

Grievance Redressal Mechanism
for Startups in Gujarat

Government of Gujarat
Industries & Mines Department
Government Resolution No: MIS/102016/333186/G
Sachivalaya, Gandhinagar
Date: 26.4.2018

Read:-

- 1) Industries Commissioner letter ઉક/સોલેટ/ટક/રૂટાઈ અવ/૧૪૭/૧૪૨૩૩૮૧, dated 23/04/2018

Preamble:-

Government of Gujarat is constantly endeavouring to undertake new initiative with an objective of promoting the new Startups in Gujarat State. In order to nurture such innovation and entrepreneurship and as per the guidelines given by Department of Industrial Policy and Promotion, Government of India, Industries Commissioner has proposed to setup a Grievance Redressal Mechanism for Startups in Gujarat vide letter dt. 23.4.2018 read at sr. no. 1, above.

Resolution:-

The Government of Gujarat, after due consideration, is pleased to setup the Grievance Redressal Mechanism as follows:

Definition of Grievance

“Grievance” is formal complaint that is raised by an investor/ applicant. Grievance procedures means dispute resolution that may be used by Government to address complaints by investors/ applicants.

Objective of Grievance Redressal Mechanism (GRM)

- Investor's grievance is resolved maintaining transparency and fairness in entire workflow.
- To expedite the resolution process by connecting the investor's grievance to the concerned department in very first place
- Increase transparency and confidentiality of the information given by investors while dealing with grievances within online grievance redressal mechanism
- To reduce turn-around time of investor's grievance by integrating auto-escalation matrix

Detailed Process Flow along with timelines for Grievance Redressal Mechanism:

Grievance process flow will help the investors for better visibility of logged grievance in the grievance online system.

Step 1	Applicant shall visit Single window online portal - www.startupgujarat.in Select 'Raise Grievance'	Applicant/ Startup
Step 2	Applicant shall fill necessary details – basic details, query type and grievance description	Applicant/ Startup
Step 3	Once the grievance is submitted, Ticket number gets generated (an e-mail is sent to applicant that the grievance is registered within online single window portal)	Applicant/ Startup (System generated)
Step 4	Startup Cell will scrutinize the registered grievance and will respond within 10 days from the date of application. (within that 10 days the grievance redressal officer will coordinate with concerned department and draft reply)	Deputy/Joint/Additional Commissioner of Industries - Startup Cell
Step 5	If the grievance is not resolved within 10 days timeline, the grievance shall get auto escalate to Nodal Officer. The Nodal officer shall resolve the grievance within 10 days.	Nodal Officer, Startup Cell
Step 6	Once the grievance is resolved, applicant can check grievance response via 'Track the Grievance'	

Deputy/Joint/Additional Commissioner of Industries start up cell will be the liaising officer for Grievance Redressal Mechanism.

By order and in the name of the Governor of Gujarat

B.S.Mehta
(B.S.Mehta)

Joint Secretary to Government of Gujarat
Industries and Mines Department

Copy to:-

- Secretary to Hon. Governor of Gujarat*
- Chief Principal Secretary to Hon. Chief Minister*
- OSD to CMO
- Deputy Secretary to the Chief Secretary
- Personal Secretary to PS (I&M)
- Science and Technology Department

- Education Department
- Industries Commissioner, Udyog Bhavan, Gandhinagar.
- Directorate of Technical Education, Old Sachivalaya, Gandhinagar.
- Gujarat Informatics Limited, Udyog Bhavan, Gandhinagar.
- Gujarat State Bio -technology Mission, Udyog Bhavan, Gandhinagar.
- Concerned officers
- Accountant General, Rajkot / Ahmedabad
- System Manager, IMD (for website updation)
- Select file