



Standard Operating Procedure for Helpdesk at IPFC

Standard Operating Procedure for Helpdesk at Himachal Pradesh Investment Promotion and Facilitation Cell (IPFC)





I. About the Investment Promotion and Facilitation Cell (IPFC):

The State Investment Promotion and Facilitation Cell (IPFC) in the Directorate of Industries is formed under Himachal Pradesh Single Window (Investment Promotion and Facilitation) Act, 2018 to provide secretariat support to State Single Window Clearance and Monitoring Authority and State Review Committee and acting as Investors' facilitation centre/bureau in State for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback.

Role functions of State Investment Promotion and Facilitation Cell as defined under State Single Window Act, 2018:

- The State Investment Promotion and Facilitation Cell will be responsible for receiving the e-applications, their subsequent processing as per the procedure laid down in State Single Window Act and take the proposals to the State Single Window Clearance and Monitoring Authority or the State Review Committee, as the case may be.
- The State Investment Promotion and Facilitation Cell will function as a project approval, monitoring and implementation group, which will act as a single focal point of interface between applicants and the Government Departments for facilitating the new investment proposal(s), providing necessary assistance for setting of the projects approved by the State Single Window Clearance and Monitoring Authority or the State Review Committee, assisting the applicants in obtaining required clearances from the Departments concerned, in a time bound manner.
- It will co-ordinate with all departments through concerned Departmental Nodal Officer or with the officers of the Appropriate Authority deputed with the Cell to help in implementation of the projects on ground.
- The State Investment Promotion and Facilitation Cell will also provide handholding support to the industrial undertakings in resolving any functional difficulties throughout their lifecycle.
- **The State Investment Promotion and Facilitation Cell may set up and maintain a help- line number and grievance redressal mechanism to facilitate entrepreneurs and redress their grievances.**
- The State Investment Promotion and Facilitation Cell will issue incentive eligibility certificate, wherever required, and help the applicants in applying for admissible incentives, concessions and facilities thereof.
- The State Investment Promotion and Facilitation Cell shall monitor the functioning of industrial undertakings or projects established in the State and present yearly report to the State Single Window Clearance and Monitoring Authority and the State Review Committee.



- **The State Investment Promotion and Facilitation Cell will maintain an integrated web portal for providing relevant online sectorial information to the potential investors such as land-banks, the State Policies, incentives, etc.**
- The State Investment Promotion and Facilitation Cell may organize workshops, seminars, investment promotion activities to promote investment in the State, in the country or abroad.
- The State Investment Promotion and Facilitation Cell may appoint consultants on need basis as are required to perform its functions.
- The State Investment Promotion and Facilitation Cell will exercise all or any specific powers or functions assigned by the State Single Window Clearance and Monitoring Authority or the State Government from time to time.

II. Dedicated Help Desk

The help desk to set up at HP IPFC shall receive, log, prioritize, assign, track, escalate, resolve, close and archive queries, answer calls and initiate the triaging and escalation of unsolved issues to the next level. Help desk will be normally operational from Monday to Friday, 9AM to 5PM except for any public/government holidays.

III. Helpdesk Parameters:

A 'Help-desk' is set up to help entrepreneurs at the office of Directorate of Industries, Himachal Pradesh. Equipped with facilities like computer, scanner, printer and internet, help-desks have been set up to assist entrepreneurs in setting up of an industrial unit; to provide all the information required; help in the use of web-enabled services described above. This desk will also help entrepreneurs in resolving their problems. Modes of Communication A user can communicate with the helpdesk in following ways:

- **Dedicated contact number:** As defined under officer order No I&S-15(Estt)-360/62-1 Dated 24th Nov, 2018, three Data entry operators shall manage a **Land line number +91- 177-2653069** where a user can call and log his issue. Any call made at the helpdesk shall be logged in the ticketing system along with the action taken and solution provided.
 - **Technical Inquiries:** All inquiries technical in nature will be handled by IT officer/ external third party agency in a time bound manner. All technical issues related to Single Window Portal registration, application, payment, OTP's generation, email activations etc will be handled by IT officer/ external third party agency at IPFC.
 - **General Inquiries:** All general inquiries related to general investors information incentives, various policies, plots, boiler, Single window application decisions, grievances etc will be handled by various sub cells nodal



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heads defined under IPFC order No I&S- 15(Estt)-360/62-1 Dated 24th Nov, 2018

- **Raise your Ticket through portal:** A user can also raise his ticket at <https://emerginghimachal.hp.gov.in/> to Investment Promotion and Facilitation cell (IPFC). This ticket number generated will help and Investor to track his inquiry and IPFC shall respond to the tickets received, and record the action taken and the solution provided (if any) for every ticket.
- **Feedback:** While downloading a certificate/NOC/clearance of any service applied on the portal, the investor is required to fill in a feedback regarding his/her service experience. Any feedback with poor or average rating is considered and logged as a grievance.
- **Social Media:** Department has its social media presence on Twitter (@Rising_Himachal). An investor can post or tweet his grievance on any of the above social media channels.

IV. Following are the steps for recording and ticketing each telephonic/walk in/Online ticket query received by IPFC.

- Login ID are provided to each IPFC sub cell representative for logging into Issue monitoring system for raising a ticket against Investors inquiry.
- Each query (Walk in or call in or Online ticket generation) shall be addressed by a representative of IPFC 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 representative level at IPFC, the representative shall record the query in the system in Issue Monitoring module developed along with other relevant information about the query seeker after logging into their SWCS account.
- Each such case recorded by the representative shall be forwarded to the Nodal officer of the concerned department.
- As soon as the query is logged into the system, a ticket ID shall be auto- generated, which shall be shared with the query seeker via SMS & Email notification.
- The query will reflect in the dashboard of the Nodal officer of the concerned department, who is required to revert maximum within a time period of 15 working days. The same will be visible in the dashboard of IPFC as well.
- The query seeker will be able to view and track status of his/her issue by inputting the Ticket ID in the Dashboard of Single Window portal.
- Automated SMS/Email notification shall be sent to the query seeker upon response from



the Department/IPFC.

- IPFC shall monitor the status of all queries and ensure timely response to the queries.
- IPFC may enter remarks at any stage as a “follow up” to the query.
- After successful resolving of inquiry, Nodal officer of concerned department can close the inquiry and same can be communicated to the inquiry seeker through email/SMS.
- Grievance Redressal Procedure – Feedback
 - Any feedback with less star rating (less than 3) shall be considered as a Grievance. The procedure for addressing investor grievances logged through the feedback mechanism shall be as follows:
 - a) An investor shall be mandatorily required to provide his feedback on the portal while downloading his certificate/NOC/approval for a service applied through the portal.
 - b) Any feedback with less than three star rating shall be highlighted to the concerned Nodal officer.
 - c) The Nodal Officers/HoDs of the concerned department shall be required to contact the aggrieved investor in order to address his concern and take the corrective action.
 - d) A dashboard of grievances shall be provided for monitoring and further action in case of delay.
- Social Media
 - The procedure for addressing investor grievances posted on Twitter shall be as follows:
 - a) Investor shall post or tweet his comments on social media platforms.
 - b) For any comment containing an enquiry or grievance, a standard reply shall be sent to the investor informing him to contact the helpdesk by calling at the dedicated number or sending an email to department.
 - c) Once the investor contacts the helpdesk, the issue shall be logged in.
 - d) Any ticket logged under the “Grievance” category shall be taken up as per the Helpdesk grievance redressal mechanism.

V. Structure of Grievance Redressal Cell

The Grievance Redressal Cell at HEPC shall consist of the following:

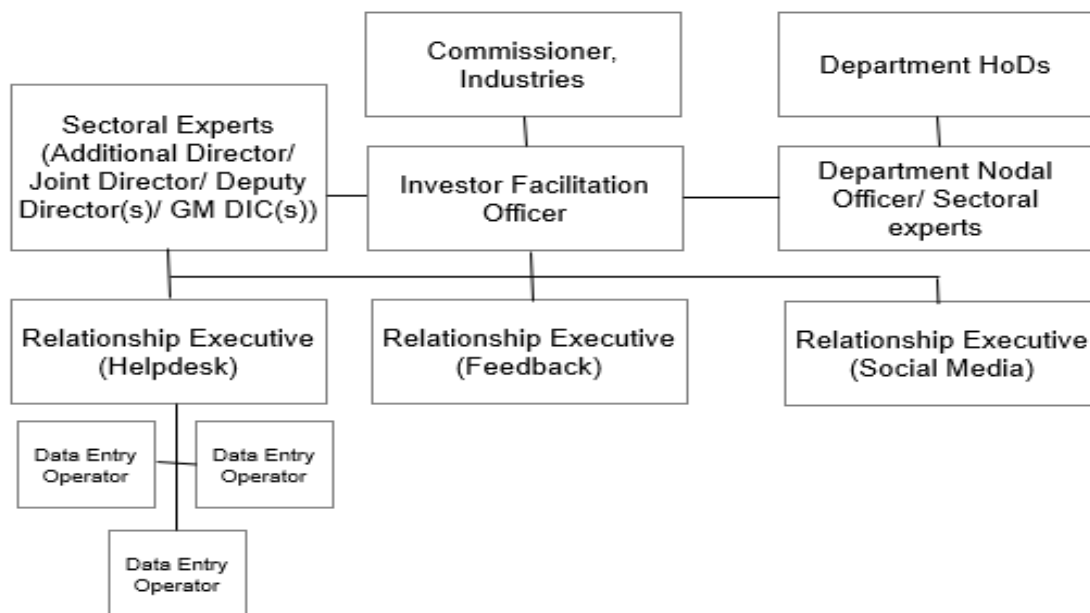
- **Commissioner:** The Commissioner, Indus shall provide a broad oversight to the Grievance Redressal Cell. All grievances which remain unresolved after their defined timelines across all modes shall be escalated to CI who shall be responsible to get the same resolved at the earliest.
- **Investor Facilitation Officer:** The Investor Facilitation Officer shall be responsible for the overall functioning of the Grievance Redressal Cell. She/he shall ensure that



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the grievances across all modes are promptly attended to in a time bound manner. She/he shall also be responsible for maintaining and updating the grievance handling process across all the modes of grievance logging.

- **Additional Director/ Joint Director/ Deputy Director(s)/ GM DIC(s):** Responsible officer for grievance redressal/ providing services within notified time bound manner. They will be responsible for the type of grievance received (related to allocated queries). These sectoral experts shall also be responsible for providing sectoral/ other information to the investors.
- **Relationship Executives:** 1 relationship executive each shall be responsible for Helpdesk, Feedback and Social Media communications. They shall identify and escalate grievances as per the defined processes of their respective mode of communication.





VI. Escalation Mechanism

There shall be two levels of resolution, namely L1 and L2 for Grievances received.

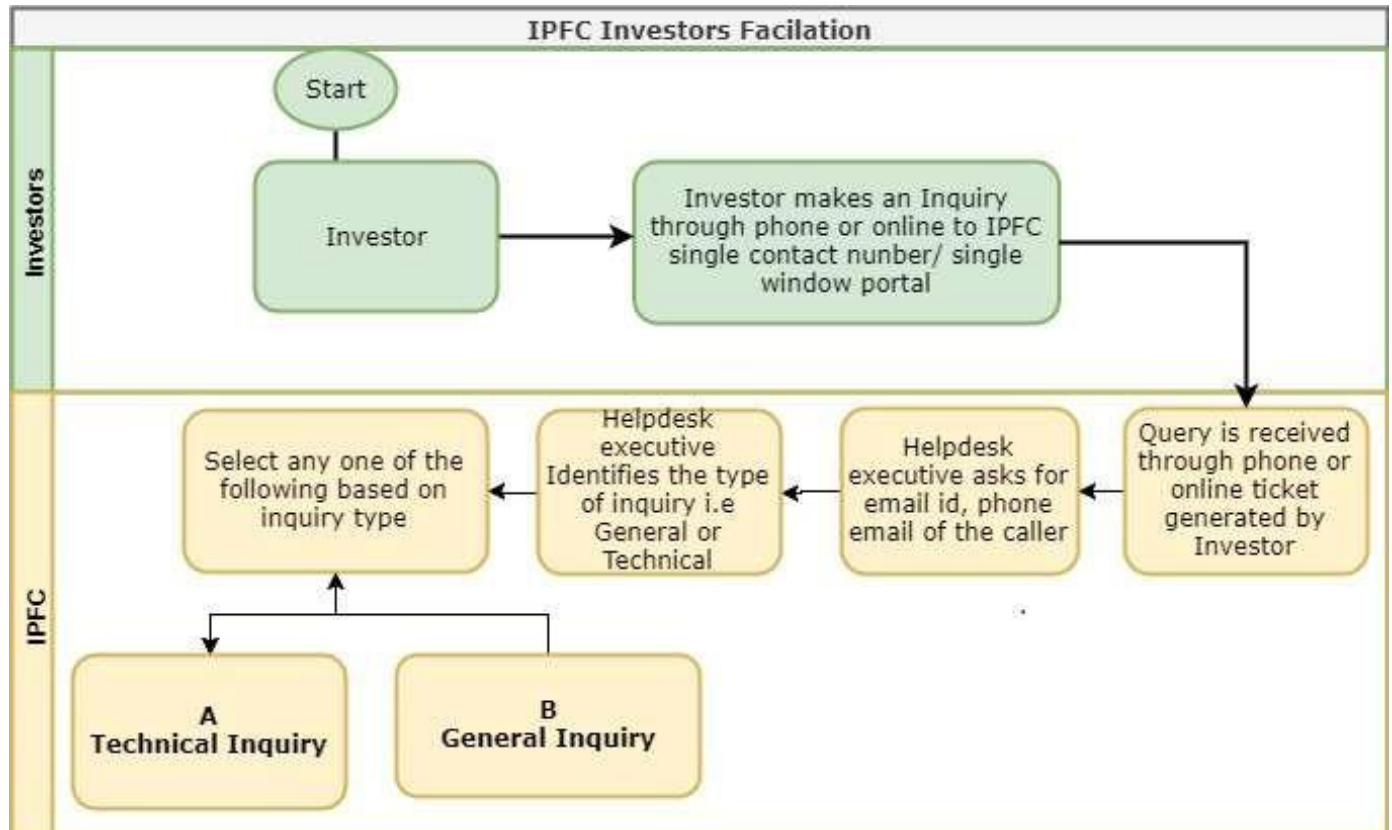
- L1 shall be the initial level where the grievance is received
- For all grievances pertaining to SW/ Industries, L2 shall be the Commissioner (Indus.). In all other cases, the respective department HoDs shall be the L2.

Any grievance pending for more than 72 business hours shall be automatically escalated to L2. The Investor Facilitation officer shall be required to notify and pursue any such pending grievances with the relevant departmental HoD.



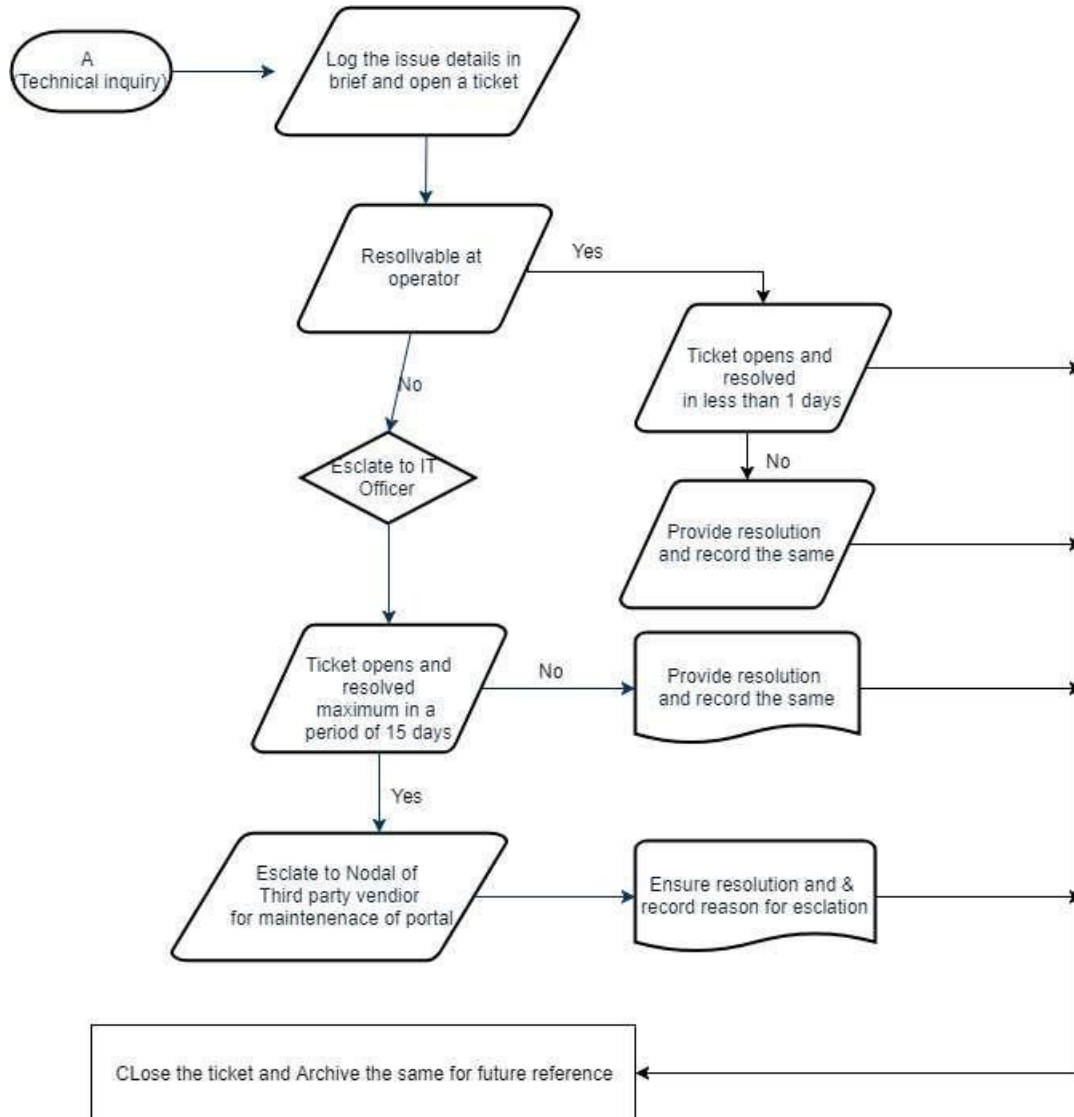
VII. Standard Operating Procedure

The flowcharts showcased in this section define the standard operating procedure for any ticket logged at the helpdesk.





TECHNICAL QUERY





GENERAL QUERY

