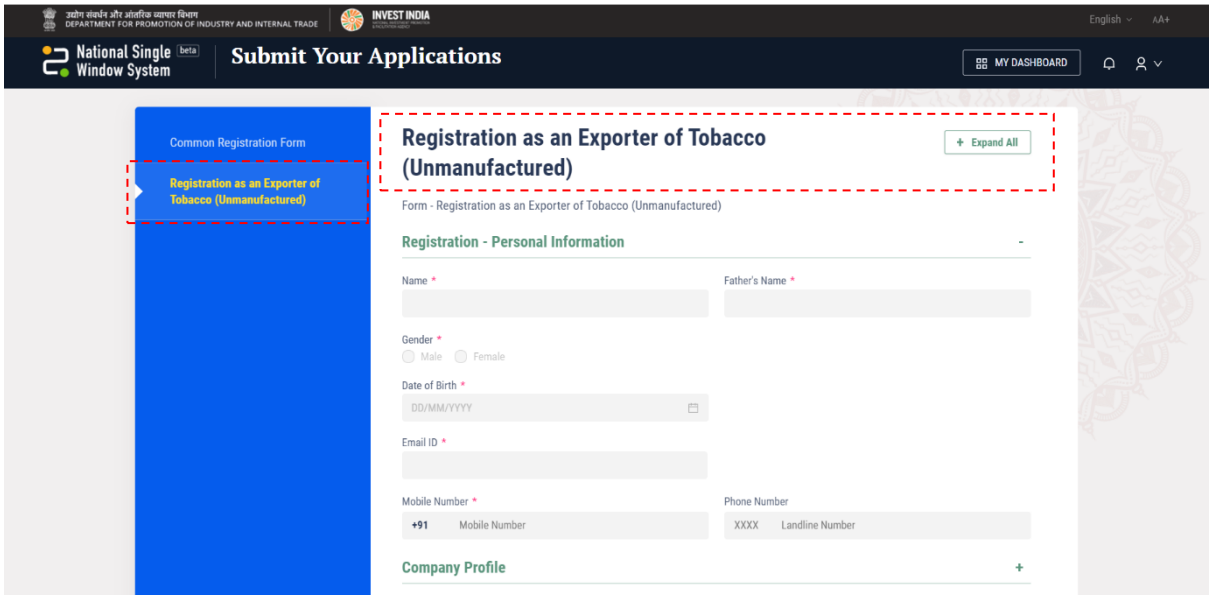
Once the ministry reviews the application form, the user will get a link in his/her dashboard through which the user can navigate to the Ministry of Corporate Affairs' Portal. The user can complete the incorporation process of his/her business entity there. The status of the incorporation application can be viewed through his/her Dashboard on NSWS.

Once the entity is incorporated, he/she can go back to the CRF to enter the CIN/LLPIN and proceed to apply for approval specific forms. All the application forms on NSWS can be filled only after the applicant's entity is incorporated with MCA.

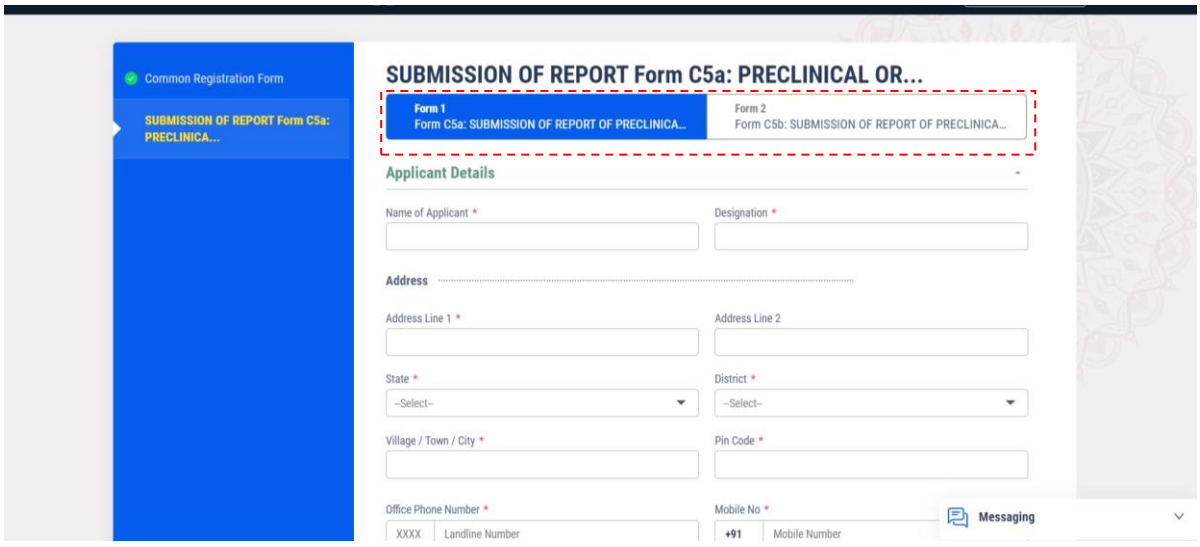
3.3.5 Apply for Central Approvals

3.3.5.1 Fill Application Forms

The user would get license specific forms – which will have license specific fields only, the other common fields will be auto-populated with the information provided in CRF. These auto-populated fields would be editable for the user and the user can fill each of the application form to get the approvals



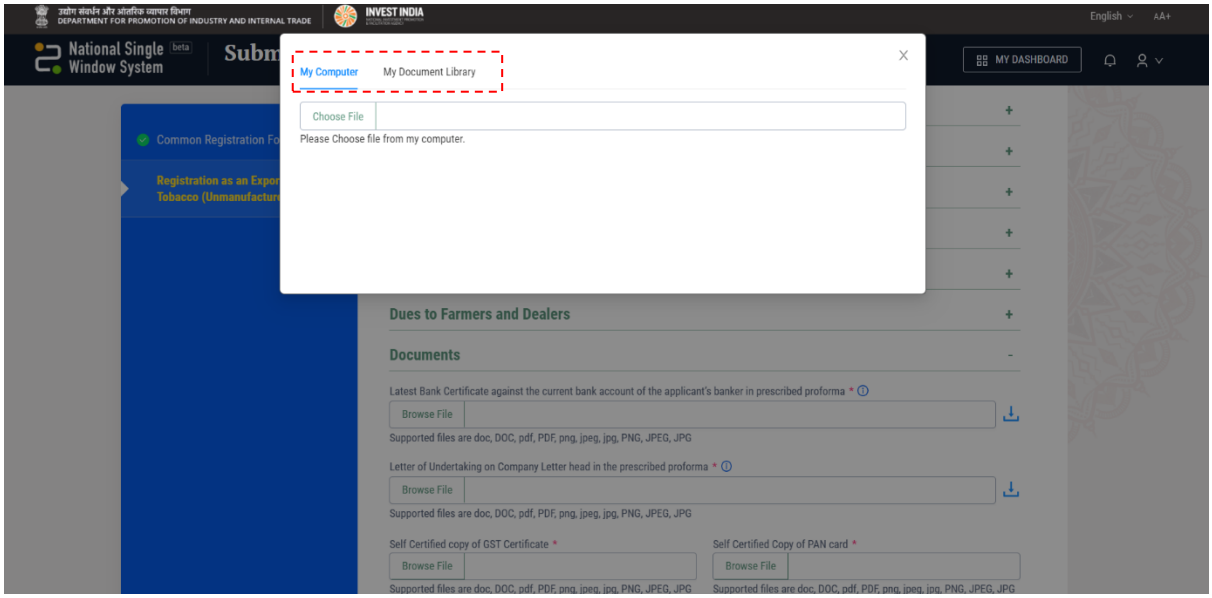
There can be approvals that requires the user to fill more than one application form. For such applications, click on respective form tab linked with an approval and fill all those forms to apply for the approval. Below is an approval with two associated forms



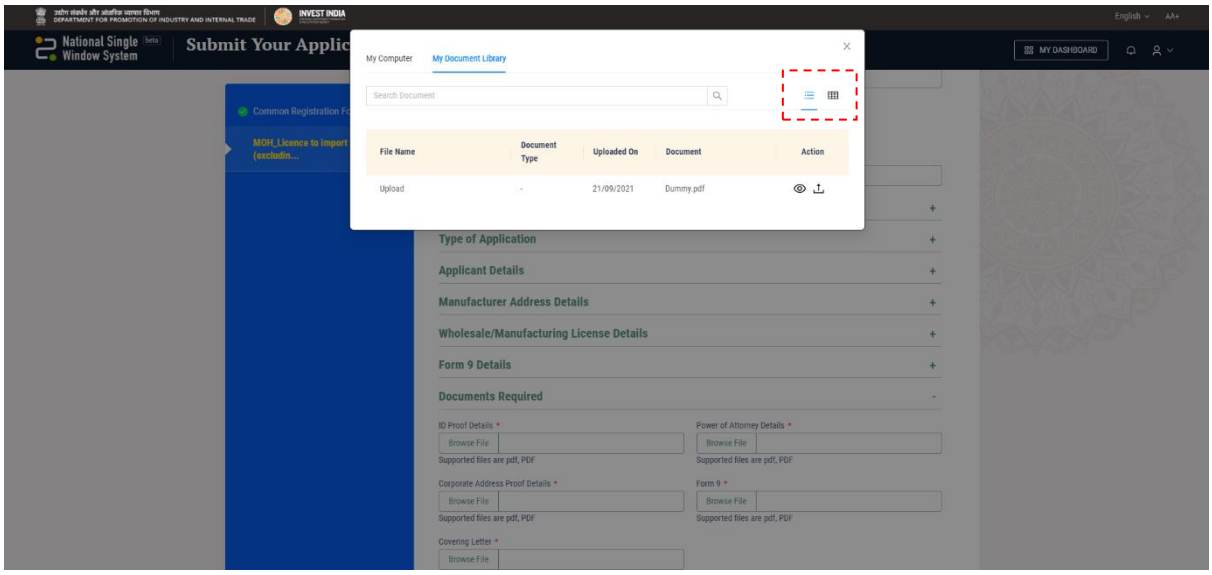
3.3.5.2 Upload documents/template-desktop or document repository

There are three ways in which an investor can add documents while filling up a form.

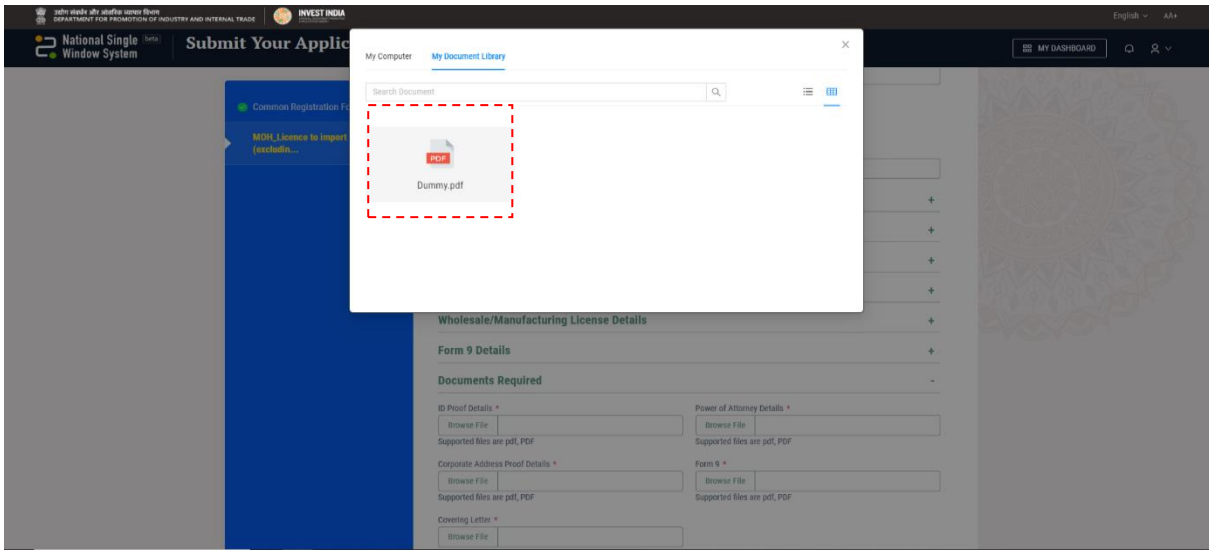
1. Through Desktop



2. Investor will also be able to see a copy of all the uploaded documents (uploaded for the applications) together under the Documents module. This will be the document repository for the Investor, and s/he will be able to view and download any of them if needed. The user can also upload documents in applications using document repository.
   a. Below is a screenshot of it in listing view



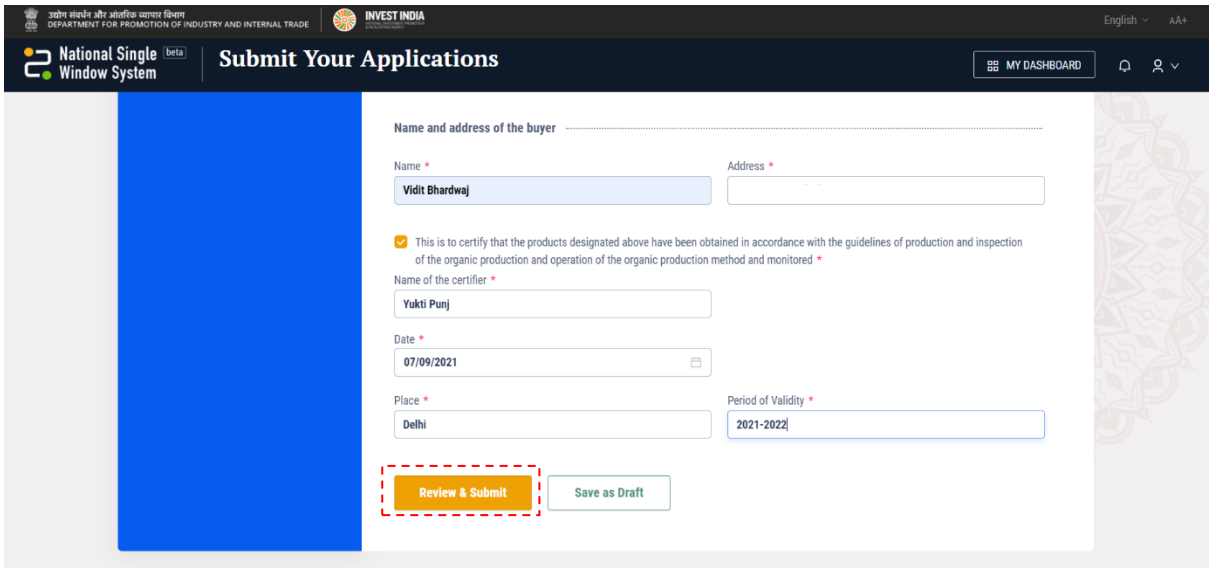
b. And in larger icon view



3. For few documents, the user will be given an option to download the template along with the file upload field, fill the template and upload the documents through desktop

3.3.5.3 Review Application and Submit or Save as Draft

After filling the complete application form, the user can review and application and submit or save a draft of the application to apply later

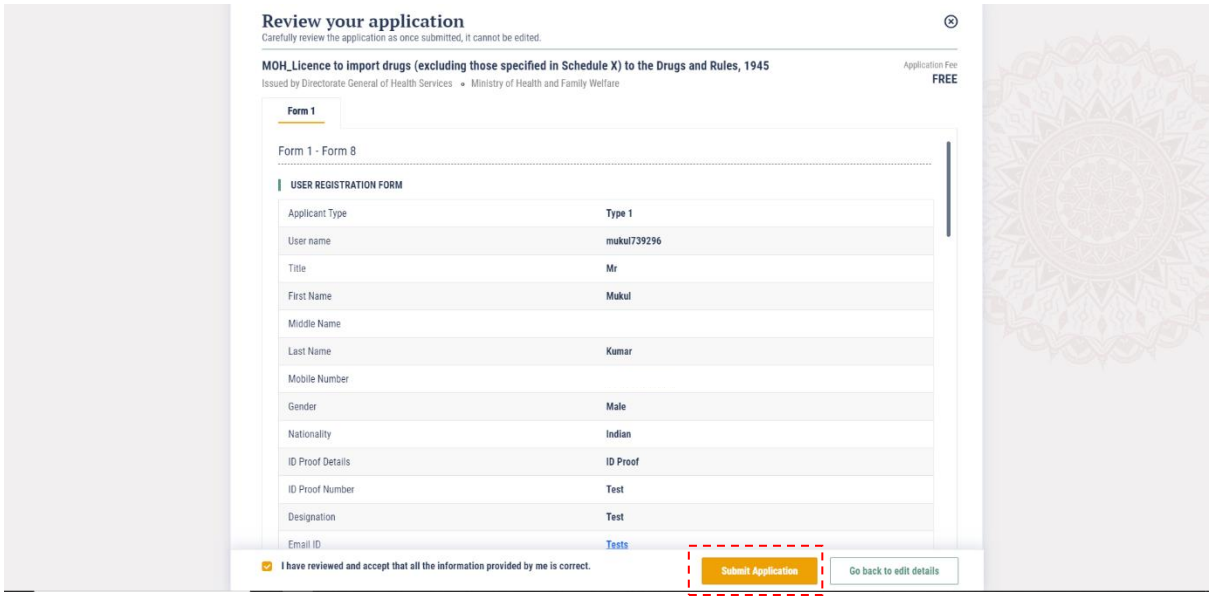


For the paid approvals, after clicking on review and submit, the user will be taken to the payment page.

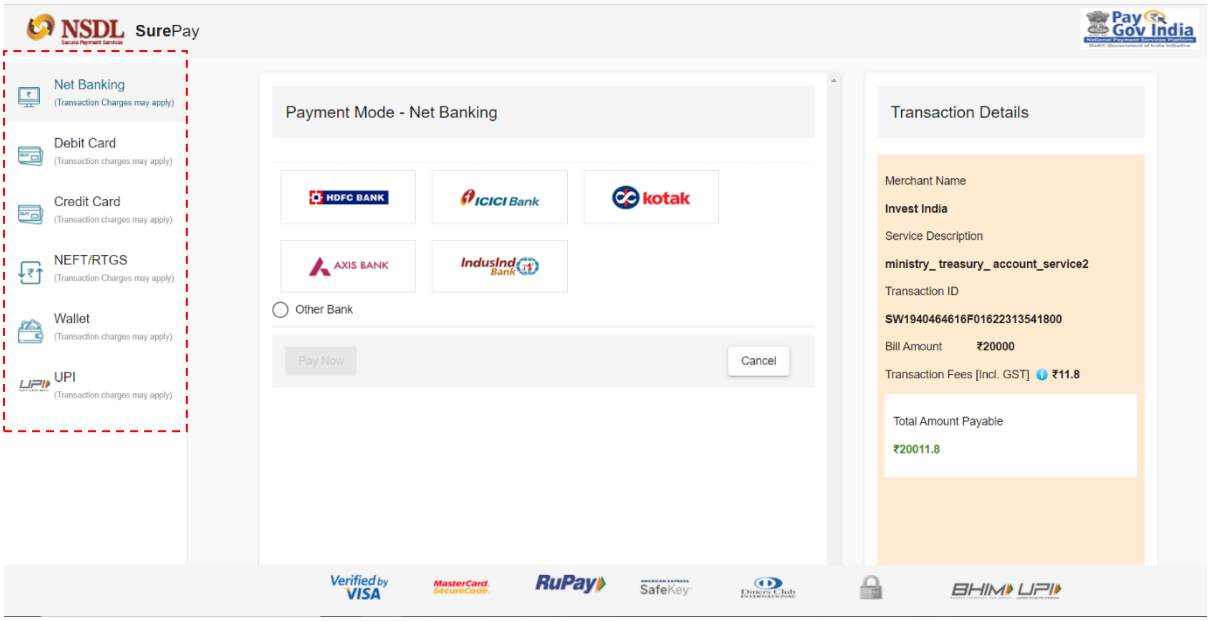
3.3.5.4 Make payment and submit application/Check Payment Status

Once the application is completed and the required documents have been uploaded, the applicant will be directed to make the required payments. The applicant can make an electronic payment at the time of submitting the UAF for various licenses/ approvals applied for.

1. After filling and reviewing the application, click on Pay & Submit to proceed to payment

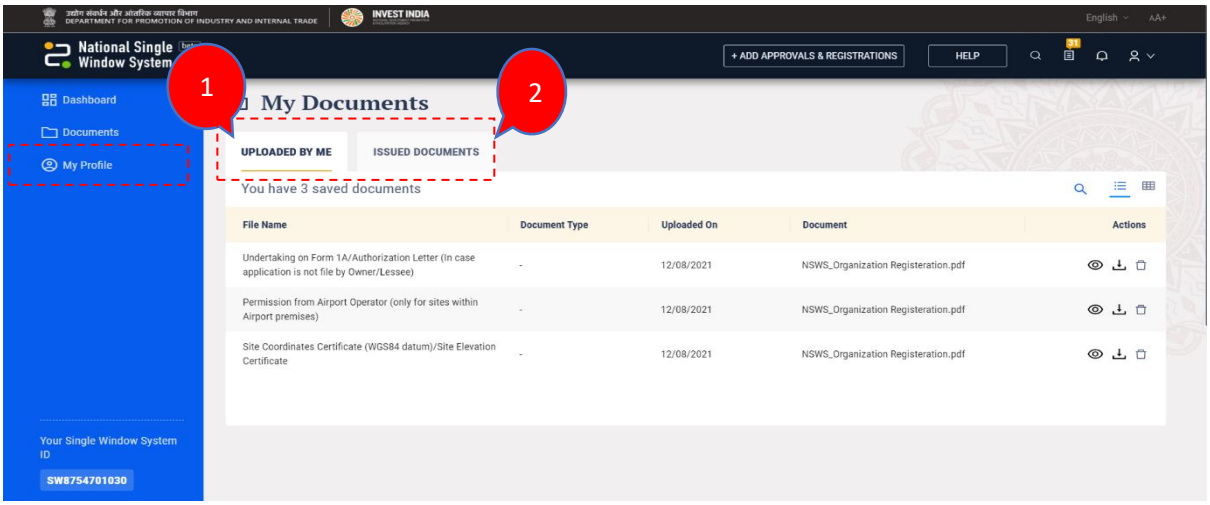


2. The user will be taken to the payment page, select the mode of payment and other details and complete payment



3.3.5.5 Document Repository

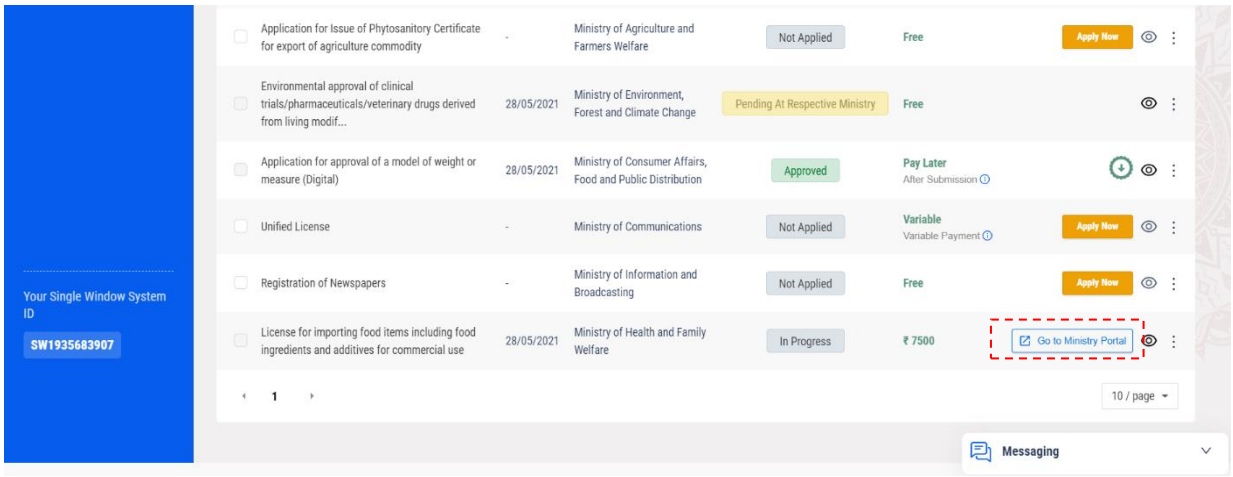
NSWS provides secure storage and access to your documents that you can upload/attach in multiple applications for ministries and state approvals. Investors can also view or download any documents issued by the concerned authority under the tab “Issued Documents”.



1. **Uploaded by me**: shows the list of documents uploaded by the user
2. **Issued Documents** shows the list of documents issued by the ministry/state/licensing authorities

3.3.5.6 Fill Applications on Departments’ Portal

For some approvals, user will have to submit the application forms on the respective ministry/department portal. For such cases, user would be asked to fill CRF and then a registration form (if required) after which an approval specific link would be generated in his/her dashboard provided by the concerned ministry/department as shown below.



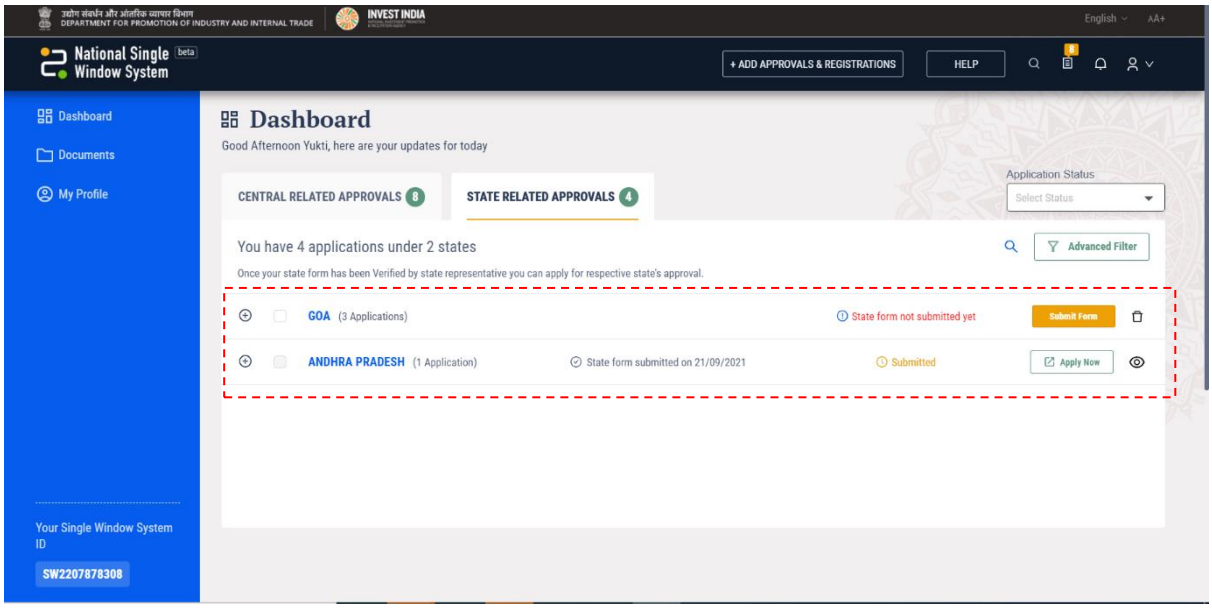
On visiting the link, the user will land on the respective ministry’s portal. The user would already be signed in and can proceed with the respective portal journey to fill the application form and submit application [s.

Once the application is filled, the user can check the application status through his/her dashboard on NSWS. The user would also get to download the license certificate on NSWS after the application is successfully approved by the concerned authority.

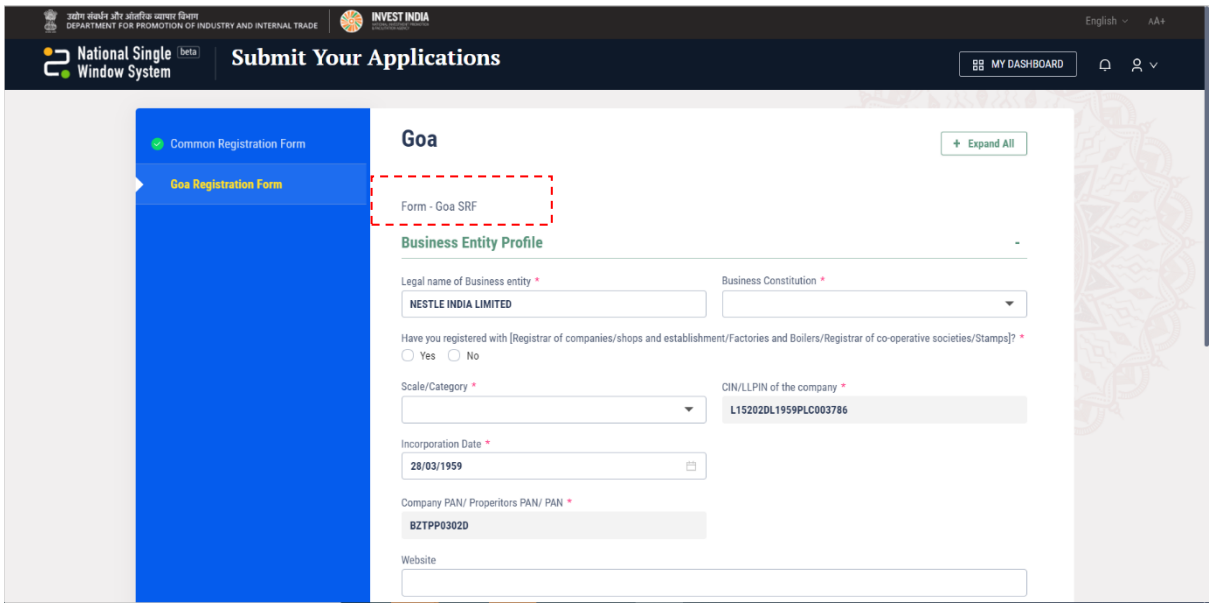
3.3.6 Apply for State Approvals

3.3.6.1 Fill State Registration Form

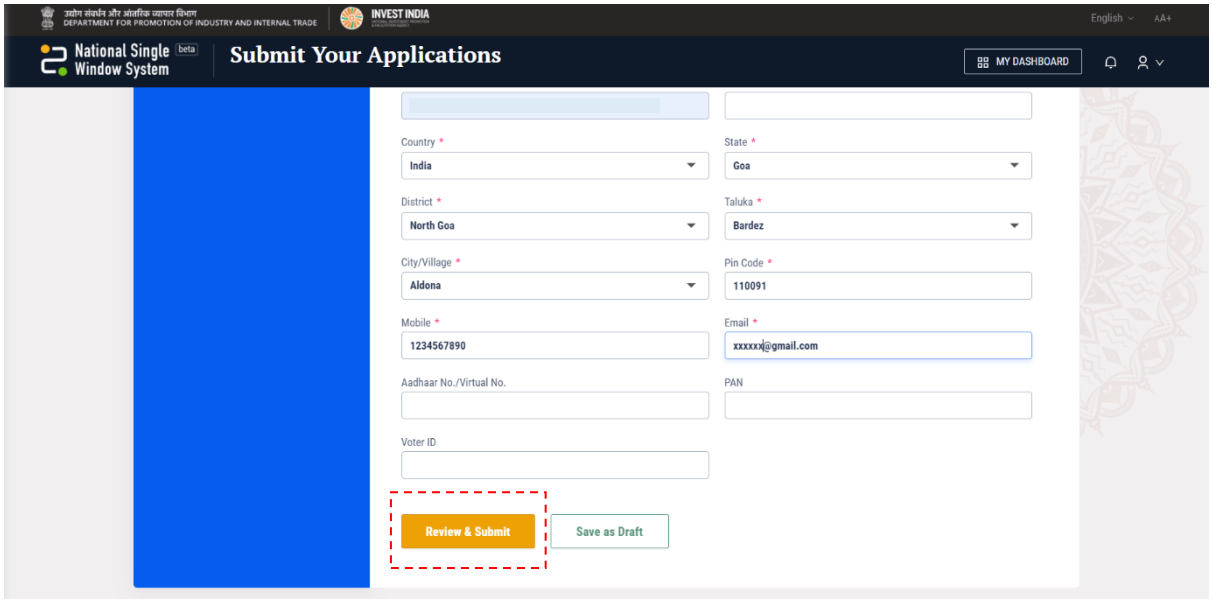
After identifying the approvals needed from different states, the user can go to the dashboard and apply for the same



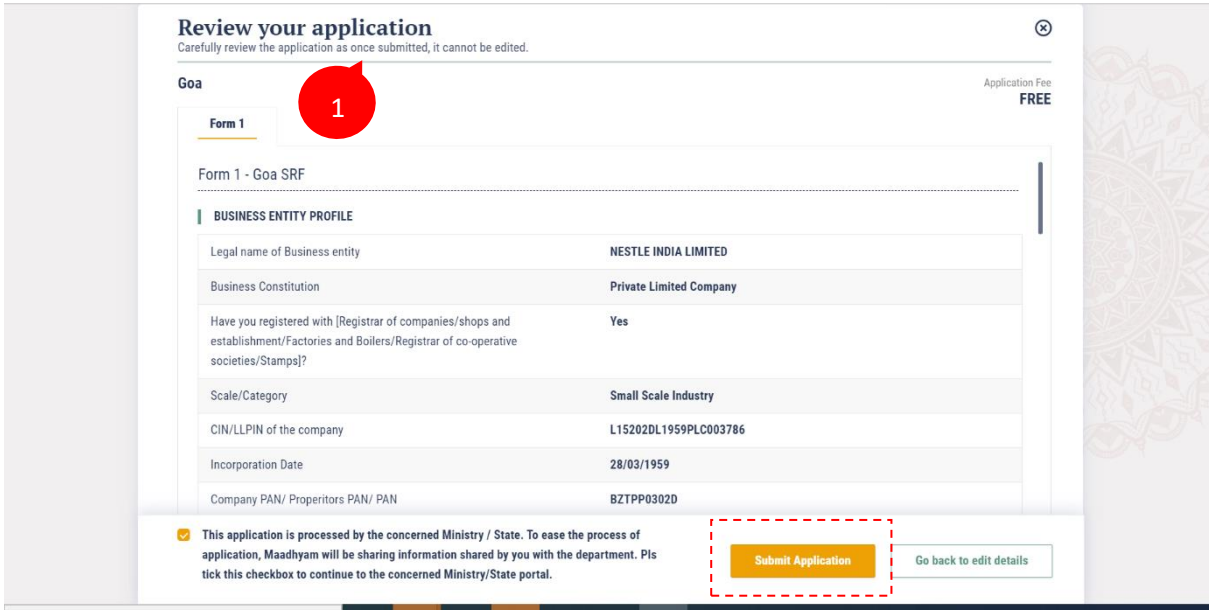
1. The user can fill the respective State Registration Form/s. Below is the Screenshot of Goa SRF:



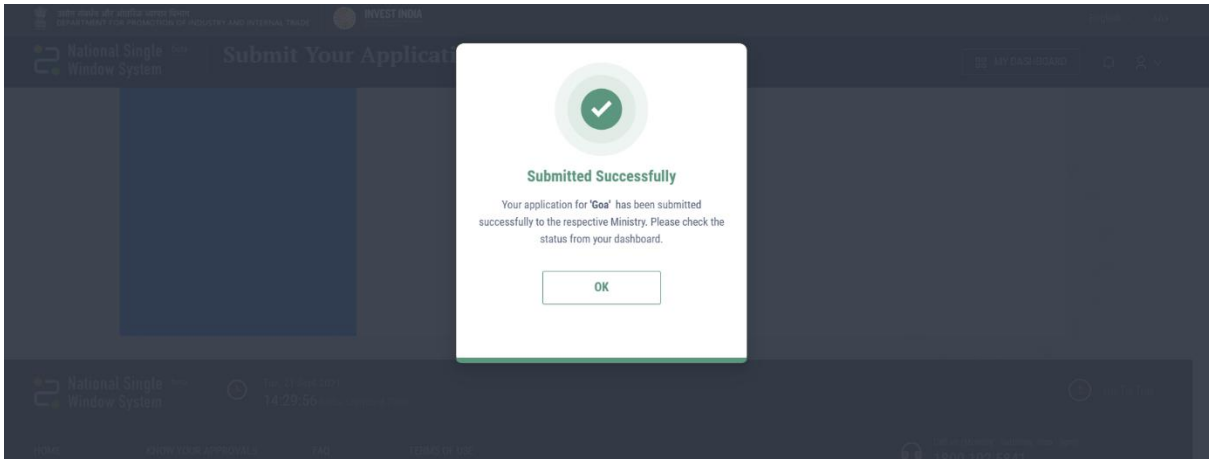
2. Fill the SRF and click on Review & Submit as shown below:



3. The user can review his/her application and then click on 'Submit' to submit the application

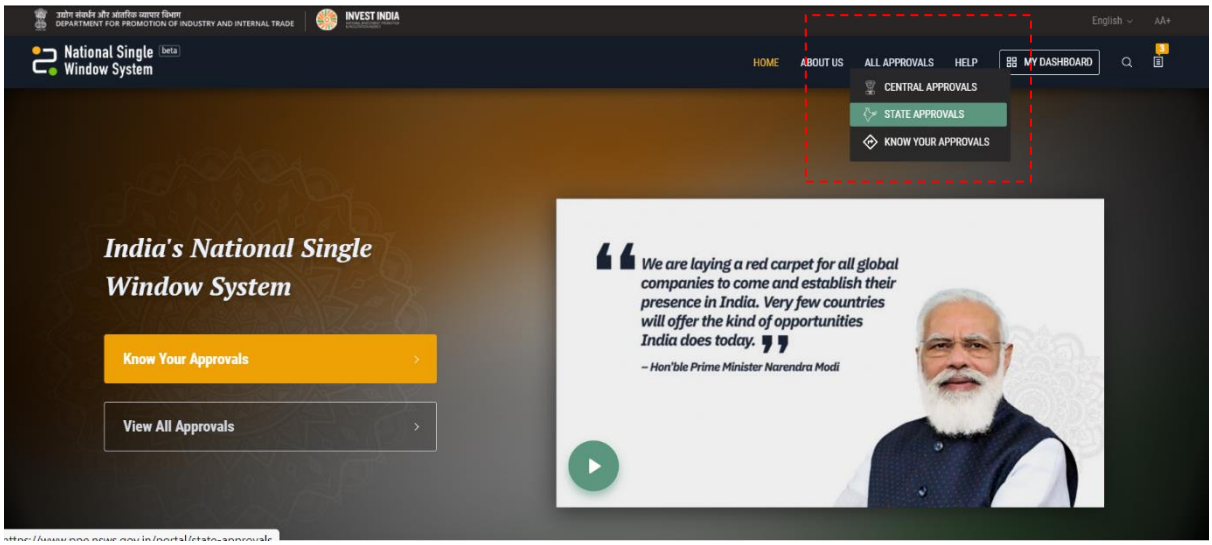


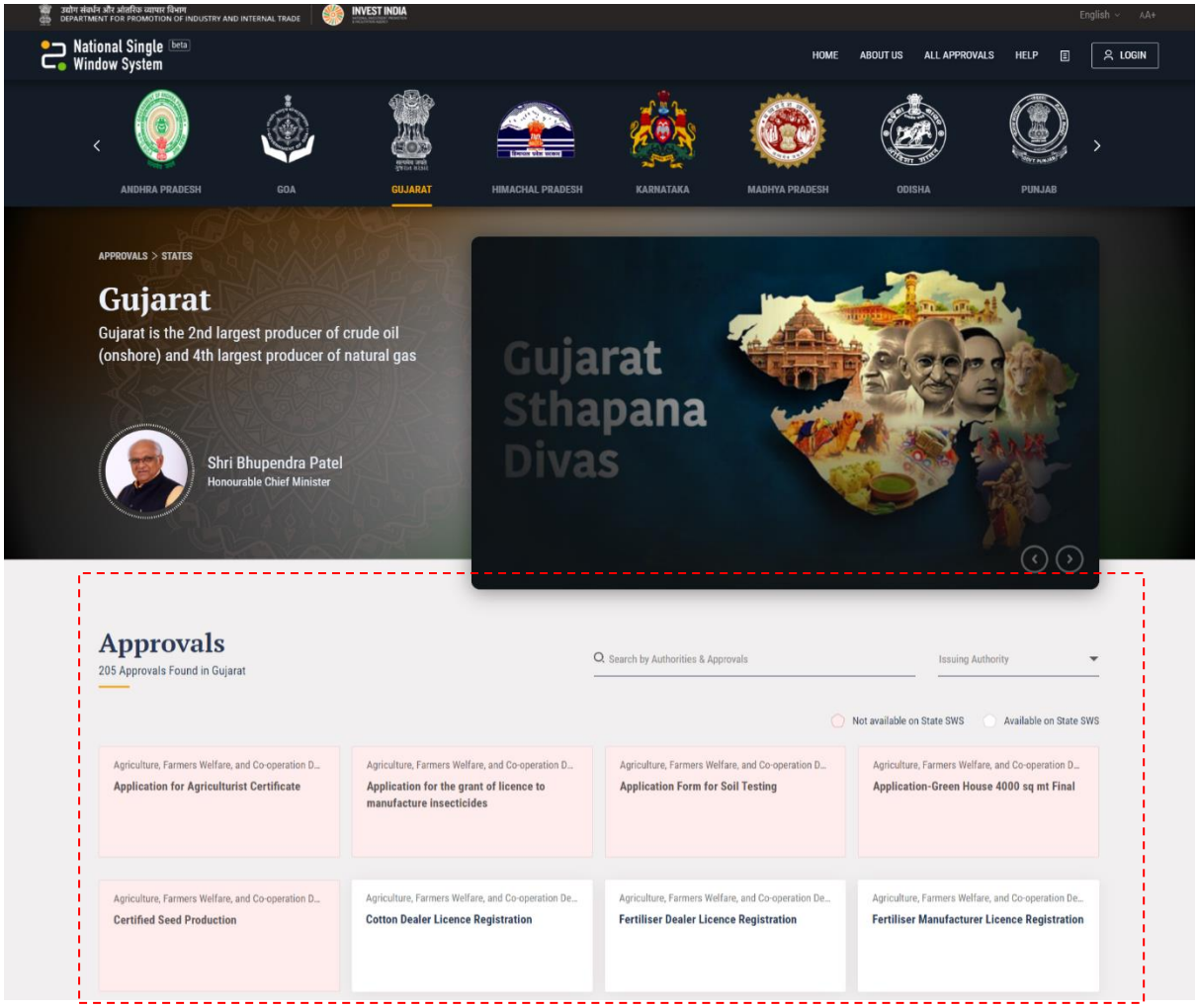
Note: After Submitting, the user will not be able to edit the application form (1 shows above)

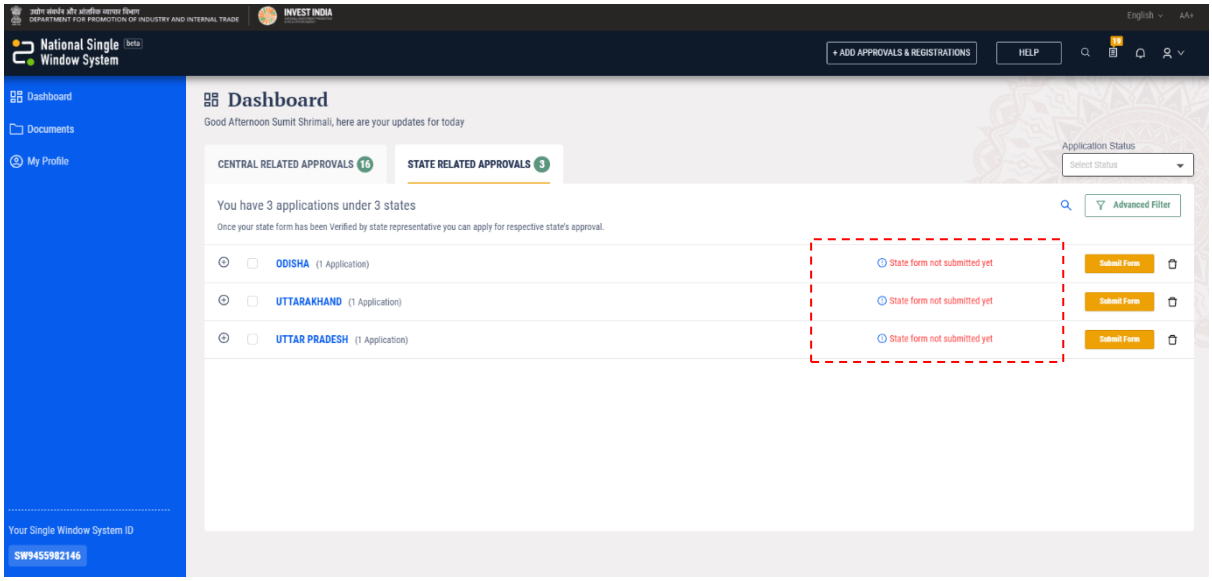


3.3.6.2 State Single Window System

After filling the State Registration form, the respective state shall accept the user application and provide user with a link. On visiting the link, the user will land on the respective State Single Window System. The user would already be signed in and can proceed with the respective State Single Window System Journey. User journey is defined for the various State Single Window System and is portal dependent.




National Single Window System
HOME
ABOUT US
ALL APPROVALS
HELP
LOGIN
ANDHRA PRADESH
GOA
GUJARAT
HIMACHAL PRADESH
KARNATAKA
MADHYA PRADESH
ODISHA
PUNJAB
APPROVALS > STATES
Gujarat
Gujarat is the 2nd largest producer of crude oil (onshore) and 4th largest producer of natural gas
Shri Bhupendra Patel
Honourable Chief Minister
Gujarat Sthapana Divas
Approvals
205 Approvals Found in Gujarat
Search by Authorities & Approvals
Issuing Authority
Not available on State SWS
Available on State SWS
Application for Agriculturist Certificate
Application for the grant of licence to manufacture insecticides
Application Form for Soil Testing
Application-Green House 4000 sq mt Final
Certified Seed Production
Cotton Dealer Licence Registration
Fertiliser Dealer Licence Registration
Fertiliser Manufacturer Licence Registration


National Single Window System
+ ADD APPROVALS & REGISTRATIONS
HELP
Dashboard
Documents
My Profile
Dashboard
Good Afternoon Sumit Shrimali, here are your updates for today
CENTRAL RELATED APPROVALS 16
STATE RELATED APPROVALS 3
Application Status
Select Status
You have 3 applications under 3 states
Advanced Filter
Once your state form has been Verified by state representative you can apply for respective state's approval.
ODISHA (1 Application)
UTTARAKHAND (1 Application)
UTTAR PRADESH (1 Application)
State form not submitted yet
Submit Form
Your Single Window System ID
SW9455982146

3.3.6.3 Apply on State Single Window System

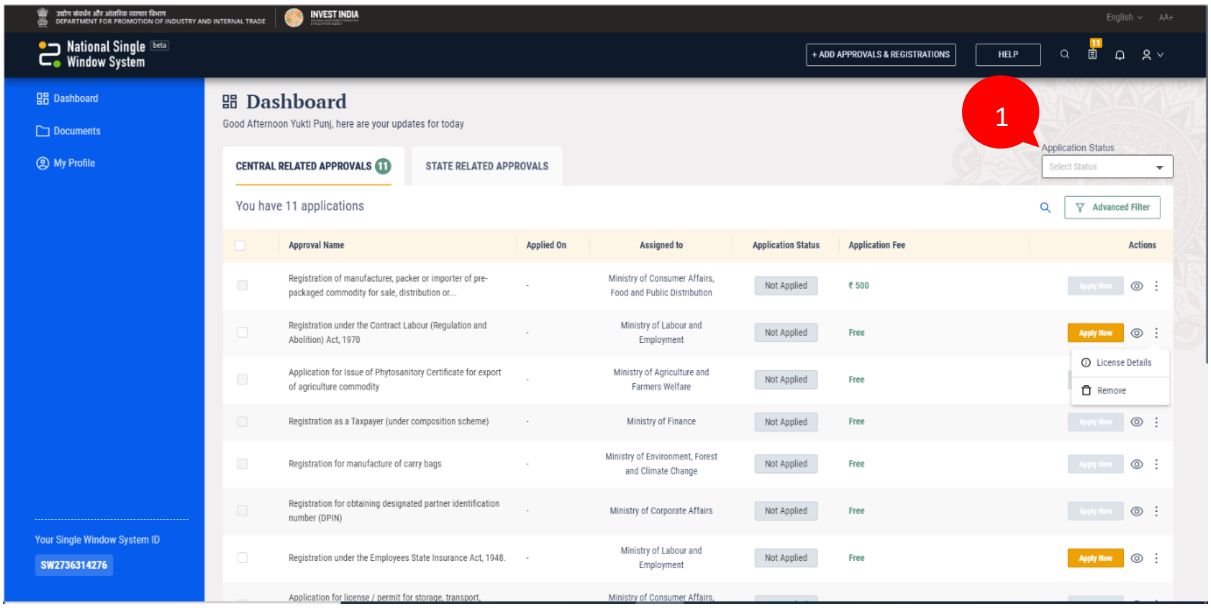
The user can fill the identified applications on the State SWS, complete the application, upload documents, complete payment (if any). The whole process of applying for state approval will be done in the respective State SWS.

The user can download the documents issued by the State Authorities through the Document Repository on NSWS

3.3.7 Track Application Status

3.3.7.1 Check Application Status

For all the applications that have been applied/selected through NSWS, even when the form is filled on respective department/state portal, the user will be able to track the application through NSWS and download the License certificate (if granted as per the licensing authority's decision).



1. The user can filter approvals by **Application Status**. Filters are: Not Applied, Submitted, Query Raised, Approved, Rejected

a. Initiated: If applicant has already submitted the filled application from NSWS portal and due to some temporary/ technical glitch the application does not integrate with the Ministry system, the status will reflect as Initiated. This status will get changed upon integration from backend on its own.

b. Not Applied: Tell the user that the application has not been applied yet.

c. Clarification Raised: If the processing authority needs further inputs from you or a 3rd party, it will change your application status to "query raised".

d. Rejected: If an application is rejected, that will be shown in the status bar along with the reason. The applicant can raise a query about this or make a fresh application.

e. Approved: Once approved, the application status will reflect that, and the applicant can download a copy of the approval and move on to the next steps. Once the application is approved by the relevant authority, the user will get a SMS on the registered mobile number regarding the same.

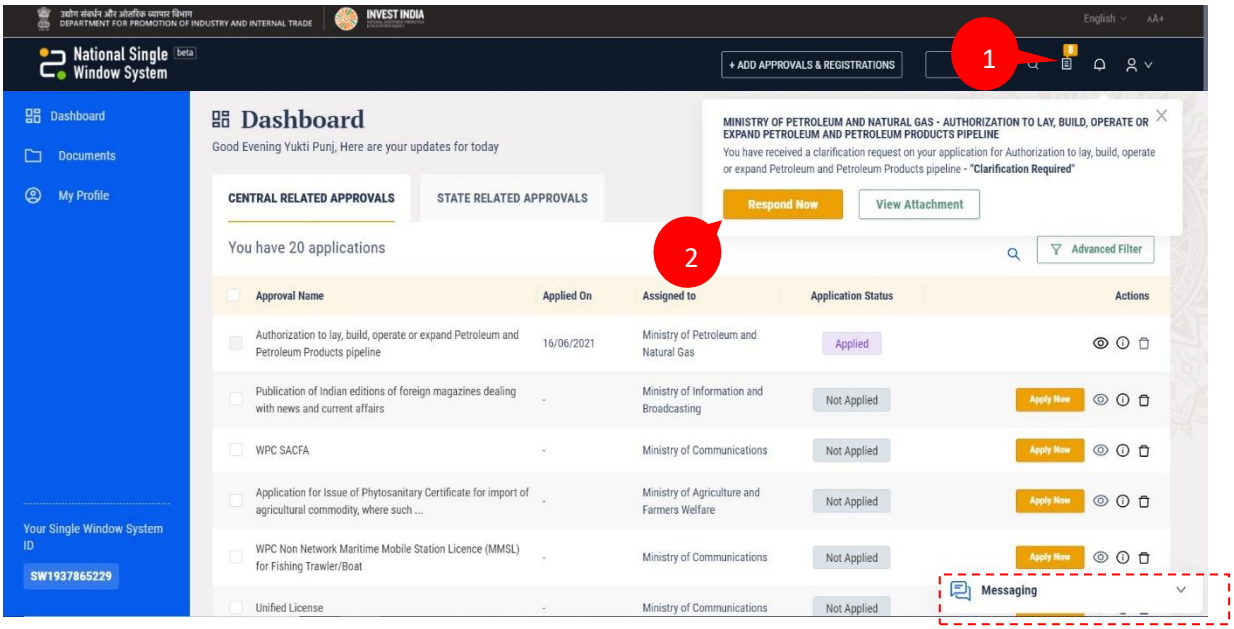
f. Applied: Once the application has been submitted, the application status will reflect that in the dashboard. Further actions by the ministry can be seen under the progress status for the application.

Once the application has been viewed by the relevant departments, the status will change to under-processing. Once the application is submitted, user will get a SMS on the registered mobile number regarding the same.

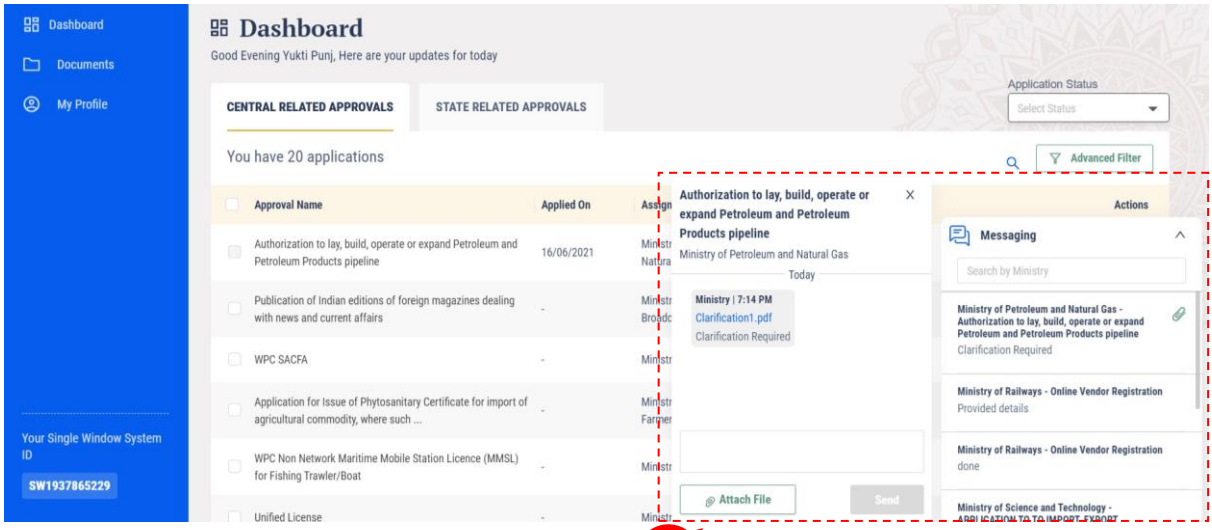
3.3.7.1 View and Respond to Clarification Requested by Concerned Authority and revise submitted form

The user can view and respond back to the clarifications requested by the ministry **through the Dashboard** by clicking on the **bell icon** (1 shows the bell icon)

Once submitted, the applicant will not have the option of changing the information unless the ministry has asked for some clarification and opens a part or the complete form for the investor to edit.



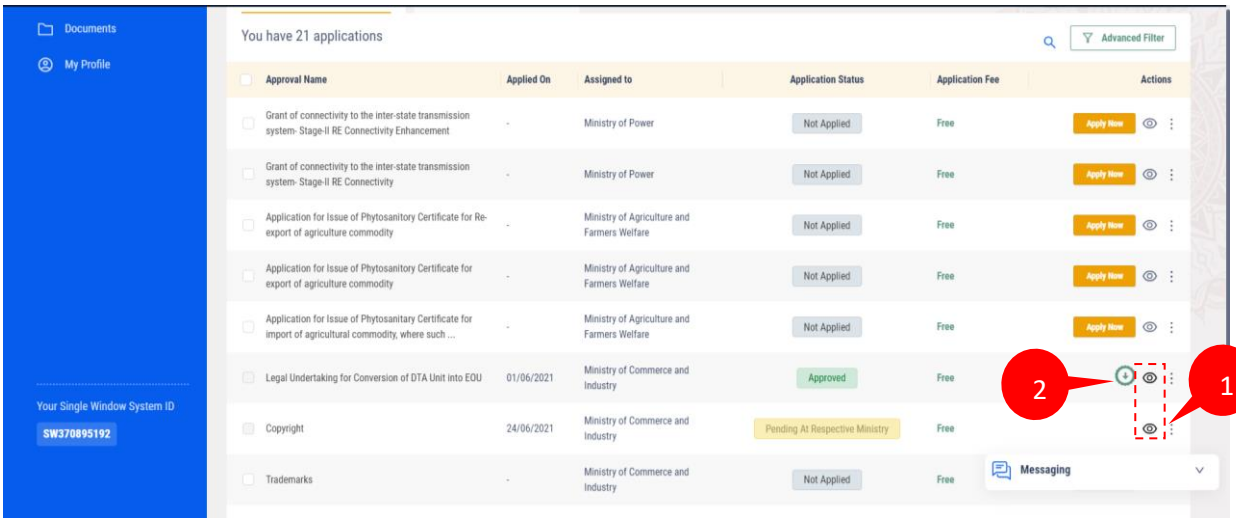
Once the user clicks on **Respond Now** (2 shows the button), the user can reply to the concerned department and add any files if required.



The user can respond to the clarification required thr 3 the messaging window and send (3 shows the message pop up)

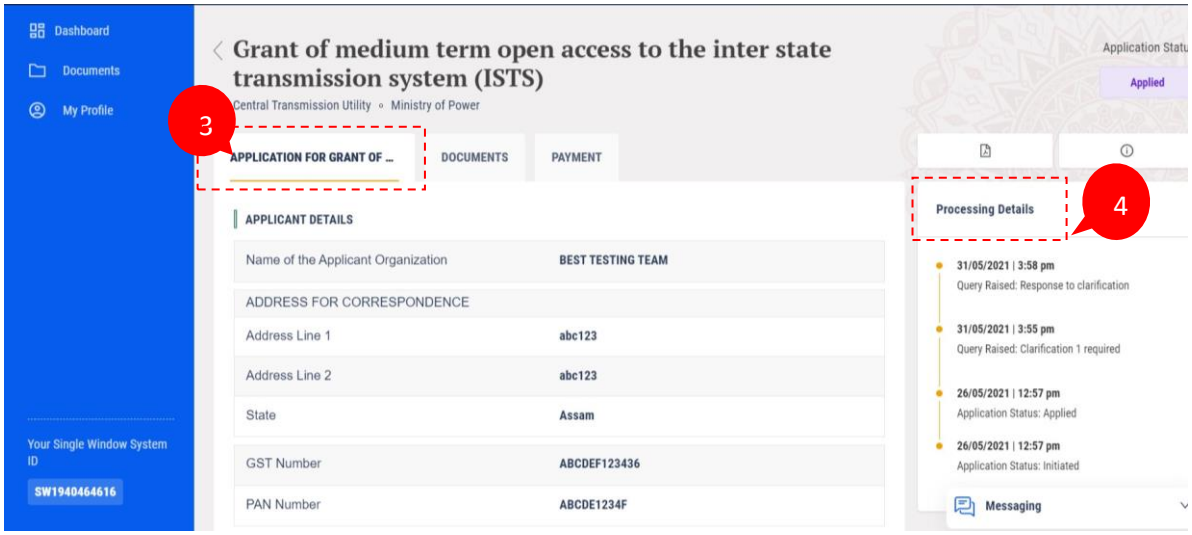
3.3.7.2 View Details of the submitted Application

The user can view the details of the transactions for each approval by clicking on the view icon present against each approval in Investor Dashboard, as shown below



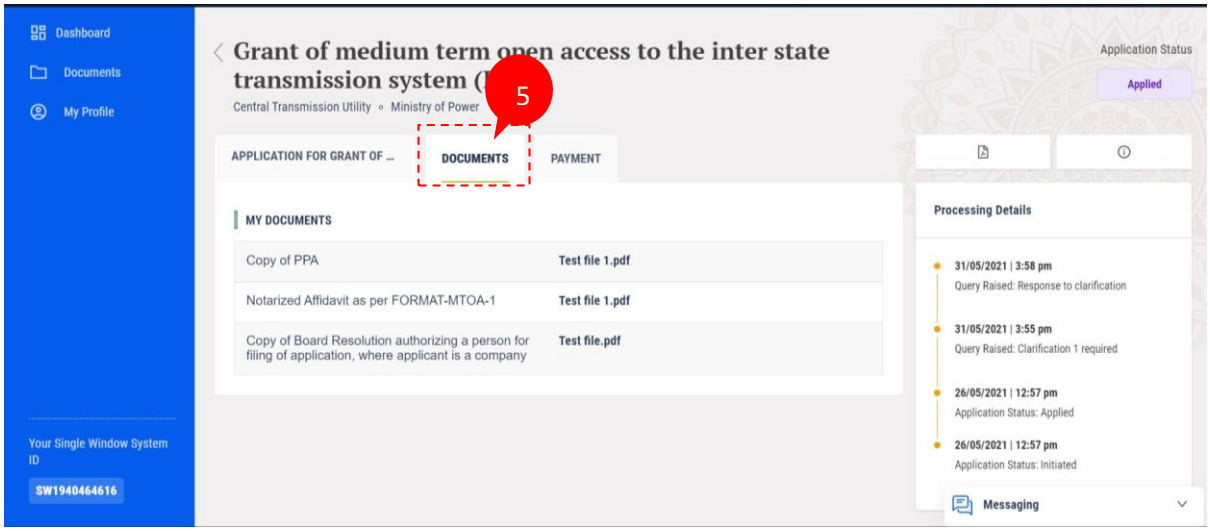
1. Click on the **view icon** to see the application details for the already filled application.

2. If the application is approved by the licensing authority and the certificate for the same is uploaded by them, then user will also get an option to download the license certificate

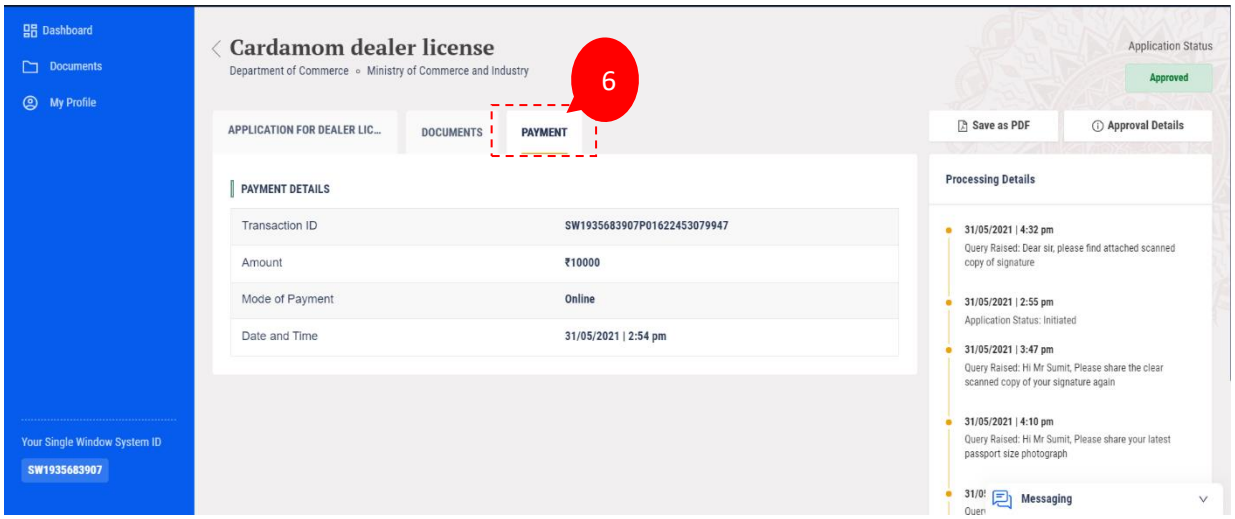


3. The user can see the details filled in the application form.

4. **Processing details/Transaction Timeline** is visible on the right panel of the screen. The user can download the pdf and view the details/attributes of the approvals.



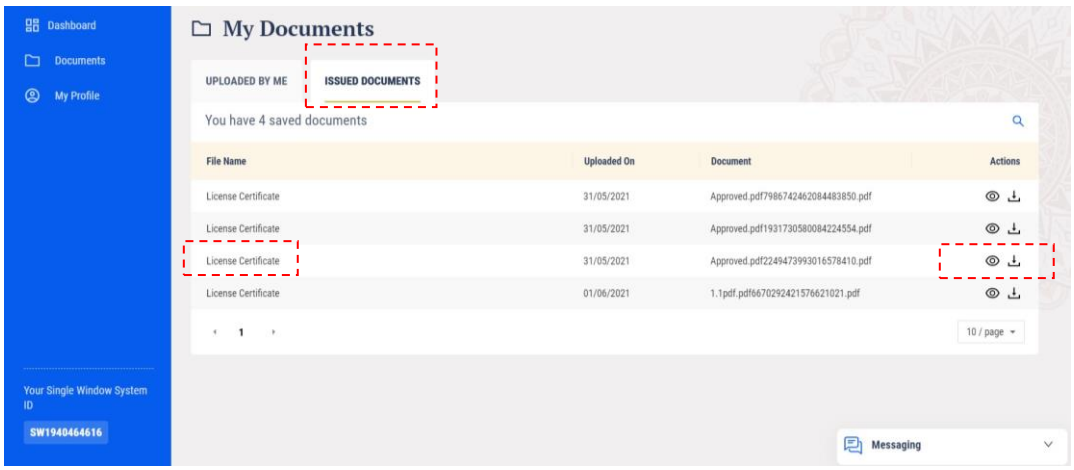
5. Documents uploaded in the application can be viewed and downloaded through the **documents tab**.



6. The Payment details can be viewed through the **Payment tab.**

3.3.7.3 Decision by Authority

The Ministry/Licensing authority can finally **accept/reject** the application of the user. Once accepted, the user will be able to view and download the certificate/documents issued by the ministry from the documents tab under the “Issued Documents” tab.



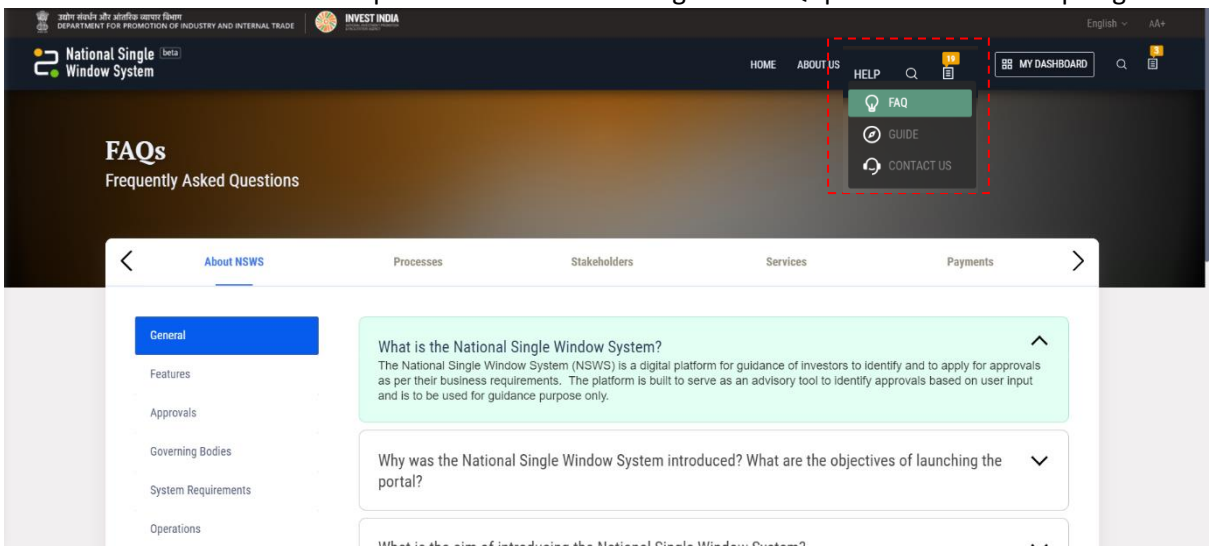
3.4 Get Help or Support

Help and Support section can be accessed through NSWS Website as well as Investor's Dashboard (see 3.3.2). It has three sections: FAQs, Contact Us Form and the Investor Guide.

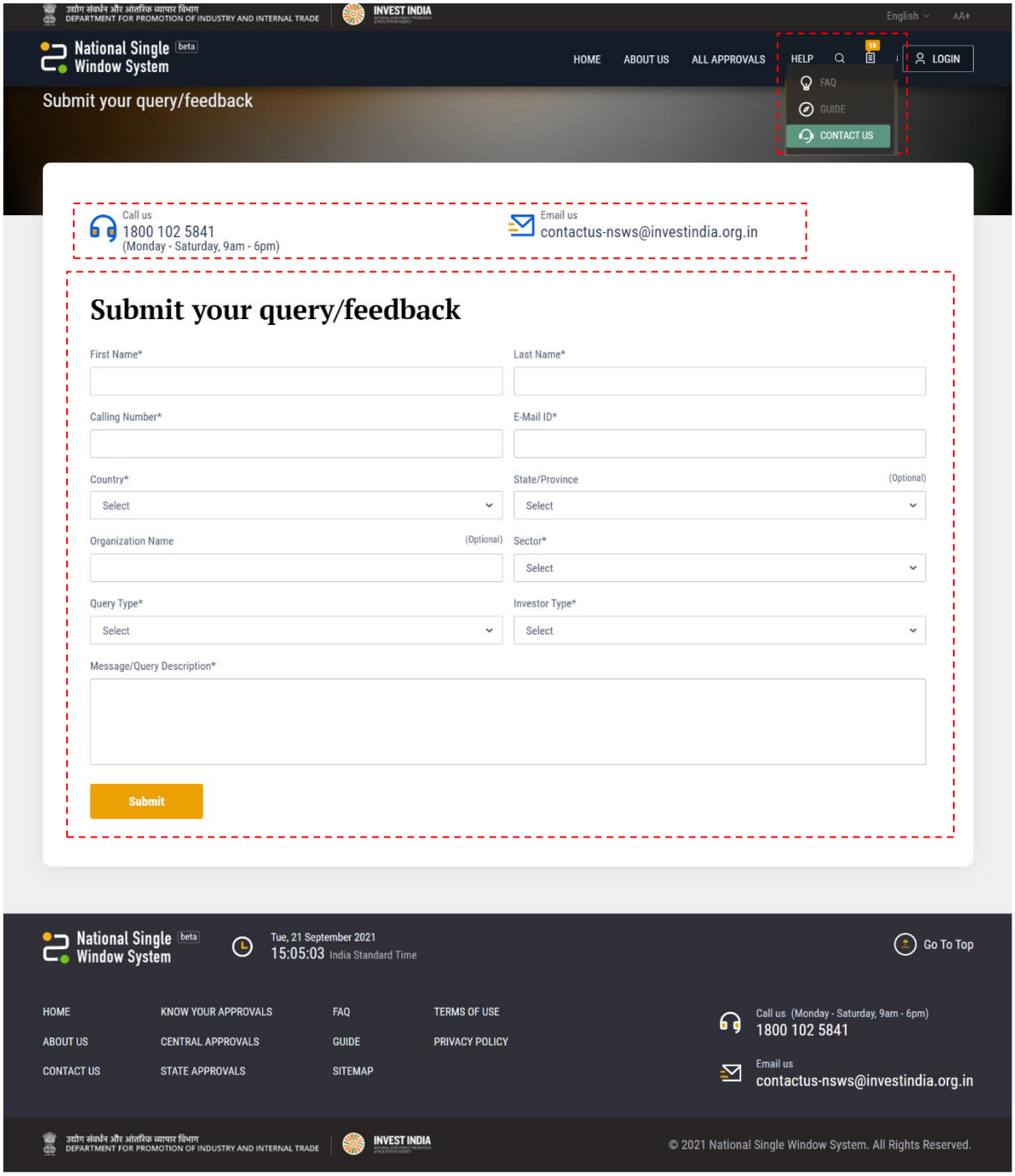
3.4.1 Raise Queries and Complaint or Grievance

If the applicant faces any issues or challenges along the way, they can raise a query, complaint or a grievance using the various communication channels listed below and those will be adhered to by the concerned authorities.

- NSWS also answers the queries of the users through the FAQs provided on the Help Page



- The user also has the option to fill up the Contact Us Form on the website. We aim to respond to queries within 72 hours of receiving the query
- The user can also write to us on contactus-nsws@investindia.org.in. We aim to respond to queries within 72 hours of receiving the query
- A Helpdesk has been set up to answer user queries. The helpdesk is operational from Monday – Saturday, 9am-6pm (except on National holidays). The user can call us on 1800 114 557



Once the query is submitted, following process is followed:

1) The person will receive an automated email with a Query ID once the query is generated in the system which can be used by him/her for reference
2) He/she can expect a response within next 72 business hours. (Public holidays/ weekends not included)
3) Once the query is resolved, the person will receive a feedback form to be filled by him/her
4) In case he/she is not satisfied with the response received, they need to raise a fresh new query and in the feedback form they can mention if their query was resolved by the team or not

========== End of the Document==========