



Customer Relationship Management

Guidelines to avail Online Services of Invest UP through Nivesh Sarathi Portal

Step 1 – Register

- To Register online at Invest UP as an Investor, fill Full Name, Designation, Company/Industry/Organization Name, Email ID & Mobile No. in the respective fields on registration panel of Nivesh Sarathi Portal and click on **Register** button.
- Thereafter, entered Email ID & Mobile No. will be verified through One Time Passwords (OTPs). After verification, your registration will be completed and an auto-generated password will be sent on the registered Email ID & Mobile No.

Step 2- Login

- Fill registered Email ID in respective field, click on Verify Email button then fill Password and click on Login button.
 -OR-
- To login through OTP verification, enter your registered Email ID in respective field, click on Verify Email button and thereafter click on Login through OTP Verification link. Thereafter, OTP will be sent on the registered Email ID/Mobile No. for verification. After verification, you will be logged in.

** Reset Password, if forgot

- Click on **Forgot Password?** link available on Login panel and enter the registered Email ID on next step.
- Thereafter, an OTP will be sent on the registered Mobile No./Email ID. Fill that OTP in respective field and click on **Verify** button.
- After verification, user will be redirected to create their New Password.

Step 3 – Create Company Profile

Once the user is Logged In, he/she will have to create Company Profile by submitting following details:

- o Basic Information
 - Type of Organization
 - Company Website (URL)
- Company Address
 - Country
 - State
 - District
 - Company Address
 - PIN Code/ZIP Code
 - Phone Number





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After filling the above details, read declaration messages, select all checkboxes of declaration and then click on **Submit** button to create the Profile.

Please note, after submission of above details, no changes will be allowed in Company Profile. Hence investors are advised to verify the filled details before submission.

Investor will not be allowed to file any request unless he/she creates the Company Profile.

Step 4 - Raise Request for Services

A. Raise Query

Registered investors can raise query at Invest UP by clicking on **Raise Query** option available in side menu or on the dashboard. Investor will have to fill below details in query section:

- Query Subject
- Query Details (Max. 500 characters)
- Upload Query Related File (File Format: PDF | Max File Size: 5 MB)

After submitting the above details in respective fields, click on **Raise** button. Thereafter, query will be forwarded to Invest UP for redressal.

As soon as Invest UP replies to the query, Investor can view it under Query Redressal section. Investor can re-open the query if he/she is unsatisfied with the response by Invest UP.

Investor can close the query if he/she is satisfied with the response of Invest UP.

B. File Investment Intent

Click on **File Investment Intent** side menu or option available on the Dashboard. Thereafter, Investor will have to submit following details:

- Type of Project Proposal:
 - New
 - Expansion
 - Diversification
- Project Name
- Project Details (Maximum 500 characters)
- Upload Detailed Project Report (File Format: PDF | Max File Size: 5 MB)
- Sector of Investment
- Investment Proposed (in Crore INR)
- Proposed Strength of Employees
- District for Project Implementation (3 preferences)
- Proposed Year for Project Commencement
- Proposed Month for Project Commencement
- Proposed Year for Starting Commercial Operations
- Proposed Month for Starting Commercial Operations
- Name of Witness





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- Mobile No. of Witness
- Upload Signature of Witness (File Format: JPEG/JPG | Max File Size: 200 KB)
- Upload Signature of Investor (File Format: JPEG/JPG | Max File Size: 200 KB)

After filling the above details, click on **Submit** button. User will be redirected to the dashboard thereafter.

After submission of above details in respective fields, no changes will be allowed in the application. Hence investors are advised to verify the filled details before submission.

Along with, Intent will also be forwarded to the Invest UP for MoU Signing. Acceptance/Rejection of Intent or MoU Signing will be notified to Investor through SMS, Email and on their dashboard.

If Invest UP raises any query in relation to the application then it has to be answered by the Investor within stipulated time. Thereafter, Invest UP will scrutiny the application and process the same.

C. Request for Facilitation

If Investor requires Facilitation from the Government then he/she can request for facilitation in following two ways:

- (i) Go to the Filed Intent section and click on **Request Facilitation** button (if Intent is filed online and MoU signing is pending or signed), or
- (ii) By clicking on **Facilitation Requests** side menu or **Request for Facilitation** button available on the dashboard (if the MoU signed is offline/online). In both cases, Investor will have to submit following details:
 - MoU Number or Application ID of Project (if applicable)

C.1. Land Facilitation Details

- Land Facilitation Details
 - Does your project require land? If **YES**, then fill
 - Whether Land required under Fastrack mode? (Yes/No)
 - o Area of Land Required (in Square Meter)
 - Have you identified the Land? If YES, then fill
 - Type of Land Identified i.e., 'Government' or 'Private'
 - If Government Land, then fill
 - o Industrial Development Authority
 - o Industrial Area
 - If Private Land, then fill
 - Address of Land
 - o District





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o PIN Code

- o If didn't identified the Land then select Type of Land required i.e., 'Government' or 'Private' and District
- After filling the above details, click on Save & Continue button and proceed to next step
- If Investor doesn't require Land Facilitation then select **NO**, click on **Save & Continue** button and proceed to next step.

C.2. No Objection Certificate (NOC) Facilitation Details

- Have you applied for any NOC on Nivesh Mitra Portal?
 - If **YES**, then fill Application ID of Project in respective field, click on **Save & Continue** button and proceed to next step.
 - If Investor doesn't require NOC Facilitation then select **NO**, click on **Save & Continue** button and proceed to next step.

C.3. Letter of Comfort (LOC) Facilitation Details

- Have you applied on Incentive Management System?
 - If **YES**, then fill Application ID of Project in respective field, click on **Save & Continue** button and proceed to next step.
 - If Investor doesn't require LOC Facilitation then select **NO**, click on **Save & Continue** button and proceed to next step.

C.4. Any Other Facilitation

- If Investor requires any other facilities then select **YES** and fill:
 - Power Load Required (in KW)
 - Water Required (KL/Day)
 - Any other requirement from State Government?
- If Investor doesn't require Facilitation then select **NO**, click on **Final Submit** button and proceed to next step.

After final submission of above details in respective fields no changes will be allowed in the form. Hence investors are advised to verify the filled details before final submission.

After final submission, request will be forwarded to Invest UP. If Invest UP raises any query in relation to the request then it has to be answered by the Investor within stipulated time. Thereafter, Invest UP will scrutiny the request and process the same. Investor will be notified about the status of request through SMS, Email and on their dashboard.





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** Change Password

- To change the password, click on User icon available on the top right corner of the login screen, click on **Change Password** menu and fill following details on next step:
 - o Current Password
 - o New Password
 - o Retype New Password
- After filling the above details, click on **Change Password** button. Password will be changed thereafter.