

[FAQ'S](#) | [DEPARTMENT FAQ'S](#) | [START-UP FAQ'S](#) |

Q. How can I access Single Desk Portal?

For unregistered users, go to Department of Industries website and then click on "Investor Services" tab and select "Single Desk Portal – Register to a new page where you need to click on "To proceed with Registration, Please Click here" and continue with the registration. Registered users can access "Single Desk Portal – Entrepreneur Login" under "Investor Services"

Q. Can I apply for incentives of multiple units through single user id?

An entrepreneur may have multiple units under single name and hence can apply for incentives of multiple units through a single user id by portal.

Q. How can I ascertain approvals required for my industry?

Department of Industries website allows its user to determine approvals required for a particular industry. Click on "Investor Services" tab and select "Know Your Approvals". You will be directed to a new page where some basic questions about the unit will be prompted, after filling these information and a list of clearance specific to your unit will be displayed.

Q. Is there a helpline for assistance of Single Desk Portal?

On the top right hand corner of Department of Industries' website "Investor Helpdesk" phone numbers are displayed which you can get in touch AM to 5 PM.

Q. Where are timelines defined for clearances?

In Department of Industries website click on "Investor Services" and then select "Apply for Approvals" within which you can select "Pre-Established to know the timelines defined for each clearance.

Q. Where can I find Government Orders and Circulars?

From Department of Industries website click on "Information" and then select "Government Orders and Circulars" to find the list. You can view respective Government Order or Circular.

Q. Can I track progress of my application at Single Desk Portal?

Yes tracking of application is available on Single Desk Portal. Once you have logged in to the Single Desk Portal click on "Proceed to Single Desk Portal" on Entrepreneur Dashboard. On the Single Desk Page you will find columns such as "Approval/Rejected Date" "Status" etc. which helps you track your application. "Approvals applied for" there are four options viz "Complete List" "Approved" "Pending" from where entrepreneur can ascertain his current status of approval.

Q. What is the procedure to add new enterprise?

Go to Department of Industries website and then click on "Investor Services" tab and select "Single Desk Portal – Entrepreneur Login". Login and you will reach "Entrepreneur Dashboard" where on the bottom right you will find a tab "Add New Organisation". Click on the same to add new enterprise.

Q. Can I file RTI through the website?

RTI application can be filled through Department of Industries' website by clicking on "Citizen Corner" present on the bottom of the page. where you will find the option "RTI REQUEST (Only for Indian Citizen)". Fill the required details and click on "Submit".

Q. How can I provide feedback?

Feedback can be provided through Department of Industries' website by clicking on "Citizen Corner" present on the bottom of the page. A new page you will find the option "Feedback". Fill the required details and click on "Submit".

Q. Where can I find contact details of the department?

In Department of Industries website click on "Contact" (present on the top left). Five options will be displayed of which select "Department" to reach the department.

Q. Is Pan Card and Mobile Number mandatory for registration?

Yes both Pan Card and Mobile Number are mandatory for registration on Single Desk Portal.

Q. What is the Registration process for start-up?

Click on the below link to understand the detailed step by step registration process.

[Registration on SDP - User Manual](#)

Q. Forgot Username/Password?

By default PAN CARD will be the username and you can easily get the forgotten password to the registered mobile number through OTP by clicking on the Link.

Q. How to login into Single Desk Portal after Registration?

There are two available ways to login to Single Desk Portal.

(i) Click on Apply For Approvals on the extreme right of the portal.

(ii) Select Single Desk Portal - Entrepreneur Login under the Investor Services tab.

Q. Latest Features in SDP?

You can know the latest features in Single Desk Portal through the link in the scrolling part of the website. [Click here](#) to see the Latest Features.

Q. How to Know the Status of Land Conversion?

It is readily available in the respective login of the entrepreneurs. [Click here](#) see where you can find the status in the portal.

Q. What is the process for corporate banking while paying CFO fees?

Login as Admin -- Go to Manage Beneficiary -- Merchant -- Enable Merchant -- Select Merchant Type as Others -- Select Merchant Name as SBI

Then Corporate User having Maker rights to login and create required Merchant Limit through option Manage Transactions -- Manage Merchant Limit will be displayed as "Dear Customer, You will be redirected to State Bank merchant portal and you have to re-login with your credentials, Please confirm! redirected to new URL: <https://merchant.onlinesbi.com/mercorpuser/login.htm> -- click on Continue to Login >> Enter your user credential again and Click on Merchant Limit -- Create Merchant Limit -- Select Merchant Type as Others -- Select Merchant Name SBI EPAY -- Go --and Set Merchant Limit.

Thereafter, ask Corporate User having Authorizer rights to login and Authorize the merchant limit from option Manage Transactions -- Manage Merchant Limit pop up will be displayed as "Dear Customer, You will be redirected to State Bank merchant portal and you have to re-login with your credentials, Please confirm! redirected to new URL: <https://merchant.onlinesbi.com/mercorpuser/login.htm> -- click on Continue to Login >> Enter your user credential again and Click on Merchant Limit -- Authorize Merchant Limit.

Now the Authorizer who authorized the Merchant Limit need to go to the Merchant Site and make the payment directly

Q. What if wrong data entered?

You can easily EDIT the Common Application Form (CAF) before payment but after payment you need to consult the departmental officer (harinathreddy.b@gov.in and singledesk-inds@ap.gov.in in CC) for EDITING.

Q. What are all the list of documents required for every type of clearance?

Click on Revised GO for Single Desk Policy for 2015-2020(G.O.MS.No.85, Dated: 14-06-2016) in Government Orders and Circulars under the list of enclosures that are required for various clearances in ANNEXURE VIII of 130th page.

[Click here](#) download the Revised GO for Single Desk Policy for 2015-2020(G.O.MS.No.85, Dated: 14-06-2016)

Q. How to reach out Commissioner of Industries office?

The following is the address to reach out COI office. In case if you want to directly meet the COI use the service Make an Appointment that is available on the website. [Click here](#) to make an Appointment.

Address

Commissionerate of Industries,

First Floor, Government Regional Printing Press Buildings,

Mutyalampadu, Vijayawada-520011.

[Click here](#) to locate on Google Maps