General Manager DIC RIPS Manual

Version 1.0

Rajasthan Investment Promotion Scheme, 2014

RIPS Portal User Manual

For

The General Manager

Government of Rajasthan
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1. **Overview**
   In order to promote investment in the State of Rajasthan, and to generate employment opportunities through such investment, the State Government of Rajasthan, in the public interest, hereby issues “The Rajasthan Investment Promotion Scheme, 2014” (RIPS-2014).

The RIPS Portal has been formulated under the Rajasthan Investment Promotion Scheme 2014 to execute the vision of providing easy and convenient access to the services to the enterprise(s) through remote access. With the help of the portal, applicants shall be able to apply online for Subsidy or Tax Exemption. Applicants can view the application status of applied benefits, upload required documents, and register a complaint.

2. **Objectives**
   Objectives of the RIPS Portal are to ensure the following:

1. Providing easy, anywhere and anytime access to Rajasthan Investment Schemes Services.
2. Reducing the number of visits of citizens to a Government office/Department for availing the subsidy and tax exemption benefits.
3. Reducing administrative tasks and service execution time and cost for the Government and Businesses.
4. Reducing direct interaction of citizens with the Government and encourage ‘e’- interaction and more efficient communication through the portals.
5. Ensure privacy and authorized access to applicant’s data.
3. **Sign Up Process**

To sign up for the RIPS Portal account

I. Go to [http://sso.rajasthan.gov.in/register](http://sso.rajasthan.gov.in/register)

II. Enter details of the applicant who wants to claim benefits:
   1. Select any option to register and click **Next**
   2. Enter One Time Password (OTP) received on registered mobile number.
   3. Create username and password of choice and click **Register**
   4. Enter applicant’s details to update the profile and click **Update**

Select any option to register and click **Next**

OTP is sent on your registered mobile

Create username and password and click **Register**

Your SSO ID is created, update your profile and click **Update**
4. Login Process

I. Login to the RIPS portal
   To log in to the RIPS portal on a computer:
   1. Go to http://rips.girnarsoft.com/admin/site/login
   2. Enter your SSO ID and password
   3. Click Login

II. Forgot Password
   If you forgot your RIPS account password, go to https://sso.rajasthan.gov.in/signin and follow the steps below to request a new password.
5. Home Screen

After the successful login, you will be redirected to Dashboard as shown below.
I. Left Panel

**My Dashboard** - The Dashboard is a place where a user can get an at-a-glance overview of total & pending applications of all the districts in the state. The dashboard shows the graphical representation of a total number of subsides & exemptions applied, employment generation and investment made in the state.

**My Profile** - User can update the personal information here. Update your first and last name, phone number or address.

**User Management** - The section allows the user to create new user IDs for the nodal officers, change password and view complete list of user IDs.

**Manage Benefits** - The section allows the user to view complete report of approved and pending list by Nodal officers.

**Decision By Committee** - The section allows the user to view approved, pending and deferred applications of the state.

**Calendar** - The section allows the user to schedule meetings. View calendar of scheduled meeting day, week and month wise.

**Notifications** - The notification is sent whenever a new application is verified by nodal & agenda is created. The user can view all notifications here.

**Complaints** - View all the filed complaints of applicants here. The section has details of subsidy request numbers, the message with complaint date.

**Reports Management** - The section help the user manage reports of each district activity-wise, month-wise, approved and pending applications here. View and download reports in many formats, including PDF, XLS, and CSV.
6. My Dashboard

Dashboard displays the graphical representation of Total Application(s), Pending Application, Pending Meeting(s), Meeting(s) Scheduled, and Complaint(s). It further displays a total number of subsidy, Exemption and Stamp Duty applications filed in the state, Total Investment and Employment Generation in the state, and division-wise presentation of the latest subsides.

Benefits of the State

- Put the cursor on the pie chart to view a total number of Subsidy, Exemption and Stamp Duty application applied in the state.
- Put the cursor on the bar chart to view month-wise total investment-approved and pending.
Dashboard (Cont.)

Total Employment Generation & Latest Subsidy

The Latest Subsidy section displays the most recent application submitted by applicants in the district.

7. My Profile

My Profile is a secure section of user’s personal information. The user can edit the first and last name, phone number and address.

To update a user profile:

- Go to the home screen>My Profile
- Enter details>Update
8. User Management

The General Manager has the permission to create or manage nodal officer user account. The admin can create the new user id for officers, update information, or deactivate user accounts.

Create New User Account
To make a new user account for users, follow the below-mentioned steps:

1) Go to the home page > User Management > User Registration
2) Select the role, district name and benefits name from the drop-down menu
3) Enter user’s first and last name in the fields
4) Create a username for user, enter email address, phone number and address
5) Select status: Active or Deactivate
6) Click Create

To generate an account, click Create
View All Users List
The General Manager has the permission to view complete user list of the state. The section allows her/him to modify or to the user accounts. To view user list, go to the home screen > User Management > User List

Search Bar
The General Manager can search the user profile by district, benefits name, username, role or account status. For example, if you want to view all users from a particular district, enter district name. The account users from that district will be displayed below.

View, Update User Account
The General Manager can view each user’s complete account details, make changes, or deactivate an account. To take an action,
1) Go the home screen > User Management > User List
2) Click View/ Edit / icon under Actions

View User Profile

Edit Profile

The General Manager can edit the existing profile of user profile in the district. To edit user profile, go to the home screen > User Management > User List. Now, search the user id to edit, click Edit icon > make changes > click Update to save changes
User Profile

The General Manager has the permission to edit the user profile. To edit the user profile, go to the home screen > User Management > User List. Now, find the user id to edit, click icon > OK.
Change Password
The user can change the password for the user account. To change password:

1) Go to the home screen > User Management > Change Passwords
2) Enter Old Password > New Password > Confirm Password.
3) Click Change Password to save changes

9. Manage Benefits
The manage benefits section allows the user to view a complete list of approved and pending application by the nodal officers. The search option allows the user to search any application with the Request Number, Enterprise Name, Subsidy/Exemption Name, Location or Subsidy Status.

Approved List By Nodal
In the approved list by nodal section, the user gets the complete list of approved applications by the nodal officers. Once the application is approved by the nodal officer, request for meeting goes to the General Manager. To schedule meetings or re-schedule meetings, the General Manager needs to take action.

**Schedule Meetings**

1) Go to the home screen> Manage Benefits> Approved List By Nodal
2) Select Request For Meeting option under Subsidy Status
3) Click Schedule Meeting under Meeting Status against the request
4) Drag the Request Number on the calendar
5) Click Save and Send mail to all

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Click against the request number to schedule meeting for a particular request
Re-Schedule Meeting

The user has the option to re-schedule meeting.

1) Go to the home screen > Manage Benefits > Approved List By Nodal
2) Select Meeting Scheduled option under Subsidy Status
3) Click Re-Schedule Meeting under Meeting Status against the request
4) Drag the Request Number from scheduled date to planned meeting date
5) Click Save and Send mail to all

Request Number RIPS-00000026 was earlier scheduled for March 30, 2016. Now, the user can drag the event and reschedule for any future date. In the end, click Save and Send mail to all.
Minutes of Meeting
Once the meeting is scheduled, General Manager gets the option to edit minutes of the meeting. The General Manager needs to write minutes of meeting and approve or disapprove the application. To write MOM,

1. Go to the home screen > Manage Benefits > Approved List by Nodal
2. Select Meeting Scheduled under Subsidy Status from the drop-down menu
3. Click comment icon ( against the application number
4. Select option from the drop-down menu to approve, reject or defer subsidy application
5. Write minutes of meeting > Submit

See the screenshots below
View Pending Application

Once the application is submitted online by an applicant or it’s in the process, the application reflects under **Pending Application** on dashboard and **Pending List By Nodal** under **Manage Benefits**. To view pending application, go to the dashboard>**Pending Application** OR go to the left panel>**Manage Benefits**>**Pending List By Nodal**. The search bar allows the user to find and view pending application and its timelines. To view an application, click view icon against the application request number.

View submitted application with attached documents and signatures
10. **Decision By Committee**

The section allows you to view applications based on the decision by committee. A complete list of approved, rejected and deferred applications of the state is listed here. To view application, go to the home screen>**Decision By Committee**.

To view approved application of the benefits in the state, click **Decision By Committee> Approved**
To view rejected application of the benefits in the state, click **Decision By Committee > Rejected**

To view deferred application of the state, click **Decision By Committee > Deferred**
11. **Calendar**

The General Manager can view all the scheduled meetings. The user has the option to view calendar day-wise, week-wise and month-wise.

To view scheduled meetings of applied benefits, a user can click **Calendar** on the left-panel or **Meeting(s) Scheduled** on the dashboard.
12. Notifications

Notifications keep users informed with timely and application related content. Nodal officers can quickly and easily access important information relating to the submitted application(s).

To view the notification, the user can either click the icon on the Top-Left of the screen or click Notification on the Left Panel.
When you click a notification link, it opens the timeline of the application

View Timeline

Here is the colour code for timelines

**COLOR CODE STANDS FOR TIMELINE**
- ■ Step Done
- ■ Step on Progress
- ■ Step Rejected
- ■ Step in Pending

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13. **Complaint**

The complaint section will allow the General Manager to view registered complaint and grievance related to the submitted application.

- To view received complaints:
  - Go to the **Dashboard > Complaints > Launch Complaint**
  - Or
  - On the left panel, click **Complaints**
  - Click ![icon] to view complete detail and nature of the complaint.

![Complaint Section](image)

14. **Reports Management**

Reports management allows a user to manage the reports of all districts. They can view and download reports of each district activity-wise, month-wise, approved and pending applications here. View and download reports in PDF, XLS and CSV format.
To view a report, go to the home screen > Reports Management > select report type

Select Report Type

Search Option

A user can apply a filter to view the month-wise summary of any district. To view the report

- Select month > District > DLSC/SLSC
- Click Filter
Month-wise Report

To view month-wise report of filed application, click Reports Management > Month Wise Report

To download report, click Export Icon > select a format (Excel, PDF or CSV)
Approved Report

To view approved report of all the districts, click **Reports Management > Approved Report**

To download report, click Export Icon > select the format (Excel, PDF or CSV)

Pending Reports

To view pending reports of the district, click **Reports Management > Approved Report**

To download report, click Export Icon > select the format (Excel, PDF or CSV)
15. **Sign Out**

Protect your information- If you are using this online service on public computers like in a cybercafé or a library, it is important to ensure that you fully exit the application. So be sure to sign out from the public computer. To Sign out, click on **Sign-out icon** on the top-left of the screen.

If you are signed in, but not on the account dashboard, you can still need to sign out,

- Go to [http://rips.gimarsoft.com/admin/site/](http://rips.gimarsoft.com/admin/site/)
- Click **Sign out** on the top-left of the screen