

Guidelines and Standard Operating Procedure (SOP) for Fiscal Incentives to Startups

as per Arunachal Pradesh Startup Policy 2021

The Arunachal Pradesh State portal for start-ups will identify and encourage feedback, queries and grievances faced by start-ups. It will be dealt with in time bound manner. The process for the same is provided below

- **Step 1:** Log In to Arunachal Pradesh Startup portal
- **Step 2:** Select 'Grievances'
- **Step 3:** From the 'Grievance Type', select the type of grievance from the five provided in the drop down
- **Step 4:** Type your comment/grievance in the space provided and attach documents
- **Step 5:** Press "Submit"

Upon submission, the grievances will be viewed by the Research Assistant (RA) of the Investment Division. The RA upon due consideration will provide an input and passes it on to the Senior Research Assistant (SRA) for vetting. The SRA will scrutinize the same and send it with or without any input to the Nodal Officer. The Nodal Officer will resolve the grievance and instruct the RA to inform the startup accordingly. The RA will reply to the grievance and close the process.

