

GOVERNMENT OF ASSAM
OFFICE OF THE COMMISSIONER OF INDUSTRIES & COMMERCE, ASSAM
UDYOG BHAWAN, BAMUNIMAIDAN, GUWAHATI-21

OFFICE ORDER

No:CEO/SWA/EODB/59/2019/ 1,

Dated Guwahati, the 14th July, 2022

A Service Desk is hereby notified for facilitation of the Queries/Grievances raised by investors. The Service Desk shall be under the overall control of the Nodal Officer, EoDB and be manned by persons as notified by the undersigned from time to time.

The Service Desk will be responsible for all inbound emails or calls to eodb-assam@assam.gov.in and +18003453579.

Functions of Service Desk

1. Receiving of Grievances/Queries through email and phone. All queries to be recorded in a database with the following particulars –
 - Name -
 - Email ID –
 - Phone No –
 - Grievance/Query –
2. Forward relevant queries & grievance to relevant authorities
3. Support in resolving basic queries and technical issues in applying for various services online
4. Any other functions as required.



(Oinam Saran Kumar Singh, IAS)
Commissioner of Industries and Commerce, Assam
& CEO Single Window Agency
Udyog Bhawan, Bamunimaidam, Guwahati-21

Copy to:

1. P.S. to the Hon'ble Minister, Industries & Commerce Department, Assam for kind appraisal of the Hon'ble Minister
2. P.S. to the Principal Secretary to the Government of Assam, Administrative Reforms & Training Department for Kind Appraisal of Principal Secretary
3. The Secretary Industries & Commerce, Government of Assam
4. State Informatics Officer, NIC Assam State Unit, Dispur, Guwahati-06



Commissioner of Industries and Commerce, Assam
& CEO Single Window Agency
Udyog Bhawan, Bamunimaidam, Guwahati-21