

Single Window Portal

License & Renewal of License for Contractors under The Contract Labour (R&A) Act, 1970

Directorate of Labour, Labour & ESI
Department, Govt. of Odisha

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Introduction

Industries Department of the Govt. of Odisha has developed the online *Single Window Portal* in order to facilitate 'Ease of Doing Business' and foster a conducive business environment in the State. It acts as a single window for clearances from 15 state departments, leveraging technology to bring in transparency, improve efficiency and extend time-bound clearances to the investors.

The *Single Window Portal* allows seamless integration with portals of different government departments thereby eliminating the need to fill forms multiple times, ensuring time-bound clearance, as well as ensuring single login credential for all applications. It acts as a one-stop solution for information, registration, approvals, e-payment and application tracking for clearances/approvals. It also provides updated information relating to relevant rules, regulations, orders and policy initiatives and schemes for guiding the investors. In addition to this, the portal sends alerts, via email and SMS, to applicants about the progress on their submitted applications.

Other key features are:

- Information regarding status of approved proposals, proposed investments and pending applications.
- An online grievance redressal and feedback mechanism, to timely address issues faced by investors.
- Existing online systems such as Land Bank (GO iPLUS), Central Inspection Framework and Automated Post Allotment Application (APAA), and the CSR portal are integrated into the *Single Window Portal*, making it a one-stop-shop for a plethora of services.

This document is intended to serve as a User Manual for grant of “License and Renewal of License for contractors under provisions of The Contract Labour (Regulation and Abolition) Act, 1970” service from the Directorate of Labour, Labour & ESI Department, Govt. of Odisha.

General Instructions

As per section 12 of the Contract Labour(R&A) Act, a contractor executing any contract work by engaging 20 or more contract labours has to obtain a license under the Act.

Based on the geographical location, and the application will be routed to the designated District Labour Officer. Prior to applying to this service, if the applicant has applied for PEAL, the first section of the License and Renewal of License for contractors under provisions of The Contract Labour (Regulation and Abolition) Act, 1970 will get auto-populated from the PEAL form. Applicant who did not fill the PEAL form, will have to fill all the fields.

Fields marked with “*” are mandatory and should be filled in before submitting the form on the single window portal. Leaving fields blank in the Form is not allowed. In case applicants wish not to enter data in a field, they can put “NA” if it is a text/description field or a “0”, if it is a numeric field. In case of errors, the form will show an error message. The applicant may correct the data and save the form again.

Some of the fields can accept multiple values. If the applicant wishes to furnish more than one item, he may use the “+” button to add more rows. Similarly, if he wishes to remove a row, he may use “x” button.

Applicants can attach documents in digital format as documentary evidences which the department will use for verification. Clicking on the choose button will let them select the document to be uploaded. Before submitting the document, they needs to ensure that all the information furnished by them is satisfactory and correct to the best of their knowledge and understanding. After checking that the information furnished in all the fields are in order, they can submit the application by clicking on the ‘Submit’ button.

After the form is successfully submitted, applicants can pay the required fees either online or offline. The fees prescribed for grant of Licenses and their renewal are as follows:

| No. of Workers Employed | Fees for Registration |
|-------------------------|-----------------------|
| 20 | 200 |
| Between 21 to 50 | 500 |
| Between 51 to 100 | 1000 |
| Between 101 to 200 | 2000 |
| Between 201 to 400 | 4000 |
| 401 and above | 5000 |

If they wish to pay offline, they may choose the ‘Over the Counter’ option on the Cyber Treasury payment gateway. A challan with the account details of the department will then be generated. The applicant will take the hard copy of the challan to the nearest branch of the bank selected and deposit the amount either by Cash, or by means of Demand Draft. Once the fee is processed by the bank, the bank will send a transaction ID via SMS, which then will have to be entered on the Cyber Treasury portal to complete the application process.

Upon payment the applicant will receive an SMS & Email notification with the application number from the single window portal.

Checklist of Documents

The applicant will need to attach the following documents with the application:

1. Certificate by Principal Employer (Form V)

Timeline

The License for contractors and its renewal under provisions of The Contract Labour (Regulation and Abolition) Act, 1970 is provided within 15 working days from the date of submission of application. The department can however raise queries on the application within 7 working days of receipt of application.

Field Instructions

| <u>Sl. No.</u> | <u>Field Name</u> | <u>Instructions</u> |
|----------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Name of the Contractor | Enter the name of the Contractor of the establishment |
| 2 | Father's Name | Enter the name of the Father or Husband of the Owner/Manager/ Supervisor of the establishment |
| 3 | Address of Contractor | Enter the address of the Contractor. District and State can be selected from the dropdown list. |
| 4 | Name of the Establishment | Enter the name of the establishment at which the Contractor will be engaged. |
| 5 | Address of establishment | Enter the address for the establishment at which the Contractor will be engaged. |
| 6 | Details of Principal Employer | Enter Name, Address, Registration No. of Establishment under CL (R&A) Act, 1970 and the date of such registration. |
| 7 | Nature of Process/Operation/ Work | Enter details of Process/Operation/ Work of the establishment and for which the contractor will be engaged. |
| 8 | Estimated Value of Contract | Enter the total value of the contract in 'rupees' |
| 9 | Details of the Agent/Manager/ Contractor at work | Enter Name and Address of the Agent/Manager/ Contractor responsible for supervising the day-to-day activities of the labours engaged by the Contractor |

Application Procedure

1. Applicants will go to the URL: <https://investodisha.gov.in>

The screenshot shows the homepage of the Invest Odisha website. The browser address bar displays <https://invest.odisha.gov.in>. The website header includes the Odisha Government logo, the text "ODISHA NEW OPPORTUNITIES", and navigation links for "Advantage Odisha", "Policy Framework", "Focus Sectors", "Ease of Doing Business", "Industrial Land Bank", "Success Stories", and "Project Profiles". A prominent banner titled "Educational Hub of the East - Availability of Industry-Ready Manpower" features a large pool of skilled manpower (1,25,000 annually) and lists nationally acclaimed research institutions such as CIPT, ICAR, NISER, and IISER. Below the banner, there are links to "Compendium of Business Reforms", "GO/PLUS", and "SWP (Single Window Portal)". The "Focus Sectors" section is partially visible at the bottom. The browser's taskbar at the bottom shows various application icons and the system clock indicating 2:28 PM on 04/10/2017.

2. Clicking on the SWP (Single Window Portal) block will take the applicant to the Single Window Portal.

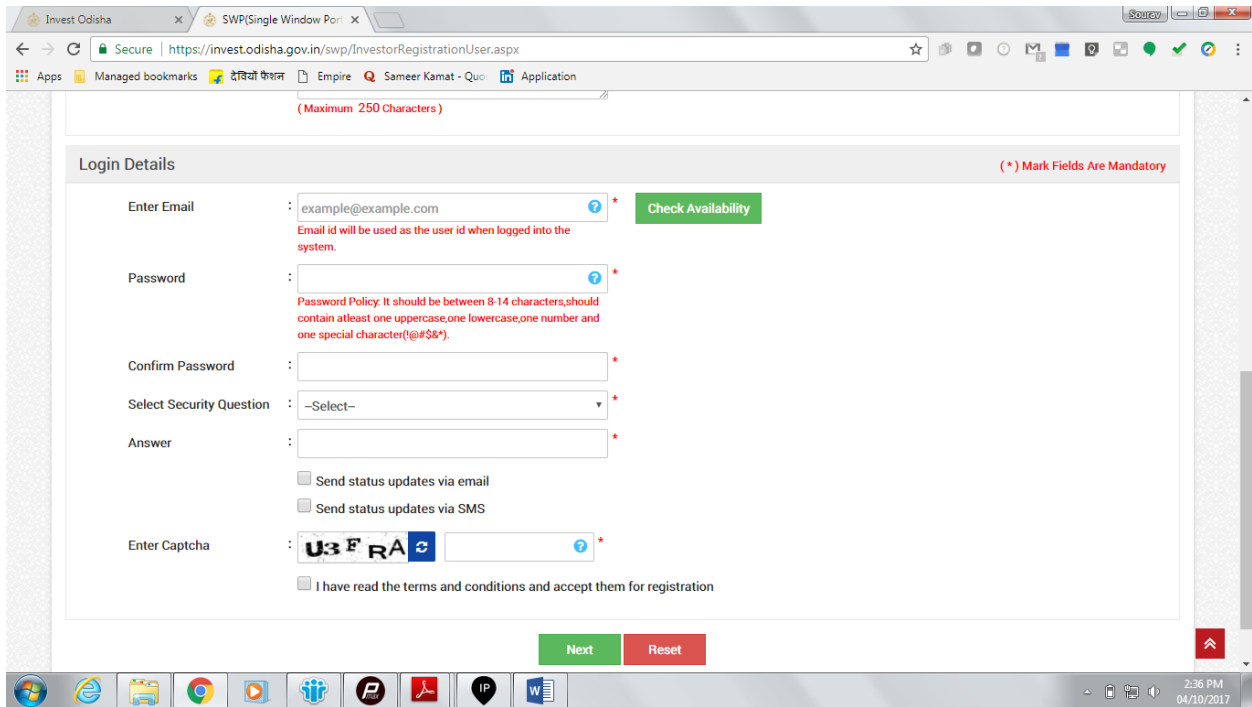
The screenshot shows the Single Window Portal website. The browser address bar displays <https://invest.odisha.gov.in/swp/>. The website header includes the Odisha Government logo, the text "ODISHA NEW OPPORTUNITIES", and navigation links for "User Manual", "Contact Us", "Investor Login", and "Department Login". The main content area features a large banner titled "LARGE SCALE INDUSTRIES" with the tagline "The state by providing necessary support services". Below the banner, there is a "Notifications" section and an "About Us" section. The "About Us" section describes the Industrial Promotion & Investment Corporation of Odisha Limited (IPICOL) as the State Level Nodal Agency of the Government of Odisha for investment promotion and facilitation. A "News" section is also visible, featuring a headline "Odisha showcases investment potential at investors' meet" and another "Odisha Govt, FICCI join hands to promote culture, tourism". The browser's taskbar at the bottom shows various application icons and the system clock indicating 2:32 PM on 04/10/2017.

3. Applicant will click on 'Investor Login' to sign-in into the Single Window Portal. The following login page opens up.

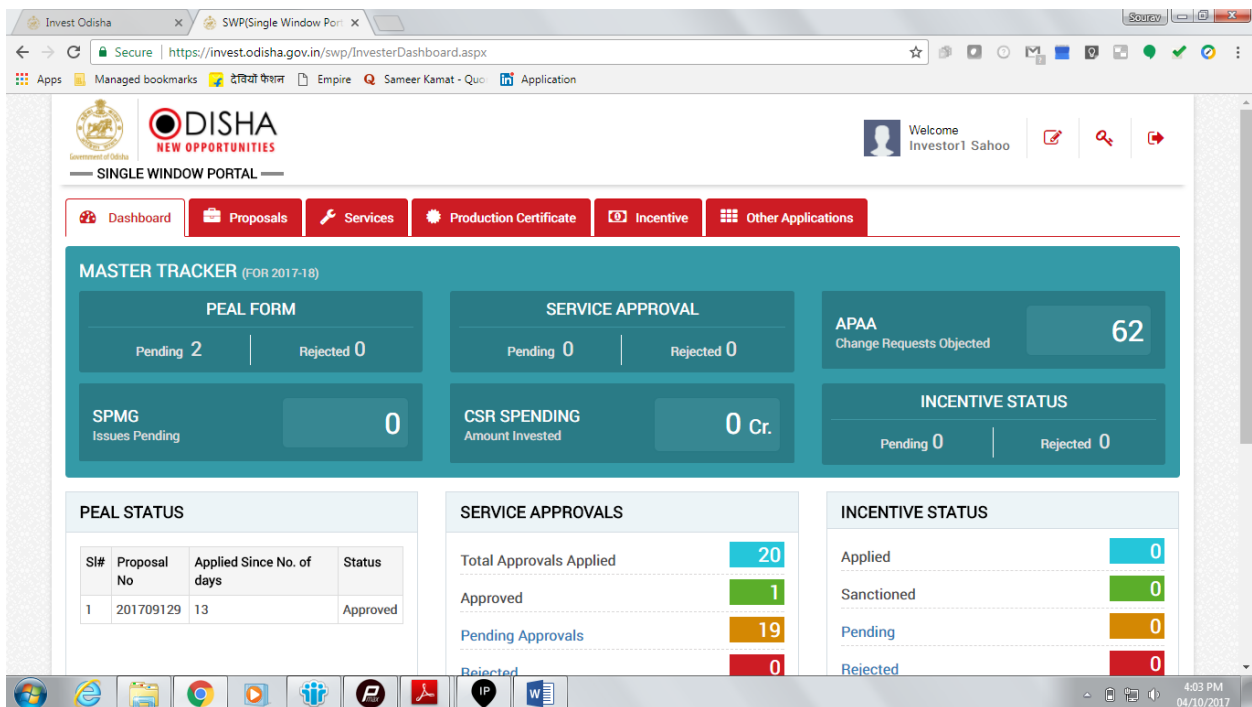
The screenshot shows the 'Investor Login' page on the Single Window Portal. The page features the Government of Odisha logo and the 'DISHA NEW OPPORTUNITIES' branding. The main content area is divided into two sections: 'Single Sign On' and 'Investor Login'. The 'Single Sign On' section provides instructions for existing users and new investors. The 'Investor Login' section includes input fields for 'Email ID', 'Password', and a 'CAPTCHA' image. A red 'LOGIN' button is positioned below the input fields. At the bottom of the login section, there are links for 'Forgot Password?' and 'New user Register Now'. The browser's address bar shows the URL 'https://invest.odisha.gov.in/swp/investorlogin.aspx'.

4. Existing users of APAA/CIF/GO-iPLUS/CSR Portal/eSuvishaa can log into the Single Window Portal using the same credentials. New applicants can register themselves on the portal by clicking on the 'Register Now' button. The users have to fill the registration form and verify themselves by entering the OTP sent to the mobile number entered.

The screenshot displays the 'Investor Registration' form on the Single Window Portal. The page header includes the Government of Odisha logo, 'DISHA NEW OPPORTUNITIES', and navigation links for 'User Manual', 'Contact Us', 'Investor Login', and 'Department Login'. A red navigation bar contains links for 'HOME', 'ABOUT US', 'SERVICES', 'DEPARTMENTS', 'DOING BUSINESS IN ODISHA', 'INCENTIVES', 'ACTS & RULES', and 'FAQ'. Below the navigation bar, a progress indicator shows three steps: 'Profile Creation', 'OTP Confirmation', and 'Success'. The main form area is titled 'Investor Details' and contains various input fields, many of which are marked as mandatory with a red asterisk. The fields include: 'Unit Name', 'Country' (set to India), 'Name of Entrepreneur' (with sub-fields for First Name, Middle Name, and Last Name), 'Address' (with a note for a maximum of 250 characters), 'Mobile Number', 'GSTIN', 'Category', 'District', 'Block', 'Sector', 'Sub Sector', and 'Site Location'. The browser's address bar shows the URL 'https://invest.odisha.gov.in/swp/InvestorRegistrationUser.aspx'.



5. Upon registration/logging in, the applicant can view their dashboard.



6. In the 'Services' section, the applicant can view the list of services offered by the Single Window Portal.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor1 Sahoo'. The 'Services' tab is active in the navigation menu. The main content area is titled 'Clearance/Approval' and includes a search bar with radio buttons for 'Proposal No.' and 'Industry Code'. Below the search bar, a table lists the following services:

| Sl# | Department | Services | Application Fee | Apply Now |
|-----|------------------------------------------------------|-------------------------------------------------------------------------|-----------------|-------------------------------------|
| 1 | Commercial Tax Organization | Registration for Professional Tax | NA | <input checked="" type="checkbox"/> |
| 2 | Department of Energy | Power Connection Application | NA | <input checked="" type="checkbox"/> |
| 3 | Department of Energy | Certification of Electrical Installation by Chief Electrical Inspector | NA | <input checked="" type="checkbox"/> |
| 4 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | 50000.00 | <input checked="" type="checkbox"/> |
| 5 | Housing and Urban Development Department (H UD) | Building plan approval | NA | <input checked="" type="checkbox"/> |
| 6 | Housing and Urban Development Department (H UD) | Trade licensing | NA | <input checked="" type="checkbox"/> |

7. From the list of services, applicant can apply to the service “License and Renewal of License for contractors under provisions of The Contract Labour (Regulation and Abolition) Act, 1970” by clicking on . The following form will open up, which allows the applicant to fill in the required details. After filling up the form, the applicant can submit the form by clicking on the “Submit” button.

The screenshot shows the application form for the 'License and Renewal of License for contractors under provisions of The Contract Labour (Regulation and Abolition) Act, 1970'. The form is titled 'Department of Labour & ESI, Government of Odisha'. The form includes the following sections:

- Contractor Details:**
 - 1. (i) Application Form* : New Renewal
 - (ii) Name of Contractor* :
 - (iii) Father's Name* :
 - (iv) Address of Contractor* :
 - (v) District* :
 - (vi) State* :
- Establishment Details:**
 - 2. (i) Name of Establishment* :
 - (ii) Address of Establishment :

https://invest.odisha.gov.in/ | https://invest.odisha.gov.in/

https://invest.odisha.gov.in/swp/FormView.aspx?enc=rGZQ7+LWn+GJDJV3xc+neWFqH9yYH4PCuyCsD3BrSEDie50hLGNJP4cnt1dpXiw

(v) District* : Select (vi) State* : Odisha

Establishment Details

2.(i) Name of Establishment* : (ii) Address of Establishment :
 (iii) District : Select (iv) Block : Select

(v) Registration certificate number of the establishment of Principal Employer under the Act* : (vi) Registration Date* :
 (vii) Name of Principal Employer : (ix) District : Select
 (x) Block : Select

(xi) Nature of process/Operation/Work for which Establishment is engaged* : (xii) Nature of process/Operation/Work for which Contract Labours to be Employed* :
 (xiii) Proposed date of commencement of contract work* : (xiv) Proposed date of completion of contract work* :
 (xv) Name of : (xvi) Address of :

https://invest.odisha.gov.in/ | https://invest.odisha.gov.in/

https://invest.odisha.gov.in/swp/FormView.aspx?enc=rGZQ7+LWn+GJDJV3xc+neWFqH9yYH4PCuyCsD3BrSEDie50hLGNJP4cnt1dpXiw

(xi) Nature of process/Operation/Work for which Establishment is engaged* : (xii) Nature of process/Operation/Work for which Contract Labours to be Employed* :
 (xiii) Proposed date of commencement of contract work* : (xiv) Proposed date of completion of contract work* :
 (xv) Name of Agent/Manager/Contractor at work : (xvi) Address of Agent/Manager/Contractor at work :
 (xvii) Maximum No. of contract labour to be engaged* : 3.(i) Whether the contractor has worked in any other establishment within the past five year (Y/N)* : Yes No
 4.(i) Estimated value of contract work* : (ii) Upload certificate by Principal Employer in Form V* : Choose File No file chosen
Only png,jpg,pdf and max size 4 MB files allowed.

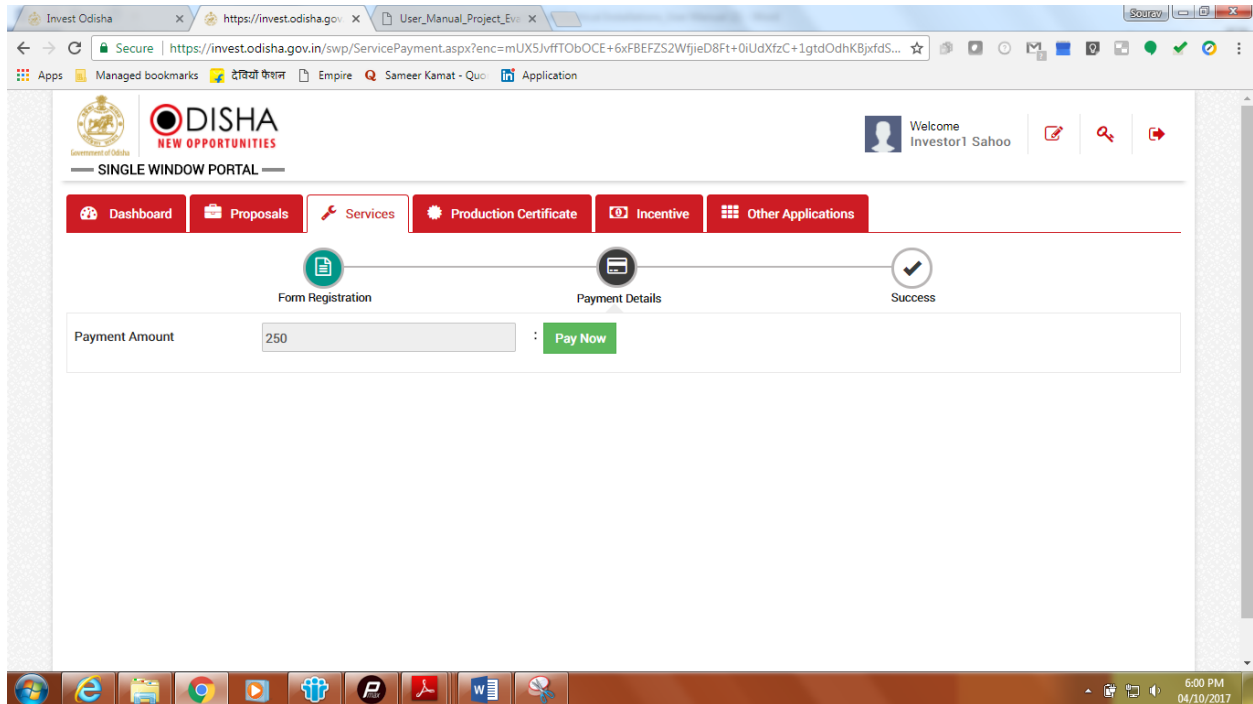
I hereby declare that the particulars given above are correct to the best of my knowledge and belief.

Payment Details

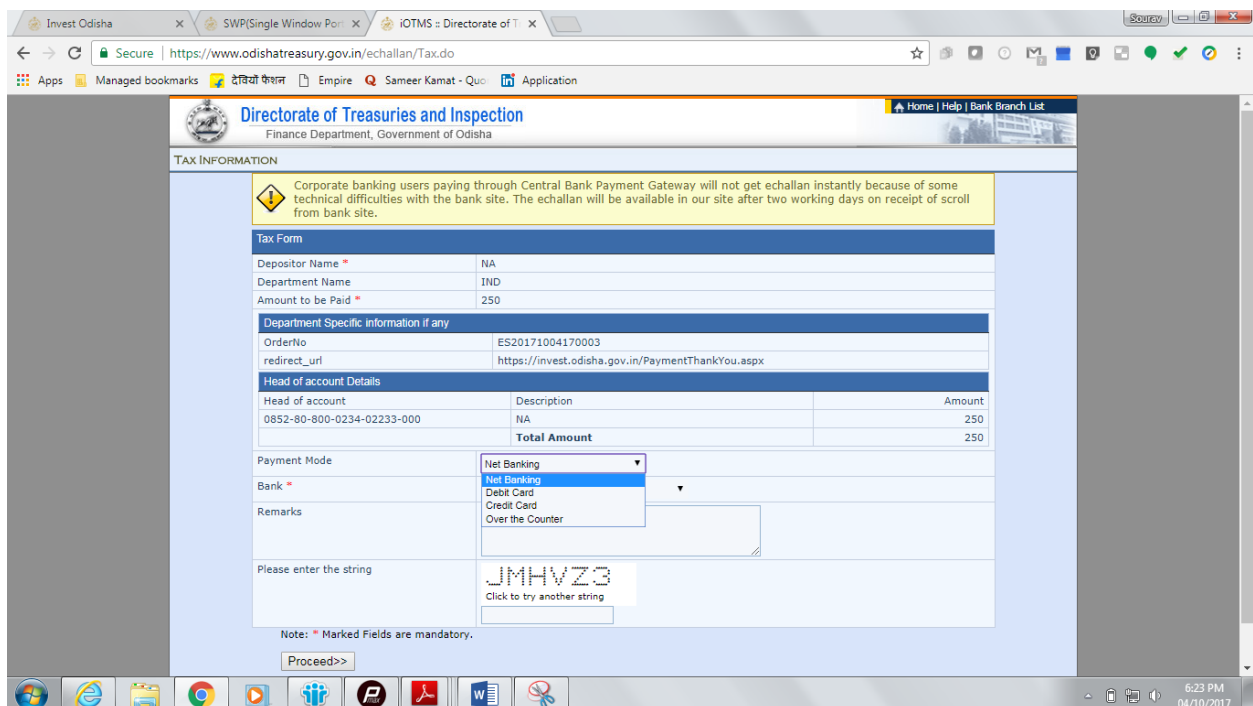
| | |
|------------------------------------|--------------|
| Security Deposite per head (100/-) | 100/- |
| Fees | 150/- |
| Total Amount | 250/- |

While filling up the application form, the applicant can upload scanned copies of required documents in the respective fields. Application fee will be calculated automatically based on the information filled by the applicant and displayed at the bottom of the form.

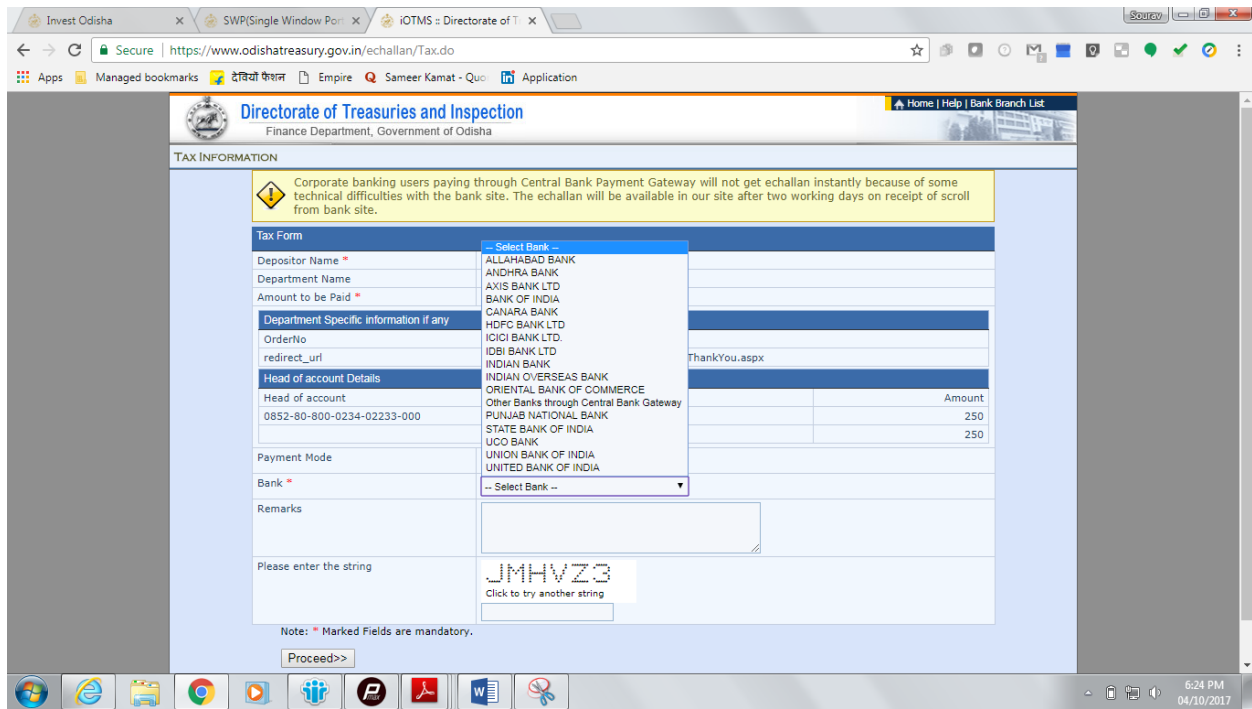
8. Upon submission, the applicant will confirm payment of fees by clicking on the 'Pay Now' button.



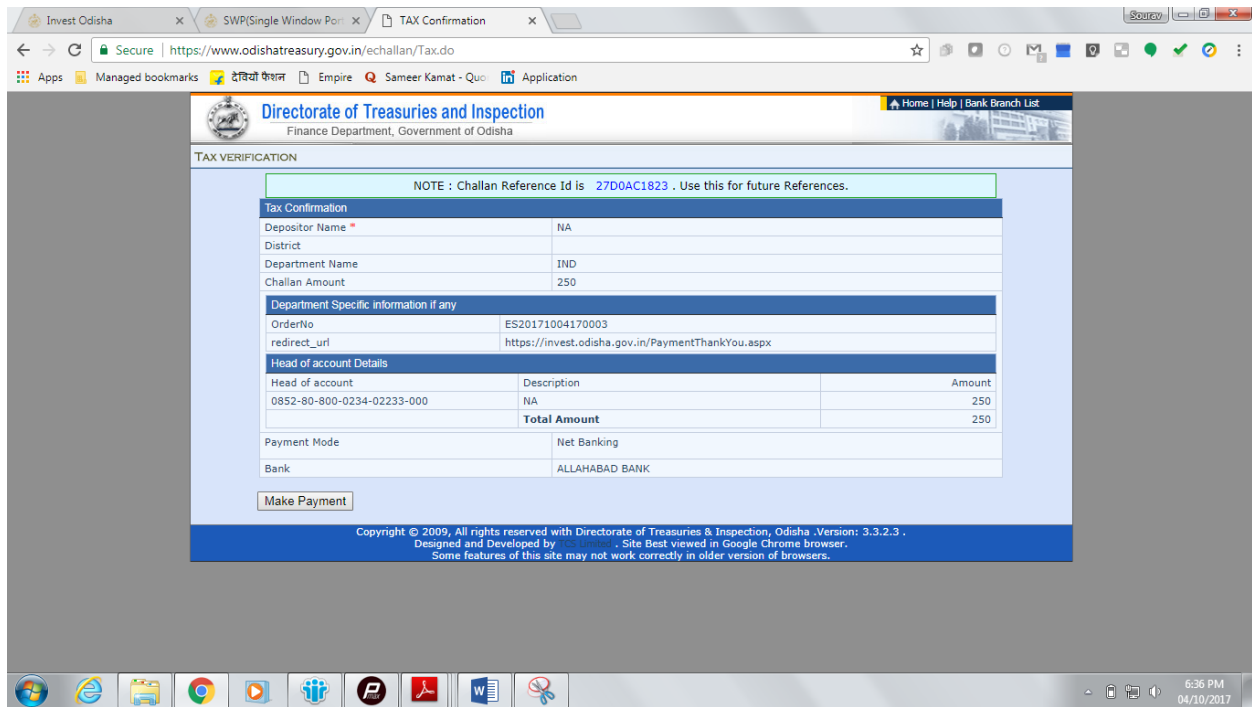
9. The page redirects to the payment gateway. The applicant, after confirming that the amount displayed on the page is correct, can select the mode of payment from the available options. (Net Banking/Debit Card/Credit Card/Over the Counter)



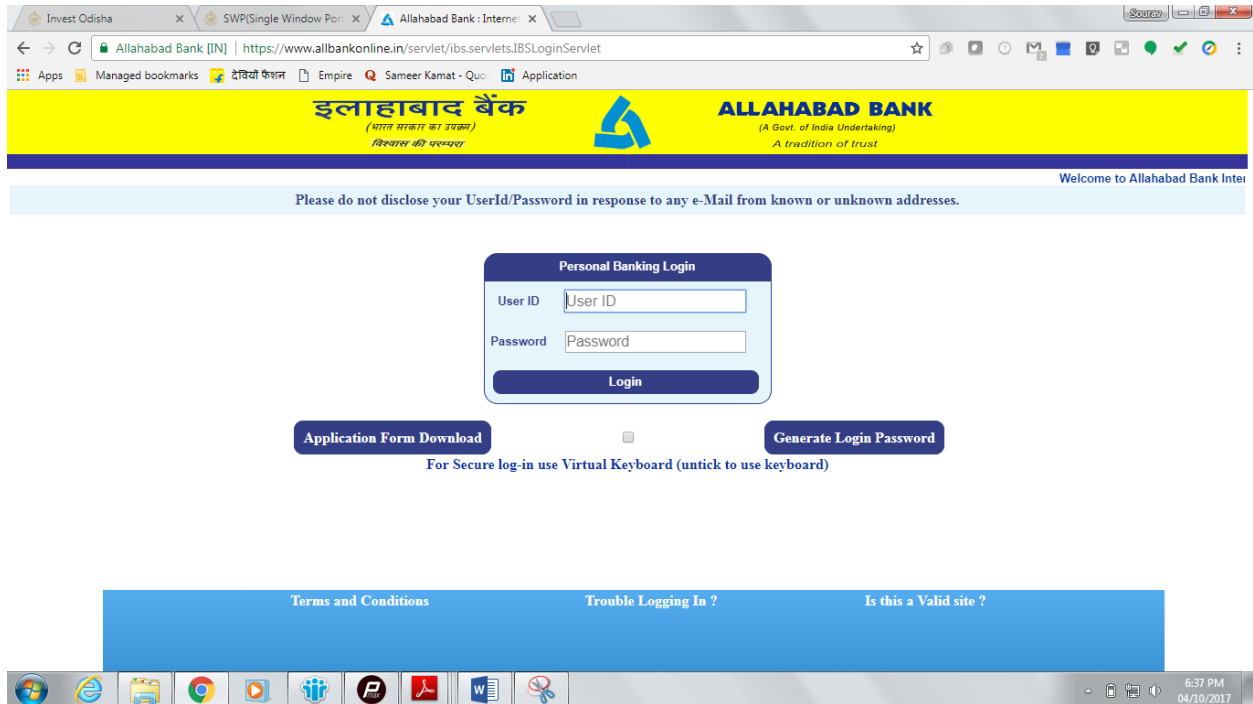
10. Applicants can select the bank of their preference and proceed to payment.



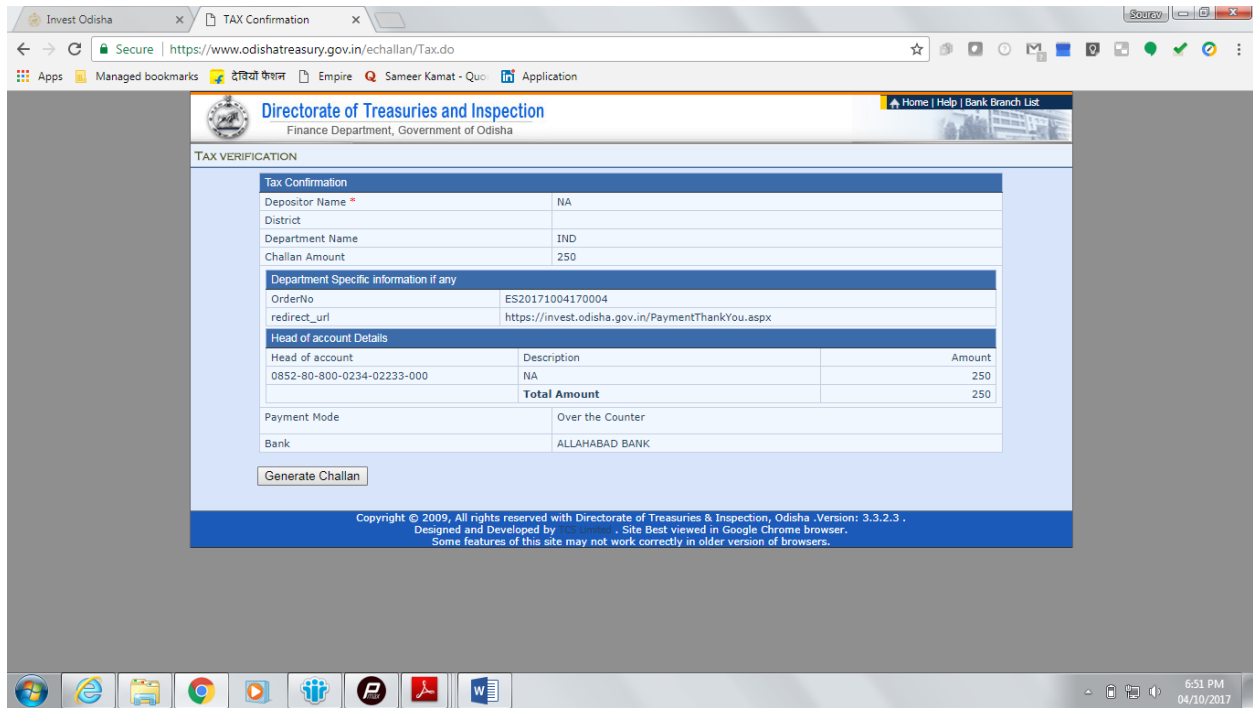
11. If the mode of payment is online (Net Banking/Credit Card/Debit Card), upon clicking the 'Make Payment' button, the page will be redirected to the selected bank's payment portal.



12. Applicant can fill in their details and pay the requisite amount at their selected bank's payment portal.



13. If the mode of payment is offline (Over the Counter), the applicant can generate the Challan for that transaction by clicking the 'Generate Challan' button. The page will be redirected to the selected bank's payment portal.



14. A downloadable e-Challan receipt will be displayed mentioning the head of account and the amount to be paid.

Government of Odisha
Offline Challan Deposit Form
Depositor's Copy

Challan of Cash/Cheque/DD paid through ALLAHABAD BANK, at Cyber Treasury, Odisha, Bhubaneswar

1. Name of the Depositor : NA
 2. Mobile Number : NA
 3. Department Identification Id :
 4. Challan Generation Date & Time : 04/10/2017 06:10:47 PM

| Purpose | Head of Account | Amount |
|--------------|------------------------|--------|
| NA | 0852-80-800-0234-02233 | 250 |
| Total Amount | | 250 |

8. Treasury Reference Id : 27D0AC2310
 9. Bank Transaction Id & Time : To be filled up by the bank

1. In case of Cheque bank transaction id will be available after realization of the cheque.
 2. This challan is valid for 7 days from the date of online entry.
 3. In case of Cheque/DD, it should be payable to 'State Government Receipts- <Challan Reference Id>'.

Signature of the Depositor _____ Signature of Bank Officer with Seal _____

Government of Odisha

The applicant can take the copy of the challan to the nearest branch of the bank selected and pay the amount.

Government of Odisha
Offline Challan Deposit Form
Depositor's Copy

Challan of Cash/Cheque/DD paid through ALLAHABAD BANK, at Cyber Treasury, Odisha, Bhubaneswar

1. Name of the Depositor : NA
 2. Mobile No. : NA
 3. Department Identification ID :
 4. Challan Generation Date & Time : 04/10/2017 06:10:47 PM

| Purpose | Head of Account | Amount |
|--------------|------------------------|-----------|
| NA | 0852-80-800-0234-02233 | Rs. 250/- |
| Total Amount | | Rs. 250/- |

5. Treasury Reference ID : 27D0AC2310
 7. Bank Transaction Date & Time : To be filled by the bank

1. The challan is valid for 7 days from the date of online entry.
 2. In case of Cheque, bank transaction id will be available after realization of the cheque.
 3. In case of Cheque/DD, it should be payable to 'State Government Receipts- <Challan Reference Id>'.

Signature of the Depositor _____ Signature of Bank Officer with Seal _____

Government of Odisha
Offline Challan Deposit Form
Bank's Copy

Challan of Cash/Cheque/DD paid through ALLAHABAD BANK, at Cyber Treasury, Odisha, Bhubaneswar

1. Name of the Depositor : NA
 2. Mobile No. : NA
 3. Department Identification ID :
 4. Challan Generation Date & Time : 04/10/2017 06:10:47 PM

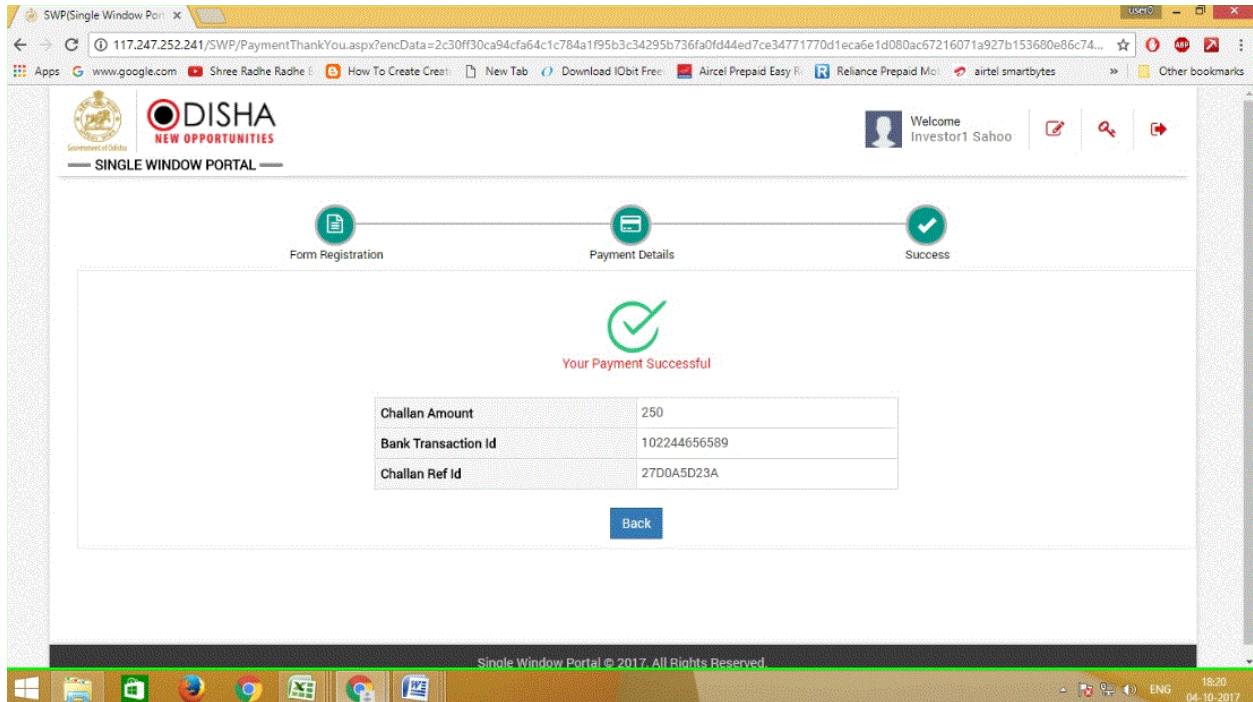
| Purpose | Head of Account | Amount |
|--------------|------------------------|-----------|
| NA | 0852-80-800-0234-02233 | Rs. 250/- |
| Total Amount | | Rs. 250/- |

5. Treasury Reference ID : 27D0AC2310
 7. Bank Transaction Date & Time : To be filled by the bank

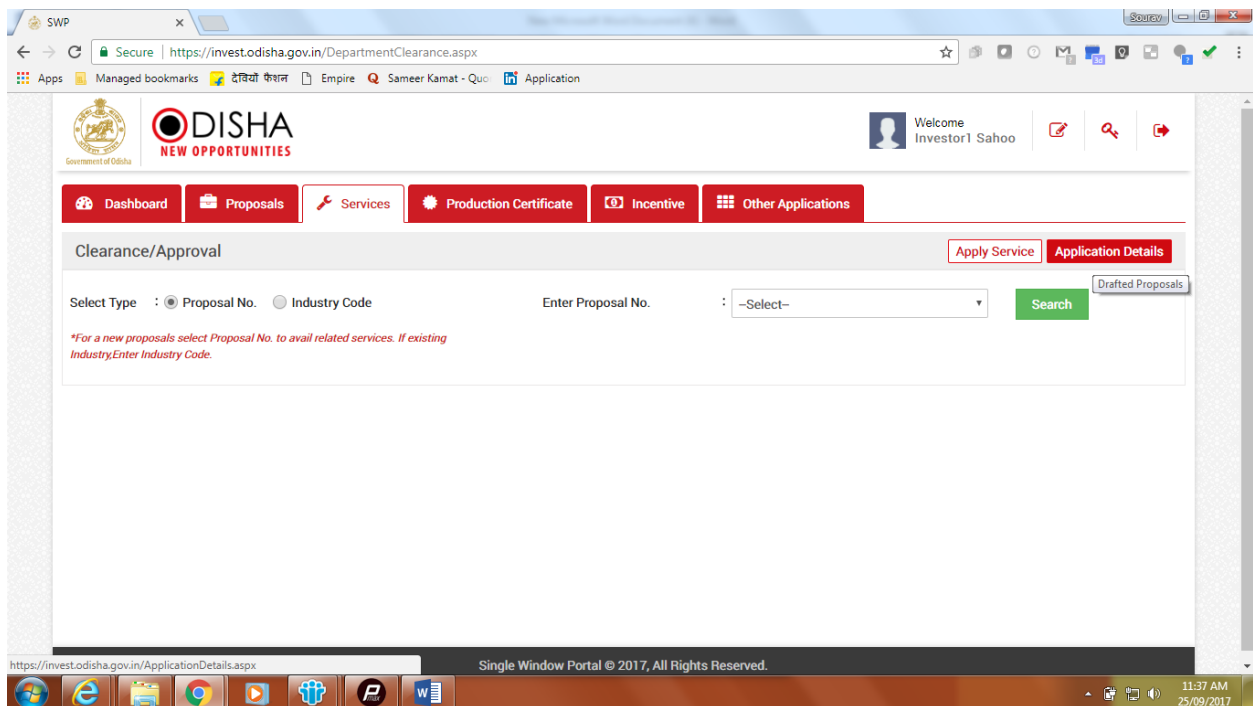
1. The challan is valid for 7 days from the date of online entry.
 2. In case of Cheque, bank transaction id will be available after realization of the cheque.
 3. In case of Cheque/DD, it should be payable to 'State Government Receipts- <Challan Reference Id>'.

Signature of the Depositor _____ Signature of Bank Officer with Seal _____

15. Upon successful payment an Application No., Transaction ID and a Challan Reference ID will be generated and the page will be redirected the Single Window Portal. The following acknowledgement appears on the screen. An SMS/Email notification is also be sent to the applicant with all the details from the single window portal.



16. Applicants can go to the Services button on the Menu bar and click on “Application Details” to check the status of their application.



17. Applicants can track and monitor the status of all applications done through the Single Window Portal. Departments may raise queries on the application within 7 days of its submission. As and when queries are raised, the 'Query Status' column gets updated. Applicant can view and reply to the queries on an application by clicking on "Query Raised". Applicant is notified via email/SMS about the query raised at this stage.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor2 Sahoo'. The page title is 'Application Details'. There are search filters for Department and Application No. Below the filters is a table with the following data:

| SNo. | Department Name | Service Name | Applicant Name | Application No. | Submitted On | Query Status | Payment Detail | Application Status | View Detail | Download Certificate |
|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|--------------|--------------|----------------|--------------------|----------------------|--------------------------|
| 1 | Labour & ESI Department | License for contractors & renewal of license under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Pradeep Sahoo | 20171012510003 | 12/09/2017 | Query Raised | Paid | Applied | View | Download |
| 2 | Industries Department (IDCO) | Road cutting request form | Pradeep Sahoo | 20171012510002 | 12/09/2017 | - | Paid | Applied | View | Download |
| 3 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/09/2017 | Query Raised | Paid | Applied | View | Download |
| 4 | Food Supplies and Consumer Welfare | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/10/2017 | Query Raised | Paid | Applied | View | Download |

18. Applicant can submit additional information/documents sought by the department. Multiple files can be uploaded in response. After uploading all the required documents, the query can be resolved by clicking on the "Submit" button.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor2 Sahoo'. The page title is 'Application Status Details'. The application details are as follows:

| | | | |
|--------------------|---------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Department Name | : Labour & ESI Department | Service Name | : License for contractors & renewal of license under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 |
| Applicant Name | : Pradeep Sahoo | Application No. | : 20171012180007 |
| Application Status | : Applied | Download Certificate | : NA |

The 'Query' section shows the 'Query Status' as **Raised**. There is a 'Revert Query' section with a 'Response Details' field for the user to enter their response.

19. The documents uploaded by the applicant in response to the query will be forwarded to the department for scrutiny. The query status on the 'Application Details' page gets updated to 'Query Reverted'.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor2 Sahoo'. The 'Application Details' page displays a search bar and a table of applications. The first application, submitted on 12/09/2017, has a 'Query Reverted' status. The table columns include S.No., Department Name, Service Name, Applicant Name, Application No., Submitted On, Query Status, Payment Detail, Application Status, View Detail, and Download Certificate.

| S.No. | Department Name | Service Name | Applicant Name | Application No | Submitted On | Query Status | Payment Detail | Application Status | View Detail | Download Certificate |
|-------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------|----------------|--------------|----------------|----------------|--------------------|-------------|----------------------|
| 1 | Labour & ESI Department | License for contractors & renewal of license under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Pradeep Sahoo | 20171012510003 | 12/09/2017 | Query Reverted | Paid | Applied | | |
| 2 | Industries Department (IDCO) | Road cutting request form | Pradeep Sahoo | 20171012510002 | 12/09/2017 | - | Paid | Applied | | |
| 3 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/09/2017 | Query Raised | Paid | Applied | | |
| 4 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/10/2017 | Query Raised | Paid | Applied | | |

20. Once the application is processed and approved, the status of the application will read "Approved" and the applicant can download the final signed certificate by clicking on the button in the "Download Certificate" section.

The screenshot shows the DISHA Single Window Portal interface. The user is logged in as 'Investor2 Sahoo'. The 'Application Details' page displays a search bar and a table of applications. The first application, submitted on 12/10/2017, has an 'Approved' status. The table columns include S.No., Department Name, Service Name, Applicant Name, Application No., Submitted On, Query Status, Payment Detail, Application Status, View Detail, and Download Certificate.

| S.No. | Department Name | Service Name | Applicant Name | Application No | Submitted On | Query Status | Payment Detail | Application Status | View Detail | Download Certificate |
|-------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------|----------------|--------------|----------------|----------------|--------------------|-------------|----------------------|
| 1 | Labour & ESI Department | License for contractors & renewal of license under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Pradeep Sahoo | 20171012510003 | 12/10/2017 | Query Reverted | Paid | Approved | | |
| 2 | Industries Department (IDCO) | Road cutting request form | Pradeep Sahoo | 20171012510002 | 12/09/2017 | - | Paid | Applied | | |
| 3 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/09/2017 | Query Raised | Paid | Applied | | |
| 4 | Food Supplies and Consumer Welfare Department (FSCW) | Licences as manufacture of weight and measure under the legal metrology | Pradeep Sahoo | 20171012180007 | 12/10/2017 | Query Raised | Paid | Applied | | |

Approval Procedure

