

UNNATI SCHEME - FREQUENTLY ASKED QUESTIONS



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Ques 1. Which web browsers support the Uttar Poorva Transformative Industrialization Scheme (UNNATI), 2024 website at <https://unnati.dpiit.gov.in/>?

Ans: The website functions optimally on Firefox 3.5 and above, Chrome 18 and above, and Edge 17 and above.

Ques 2. What is the UNNATI Scheme of DPIIT?

Ans: The UNNATI is an initiative by the Govt. of India, with the aim to foster industrial growth and development in different sectors by offering tailored support and incentives in all 8 North-Eastern States, namely Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, and Tripura. The eligible incentives are accessible to New units and Existing units undergoing substantial expansion.

Ques 3. What is the objective of the UNNATI?

Ans: The UNNATI for North East Region was introduced to promote the development of industries in the manufacturing and service sector in the region. The scheme aims to create jobs, develop skills, and promote sustainable development by attracting and nurturing new investments.

Ques 4. What is the registration timeframe and duration of validity for the UNNATI?

Ans: The UNNATI remains effective from FY - 2024-25 to FY 2033-34, while the registration application window will be open from 09th March 2024 to 31st March 2026. If the project's financial liability reaches 115% of the approved funds based on the registrations already granted, the registration process may be temporarily or permanently halted. However, registration may resume depending on the availability of Approved Funds.

Ques 5. Who can apply under the Scheme?

Ans: All eligible units in the Manufacturing and Service sectors will receive incentives under this scheme, as defined under respective incentives. Provided the scheme shall not apply to the units which manufacture the products listed in the negative list in Annexure-I of the Notification. For more details, please refer to the Scheme Notification No. P-44015/1/2023-DBA-II dated 09th March 2024 and any amendments issued by DPIIT from time to time.

Ques 6. What details are necessary for registering under the UNNATI scheme?

Ans: Applicants must submit a complete registration application form on the Scheme Portal, along with the specified documents as per the Registration Guidelines dated March 9, 2024. The

registration will be granted by the registering authority as outlined in the guidelines, considering, among other factors, the prima facie eligibility of the unit and the availability of Approved funds. For more details, please refer to the Scheme Notification No. P-44015/1/2023-DBA-II, the Registration Guidelines dated March 9, 2024, and any amendments issue by DPIIT from time to time.

Ques 7. What are the steps to be taken by unit holders to avail benefits under the Scheme after obtaining registration?

Ans: Upon obtaining registration approval under the Scheme, unit holders may proceed to apply for incentives in accordance with the eligibility criteria outlined in the Scheme Notification, Claim Guidelines, and any amendments issued by DPIIT from time to time.

Ques 8. Which Ministries/Departments/States are involved with UNNATI?

Ans: The DPIIT, Ministry of Commerce & Industries is responsible for monitoring and implementing the UNNATI scheme.

Ques 9. Is there any fee for applying for UNNATI scheme?

Ans: No, the application process for the UNNATI scheme is entirely free of charge.

Ques 10. Can a unit holder/applicant submit multiple applications for Registration?

Ans: Each unit holder can apply only once under the scheme. However, an existing unit can avail this benefit for substantial expansion only once during the validity period of the scheme.

Ques 11. I can't log-in even after entering the correct username and password. What should I do?

Ans: If you are unable to log in, it could be due to forgotten login credentials or issues with browser cache. Please start by clearing your browser cache. If the problem persists, try to reset your password. For further support and information, please contact us via Email Unnati.helpdesk@gov.in

Ques 12. How do I register for the UNNATI Scheme?

Ans:

- Step-1: To register, please use the link <https://unnati.dpiit.gov.in/> and click on the login button on bottom of the website.
- Step-2: Click on sign up to generate username and password to access the portal. Please use a valid email ID and mobile number as you will require an OTP every time you log in to the portal.

- Step-3: Once you complete the sign-up steps, please submit the request for registration of units for the eligible incentives under the scheme.

- Note: You may also refer to the registration guidelines (<https://unnati.dpiit.gov.in/Document/General-Operational-Guidelines-for-Unnati-Scheme-2024.pdf>) for guidance or contact concerned DIC office or UNNATI helpdesk of DPIIT for further assistance.

Ques 13. Is it possible to edit registration details after submission?

Unfortunately, once you have submitted your registration form, direct editing is typically not available. However, you can edit profile changes such as phone number/ email account details post approval of the registration. You can also contact our support team/helpdesk who will assist you in updating your registration information as needed.

Ques 14. How to log-in my UNNATI Scheme Account?

Ans: Accessing your account is simple! Visit our website and find the login page. Enter the username and then click on the OTP generation button which will be sent to your registered number and email. After entering the password and OTP, click "Sign-in". After successful login, your account dashboard will be visible for further operations.

Ques 15. How to recover my password?

Ans: If you've forgotten your password, simply visit the login page and click on the "Reset Password" link. Follow the provided instructions to reset your password securely. You will need to verify your identity through email or SMS to complete the password reset process.

Ques 16. Is my account information secure?

Ans: Ensuring the security and confidentiality of your account information is our top priority. We have implemented strong security measures to safeguard your data from unauthorized access or misuse. We also advise you to keep your login credentials confidential to enhance security further.

Ques 17. Can we access the account from multiple devices?

Ans: You can conveniently access your DPIIT UNNATI Scheme account from any device with internet connectivity. Simply log in with your username and password, and you can access your account dashboard whenever and wherever you need to.

Ques 18. Does eligibility change if I am already benefiting from other schemes?

Ans: If a unit is currently receiving or has received incentives from other schemes of Government of India, it will not qualify for those specific incentives under this scheme. However, it remains eligible for other incentives offered by this scheme (as per eligibility criteria).

Ques 19. Is the UNNATI Scheme website mobile-friendly?

Ans: Yes, the UNNATI Scheme website is optimized for mobile devices, allowing users to conveniently access the platform from smartphones and tablets. Whether you are at home or on the go, you can easily navigate the website using your mobile device.

Ques 20. How can I find my uploaded documents on UNNATI?

Ans: To access your uploaded documents for the Uttar Poorva Transformative Industrialization Scheme(UNNATI), you typically need to log in to your account on the official UNNATI website or portal. Once logged in, navigate to the section related to your application, where you can see the details of the draft/submitted application along with all the attached documents. If you have any trouble locating this section or accessing your documents, consider reaching out to the UNNATI helpdesk team for assistance.

Ques21. Will I be notified via email if there are queries or clarifications raised by the concerned Department/Ministry/UT Administration regarding my registration and claim application?

Ans: Yes, you will typically receive a notification via email if the concerned Department, Ministry, or UT Administration raises a query or requests clarification regarding your application under UNNATI. These notifications are crucial for keeping applicants informed about the status of their application and any additional information required for processing. Make sure to regularly check your email inbox, including spam or junk folders, to ensure you don't miss any important communication from the authorities. If you haven't received any notifications or have concerns about the communication process, consider reaching out to the help desk or support team for assistance.

Ques 22. Can anyone else access the documents uploaded by me on the dashboard?

Ans: No, access to the documents uploaded by you on the UNNATI dashboard is typically restricted to authorized personnel only. Unauthorized users should not be able to access your documents.

Ques 23. What reporting requirements do I need to fulfill after receiving incentives?

Ans: After receiving incentives, the unit holder has to fulfill reporting requirements such as submitting progress reports, financial statements, and compliance certificates as per the scheme guidelines.

Ques 24. In which zone does my area come under the UNNATI scheme?

Ans: Please refer to the updated Registration Guidelines of UNNATI, 2024, and any amendment issued by DPIIT from time to time.

Ques 25. Will payments by cash considered in subsidies?

Ans: Only transactions made from bank account(s) of the unit for the purchase of plant & machinery (Manufacturing Sector), or construction of building and other durable physical assets (Service Sector) shall be considered for determining the eligible value of Plant & Machinery for calculation of incentive (s). No payment in cash shall be considered for the said purpose.

Ques 26. What if I am ineligible to get a claim?

Ans: Ineligible cases or applications deficient in terms of documentation shall be returned to applicant units with reasons to be recorded. A monthly statement with details of such cases and reasons for rejection/return shall however be submitted by DIC concerned to Director Industries & Commerce.

Ques 27. Can I apply for multiple incentives under UNNATI in a single application?

Ans: Depending on the scheme guidelines, you may be able to apply for multiple incentives. However, it's essential to review the guidelines and ensure compliance with all requirements.

Ques 28. How long does it take to complete the application process?

Ans: The time taken to complete the application process may vary depending on completeness of application form along with correct documents. It also depends on time taken by the applicant in responding to the clarification raised.

Ques 29. How will I know if my application has been successfully submitted?

Ans: You will receive a confirmation email or notification on the portal confirming the successful submission of your application.

Ques 30. What criteria are used to assess the eligibility of my application?

Ans: Please refer to the Scheme Notification and the General Operational Guidelines for Registration for detailed information.

Ques 31. Can I track the status of my application online?

Ans: Yes, you can track the status of your application online through the UNNATI portal. Simply log in to your account to view status updates.

Ques 32. What happens if my application is rejected?

Ans: If your application is rejected, you will be notified of the reasons for rejection.

Ques 33. How are incentives disbursed to approved applicants?

Ans: Approved claim incentives will be disbursed through bank transfers to the concerned bank account of the applicant. NEDFI is the nodal agency for disbursing approved claim incentive.

Ques 34. Is it possible to save my application form in draft mode for later submission and approval?

Ans: Yes, you can save your application form in draft mode to complete it later and submit it for approval. This feature allows applicants to work on their application over multiple sessions, ensuring accuracy and completeness before final submission. Make sure to follow the instructions provided on the application portal regarding saving drafts and submitting completed applications.

Ques 35. Where can I find my partially filled application?

Ans: You can find your partially filled application by logging into your account on the UNNATI portal or platform. Look for an option such as "My Applications" or "Incomplete Applications" to access and continue working on your partially filled application. If you have trouble locating your application, refer to the guidance provided on the portal or contact the help desk for assistance.

Ques 36. Do I need to visit the Ministry/Department for receiving my approved certificate?

Ans: No, you can download the approval certificate from the UNNATI portal without visiting the Ministry/Department office. Just log in, find the certificate section, and download it to your device.

Ques 37. What should I do if the scheme requires clarification or additional documents?

Ans: In case of any discrepancy found and/or any additional information/document required, the concerned DIC shall seek clarification(s) specifically on each of such issues from the applicant through the portal. You have to respond to each clarification raised by GM DIC and have to upload specific document on the portal.

Ques 38. How can I contact the help and support team for UNNATI under DPIIT?

Ans: You can easily reach out to the dedicated help desk by visiting the UNNATI portal. Look for the "Helpdesk" section, where you'll find options to connect via phone (011-23061271), email (Unnati.helpdesk@gov.in), or Address (NER Section, Udyog Bhawan, New Delhi).

Ques 39. What assistance does the help and support team provide for UNNATI?

Ans: The help and support team offer comprehensive assistance to ensure a smooth experience with the UNNATI scheme. They provide guidance on completing the application process,

clarification on scheme details and requirements, and technical support for any issues encountered while navigating the portal. Additionally, they are available to address any queries or concerns you may have regarding eligibility, documentation, or incentive types.

Ques 40. Where do I raise a query regarding my application/ document requirements/ report?

Ans: If you have any queries regarding your application, document requirements, or report submission for the Uttar Poorva Transformative Industrialization Scheme (UNNATI), you can raise by either writing to us at helpdesk (unnati.helpdesk@gov.in) or you may contact the relevant DIC ("Contact Us" section) for the same.

Ques 41. What is the process and timeframe for receiving a response after submitting a query?

Ans: The response time may vary depending on the complexity of the query and the volume of inquiries received. However, we strive to provide a timely response within 1-2 business days. Rest assured, we are committed to addressing your concerns efficiently and ensuring that you receive the assistance you need to navigate the UNNATI application process smoothly.