

GOVERNMENT OF TELANGANA  
ABSTRACT

ITE&C Department – WE HUB FOUNDATION – (Women Entrepreneurs Hub) - Business Reforms Action Plan Plus, 2024 Implementation of Online Grievance Mechanism for redressing the grievances - Orders -Issued.

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INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS (WE-Hub) DEPARTMENT

G.O.Rt.No.8,

Dated:10.02.2025  
Read:

From the Chief Executive Officer, WE-Hub, Letter No.008/ITE & C/We.Hub/CEO/2024-5, dt. 28-01-2025.

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ORDER:-

WE-HUB, has introduced an innovative Online Grievance Redressal Portal aimed at empowering women entrepreneurs across the State. This portal serves as a centralized platform for women entrepreneurs to submit their grievances, concerns, ensuring a streamlined, transparent, and efficient resolution process. With a commitment to providing time-bound resolutions, the initiative seeks to create an enabling environment for women-led businesses by addressing challenges that hinder their growth and operations. By leveraging technology, this portal underscores the Government's dedication to fostering inclusivity and promoting the entrepreneurial potential of women in the State.

2. The Chief Executive Officer, WE-Hub, Telangana in her proposal read above has informed that Online Grievance Redressal mechanism be mandated wherein working procedures, escalation matrix, service timelines and procedures for reverting to women entrepreneurs are defined.

3. Government after careful examination of the above proposal, have decided to mandate the Online Grievance Redressal mechanisms.

**Procedure for Grievance redressal:-**

To raise a grievance through the Single Window Platform(SWP) (<https://webridge.telangana.gov.in/>),

follow these steps:

- 1. Visit the Single Window Platform Portal** (: Go to the official website and log in using your registered credentials.
- 2. Navigate to the Contact us Section:** Click on "Submit Grievance" button available at the bottom.
- 3. Submit the grievance:** Click "Submit" to raise the ticket. You will receive a confirmation email.

**Timeline for Grievance Resolution:**

Level	Action	Timeline
L1 (Initial)	Auto-assigned to L1 handler	1 day
L2 (Escalation)	If unresolved or unattempted. Escalated to L2 (Regional/HQ team)	Within 1 day
Intervention requirement	On boarding to program(s)	As per program timelines

(PTO)

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**Grievance Response Communication:**

For every action taken during the grievance resolution process, you will receive an automatic email notification. These emails include:

**Grievance Submission Confirmation:** Acknowledges receipt of grievance

**Grievance Status Updates:** Updates at each stage (e.g., reassignment, escalation, closure).

**Resolution Notification:** Once the grievance is resolved, entrepreneur will receive a final response via email summarizing the resolution provided.

4. The Chief Executive Officer, WE-Hub, Telangana is directed to pursue necessary follow-up action accordingly, within a timeline for redressing the grievances.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

JAYESH RANJAN  
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To  
The Chief Executive Officer, WE-Hub, Telangana.  
The Director & Commissioner, Industries, Hyderabad.  
Copy to:  
The OSD to Hon'ble Minister, ITE&C  
The PA to Spl.Chief Secretary, ITE&C SF/SC

// FORWARDED : : BY ORDER //

*A. Ramakrishna*  
SECTION OFFICER