

Working Procedures  
For  
Bureau of Investment Promotion  
For Investors' Facilitation



सत्यमेव जयते

Government of Rajasthan

**Government of Rajasthan**

## Working procedures for the Bureau of Investment Promotion for Investors' Facilitation

The Bureau of Investment Promotion, a society registered under the provisions of the Rajasthan societies Registration Act, 1958 (Act No. 28 of 1958), has been formed as the nodal agency for facilitating investors in the State of Rajasthan through 'The Rajasthan Enterprises Single Window Enabling and Clearance Act, 2011' and its rules thereof.

It is a dedicated institution with the responsibility for investment promotion, facilitation and direct engagement with the industry for information gathering, stakeholder consultations etc. for improving the business climate in the State. It is assisted by District Industrial Centres (DICs) in each district of the State.

To facilitate investments in the State, the Bureau of Investment Promotion (BIP) has dedicated Investment Promotion Officers (IPOs). Each IPO is assigned specific thrust sectors of the State for managing and handling investors' queries, coordinating between Departments and investors, monitoring the status of MoUs and ensuring grounding of projects. The tasks carried out by the IPOs include:

- Providing information to the public in general and entrepreneurs in particular regarding the opportunities available in the State for industry, commerce, service sector, trade, business openings and participation therein
- Locating and contacting prospective entrepreneurs residing in India and abroad and organising special campaigns to motivate them to set up industrial units or participate in any industry in Rajasthan
- Organizing, sponsoring, associating or participating in fairs, exhibitions, celebrations or campaigns aimed at investment promotion and industrial development
- Organising training, guidance or information camps and courses for the benefit of the entrepreneurs
- Assisting and helping the entrepreneurs and investors in setting up industries, providing necessary information and knowledge regarding form of organization, obtaining letter of intent, preparation of project report, loan application to the financial institutions, technical know-how, procurement of land, plants and machineries and raw materials, market survey, publicity, management services and other allied services
- Reviewing and appraising the schemes and general atmosphere particularly in Rajasthan and generally in India for investment promotion and industrial development
- Assessing the progress in Industries with regard to number of units, persons employed, amount of investment and value of production

**Apart from these, the key functions of BIP include:**

- Facilitating and monitoring the status of applications registered under Single Window and placing the report of the status of applications before the State Empowered Committee or the District Empowered Committee
- Placing the application of the investor before the State Empowered Committee or the District Empowered, for its decision where the concerned Competent Authority has failed to consider and dispose of applications within time limits
- Facilitating investor Walk-in and call-in queries / issues and addressing their issues through a structured process
- Receiving applications for relaxations, exemptions and concessions from investors
- Seeking comments of the concerned departments or authorities on the application for relaxation, exemptions and concessions from the investor
- Submitting the comments of concerned department or authority, if any, to the State Empowered Committee within time limits
- Submitting applications for relaxations, exemptions and concessions received from Investors to the State Empowered Committee within time limit

**The following section lays out the procedures and timelines regarding:**

- Application approval process
- Recording & handling of Grievances / Query / Feedback of Investors

## I. Application Approval Process

**Following is a step-by-step application-approval process to be followed along with the role of the Nodal Agency at each step:**

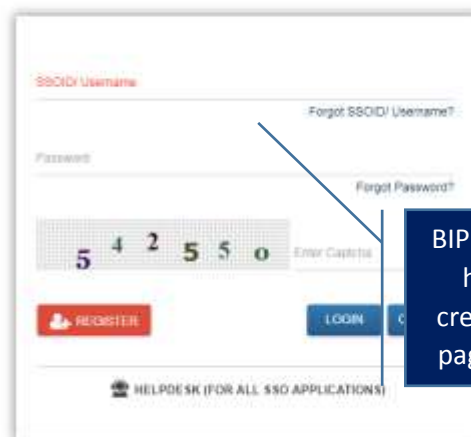
Step No	Steps in Application-Approval Process	Role of Nodal Agency
1.	Every application shall be filed electronically on the Single Window Clearance Portal (SWCS) - <a href="http://www.swcs.rajasthan.gov.in">www.swcs.rajasthan.gov.in</a> . The Application Form shall be duly filled and accompanied with required documents. However, only in case of failure of electronic system due to unforeseen circumstances, the applicant may submit application in physical format to the Nodal Agency	<ul style="list-style-type: none"> <li>• Nodal Agency to guide investors on how to register and apply for services through SWCS <b>(details enclosed in Annexure-I)</b></li> <li>• In case the application is submitted in physical format, the Nodal Agency to issue the acknowledgement and forward the application to the Competent Authority</li> </ul>
2.	An automated acknowledgement shall be generated on the Portal for every application submitted electronically and the application shall be auto forwarded to the Competent Authority concerned under intimation to the Nodal Agency	<ul style="list-style-type: none"> <li>• Nodal Agency to maintain a Register of Applications in electronic or physical form and the particulars of all the applications to be entered in the Register of Applications</li> </ul>
3.	The Competent Authority, after receipt of the application for Permission, shall consider and take decision on the application within the specified time limit	<ul style="list-style-type: none"> <li>• Nodal Agency to monitor the disposal of applications within specified time limit and keep a record of the communication between applicant and Competent Authority</li> </ul>
4.	<p>If the application is incomplete and/or any additional information is prescribed in rules for taking a decision on the Permission, the Competent Authority may obtain such additional information only once from the applicant, within 7 days of submission of application.</p> <p>In case the applicant fails to submit the required information to complete the application within thirty days, the registration for application shall be dropped from the Portal</p>	<ul style="list-style-type: none"> <li>• Nodal Agency to ensure information is sought only once and within 7 days of submission of application through creation of necessary provisions in the online portal (SWCS)</li> </ul>

Step No	Steps in Application-Approval Process	Role of Nodal Agency
5.	The decision on the application within the specified time limit by the Competent Authority shall be communicated to the applicant and the Nodal Agency	<ul style="list-style-type: none"> <li>• The decision taken to be entered into the Register of Applications and the status of the applications to be submitted by the Nodal Agency to the State Empowered Committee or the District Empowered Committee, as the case may be</li> </ul>
6.	The Application on which the Competent Authority has failed to take a decision within the prescribed time limit shall be placed before the State Empowered Committee or the District Empowered Committee, as the case may be.	<ul style="list-style-type: none"> <li>• Nodal Agency to place the application before the State Empowered Committee or the District Empowered Committee within the prescribed time limit</li> </ul>
7.	<p>In case the concerned Empowered Committee is unable to meet or otherwise unable to consider application placed before it immediately, the application shall be submitted to the Chairperson of the concerned Committee.</p> <p>The Chairperson of the Committee, after recording the reasons in writing, may decide the application and such decision shall be placed before the concerned Committee in its next meeting. The decision taken by the Chairperson on the application shall be final subject to the decision of the Committee</p>	<ul style="list-style-type: none"> <li>• Nodal Agency to submit the application to the Chairperson of the concerned Committee for taking decision on the application</li> </ul>
8.	Application for relaxations, exemptions and concessions for grant of customized packages to be submitted to nodal agency	<ul style="list-style-type: none"> <li>• The Nodal Agency to seek comments of the concerned Departments or Authorities</li> </ul>
9.	If the concerned department or authority fails to provide the same within prescribed timelines, it shall be deemed that the concerned department or authority has no objection or suggestion regarding the requisite relaxations, exemptions and concessions.	<ul style="list-style-type: none"> <li>• The Nodal Agency shall submit the application for the customized package before the State Empowered Committee with the comments from the concerned departments or authorities within prescribed</li> </ul>

Step No	Steps in Application-Approval Process	Role of Nodal Agency
		timelines (even when the comments are not received)
10.	All applications for customized packages, concessions, exemptions or relaxations shall be considered by the State Empowered Committee and this committee shall submit its recommendations to the Council of Ministers	-

**It may also be noted that:**

- No agency or authority of the Government including any functionaries shall disclose to any other investor or to a person not duly authorized, any information forming the intellectual property of the investor without the consent of such investor
- The District Empowered Committee shall be competent to consider and dispose off the application for permissions for investment proposals from Rs. 1 crore to Rs. 10.00 crores and the State Empowered Committee for disposing applications above Rs.10.00 crores
- A MIS dashboard of applications has been created for providing analytics on status of applications. The nodal agency shall monitor the usage of the portal and track status of applications on a regular basis to ensure timely disposal of applications. Following steps need to be followed by BIP officers to view the MIS dashboard:



BIP officer to enter his / her login credentials at SSO page of Rajasthan

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome DEVASHISHP 550 SIGN OUT

MENU DASHBOARD

- ANALYTICS
- APPLICATION FEEDBACK
- DASHBOARD
- EXCEL REPORT
- GENERAL FEEDBACK
- GRIEVANCE REDRESSAL
- UPDATE HOD DETAILS
- TICKETS

Click on 'Analytics'

Service	App Id	Submission Date	Status	SSOID	VIEW
Public Health and Engineering Department (PHED)	PHED/2016-17/100022	30/01/2017	Application Rejected. (13/02/2017)	MOSPAT	VIEW
Public Health and Engineering Department (PHED)	PHED/2016-17/100020	12/01/2017	Application Rejected. (20/01/2017)	SATISH KUMAR28	VIEW

**RAJASTHAN SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome ambika Singh 550 SIGN OUT

MENU ANALYTICS

STATUS CAN BE MONITORED FROM THIS DASHBOARD

SWCS-Department wise Total Applications Summary (Till Today)

Service	App	Rejected	Cancelled	Completed	Feedback	Review
Energy (Solar Based)	12	0	0	0	0	0
Energy (Solar Street)	14	0	0	0	0	0
Energy (Solar Based)	9	1	0	0	0	0
Energy (Other)	1	0	0	0	0	0
Water and Sewerage	0	0	0	0	0	0
Industry	123	20	0	0	40	0
Local Self Government (LSG)	78	0	0	0	0	0
Medical & Health	0	0	0	0	0	0
Public Health and Engin...	62	1	0	0	0	0
Rajasthan State Indus...	443	187	0	0	0	0
Rajasthan State Pollu...	14	0	0	0	0	0
Revenue	42	0	0	0	0	0
Tourism	227	0	0	0	0	0

## Timelines for Each Activity

SNo	Time Limit For Nodal Agency for Empowered Committee	Time Limit (working days)
1	Forwarding the application received in physical format (only in case of unforeseen circumstances when the online system fails) from the investor	2 Days
2	Placing the application for permission before concerned Empowered Committee when the concerned competent authority has failed to decide the application within the prescribed time limit	30 days from last date of the time limit prescribed for the Competent Authority to take the decision
3	Placing the application for permission before the Chairperson of the concerned Empowered Committee in case the Committee is unable to meet or otherwise is unable to consider the application within 30 days	15 days from last date of the time limit prescribed for the Competent Authority to take the decision
4	Comments to be asked from the Competent Authority/concerned departments or authority on application/ request for concessions, exemptions or relaxations or grant of Customized Packages	7 days from the receipt of the application/request
5	Submitting comments asked from Competent Authority/concerned Departments or Authority to the Nodal Agency on application/request for concessions, exemptions or relaxations or grant of Customized Packages	25 Days
6	Submitting recommendations on the application/request for concessions, exemptions or relaxations or grant of Customized Packages to the Council of Ministers	30 Days



## II. Recording & Handling of Grievances / Query / Feedback of Investors

Bureau of Investment Promotion has defined mechanisms for handling and management of Grievances, queries as well as feedback of investors wherein systematic recording and ticketing shall be done automatically by the system:

### 1. Handling Grievances raised on the Single Window Clearance System (SWCS)

All applicants, who have applied for approvals / NOCs / clearances through the SWCS and are aggrieved with the services provided, may raise a grievance on the SWCS.

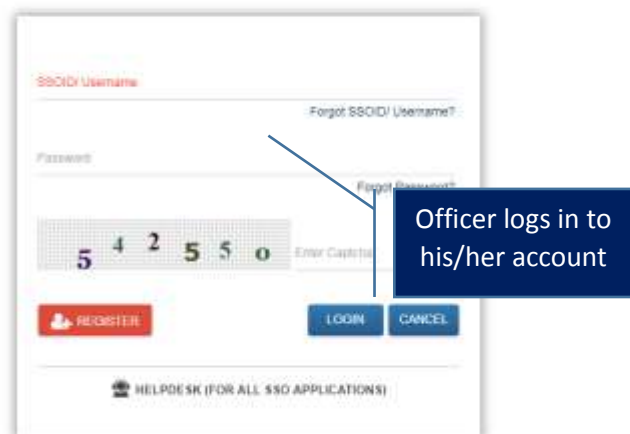
- Any aggrieved person or applicant shall register his grievance by logging on the Portal [www.swcs.rajasthan.gov.in](http://www.swcs.rajasthan.gov.in) and clicking on 'Grievance' on the homepage
  - A Grievance form shall open wherein the aggrieved party shall be required to enter information such as Application ID, Department Name, Service Name, Grievance type, description of Grievance, past Grievance Id, if any, and upload relevant attachments
  - After entering the information, a Ticket Id shall be generated for the grievance
  - All aggrieved parties can view and track status of their grievance through their respective Grievance Dashboard on the SWCSs
  - Automated SMS/E-mail notifications shall be sent to the aggrieved party when grievance is registered and disposed off
  - A feedback form shall be opened after Department's responds to the grievance, to seek aggrieved party's level of satisfaction (**detailed workflow is given in Annexure-II**)
- a) All grievances registered on the portal shall be sent directly to the nodal officers of the concerned department, who are mandated to redress the same **within 45 days from the date of registration of grievance**. User accounts for nodal officers have been created through which they can view and respond to grievances.
- b) A Grievance Redressal Cell has also been constituted in Industries Department, Government of Rajasthan consisting of:
- Commissioner, Industries, Rajasthan as Chairperson
  - Two officers of the Industries department, with Members not below the rank of Deputy Director, Industries department, nominated by the Secretary in-charge of the Industries department, Government of Rajasthan

The Grievance Redressal Cell is responsible for coordinating with concerned departments and ensuring timely redressal of grievances

However, in all such cases where Competent Authority has failed to decide the application for Permission within specified time limits, the same shall be placed before the State Empowered Committee or the District Empowered Committee, as the case

may be, for consideration in the next scheduled meeting of the concerned Empowered Committee.

- c) All grievances received shall be presented in the next meeting of State Empowered Committee by the Grievance Redressal Cell and the decision of State Empowered Committee shall be final and shall be binding on all concerned. However if the grievance refers to any order of State Empowered Committee, it shall be submitted to the State Government and the decision of State Government shall be final and shall be binding on all concerned
- d) Grievances shall be monitored on a regular basis through a MIS dashboard created on Single Window Clearance System. Following steps need to be followed by BIP officers to view the MIS dashboard:



**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome DEV ASHISHP SSO SIGN OUT

MENU - DASHBOARD

- ANALYTICS
- APPLICATION FEEDBACK
- DASHBOARD
- EXCEL REPORT
- GENERAL FEEDBACK
- GRIEVANCE REDRESSAL
- UPDATE HOD DETAILS
- TICKETS

Service	App Id	Submission Date	Status	SSOID		
Public Health and Engineering Department (PHED)	New Water Connection	PHED/2016-17/100022	30/01/2017	Application Rejected. (13/02/2017)	NIKSPAT	VIEW
Public Health and Engineering Department (PHED)	New Water Connection	PHED/2016-17/100020	12/01/2017	Application Rejected. (20/01/2017)	BATISH KUMAR28	VIEW



**SWS Department-wise Grievances Details**

Department Name	Grievance ID	Created By	Description	SSC Instructions	SSC Instructions Date	Grievance Status	Count
Factories and Industries	100184	SAURISH PATNA	Error on Page Information	No specific Grievance in n...	25/08/2017	Overdue	85
Industries	100134	MUKESHMANSUKH	DEAR SIR,	No specific Grievance in n...	25/08/2017	Overdue	130
Industries	100140	MANOJPARANMARN	WE APPLIED FOR EXEMPT...	Department may do the n...	25/08/2017	Overdue	110
Public Health...	100179	MANJYOTI	No response is coming fr...	Department may do the n...	25/08/2017	Overdue	47
Rajasthan State Politi...	100123	DPDDE	an problem started up to...	No specific grievance in n...	22/04/2017	Overdue	175
Rajasthan State Politi...	100132	80023004001000	Dear Sir,	NA	NA	Overdue	140
Public Health and Engin...	100182	SABIRHANOJHANI	I have submitted the appli...	Department may do the n...	25/08/2017	Overdue	96
Industries	100146	MANGALMARTI	Dear Sir, we are trying to...	Department may do the n...	24/08/2017	Overdue	61
Industries	100149	80023003000100	I HAVE APPLIED FOR 16AT...	Department may do the n...	25/08/2017	Overdue	62
Industries	100170	80146000000078	My application of a 100%...	DEPARTMENT MAY DO TH...	05/04/2017	Overdue	62
Tourism	100076	MADHURAJCHER007	As about more than 3 mo...	DEPARTMENT MAY DO TH...	05/04/2017	Overdue	205
Industries	100088	SANKARJUC	NOT SHOWING THE 16AT...	Department may do the n...	15/02/2017	Overdue	140
Industries	100082	MADHURAJCHER007	IN REFERENCE to my prev...	Department may do the n...	15/02/2017	Overdue	133
Industries	100089	SHYAMAPEARL	Application is under final...	Department may do the n...	15/02/2017	Overdue	221

## **2. Handling Investors' Feedback received through Single Window Clearance System (SWCS)**

The applicants who have registered on Single Window may provide feedback to Bureau of Investment Promotion (BIP) on the services availed by them. This provision shall be available to applicants at 3 stages:

### **I. Feedback at the time of submission of application at SWCS:**

Upon submitting the application of a Departmental service through SWCS, the system shall automatically request the applicant to provide feedback on its experience of using SWCS. The applicant may provide rating of his/her experience along with relevant remarks, which shall be shared with BIP and concerned Departments

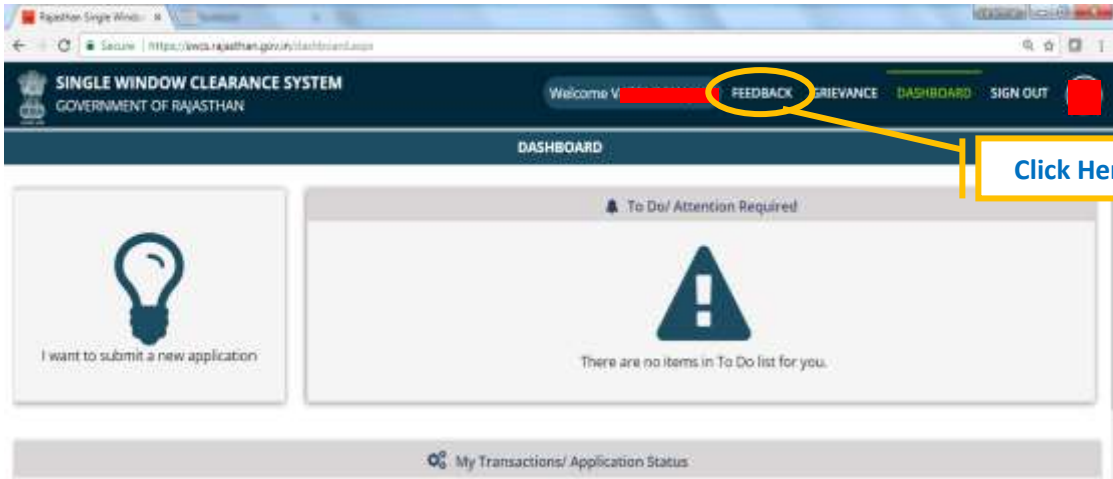
### **II. Feedback at the time of downloading approval certificate from SWCS:**

Once the approval / NOC / clearance is granted by the concerned Department, the certificate is available for the applicant to download from SWCS. At the time of downloading the certificate, the system shall automatically request the applicant to provide feedback on its overall experience of obtaining the approval from the concerned Department. The applicant may provide rating of his/her experience along with relevant remarks, which shall be shared with BIP and concerned Departments

### **III. Optional Feedback at any stage after logging into SWCS**

The applicant may, at any stage, provide feedback to BIP / concerned departments after logging into his/her SWCS account. This may be a 'General feedback', or a feedback specific to a Departmental Service, which shall be shared with BIP and concerned Departments

- BIP shall monitor and keep track of all Feedbacks received through the MIS dashboard created on SWCS
- In all such cases where applicant gives 'Poor' feedback, he/she has been mandated to provide comments / suggestions for the same. BIP shall take up such cases with the concerned department for course correction
- A weekly meeting shall be held under the Headship of Commissioner-BIP for discussing cases of Department with Poor feedback

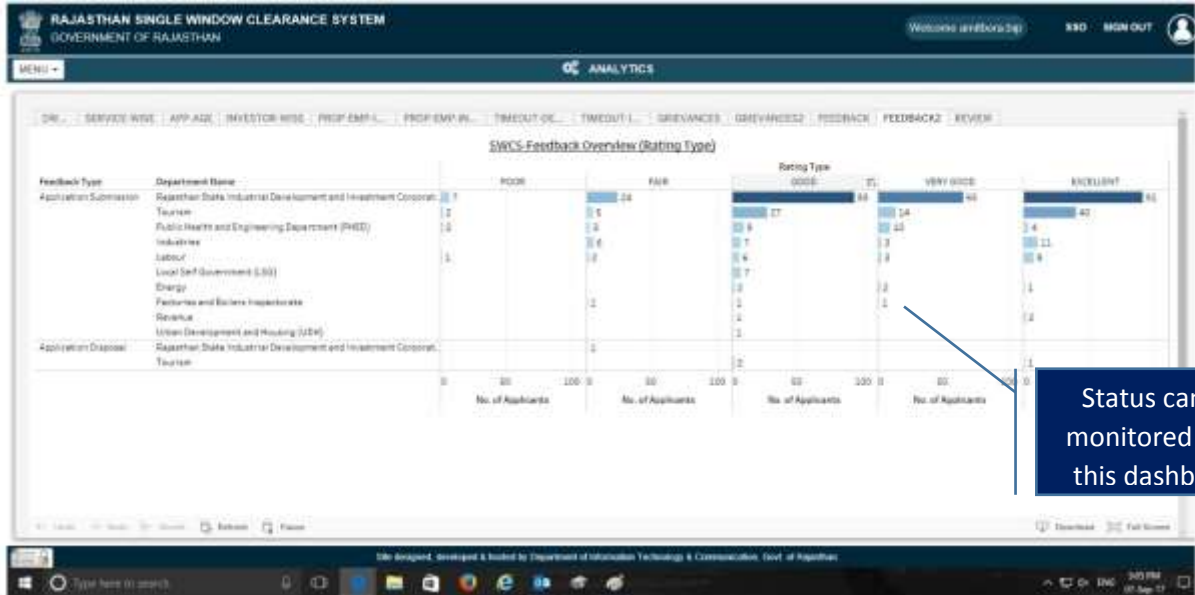


Select Department name to provide Specific Feedback

Provide rating and enter Feedback

Select this to provide 'General Feedback'

Provide rating and enter Feedback



### 3. Handling Investors' Queries received through Walk-Ins and Call-Ins at Bureau of Investment Promotion

The Bureau of Investment Promotion (BIP) has a **physical office at Udyog Bhawan, Tilak Marg, Jaipur**, which houses dedicated Relationship Managers for facilitating Walk-Ins by investors as well as for addressing their queries over the **Single Window helpline number: +91-141-2227899**.

Following are the Standard Operating Procedures for recording and ticketing each query received by BIP's Relationship Managers:

- Each query (Walk-In or Call-In) shall be addressed by a Relationship Manager (RM) of BIP, who shall understand the issue at hand and redress the same in case it is basic in nature and may be done at their level
- In case the query cannot be redressed at RM's level at BIP, the RM shall record the query in the system along with other relevant information about the query seeker after logging into their SWCS account
- Each such case recorded by the RM shall be forwarded to the nodal officer of the concerned Department
- As soon as the query is logged in to the system, a Ticket Id shall be auto-generated, which shall be shared with the query seeker via SMS and E-mail notification
- The query will reflect in the dashboard of the Nodal Officer of the concerned Department, who is required to revert within **10 working days**. The same will be visible in the Dashboard of BIP as well
- The query seeker will be able to view and track status of his / her issue by inputting the Ticket Id through 'Track your ticket' option on homepage of SWCS. **Detailed workflow is given in Annexure-III**
- Automated SMS / email notification shall be sent to the query seeker upon response from the Department / BIP
- BIP shall monitor the status of all queries and ensure timely response of to the queries
- BIP may enter remarks at any stage as a 'follow up' to the query

# **Annexures**



# Annexure-I

## Registration process at Rajasthan's Single Window Clearance System (SWCS):

Step 1:  
Applicant visits Rajasthan's Single Window Clearance System ([www.swcs.rajasthan.gov.in](http://www.swcs.rajasthan.gov.in)) and clicks on 'Sign Up'

Existing User

New User

certificates/ eLicenses

LIVE Statistics	
Registrations	3,309
Proposed Employment	11,107
Proposed Investment (Cr.)	₹ 27,994
eApplications	2,752
eCertificates	1,938

02:07:39 PM  
Saturday, September 02.

Strong Online Interface (For Applicants and Approving Authorities)    Single point of contact for business

Direct line: +91-141-2227899 (9:30 am to 6 pm – IST; Monday to Friday).  
Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

Visitor Counter: 185227

Secure | https://sso.rajasthan.gov.in/register?RU=SWS

**Step 2:**  
Applicant can either register as a 'Citizen' or as an 'Udhyog'.  
To register as a 'citizen', applicant selects one of the four options for registering on SWCS. In this case, 'Google' has been selected


**CITIZEN** UDHYOG GOVT. EMPLOYEE

Please select an option to register :-

- Bhamashah ID (Only for Citizens)
- Aadhaar ID (UID) (Only for Citizens)
- Facebook (Citizens- Limited App Access)
- Google (Citizens- Limited App Access)


NEXT CANCEL

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**Rajasthan Single Sign On**  
One Identity for all Applications

ENG हिन्दी



**Step 2:**  
To register as an 'Udhyog',  
applicant provides either Udhyog  
Aadhar no (UAN) or Business  
Registration No (BRN)

CITIZEN **UDHYOG** GOVT. EMPLOYEE

Please select an option to register :-

 Udhyog Aadhaar No. (UAN) (Only for Udhyog)

 Business Register No. (BRN) (Only for Udhyog)

NEXT CANCEL

Secure | [https://accounts.google.com/signin/oauth/identifier?client\\_id=665947872992-rdc25b585f5ik710cb38nr9aegusg8eq.apps.googleusercontent.com&as=4714a8cc6b4da778&de...](https://accounts.google.com/signin/oauth/identifier?client_id=665947872992-rdc25b585f5ik710cb38nr9aegusg8eq.apps.googleusercontent.com&as=4714a8cc6b4da778&de...)

**Google**

**Sign in**  
to continue to [rajasthan.gov.in](https://rajasthan.gov.in)

Email or phone

[Forgot email?](#)

[More options](#) [NEXT](#)

English (United States) ▾ [Help](#) [Privacy](#) [Terms](#)

**Step 3:**  
In case registration is done as a Citizen through 'Google', applicant provides Email Id and Password of his / her google account

The screenshot shows a web browser window with the URL <https://sso.rajasthan.gov.in/register?type=g>. The page features the Rajasthan Single Sign On logo and a registration form. A modal alert box is displayed in the center, indicating successful registration. The alert text reads: "Registration Successful. Your password for SSOID: [REDACTED] is sent to your registered email [REDACTED]@gmail.com. It is strongly recommended to change the password at first logon." The alert has an "OK" button. The background form shows the SSOID/Username field filled with "SHARMARACHIT19" and a green checkmark, along with "REGISTER" and "CANCEL" buttons.

**Step 4:**  
Upon providing the required credentials, the applicant is registered on the portal and an E-mail and SMS is sent to him / her as confirmation of the same

← [Icons] More ▾

Rajasthan Single Sign-On: Registration (GOOGLE) [Inbox x] [Icons]

DONOTREPLY RAJSSO <donotreply.sso@raj.gov.in> 2:11 PM (39 minutes ago) ☆ [Reply] [Dropdown]

to me ▾

Dear [Redacted],

Thanks for registering on Rajasthan Single Sign On using GOOGLE.

Username/ SSOID: [Redacted]

Password: [Redacted]

It is strongly recommended to change the password at first logon.

Regards,  
Rajasthan SSO Team.

**Email sent to applicant with login credentials**

Secure | https://sso.rajasthan.gov.in/signin?RU=SWS

**Step 5:**  
Applicant is prompted to enter SSOID and Password to log into the newly created account

Digital Identity (SSOID/ Username) [Forgot SSOID/ Username?](#)

Password [Forgot Password?](#)

2 0 5 7 9 7 Enter Captcha

[HELPDESK \(FOR ALL SSO APPLICATIONS\)](#)

Geotrust  
SECURED  
2017-09-02 UTC

← → ↻ Secure | https://sso.rajasthan.gov.in/profile

**RAJASTHAN SINGLE SIGN-ON (SSO) 6.0**  
GOVERNMENT OF RAJASTHAN

**UPDATE PROFILE**

SSOID/ User Name	Display Name	E-Mail (Personal)
[REDACTED]	[REDACTED]	[REDACTED]@gmail.com

Mobile Number*	Gender*	Date of Birth (DD/MM/YYYY)*
	<input type="radio"/> Male <input checked="" type="radio"/> Female <input type="radio"/> Other	

Telephone Number	IP Phone Ext.

Postal Code	City/ District

State	Bhamashah ID/ Enrollment ID	Aadhaar ID (UID)*
--SELECT STATE--		

**UPDATE** **CANCEL**

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**Step 6:**  
Applicant is prompted to update his/her profile



Secure | https://sso.rajasthan.gov.in/dashboard

**RAJASTHAN SINGLE SIGN-ON (SSO) 6.0**  
GOVERNMENT OF RAJASTHAN

Applications Bill Payments

Quick Search SIMPLE VIEW

APPLICATION STATUS	ARTISAN REG.	भामशाह योजना BHAMASHAH	BRSY	Banshal Teacher Banshal Name	BSSBY	BUSINESS REG.	CHALLENGE FOR CHANGE	DASHBOARD	DCEAPP	DMRD
EBAZAAR	e-Library	E-MITRA	E-MITRA REPORTS	EMPLOYMENT	FOREST & WILDLIFE	HTE	ITI APP	LDMS	MADARSA	
MJSA	MSME	PANCHAYAT	PARTNERSHIP FIRM REG.	PWD ROAD CUTTING	QLIK ANALYTICS	RAJ BIOSCOPE	RAJ E-SIGN	RAJ EVAULT	RAJ SAMPARK	
RAJASTHAN STACK			RAJMAIL	RECRUITMENT PORTAL	RIICO	RIPS	RRECL	RSLDC	RSOS	
RSPCB	RTI	SANSKRIT APP	SCHOLARSHIP	SINGLE WINDOW CLEARANCE SYSTEM	SJMS	SPECIALLY ABLED REG.	STARTUP PORTAL	SURAAJ	WEAVER REG.	

**Step 7:**  
Applicant clicks on 'Single Window'

Secure | https://swcs.rajasthan.gov.in/SSOUSERSIGNUP.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

SSO SIGN OUT

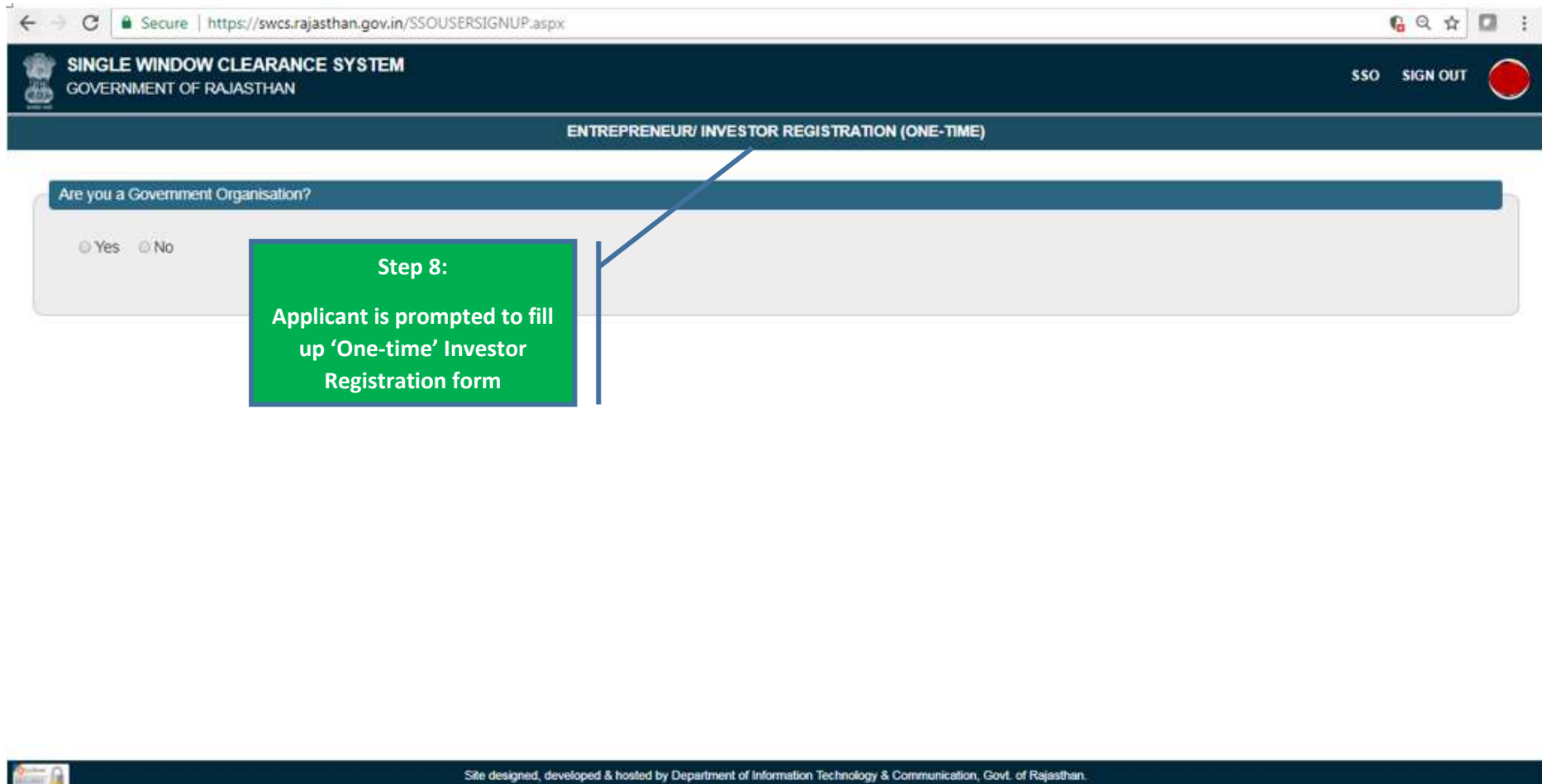
**ENTREPRENEUR/ INVESTOR REGISTRATION (ONE-TIME)**

Are you a Government Organisation?

Yes  No

**Step 8:**  
Applicant is prompted to fill up 'One-time' Investor Registration form

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.



Are you a Government Organisation?

Yes  No

A. Business Registration Number (BRN)

BRN\*

**Step 9:**  
Applicant enters his / her BRN  
generated from the link:  
<http://br.raj.nic.in/BRNApply.aspx>

B. Proposed Establishment/ Business Details

Establishment Name\*

Nature of Business\*

Proposed Employment (Total Employees)

Establishment Type\*

Existing Investor\*

 Yes  No

Proposed Investment (₹)\*

Step 10:

Applicant enters Proposed Establishment's details / Existing Business details / Personal details

Locality

City

Lane/ Street Name

District\*

PIN Code

ENTREPRENEUR/ INVESTOR REGISTRATION (ONE-TIME)

Ward\*

--Select Ward--

PIN Code\*

ENTER 6 DIGIT PIN CODE

Telephone Number With STD Code

ENTER TELEPHONE NUMBER WITH STD CODE

Fax Number With STD Code

ENTER FAX NUMBER WITH STD CODE

Mobile\*

E-Mail Address\*

@GMAIL.COM

D. Self – Certification \*

I/ We hereby give the following undertaking:-

1. I certify that the particulars furnished in the Application Form under the Rajasthan Enterprises Single Window Enabling and Clearance Act, 2011 for Permission are true, correct and complete to the best of my knowledge and I undertake to adhere to the declaration made there under.
2. I/Firm/ Co. undertake to abide by the same.
3. I/Firm/Co. undertake to abide by the same.

I/ We hereby declare that the particulars furnished in the Application Form are true and correct in all particulars and any inconsistency with them shall make us liable for action under rules.

**Step 11:**  
**Applicant submits his / her details**

Submit

Cancel

ENTREPRENEUR/ INVESTOR REGISTRATION (ONE-TIME)

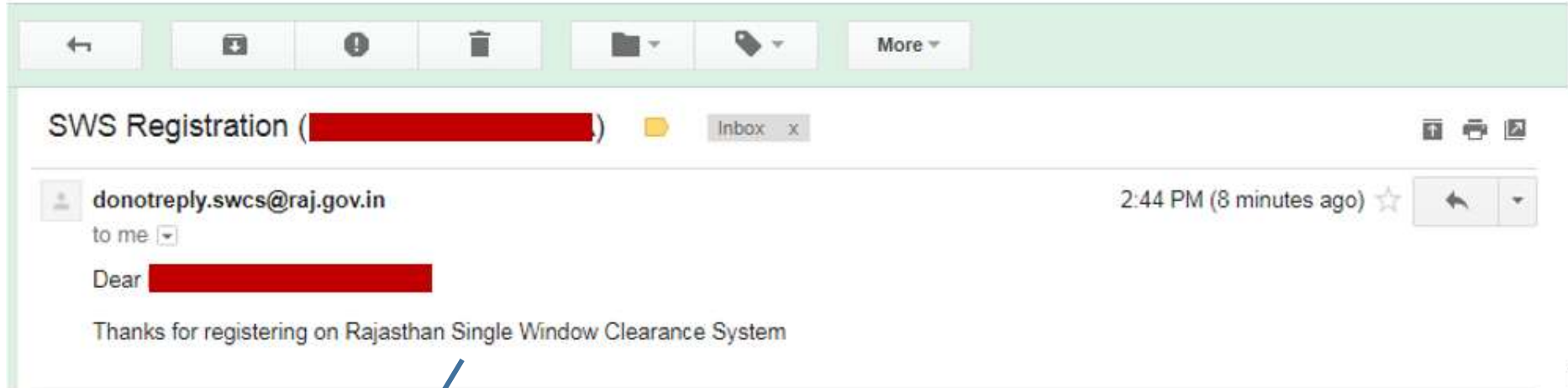
**Step 12:**

**Once profile is updated, system confirms the same to the applicant. Applicant clicks on 'Ok' to continue**

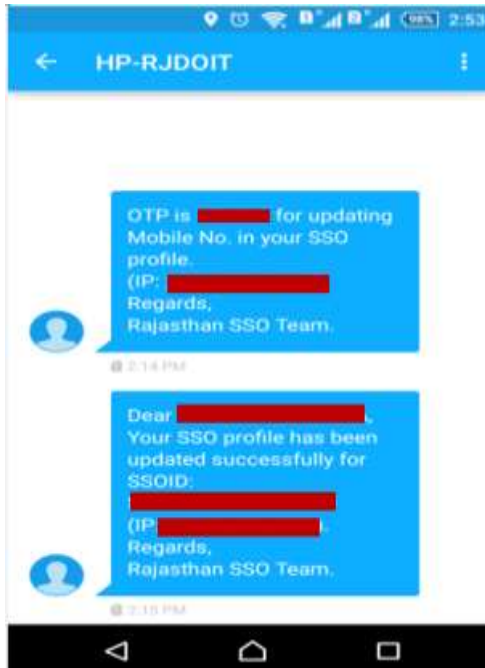
**Signup Successful!**

Thanks for registering on Rajasthan Single Window Clearance System. Your profile has been updated successfully.

Ok



E-mail and SMS received by applicant post registering on SWCS




Secure | https://swcs.rajasthan.gov.in/Dashboard.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome [redacted] FEEDBACK GRIEVANCE **DASHBOARD** SIGN OUT


**DASHBOARD**



I want to submit a new application


Applicant is logged on to SWCS wherein he/she can apply for services of various departments

To Do/ Attention Required



There are no items in To Do list for you.

My Transactions/ Application Status



There are no items that can be shown in this section.



Secure | https://swcs.rajasthan.gov.in/dashboard.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome [Redacted] [FEEDBACK](#) [GRIEVANCE](#) [DASHBOARD](#) [SIGN OUT](#)

**DASHBOARD**

To Do/ Attention Required

I want to submit a new application

VARDHMAN JAIN  
jVARDHMAN@GMAIL.COM  
9971469504

Update Profile

Click here to 'Update Profile' (CAP) at any stage

## ENTREPRENEUR/ INVESTOR COMMON APPLICATION PROFILE

### A. Proposed Establishment/ Business Details

BRN

[REDACTED]

Establishment Name

[REDACTED]

Establishment Type

Proprietary

Nature of Business

Manufacturing

Proposed Employment (Total Employees)

50

Proposed Investment (₹)

50

#### Registered Address

Urban/ Rural

Urban  Rural

Plot/ Building Number

ENTER HOUSE NUMBER

Lane/ Street Name

ENTER LANE/ STREET

Locality

ENTER LOCALITY

District

Dungarpur

City

--Select City--

PIN Code

ENTER 6 DIGIT PIN CODE

Activity/ Business Detail

ABC

I have an existing business

### B. Personal Details

First Name	[REDACTED]	Last Name	[REDACTED]
Date of Birth	[REDACTED]	Gender	[REDACTED]
<b>Residential Address</b>			
Urban/ Rural	URBAN	Lane/ Street Name	[REDACTED]
House Number	[REDACTED]	District	CENTRAL
Locality	[REDACTED]	Fax Number	[REDACTED]
State	DELHI	E-Mail Address*	JVARDHMAN@GMAIL.COM
PIN Code	[REDACTED]	Telephone Number	ENTER TELEPHONE NUMBER WITH STD CC
Mobile*	[REDACTED]		ENTER FAX NUMBER WITH STD CODE

I/ We hereby declare that the information given herein are, to the best of my/ our knowledge and belief, true and correct in all particulars and any inconsistency with them shall make

Once profile is updated, click on 'Submit' to save information

Submit

Cancel

Secure | https://swcs.rajasthan.gov.in/dashboard.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome V. [REDACTED] FEEDBACK GRIEVANCE **DASHBOARD** SIGN OUT

**DASHBOARD**

**Step 13:**

**Click here to select the service from the list**

**Applicant logged into the SWCS**

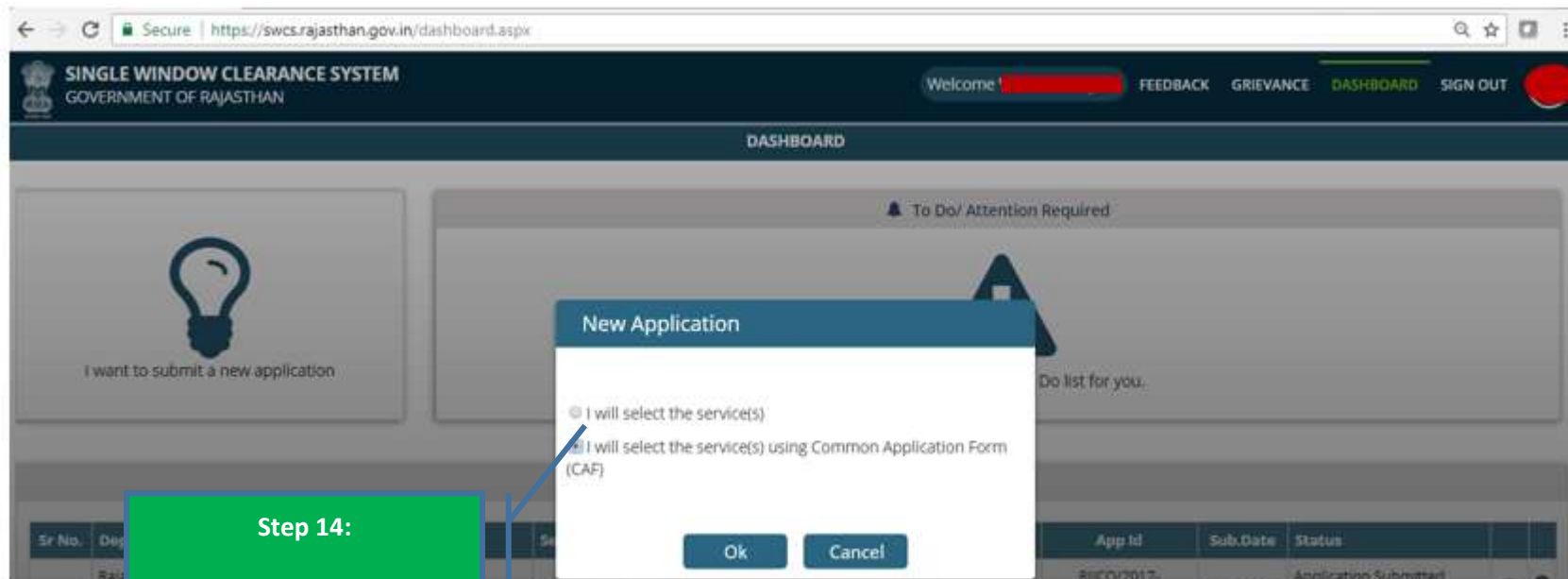
To Do/ Attention Required

I want to submit a new application

There are no Items in To Do list for you.

My Transactions/ Application Status

Sr No.	Department	Service	App Id	Sub.Date	Status
--------	------------	---------	--------	----------	--------



**Step 14:**  
Click here to select services  
you wish to apply for

Secure | https://swcs.rajasthan.gov.in/AllServices.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

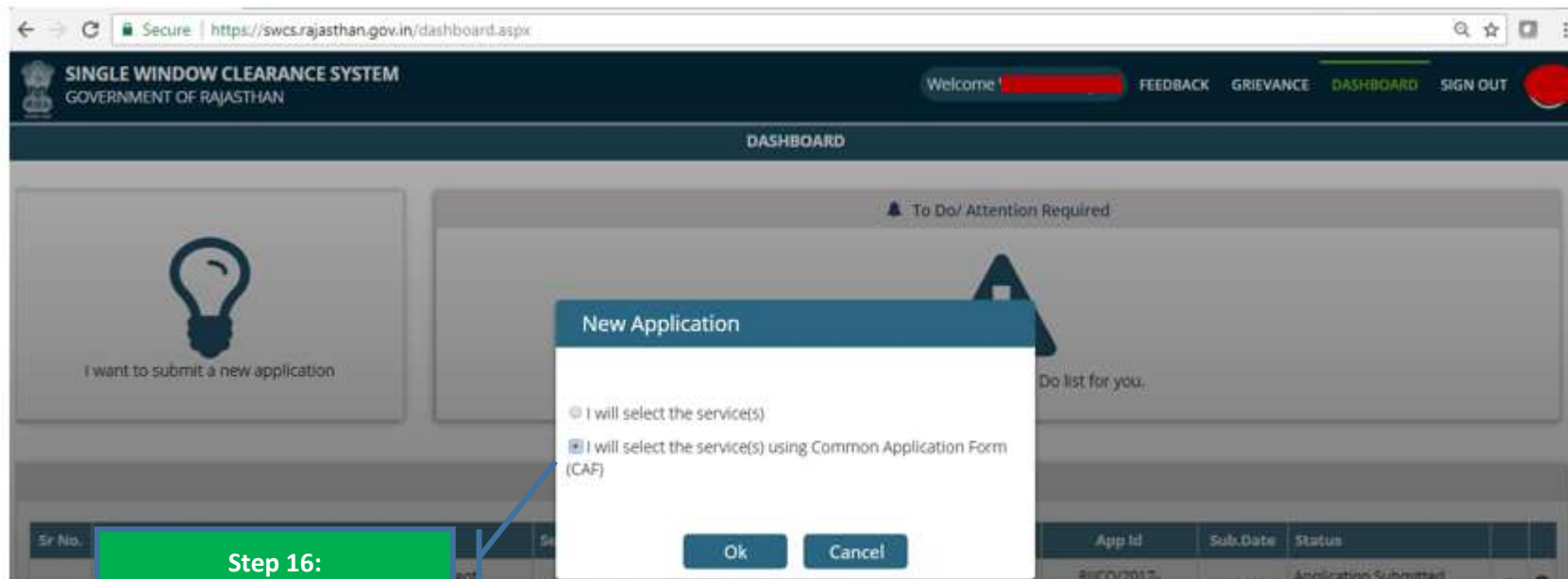
Welcome V. [REDACTED] | FEEDBACK | GRIEVANCE | DASHBOARD | SIGN OUT

Department/ Services (Click department name to view its services)

- Co-operative
- Department of Consumer Affairs
- Energy
- Factories and Boilers Inspectorate
- Industries
- Labour
- Local Self Government (LSG)
- Medical & Health
- Public Health and Engineering Department (PHED)
- Public Works Department (PWD)
- Rajasthan State Industrial Development and Investment Corporation (RIICO)
- Rajasthan State Pollution Control Board (RSPCB)
- Revenue
- Tourism
- Urban Development and Housing (UDH)

Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

**Step 15:**  
Select Department Name and services listed under them for applying for services



**Step 16:**

Alternatively, click here to  
select services through CAF

Secure | https://swcs.rajasthan.gov.in/AllServicesForCaf.aspx

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome! [REDACTED] FEEDBACK GRIEVANCE DASHBOARD SIGN OUT

**ENTREPRENEUR/ INVESTOR COMMON APPLICATION FORM**

1. Please select the desired service(s) from the list below for dynamic generation of a Common Application Form (CAF).  
2. Using CAF, you can fill one application form for submission to multiple departments/ services in one go.

Select	Sr No.	Department	CAF Services
<input type="checkbox"/>	1	Local Self Government (LSG)	Change of Land use (Residential to Commercial) Under Rajasthan Urban Area Rule 2010
<input type="checkbox"/>	2	Local Self Government (LSG)	Conversion of Land use (Agriculture to Non-Agriculture in Urban Area) under Raj. Land Revenue Rules, 2012
<input checked="" type="checkbox"/>	3	Public Health and Engineering Department (PHED)	New Water Connection
<input type="checkbox"/>	4	Rajasthan State Industrial Development and Investment Corporation (RIICO)	New Water Connection
<input checked="" type="checkbox"/>	5	Tourism	Application for Approval of a Project of Tourism Unit
<input type="checkbox"/>	6	Urban Development and Housing (UDH)	Change of Land use (Residential to Commercial) Under Rajasthan Urban Area Rule 2010
<input type="checkbox"/>	7	Urban Development and Housing (UDH)	Conversion of Land use (Agriculture to Non-Agriculture in Urban Area) under Raj. Land Revenue Rules, 2012

Next Cancel

**Step 17:**  
Select the desired services and click on 'Next' to fill applications



# Annexure-II

## Grievance redressal process on Rajasthan's Single Window Clearance System (SWCS):

Any aggrieved person or applicant shall register his grievance by logging on the Portal [www.swcs.rajasthan.gov.in](http://www.swcs.rajasthan.gov.in)

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

Welcome [User Name] FEEDBACK **GRIEVANCE** DASHBOARD SIGN OUT

**DASHBOARD**

**To Do/ Attention Required**

I want to submit a new application

There are no items in To Do list for you.

**My Transactions/ Application Status**

Sr No.	Department	Service	App Id	Sub.Date	Status
--------	------------	---------	--------	----------	--------

Applicant clicks on 'Grievance' tab



**GRIEVANCE DASHBOARD**

New Grievance

Applicant clicks on  
'New Grievance'



NEW GRIEVANCE

New Grievance

Application ID/ आवेदन संख्या\*

443

Aggrieved By Orders/ Action of/ संबंधित विभाग\*

RAJASTHAN STATE INDUSTRIAL DEVELOPMENT AND INVESTMENT CORPORATION (RIICO)

Grievance Category/ शिकायत श्रेणी\*

DELAY IN PROCESSING OF APPLICATION

Description (Max length 4000 characters)/ विवरण (अधिकतम सीमा 4000 अक्षर)\*

I SUBMITTED MY APPLICATION ONE WEEK BACK. NO ACTION HAS BEEN TAKEN AS YET.

Relevant details are filled by the applicant pertaining to his grievance

Past Reference/ संबंधित आवेदन संख्या\*

NONE

Attachment (if any)/ संलग्नक (यदि हा तो) (Note: valid File Types: JPG/JPEG/PNG/BMP/GIF/PDF, Max. File Size: 1 MB per attachment/ केवल JPG/JPEG/PNG/BMP/GIF/PDF ही मान्य, अधिकतम फाइल साइज़ 1 MB प्रति फाइल)

Choose File No file chosen

Submit

Cancel

RAJASTHAN STATE INDUSTRIAL DEVELOPMENT AND INVESTMENT CORPORATION

HT 4000 3

S BEEN TA

**Successful!**

Your Grievance has been submitted successfully to competent authority vide Grievance ID (10018-XXXXXXXXXX)

Ok

**Grievance Id is generated upon successful submission of grievance**

GRIEVANCE DASHBOARD

New Grievance

Show rows 10

Grievance ID	Submission Date/ Time	Application ID	Aggrieved By	Category	Past Reference	Status	
100 <span style="background-color: #0070C0; color: white;">XXXXXXXXXX</span>	07/09/2017 04:39:16 PM (0 Days Ago)	RIICO/2017- <span style="background-color: #0070C0; color: white;">XXXXXXXXXX</span>	Rajasthan State Industrial Development and Investment Corporation (RIICO)	Delay in processing of Application	None	Pending	

Showing 1 to 1 of 1 rows

First Previous 1 Next Last

**A new grievance record is created in the applicant's dashboard**



MENU ▾

## Department's Dashboard

- ANALYTICS
- APPLICATION FEEDBACK
- DASHBOARD
- EXCEL REPORT
- GENERAL FEEDBACK
- GRIEVANCE REDRESSAL**
- UPDATE HOD DETAILS
- TICKETS

Time	User Name	Mobile	Email	Follow Up Date	View
06:03:00 PM	SIDDARTH DUBEY	[redacted]	[redacted]	27/06/2016 06:03:00 PM	
04:28:38 PM	RAHUL	[redacted]	[redacted]	07/09/2017 04:34:03 PM	

Department's officer logs in to his account and clicks on 'Grievance Redressal'

Showing 1 to 2 of 2 rows

First Previous **1** Next Last

**GRIEVANCE DASHBOARD**

Department's Dashboard

Status:  Overdue  Pending  Disposed  Show All

Show rows: 10

Search:

Grievance ID	Submission Date/ Time	Dept	Application ID	Category	Past Reference	Status	
	14/08/2017 05:47:06 PM (23 Days Ago)	RIICO		Delay in processing of Application	N	Pending	
	28/08/2017 08:28:24 PM (9 Days Ago)	SR		Miscellaneous	N	Pending	
	29/08/2017 11:54:18 AM (9 Days Ago)	SR		Delay in processing of Application	10	Pending	
	07/09/2017 11:15:28 AM (0 Days Ago)	CONVEYORS	RIICO	Delay in processing of Application	10	Pending	
	07/09/2017 04:39:16 PM (0 Days Ago)	VA	RIICO	Delay in processing of Application	N	Pending	

Showing 1 to 5 of 5 rows

Next Last

Officer clicks here to see pending grievances

Officer clicks here to view the grievance

## Grievance Details

Application ID/ आवेदन संख्या	R		
Submission Date/ Time/ शिकायत दिनांक/ समय	07/09/2017 04:39:16 PM	Grievance Submitted By/ शिकायतकर्ता	
Grievance Category/ शिकायत श्रेणी	Delay in processing of Application	Aggrieved By Orders/ Action off/ संबंधित विभाग	Rajasthan State Industrial Development and Investment Corporation (RIICO)
Description/ विवरण	I Submitted my application one week back. no action has been taken as yet.		
Past Reference/ संबंधित आवेदन संख्या	None		

## Remarks/ टिप्पणी

Description (Max length 500 characters)/ विवरण (अधिकतम सीमा 500 अक्षर)\*

YOUR INFORMATION IS INCOMPLETE. [PL RESUBMIT](#)

Attachment (if any)/ संलग्नक (यदि हो तो) (Note: Valid File Types: JPG/JPEG/PNG/BMP/GIF/PDF, Max. File Size: 1 MB per attachment/ केवल JPG/JPEG/PNG/BMP/GIF/PDF ही मान्य, अधिकतम फाइल साइज़ 1 MB प्रति फाइल)

Browse...

Officer enters suitable remarks for redressing the grievance and clicks on 'Submit'

Submit

Back

## Grievance Details

Application ID/ आवेदन संख्या	RIIC02017070003	कर्ता	V. [REDACTED]
Submission Date/ Time/ शिकायत दिनांक/ समय	07/09/2017 04:00:00	संबंधित	Rajasthan State Industrial Development and Investment Corporation (RIICO)
Grievance Category/ शिकायत श्रेणी	Delay in process		
Description/ विवरण	I Submitted my		
Past Reference/ संबंधित आवेदन संख्या	None		

## Information!

Grievance has been disposed successfully and a notification has been sent to applicant.

Ok

## Remarks/ टिप्पणी

The officer is intimated that the grievance has been disposed off



MENU

GRIEVANCE DASHBOARD

Department's Dashboard

Status:  Overdue  Pending  Disposed  Show All

Show rows 10

Search:

Grievance ID	Submission Date/ Time	Submitted By	Dept	Application ID	Category	Past Reference	Status	
[REDACTED]	04/03/2017 11:20:31 AM (187 Days Ago)	POV [REDACTED]	RIICO	[REDACTED]	Feedback	[REDACTED]	Disposed	
[REDACTED]	21/03/2017 02:18:05 PM (170 Days Ago)	POV [REDACTED]	RIICO	[REDACTED]	Feedback	[REDACTED]	Disposed	
[REDACTED]	23/05/2017 08:02:07 AM (107 Days Ago)	HIRA [REDACTED]	RIICO	[REDACTED]	Miscellaneous	[REDACTED]	Disposed	
[REDACTED]	05/07/2017 09:06:55 AM (64 Days Ago)	RJ02 [REDACTED]	RIICO	[REDACTED]	Postal related Issues	[REDACTED]	Disposed	
[REDACTED]	06/07/2017 04:38:35 PM (63 Days Ago)	RJ02 [REDACTED]	RIICO	[REDACTED]	Postal related Issues	[REDACTED]	Disposed	
[REDACTED]	06/07/2017 06:08:37 PM (62 Days Ago)	SRIS [REDACTED]	RIICO	[REDACTED]	Delay in processing of Application	[REDACTED]	Disposed	
[REDACTED]	20/07/2017 03:49:16 PM (49 Days Ago)	CHA [REDACTED]	RIICO	[REDACTED]	Miscellaneous	[REDACTED]	Disposed	
[REDACTED]	27/07/2017 05:14:53 PM (41 Days Ago)	SUN [REDACTED]	RIICO	[REDACTED]	Miscellaneous	[REDACTED]	Disposed	
[REDACTED]	09/08/2017 03:39:00 PM (29 Days Ago)	RJ02 [REDACTED]	RIICO	[REDACTED]	Miscellaneous	[REDACTED]	Disposed	
[REDACTED]	07/09/2017 04:39:16 PM (0 Days Ago)	VAR [REDACTED]	RIICO	[REDACTED]	Delay in processing of Application	[REDACTED]	Disposed	

Showing 11 to 20 of 20 rows

First Previous 2 Next Last

The Grievance Status is changed to 'Disposed' from 'Pending'



GRIEVANCE DASHBOARD

Applicant's Dashboard

New Grievance

Show rows 10

Search:

Grievance ID	Submission Date/ Time	Application ID	Aggrieved By	Category	Past Reference	Status	
100187	07/09/2017 04:39:16 PM (0 Days Ago)	[redacted]	Rajasthan State Industrial Development and Investment Corporation (RIICO)	Delay in processing of Application	None	Disposed	

Showing 1 to 1 of 1 rows

Previous 1 Next Last

The status is changed to 'Disposed' in applicant's dashboard  
Click here to view remarks of Department



GRIEVANCE REDRESSAL

Applicant's Dashboard

Grievance Details

Application ID/ आवेदन संख्या	[redacted] 443	Grievance Submitted By/ शिकायतकर्ता	[redacted]
Submission Date/ Time/ शिकायत दिनांक/ समय	07/09/2017 04:39:16 PM	Aggrieved By Orders/ Action of/ संबंधित विभाग	Rajasthan State Industrial Development and Investment Corporation (RIICO)
Grievance Category/ शिकायत श्रेणी	Delay in processing of Application	Description/ विवरण	I Submitted my application one week back. no action has been taken as yet.
Past Reference/ संबंधित आवेदन संख्या	None	Remarks/ टिप्पणी	Your information is incomplete. pl resubmit

Department Remarks

Responded by/ निवारणकर्ता	[redacted]	Response Date/ Time/ निवारण दिनांक/ समय	07/09/2017 04:41:53 PM
Remarks/ टिप्पणी	Your information is incomplete. pl resubmit		

Back

Applicant can view the  
remarks of the  
Department

## Grievance Details

Application ID/ आवेदन संख्या	RIIC [REDACTED]	Grievance Submitted By/ शिकायतकर्ता	[REDACTED]
Submission Date/ Time/ शिकायत दिनांक/ समय	07/09/2017 04:39:16 PM	Department/ संबंधित विभाग	Rajasthan State Industrial Development and Investment Corporation (RIICO)
Grievance Category/ शिकायत श्रेणी	Delay in processing of [REDACTED]	Description/ विवरण	I Submitted my applica
Past Reference/ संबंधित आवेदन संख्या	None		

## Share Your Experience

Rate Us:



Any Comments/ Suggestions:

Submit

Applicant provides his / her feedback based on his level of satisfaction of response received

Back

# Annexure-III

## Recording, Ticketing and Addressing Walk-ins and Call-ins at Bureau of Investment Promotion (BIP)

**SINGLE WINDOW CLEARANCE SYSTEM**  
GOVERNMENT OF RAJASTHAN

HOME SERVICES INFORMATION FAQ CONTACT US ABOUT US

Existing User

New User

Relationship Manager at BIP clicks here to log into his / her account on SWCS

eForms/ eApplications, ePayments/ eCertificates/ eLicenses

**APPLY NOW**

Hon'ble Chief Minister, Smt. Vasundhara Raje

**LIVE Statistics**

Registrations	3,343
Proposed Employment	11,165
Proposed Investment (Cr.)	₹ 27,994
eApplications	2,764
eCertificates	1,940

e submission of applications (No need to physically submit hardcopy) • One portal to obtain all clearances, registrations and approvals • No need to physically visit any governme

04:13:40 PM Thursday, September 07,

Direct line: +91-141-2227899 (9:30 am to 6 pm – IST; Monday to Friday).  
Site designed, developed & hosted by Department of Information Technology & Communication, Govt. of Rajasthan.

Visitor Counter: 186358



Rajasthan Single Sign On 6.3

One Identity for all Applications

ENG हिन्दी



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Relationship Manager  
enters his / her login  
credentials

Digital Identity (SSOID/ Username) [Forgot SSOID/ Username?](#)

Password [Forgot Password?](#)

8 6 0 9 4 5 Enter Captcha

[HELPDESK \(FOR ALL SSO APPLICATIONS\)](#)

126,015,038

w.e.f. 01 March, 2017,



CALL LOGGER DASHBOARD

New Ticket

Show rows 10

Click here to enter  
Walk-in / Call-in query

Ticket Id	Ticket	Mobile	Email	Follow Up Date	View
10001	17/06/2016 01:02:22 PM			01/09/2017 10:34:41 AM	
10003	17/06/2016 01:02:22 PM			17/06/2016 01:02:22 PM	
10004	27/06/2016 12:20:51 PM			27/06/2016 12:20:51 PM	
10005	27/06/2016 12:25:38 PM			27/06/2016 12:25:38 PM	
10006	27/06/2016 12:27:40 PM			27/06/2016 12:27:40 PM	
10007	27/06/2016 12:42:02 PM			27/06/2016 12:42:02 PM	
10008	27/06/2016 12:45:07 PM			27/06/2016 12:45:07 PM	
10009	27/06/2016 12:55:42 PM			27/06/2016 12:55:42 PM	
10010	27/06/2016 12:57:33 PM			27/06/2016 12:57:33 PM	



**NEW TICKET**

New Ticket

Applicant Name/ आवेदक का नाम\*

RAHUL

Mobile Number/ मोबाइल नंबर\*

[Redacted]

Email/ ई-मेल\*

[Redacted]@MAIL.COM

Application Id/ आवेदन संख्या

APPLICATION NUMBER

Department/ विभाग\*

Rajasthan State Industrial Development and Investment Corporation (RIICO)

Attachment (if any)/ संलग्नक (यदि हो तो) (Note: Valid File Types: JPG/JPEG/PNG/BMP/GIF/PDF, Max. File Size: 1 MB per attachment/ केवल JPG/JPEG/PNG/BMP/GIF/PDF ही मान्य, अधिकतम फाइल साइज़ 1 MB प्रति फाइल)

Choose File No file chosen

Details/ विवरण (Max 250 characters)\*

I AM UNABLE TO SUBMIT APPLICATION

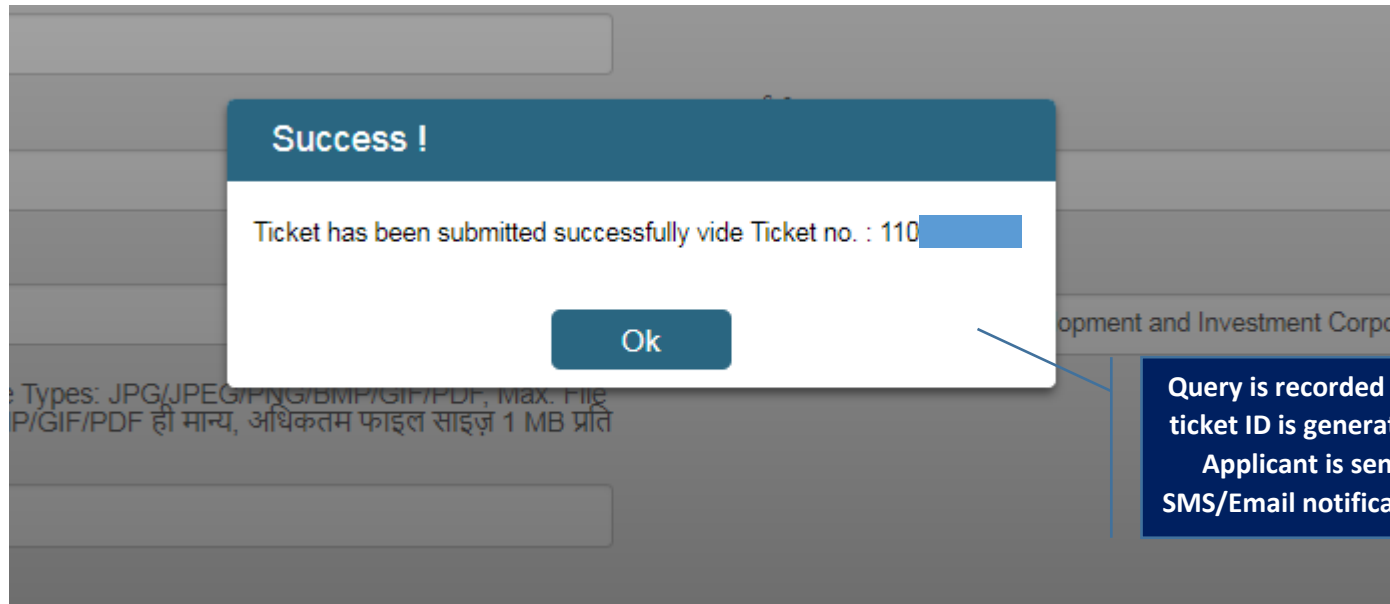
**Relationship manager enters query details and uploads document, if any**

**If the query cannot be resolved at Relationship Manager's level, it is forwarded to concerned department**

Submit

Cancel





**Query is recorded and  
ticket ID is generated.  
Applicant is sent  
SMS/Email notification**



CALL LOGGER DASHBOARD

New Ticket

Show rows 10

Ticket Id	Ticket Date/ Time	User Name	Mobile	Email	Follow Up Date	View
100	19/07/2016 11:14:27 AM	[REDACTED] SURJAR	[REDACTED]	[REDACTED] DRA531@GMAIL.COM	19/07/2016 11:14:27 AM	
100	21/07/2016 02:43:18 PM	[REDACTED]	[REDACTED]	[REDACTED] OM	21/07/2016 02:43:18 PM	
100	21/07/2016 02:44:19 PM	[REDACTED] ORI	[REDACTED]	[REDACTED]	21/07/2016 02:44:19 PM	
100	22/07/2016 03:58:37 PM	[REDACTED] BEG	[REDACTED]	[REDACTED] @GMAIL.COM	22/07/2016 03:58:37 PM	
100	17/08/2016 10:24:00 AM	[REDACTED]	[REDACTED]	[REDACTED] PALMER@GMAIL.COM	17/08/2016 10:24:00 AM	
110	07/09/2017 04:19:00 PM	[REDACTED]	[REDACTED]	[REDACTED] MAIL.COM	07/09/2017 04:19:00 PM	
110	07/09/2017 04:28:38 PM	RAHUL	[REDACTED]	[REDACTED] MAIL.COM	07/09/2017 04:28:38 PM	

Showing 31 to 37 of 37 rows

First

Query record is added  
in Relationship  
Manager's Dashboard

Next

Last



Rajasthan Single Sign On 6.3

One Identity for all Applications

ENG हिन्दी



© DOIT&C, GoR, All Rights Reserved.

Digital Identity (SSOID/ Username) [Forgot SSOID/ Username?](#)

Password [Forgot Password?](#)

8 6 0 9 4 5 Enter Captcha

HELPDESK (FOR ALL SSO APPLICATIONS)

Concerned  
Departmental officer  
logs into his / her  
Dashboard to view  
pending tickets

126,015,038

w.e.f. 01 March, 2017,



MENU ▾

⚙️ DASHBOARD

- ANALYTICS
- APPLICATION FEEDBACK
- DASHBOARD
- EXCEL REPORT
- GENERAL FEEDBACK
- GRIEVANCE REDRESSAL
- UPDATE HOD DETAILS
- TICKETS**



	Department	Service	App Id	Submission Date	Status	SSOID		
	Public Health and Engineering Department (PHED)	New Water Connection		30/01/2017	Application Rejected. (13/02/2017)	NKISPAT		VIEW
2	GM.DIC.ALWAR	New Water Connection		12/01/2017	Application Rejected. (20/01/2017)	SATISH.KUMAR28		VIEW

**Departmental Officer selects 'Tickets'**

Ticket record is displayed in Departmental officer's Dashboard

	Date/ Time	User Name	Mobile	Email	Follow Up Date	View
[REDACTED]	27/06/2016 06:03:00 PM	SIDDARTH DUBEY	[REDACTED]	[REDACTED] ASSOCIATES.COM	27/06/2016 06:03:00 PM	
[REDACTED]	07/09/2017 04:28:38 PM	RAHUL	[REDACTED]	[REDACTED] GMAIL.COM	07/09/2017 04:28:38 PM	

Showing 1 to 2 of 2 rows

Departmental Officer clicks here to view ticket

## TICKET DETAILS

Follow Up for Ticket No. 11038

Applicant Name/ आवेदक का नाम  
RAHUL

Submission Date/ दिनांक  
07-09-2017

Mobile Number/ मोबाइल नंबर  
[REDACTED]

Email/ ई-मेल  
[REDACTED]@GMAIL.COM

Application Id/ आवेदन संख्या

Department/ विभाग  
Rajasthan State Industrial Development and Investment Corporation (RIICO)

Details/ विवरण  
I AM UNABLE TO SUBMIT APPLICATION

Follow Up Details/ विवरण\*

PLEASE LOG ON TO SWCS FOR SUBMITTING THE APPLICATION. USER MANUAL IS ALSO AVAILABLE

**Departmental Officer  
views the ticket and  
sends appropriate  
response**

Submit

Cancel



TICKET DETAILS

Follow Up for Ticket No. 11038

Applicant Name/ आवेदक का नाम  
RAHUL

Submission Date/ दिनांक  
07-09-2017

Mobile Number/ मोबाइल नंबर  
[redacted]

Application Id/ आवेदन संख्या

Details/ विवरण

I AM UNABLE TO SUBMIT APPLICATION

Follow Up Details/ विवरण

**Success !**

Follow up has been submitted successfully

Ok

Development and Investment Corporation (RIICO)

**System intimates the Departmental Officer that query response has been submitted.**

**The response can be viewed by the applicant as well as BIP's Relationship Managers**

**TICKET DETAILS**

Follow Up for Ticket No. [REDACTED]

Applicant Name/ आवेदक का नाम RAHUL	Submission Date/ दिनांक 07-09-2017
Mobile Number/ मोबाइल नंबर [REDACTED]	Email/ ई-मेल [REDACTED]@GMAIL.COM
Application Id/ आवेदन संख्या	Department/ विभाग Rajasthan State Industrial Development and Investment Corporation (RIICO)

Details/ विवरण  
I AM UNABLE TO SUBMIT APPLICATION

**07 Sep 2017** Department (RIICO) :  
PLEASE LOG ON TO SWCS FOR SUBMITTING THE APPLICATION. USER MANUAL IS ALSO AVAILABLE

Follow Up Details/ विवरण\*

THANKS

**BIP's Relationship Managers are able to view the remarks submitted by Department**

**If required, the BIP may further post a query to the Department**





**INFORMATION**



**ACTS/ RULES/ POLICES/ NOTIFICATIONS/ CIRCULARS**  
Look for documents issued by various departments



**FORMS**  
Look for offline application forms of various departments



**NEWS, EVENTS & ANNOUNCEMENTS**  
Look for information on current news, events & announcements



**USEFUL CONTACTS**  
List of important contacts



**COMPREHENSIVE LIST OF APPROVALS AND CLEARANCES**  
Comprehensive checklist of all required approvals for setting up of a business/ starting business operations



**GUIDE ME WIZARD**  
A step-by-step guide to find out the information on required clearances/ approvals



**INDUSTRIAL LAND BANK**  
GIS search Engine for Existing and New Industrial Areas



**ALL SERVICES**  
List of all services that can be applied through SWCS



**TRACK/ VERIFY YOUR APPLICATION**  
Know your real time application status under SWCS



**VALIDATE YOUR CERTIFICATE**  
Validate/ Verify certificate issued through SWCS



**TRACK YOUR TICKET**  
Know your real time ticket status under SWCS



**USER GUIDE AND TUTORIALS**  
Guide and tutorials illustrating the approvals through online single window clearance system



**The applicant can view the status of his query by clicking here**



**TRACK YOUR TICKET**

Ticket No\*

110

Submit

Reset

The applicant enters the ticket No to view remarks

07  
Sep  
2017

**Applicant (RAHUL) :**  
I AM UNABLE TO SUBMIT APPLICATION

07  
Sep  
2017

**Department (RIICO) :**  
PLEASE LOG ON TO SWCS FOR SUBMITTING THE APPLICATION. USER MANUAL IS ALSO AVAILABLE

07  
Sep  
2017

**BIP :**  
THANKS

The remarks entered by all stakeholders is displayed as a chain of conversations