

## Category 1: Login, Registration & Account Management

- User Question: I am trying to login but I keep getting an "Invalid Captcha" error even though I am entering it correctly.
  - Agent Answer: This is a known browser cache issue. Please clear your browser history/cache or try logging in using a different browser (like Edge or Chrome Incognito mode). If the issue persists, email a screenshot to the helpdesk.
- User Question: I have forgotten my username and password.
  - Agent Answer: Please send an email to [businessfirstchd@gmail.com](mailto:businessfirstchd@gmail.com) with your registered mobile number and business details. We will reset your credentials within 24-48 hours.
- User Question: My account is locked or says "ID Disabled."
  - Agent Answer: This happens if the account has been inactive or flagged. Please email the helpdesk to request reactivation. This usually takes 24 hours.
- User Question: I accidentally registered as a "Startup" instead of "Industry." How do I fix it?
  - Agent Answer: You cannot change the category of an existing account. You must use a new email/phone to register correctly under "Industry," or email the helpdesk to delete the incorrect account so you can re-register.
- User Question: I want to change my registered mobile number or email address.
  - Agent Answer: You cannot edit this in your profile directly. Please email the helpdesk with your current User ID, the old number/email, and the new number/email you wish to update.
- User Question: I am not receiving the OTP for login/registration.
  - Agent Answer: Please check your spam/junk folder. If it is not there, there may be a temporary server delay. Wait 10-15 minutes and try again. If it fails, email the helpdesk.

## Category 2: Application Process (CAF/SCAF)

- User Question: I want to apply for a Trade License / Factory License. Can I do that directly?
  - Agent Answer: No. You must first fill out the Common Application Form (CAF) on the Invest Punjab portal. Once the CAF is submitted and verified, the option to apply for specific licenses will become available.
- User Question: Whose PAN card should I use in the CAF form?
  - Agent Answer: If you are applying as a Partnership or Company, you must provide the Company's PAN. If you are a Sole Proprietor (running the project alone), you must provide the Owner's PAN, but you *must* mention the Trade Name in the "Company Name" field.
- User Question: My head office is outside Punjab (e.g., Delhi), but my project is in Punjab. Which address should I fill in the SCAF form?

- Agent Answer: You must fill in the address of your Head Office (e.g., Delhi) in the SCAF registration form, regardless of the project location.
- User Question: I need to apply for a "Road Cut NOC" / "Fire NOC." What is the process?
  - Agent Answer: First, register on the Invest Punjab portal. Second, fill out the CAF form. Once the CAF is submitted, the option to apply for the Road Cut NOC or Fire NOC will become available under "Apply for New Clearance."
- User Question: Can I edit my CAF form after submitting it?
  - Agent Answer: No, once submitted, the form is locked. You must email the helpdesk with your Application ID and the specific details you need to amend.
- User Question: I am applying for a "Building Plan" approval. Where do I find this?
  - Agent Answer: This is available under the Housing or Local Government services after your CAF is approved. Ensure you have selected the correct "Project Type" (Industry vs. Real Estate) during registration.

### Category 3: Payment & Status

- User Question: I made a payment but it is still showing as "Pending".
  - Agent Answer: Please wait 24-48 hours (working days) for the payment to be verified and updated on the portal. Saturdays and Sundays do not count as working days.
- User Question: My payment fee is showing as "0" (Zero) or blank.
  - Agent Answer: This is a technical error with the fee calculator. Please take a screenshot of the zero amount and email it to the helpdesk immediately so the technical team can fix it.
- User Question: I applied for a connection in the "MS" category instead of "Commercial" by mistake. What should I do?
  - Agent Answer: You need to withdraw the file. If you cannot withdraw it yourself via the dashboard, please email your specific reason and application details to the helpdesk for manual withdrawal.
- User Question: I made a payment twice for the same application. How do I get a refund?
  - Agent Answer: Please email [businessfirstchd@gmail.com](mailto:businessfirstchd@gmail.com) with both Transaction IDs, the Date of Payment, and your Application ID. Refund processing depends on the respective department's policy.

### Category 4: Service-Specific Rules (Power, Pollution, Labor)

- User Question: Can I use a single User ID to apply for different electricity meter connections?
  - Agent Answer: Yes, you can use a single User ID and Password. However, you must fill out a separate CAF form and provide a different PAN card (or distinct location details) for each connection.
- User Question: I mistakenly clicked "No" regarding the OCMMS (Pollution Control) account while applying. How can I fix it?

- Agent Answer: You cannot fix this yourself. Please send an email to the helpdesk explaining the mistake, and we will reset the mapping for you.
- User Question: How do I apply for Authorization under Bio-Medical Waste Management Rules?
  - Agent Answer: Login to the portal, go to the Pollution Control Board section, and select the service "Authorization under Bio-Medical Waste Management Rules."
- User Question: I want to surrender my Factory License. Can I do this online?
  - Agent Answer: Currently, the surrender process is handled offline. Please visit your respective District Office to submit the surrender application.
- User Question: I applied for a 5-year Fire NOC, but the certificate generated is only valid for 1 year.
  - Agent Answer: Please email your Application ID and a copy of the generated certificate to the helpdesk immediately. We will forward this to the department to correct the tenure.

#### Category 5: Technical Troubleshooting & Errors

- User Question: I cannot upload my photo or signature; the system rejects it.
  - Agent Answer: Please ensure your signature and photograph are in .JPG or .JPEG format. The portal often rejects PDF or PNG files for these specific fields.
- User Question: When I try to download my Clearance Certificate, I get a "Mismatch" error, "404 Error," or the file won't open.
  - Agent Answer: This is usually a browser compatibility issue. Please try clearing your cache or opening the portal in a different browser (like Chrome Incognito or Edge).
- User Question: I need to upload documents to answer an objection, but the "Upload" button is missing.
  - Agent Answer: Please try logging out and logging back in. The "Add-on" or upload option usually refreshes after a new login session.
- User Question: I get a "403 Error" or "Access Denied" when accessing the portal.
  - Agent Answer: This often happens if you are accessing from outside the country or via a VPN. Disable any VPNs. If the issue persists, email your IP address to the helpdesk for whitelisting.