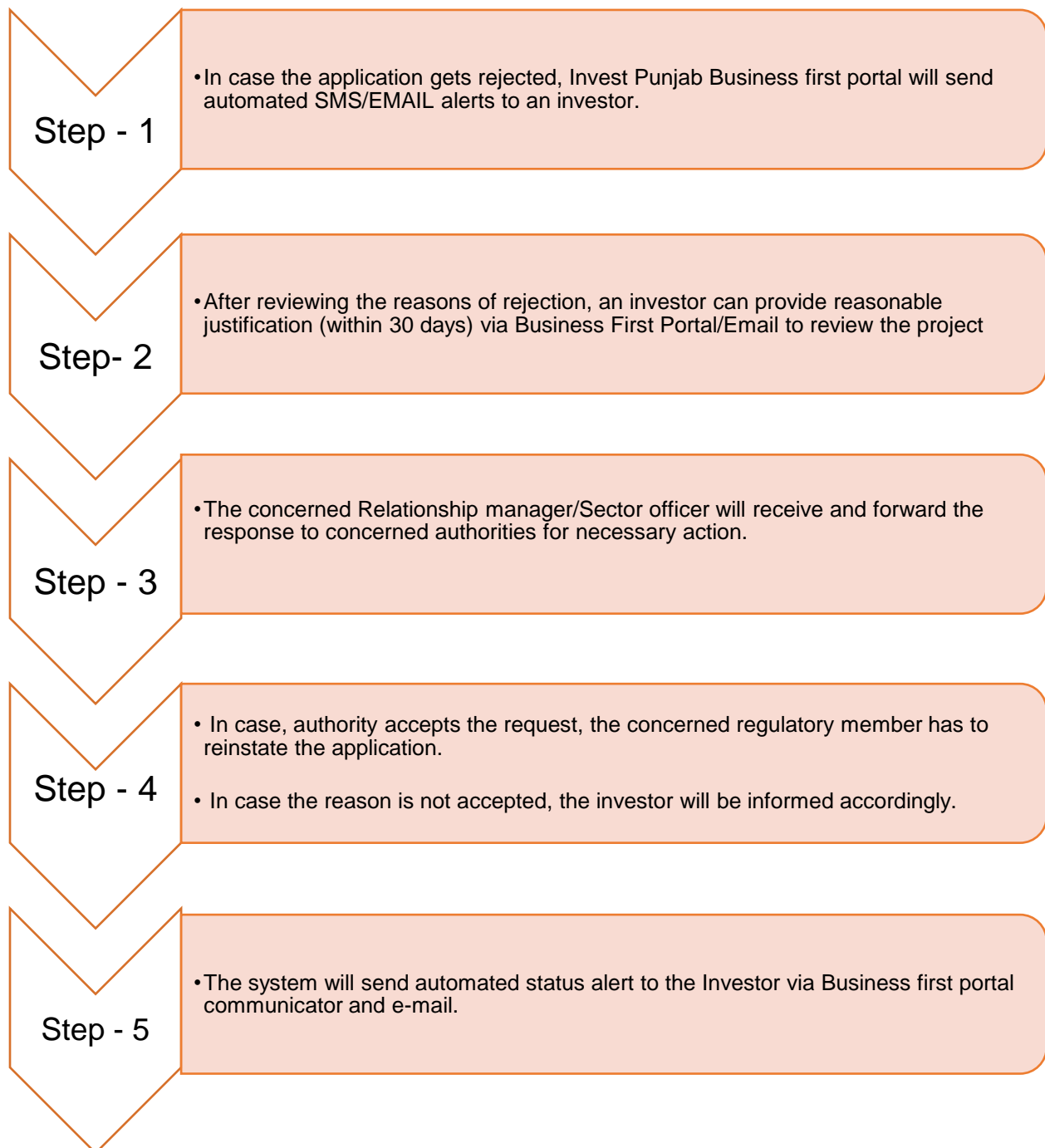Process flow: Rejection of application

What process to follow in case the application gets rejected:

Step - 1
- In case the application gets rejected, Invest Punjab Business first portal will send automated SMS/EMAIL alerts to an investor.

Step- 2
- After reviewing the reasons of rejection, an investor can provide reasonable justification (within 30 days) via Business First Portal/Email to review the project

Step - 3
- The concerned Relationship manager/Sector officer will receive and forward the response to concerned authorities for necessary action.

Step - 4
- In case, authority accepts the request, the concerned regulatory member has to reinstate the application.
- In case the reason is not accepted, the investor will be informed accordingly.

Step - 5
- The system will send automated status alert to the Investor via Business first portal communicator and e-mail.

What process to follow in case the application gets delayed:

Terminology:

SLA – Service Level Agreement

Step- 1
- In case the application is pending/delayed at department level, the business first system, will send automated alerts every day, intimating the concerned officer to take necessary action.
- In case 90% of the SLA is crossed, the system will send auto generated mail alerts to HoDs of the concerned department.
- If the delay is at investor's end, the system will send automated messages in every 15 days

Step - 2
- Further, if 100% SLA (timframe for providing service) for the application is crossed, the cases will be discussed in weekly Review meetings (BRM) to monitor/review the reason of pendency and expedite the process further.

Step- 3
- Post SLA breach, an investor can contact Relationship Manager via business first communicator or Email (within 30 days) to review the project

Step- 4
- The concerned Relationship manager/Sector officer will receive and forward the response to concerned authorities for necessary action.

Step - 5
- In case the application is delayed due to any regulatory issue, the concerned Relationship manager will connect (telephonically or one to one meeting; whatever channel is agreed by an investor) concerned regulatory officer with investor.