

## **Frequently Asked Questions**

### **What is INVEST Portal?**

'INVEST' Portal is a single window online platform which acts as the first point of contact for any investor in Madhya Pradesh. It also facilitates for online filling of all required forms, online payments, downloading online certificates, licenses and a grievance redressal mechanism.

### **What are the advantages of filling an application online?**

There are various advantages of filling an online application

a) All the applications across various departments are available online on INVEST Portal ([www.invest.mp.gov.in](http://www.invest.mp.gov.in)).

- Pre-requisite clearances (Land allotment)
- Pre-establishment approvals
- Pre-operation approvals
- Other approvals
- Renewals
- Incentives

b) Investor can upload all documents for all required applications

c) Investor would also know the status of the application online on Investor Dashboard

### **Do I need to approach any other Department to complete my approval process?**

Investor do not have to approach any department for taking any approvals. All the processes can be completed online via [www.invest.mp.gov.in](http://www.invest.mp.gov.in)

### **How do I get started?**

Prior to availing any of the services, Investor may first register with INVEST Portal ([www.invest.mp.gov.in](http://www.invest.mp.gov.in)). An investor will have to create Login ID and password. Further, an investor may login and apply for necessary approvals required for setting up a business.

### **After applying for services through INVEST Portal, how do I know the status of my application? Do I need to contact the department for status update?**

INVEST Portal is integrated with other department systems and online portal. An investor can check the current status of application via INVEST Portal at the application dashboard. The user will also get an email or SMS upon any change of the status of his/her application.

**How would I know about the approvals required for my Industry?**

INVEST Portal allows users to know about the approvals required for a particular industry. Click on “WIZARD” link on the homepage and then key in some basic questions about the unit. A list of all pre-establishment and pre-operation approvals required will be displayed to the user.

**Can I apply for approvals required for multiple units through single user ID?**

An investor may have multiple units under single name and can apply for approvals required to operate multiple units through a single user id by registering new units under the same user id. The same PAN number should be used for login.

**What are the various mode of payments available?**

The various modes of payment available are: Net Banking and Credit Card / Debit Card Payment.

**Is it mandatory to attach soft copies of required documents with online forms?**

It is mandatory that all required documents to be uploaded as mentioned in the online application form for that specific service.

**Do I need to repeat all the procedures for getting renewal for my existing enterprise every time?**

No. Once you are registered on INVEST Portal, for each project submission you need to click on 'Add Project' tab under 'Project Details' tab. In order to skip the whole process for filling an application for existing user, an applicant needs to click 'Yes' for the question 'Is your enterprise under operation?' under Basic Details tab. Then the investor can directly apply for renewal related applications

**I have forgotten my password. What should I do?**

Please select the 'Forgot Password' tab under the login and follow the procedure for new password.

**Can supporting documents be uploaded along with application?**

Yes, supporting documents can be uploaded with application.

**I have not finalised Land for my project. Can I still apply?**

Land identification is required to proceed under INVEST Portal single window system. After getting necessary approval for land the investor can key in specific details and apply for pre establishment approvals via Common Application Form

**I have finalised land but will get possession only after 6 months. Can I still apply for services on INVEST Portal?**

No. Firstly, Investor needs to obtain the possession of land, then only the investor can apply for pre-establishment approvals on INVEST portal.

**Is there a helpline number for assistance on INVEST Portal?**

Yes, the helpline number +91-755-2559971 is flashed on the top of the homepage of the INVEST Portal. One can get in touch for queries from 10:30 AM to 6:00 PM

**How do I know about the services notified under Public Services Guarantee Act?**

List of services notified under PSG Act are provided on Homepage of INVEST Portal.

**How do I raise a Query?**

After logging into his account on INVEST Portal, Investor will be given 'raise a query' option for various services provided on his dashboard. A 'comment box' with 1000 words limit and 'Add Enclosures' option will also be provided to Investor

**How do I lodge a grievance?**

Grievances can be lodged from home page of INVEST Portal or after logging into your account on INVEST Portal.

**What happens when I lodge a Grievance?**

Grievance is acknowledged online and a Ticket number is given for each grievance lodged for further tracking.

**How do I track my Grievance?**

Grievance can be tracked by entering Grievance ID from home page or after logging into your account on INVEST portal

**How do I provide my feedback?**

Feedback can be provided after logging into your account on INVEST Portal

### **What is Unified Payment Mechanism?**

Unified Payment Mechanism allows user to make the payment for all the services through a single transaction. Unified Payment system is an instant real time payment system for all the services applied through INVEST Portal

### **How do I calculate fees for various services applied through INVEST Portal?**

Fees will be calculated automatically and Investor will have to pay once only for all the services applied through INVEST Portal

### **What are the main activities of TRIFAC?**

- Front office of State Government for investment promotion and advice Government in policy matters.
- Processing of applications for customised package of concessions, exemptions and facilitation to the mega projects through Cabinet Committee on Investment Promotion.
- Grants Industrial Investment Promotion Assistance (IIPA) to the industrial units.
- Undertakes MOUs (Memorandum of Understanding) with investors on behalf of State Government.
- Follow up action and coordination between the Government departments and investors.
- Facilitation & Coordination for implementing DMIC project in MP.

### **What is Cabinet Committee on Investment Promotion?**

Cabinet Committee on Investment Promotion is a high power committee under the chairmanship of honourable chief minister. This committee is fully empowered to sanction the customized package of concessions and exemptions to the mega projects.

### **What is customized package and mega project?**

Package of concessions and exemptions sought by any investor from State Government which suits his/her project.

Mega Projects are the projects in which investment in fixed assets is above 25 Crores. Food processing, Biotechnology, Herbal based industries having investment of Rs. 10 Crores and above, shall also be considered as Mega Projects.

### **What is the procedure to obtain customized package?**

Investors interested to avail customized package, may contact TRIFAC which is the secretariat for Cabinet Committee on Investment Promotion. There is a prescribed procedure to obtain customized package from Cabinet Committee on Investment Promotion. Application should be submitted on prescribed application form i.e. General Project Information along with supporting enclosures and documents.

### **Is customized package sanctioned by Cabinet Committee on Investment promotion is Empowered committee mandatory and binding for the concerning departments?**

Yes, Cabinet Committee on Investment Promotion is vested with the powers of Cabinet Sub Committee of economic affairs. Hence the decision taken by the Cabinet Committee Empowered Committee is mandatory and binding to the all concerned departments.

### **What is DMIC?**

Delhi-Mumbai Industrial Corridor project is popularly known as DMIC project. Indian Railways are constructing a dedicated freight corridor (DFC) between Dadri (Capital Area New Delhi) and Jawaharlal Nehru Port (Mumbai). This DFC is passing through six states, one among them is Madhya Pradesh. Government of India, all along this DFC have planned to establish industrial region, which is known as DMIC project.



### **What are the areas under DMIC project in Madhya Pradesh?**

DMIC would be passing through the border of Gujarat and Madhya Pradesh in Malwa region. The districts which would be affected by this project are Ratlam, Dhar, Indore, Ujjain, Shajapur, Dewas, Neemuch, Jhabua, Mandsaur, and Rajgarh.

### **Which is the agency that takes care of DMIC project in Madhya Pradesh?**

Madhya Pradesh Trade and Investment Facilitation Corporation (MP TRIFAC) is the nodal agency for dealing day-to-day activities related with DMIC project.

**Is TRIFAC fully empowered to take important decisions in concern with implementation of DMIC project in Madhya Pradesh?**

For effective and smooth implementation of DMIC project in the State, State Government have constituted the high power committees. One is Steering Committee headed by honourable Chief Minister and other one is Empowered Committee headed by the Chief Secretary Government of Madhya Pradesh. These two committees are vested with the powers to take appropriate decisions for effective and successful implementation of the project in the State.

**What are the areas which are to be developed as investment regions under DMIC project in Madhya Pradesh?**

Initially following areas have been identified as investment regions to be developed under the DMIC project:

- Pithampur - Dhar - Mhow investment regions.
- Shahjapur - Dewas industrial area.
- Ratlam - Nagda investment region.
- Neemuch - Nayagaon industrial area.

**Has Government of Madhya Pradesh identified any project to begin with DMIC project in Madhya Pradesh?**

Government of Madhya Pradesh, in consultation with Project Management Consultant, Project Development Consultant and other concerned departments and agencies have identified following projects as early bird projects to begin with the DMIC project in the State. Early bird projects are:

- Economic Corridor between Airport Indore and Growth Center Pithampur.
- Management of water supply and waste water disposal in Pithampur Industrial area.
- Integrated Multimodal Logistic Hub near Indore.
- Knowledge city at Ujjain.

**What is Industrial Investment Promotion Assistance?**

Industrial Investment Promotion Assistance (IIPA) is a fiscal incentive given by State Government to the industrial units. Under IIPA scheme, 50%/75% (depending upon its eligibility) of the tax paid by the industry is reimbursed in the next financial year which excludes the input tax rebate and purchase tax.

**Are all types of industries eligible to avail benefit under IIPA scheme?**

No, the products/industries included in the ban list of the IIPA scheme are not eligible to avail benefit under IIPA scheme.

**Is there any limit of benefit in the IIPA scheme?**

Yes, industries can avail IIPA, subject to a maximum amount equivalent to the investment made by them, within the eligibility period.

**Does entire amount of tax reimbursed under IIPA scheme?**

The 50/75% of tax amount, depending upon the eligibility of the Industrial unit is reimbursed which excludes the input tax rebate and purchase tax.

**Is there any pre-enrolment or registration required under IIPA scheme?**

Yes, industries are required to obtain registration from the department exclusively under IIPA scheme. TRIFAC is the nodal agency for issuing registration under the scheme.

**What is the procedure to obtain registration?**

Industries desirous of obtaining registration under the IIPA scheme are required to submit application on prescribed format along with the necessary enclosures.

**Is IIPA benefit given to new industries only?**

New industries as well as existing industries undertaking expansion, diversification and modernization are eligible to avail benefit under IIPA scheme.

**In which file format should I submit the required documents?**

You need to submit the documents in following format:

- Photographs can be uploaded in JPEG or JPG format.
- Documents can be uploaded in PDF format only.

**Do I need to pay any fees to register project with TRIFAC?**

Yes you have to pay fees based on industry type and investment.

INDUSTRY TYPE	INVESTMENT AMOUNT		FEES
	Manufacturing Type	Service Type	
Micro	Rs. 25 lacs in P&M	Upto Rs. 10 Lacs	Rs.500

Small	Rs. 25 lacs - 5 crores in P&M	Rs. 10 lacs - 2 crores	Rs.2000
Medium	Rs. 5 - 10 crores	Rs. 2 - 5 crores	Rs.5000
Large	Upto Rs.10 crores	N.A	Rs.10000

\* P&M is Plant & Machinery

### Is there any fee for applying under Mega Project Scheme?

Investors seeking customized package from State Government are required to pay application fee in the following manner.

S.no.	Proposed Fixed Investment in the Project	Application Fee
1.	Rs. 25-50 crores	Rs. 10,000
2.	Rs. 50-100 crores	Rs. 25,000
3.	Rs. 100-500 crores	Rs. 50,000
4.	Rs. 500 Crores and above	Rs. 1,00,000