Establishing a centralized helpline and Grievances Redressal Cell in Karnataka Udyog Mitra:-

In improving the State regulatory frame work for business, which is a key pre-requisite for facilitating Investments through fast track mode in the State. With a goal towards ease of doing business, which will not only results in quick action brings in transparency and improves governance, but also paves way for smooth transition in actualization of investments. A measure in improving the facilitation to the investors, Government of Karnataka has established a centralized helpline and Grievances redressal Cell for investors in Karnataka Udyog Mitra.

1. A **Centralized helpline** has been established under the supervision of Managing Director, Karnataka Udyog Mitra to attend and facilitate queries in a time bound manner with regard to the investment proposals and approval process in the State.

   - Officers designated are :

     1) Shri.K.P.Rudrappaiah, Assistant Director, Karnataka Udyog Mitra.
     2) Shri.H.N.Ravindra, Executive Officer, Karnataka Udyog Mitra.

   - To call officers directly use Centralized helpline number (in the office hours) – 080-22375358.
   - To send the detailed information through email, pl. connect to– helpline@kumbangalore.com

2. A **Grievances redressal Cell** has been established under the supervision of Managing Director, Karnataka Udyog Mitra to address the investor's specific grievances and facilitate for smooth completion of projects. The officers will attend the grievances in a time bound period of 30 days.

- Officers designated are :

  1) Shri.Gangadharaiah, Deputy Director, Karnataka Udyog Mitra.
  2) Shri.P.Jayaraj, Executive Officer, Karnataka Udyog Mitra.
  3) Designated Nodal Officers from the respective Department of the specific grievances concerned.

- To call directly use Centralized helpline number (in the office hours) – 080-22375356.
- To send the detailed information through email, pl. connect to – grievances@kumbangalore.com

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Managing Director
Karnataka Udyog Mitra