



Refund Policy

All the online payments made by the entrepreneurs for the services provided by the departments, are forwarded/ remitted by Invest UP to the respective departments through our bankers via online payment platform, either to the respective department's bank account or treasury head of the departments.

Requests for refund of payment in the event of excess/short/double or incorrect online payment shall be dealt through [Nivesh Mitra](#) by logging a grievance in the section namely, "Grievance Redressal" for the same.

Query/Grievance Submission Form

All fields are mandatory
Please Verify Unit ID before submitting the Grievance

Raise Your Query/Grievance

<p>Enter Unit ID</p> <input type="text" value="Enter Unit ID"/>	<p>Enter Verification Code (Case Sensitive) :</p> <input type="text" value="Enter captcha Code"/> <input type="button" value="Verify"/>	
<p>Select Department:</p> <input type="text" value="Please Select..."/>	<p>Select Service:</p> <input type="text" value="Please Select..."/>	
<p>Select Subject:</p> <input type="text" value="Please Select..."/>	<p>Grievance Description :</p> <input type="text" value="Description"/>	
<p>Organisation/Business Name :</p> <input type="text" value="Organisation/Business"/>	<p>Full Name :</p> <input type="text" value="FULL NAME"/>	<p>Mobile Number: +91-</p> <input type="text" value="MOBILE NO."/>
<p>E-Mail ID :</p> <input type="text" value="EMAIL ID"/>	<p>Select District:</p> <input type="text" value="Please Select..."/>	<p>Enter Verification Code (Case Sensitive) :</p> <input type="text" value="Enter captcha Code"/> <input type="button" value="Verify"/>

Step-by-Step Guide

1. Enter a verified Unit ID and verify it by entering the captcha provided. On verification, the fields namely – Organisation/Business Name, Full Name, Mobile Number, E-mail ID, District shall be pre-fetched.
2. Select Department and respective service.
3. Select Subject and enter Grievance Description in the field provided.
4. Enter the captcha provided and click submit.
5. A grievance ID is generated via which the grievance status can be tracked.

Any charge back related request shall be taken up as per department's policy and entrepreneur may approach Nivesh Mitra customer care (0522-6923000) or email us on info@investup.org.in for further guidance in that matter.