



**PRIME**  
M E G H A L A Y A



## NOTE

<b>Note Type:</b>	Fostering Startup Growth in Tier 2/3 Cities
<b>Note Title:</b>	URL and Screenshot for each sub-point
<b>Note Date &amp; Version:</b>	

**Screenshots & URLs:**

Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

<https://portal.primemeghalaya.com/GrievanceForm.php>

The screenshot shows a web browser window with the URL [portal.primemeghalaya.com/GrievanceForm.php](https://portal.primemeghalaya.com/GrievanceForm.php). The page features the PRIME MEGHALAYA logo and a navigation menu with links for Home, About Us, Incubation, Entrepreneur Skills, Funding & Schemes, Rural PRIME, and Entrepreneur Portal. The main heading is "Grievance Redressal Form". Below the heading, there is a dark blue box with white text: "We intend to solve grievances and problems as fast as possible. Please have a look at the following article to understand how our Grievance redressal process works: [HOW TO APPLY](#)". The form contains several input fields: "Grievance Redressal Application ID:" with the value "270134055"; "PRIME ID (If Applicable):" with the value "PRIME ID"; "Entrepreneur Name:" with the value "Entrepreneur Name"; "Business Name:" with a dropdown arrow; "Mobile:" with the value "Mobile Number"; and "Email:" with the value "youremail@primemeghalaya.com".

<https://www.primemeghalaya.com/kb/how-can-i-submit-a-grievance-how-will-it-be-addressed/>

The screenshot shows a web browser window with the URL [primemeghalaya.com/kb/how-can-i-submit-a-grievance-how-will-it-be-addressed/](https://www.primemeghalaya.com/kb/how-can-i-submit-a-grievance-how-will-it-be-addressed/). The page features the PRIME MEGHALAYA logo and a navigation menu with links for Home, About Us, Incubation, Entrepreneur Skills, Funding & Schemes, Entrepreneur Portal, and Prime Media. A search bar is visible. The main content area has a breadcrumb trail: "Home > Knowledge Base > Others > How can I submit a grievance? How will it be addressed?". The article title is "How can I submit a grievance? How will it be addressed?". The text states: "The PRIME program follows a transparent approach to address any grievances entrepreneurs or other stakeholders want to bring to the attention of PRIME. Grievances can be submitted here after registering on the Entrepreneur Portal. We intend to solve any justified grievances at the earliest within a reasonable timeframe. The below shows the process including an automated escalation process in case a grievance could not be resolved within a justified period of time." The "Escalation process" section lists "Standard – Level 0: PRIME Administrative Team (within 40 days)". Below this, it says: "After submitting a grievance the PRIME Administrative team will register the complaint, evaluate and submit a notification of receipt to the sender via Email within 10 days. Then the grievance will be..." The page also includes a sidebar with categories: "Entrepreneurship Skills" (4), "PRIME Entrepreneurship Funds" (8), and "Others" (10). A language selector "EN" is visible in the bottom right corner.





