PARIVESH
CPC Green

User Manual for complaint raised by Authority

Updated on March 15, 2023

Purpose of the manual

This manual aims at providing step-by-step instructions that would enable Processing Authorities to raise various types of Issues/Complaints encountered while accessing the **PARIVESH** portal.

PARIVESH
CPC Green

Before Login

Processing Authority

| Home page | Raise Complaint | Submit Complaint |

https://parivesh.nic.in/

4
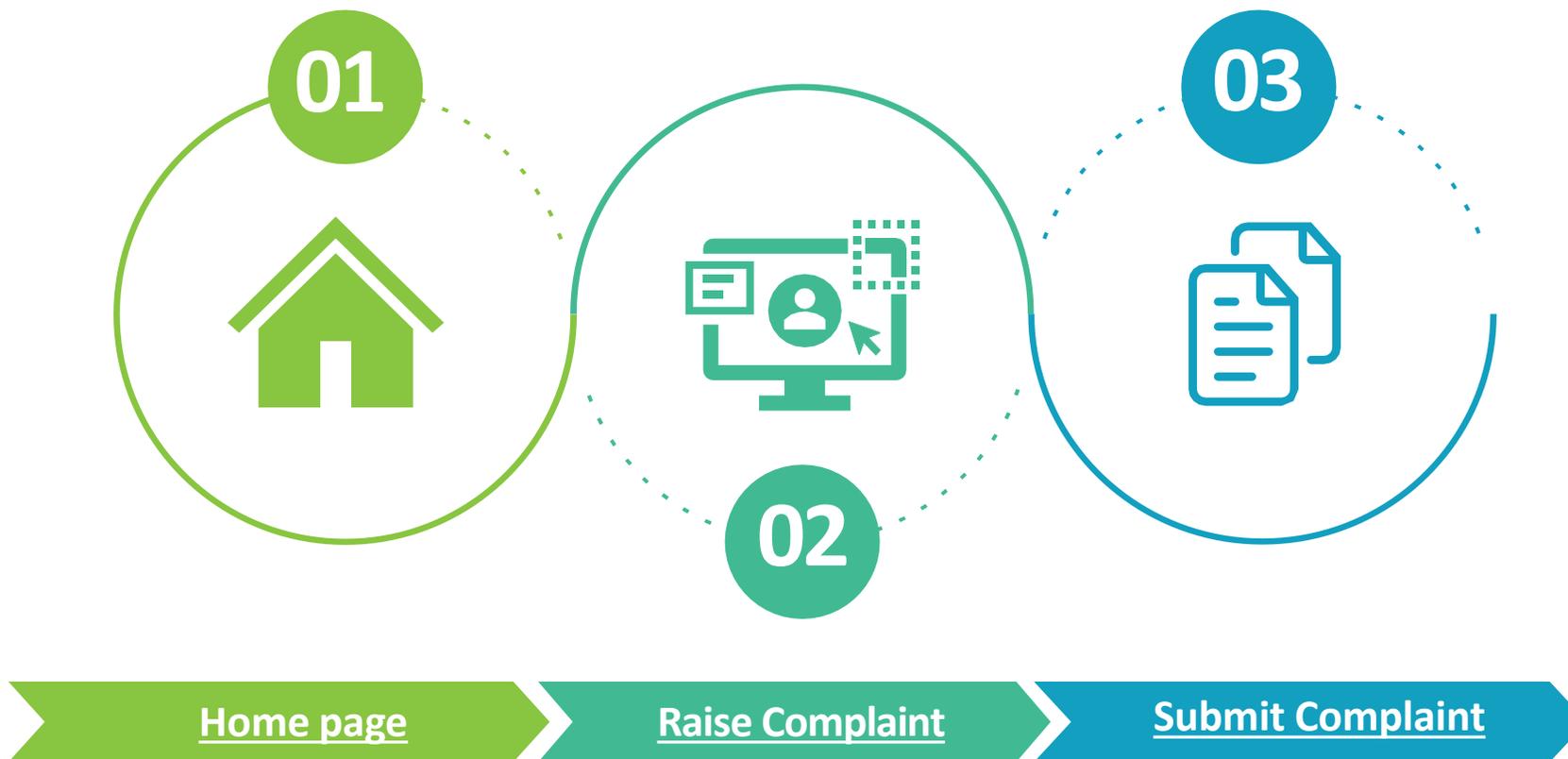
Home page

Go to the home page of the portal.

01

https://parivesh.nic.in/

Raise Complaint

Click on the "**Complaint**" option Next to Home icon (highlighted by Red circle).

02

https://parivesh.nic.in/

https://parivesh.nic.in/

Raise Complaint

After clicking on the "Complaint" icon, user will be navigated to the details page for elaborating on the complaint and submitting the same.

03

https://parivesh.nic.in/

Ministry of Environment, Forest and Climate Change
Government of India

"Pro Active and Responsive facilitation by Interactive and Virtuous Environmental Singlewindow Hub"

Add Complaint/Raise Issue:

User Type: *:

--Select--

Issue Type: *:

--Select--

Email Id *:

Enter Mobile No.

Enter Mobile No

SEND OTP

Contact No *:

Upload Screen Dump :

Choose File   No file chosen

(Pls Upload pdf jpeg png and doc only.)

https://parivesh.nic.in/

Raise Complaint

1. User to enter his/her "**Mobile Number**" and click on "**Send OTP**" button for receiving OTP.

2. User to enter the OTP received and click on "**Validate OTP**" button for opening of complaint form.

04

https://parivesh.nic.in/

Add Complaint/Raise Issue:

User Type: *

--Select--

Issue Type: *

--Select--

Email Id *:

Contact No *:

Upload Screen Dump :

Choose File | No file chosen

(Pls Upload pdf jpeg png and doc only)

Enter Mobile No.

RESEND OTP

OTP has been sent to Enter Mobile No.

This OTP will expire in 14:13 Minutes.

VALIDATE OTP   **CANCEL**

https://parivesh.nic.in/

Raise Complaint
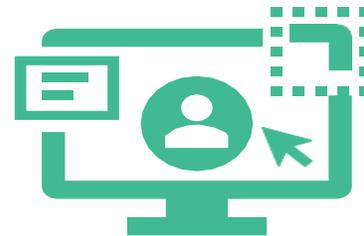
1. User to select "**User Type**", "**Issue Type**" from dropdown and provide his/her "**Email ID**" for receiving future communications which is a mandatory field.

2. **Mobile number** is auto populated from previous screen and this field is non-editable.

3. By clicking "**Choose File**" button user can upload the screen shot or any other document related to the issues faced while accessing the application and can elaborate the issue details in the "**Issue/Remarks/Feedback**" box.

4. Click on "**Submit Issue**" button for submitting the complaint.

05

https://parivesh.nic.in/

https://parivesh.nic.in/

Add Complaint/Raise Issue:

State : *:

Haryana ⌄

User Type: *:

Authority ⌄

Issue Type: *:

--Select-- ⌄

Email Id *:

[   ]

Contact No *:

9999033402

Upload Screen Dump :

[Choose File] No file chosen
(Pls Upload pdf,jpeg,png and doc only)
(Please upload only pdf file and the size of the file cannot exceed 2 MB)

Issue/Remarks/Feedback :

[   ]

[Submit Issue]

View All Complaint Status:

S.No.	Issue Details	Issue/Remarks/Feedback	Response	No of Days taken	Screen Dump	Response Letter (If any)	Reopen Issue				
							Type of Issue : Ticket Id : Email Id : Submission Date : Contact No : Status. :		Resolved Remarks : Resolved Date :	Download	Download

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--Select--
EDS/ADS
AGENDA
MOM
PSC I,II
CLEARANCE LETTER
PROPOSAL SUBMISSION
KML
PAYMENT
LOGIN
FILE PROCESSING
PROPOSAL ACCPETANCE
ACKONWLEGDMENT

--Select--

Email Id *:

Contact No *:

9871955228

Upload Screen Dump :

Choose File   No file chosen

(Pls Upload pdf,jpeg,png and doc only)
(Please upload only pdf file and the size of the file cannot exceed 2 MB)
Issue/Remarks/Feedback :

Add Complaint/Raise Issue:

State : *:

Haryana

User Type: *:

Authority

Issue Type: *:

EDS/ADS

Email Id *:

Contact No *:

9999033402

Upload Screen Dump :

Choose File   No file chosen

(Pls Upload pdf,jpeg,png and doc only)
(Please upload only pdf file and the size of the file cannot exceed 2 MB)

Issue/Remarks/Feedback :

Submit Issue

View All Complaint Status:

S.No.	Issue Details	Issue/Remarks/Feedback	Response	No of Days taken	Screen Dump	Response Letter (If any)	Reopen Issue
1	Type of Issue : EDS/ADS Ticket Id : PAR-TIC-604795 Email Id : shehjar2000@gmail.com Submission Date : 15 Mar 2023 Contact No : 9999033402 Status. : Pending	Complaint	Resolved Remarks : Resolved Date :		Download		

https://parivesh.nic.in/

Contact

Technical Helpdesk

011-20819182/172

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monitoring-ec@nic.in
monitoring-fc@nic.in

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⊕ Zoom to