National Single Window System

User Guide:
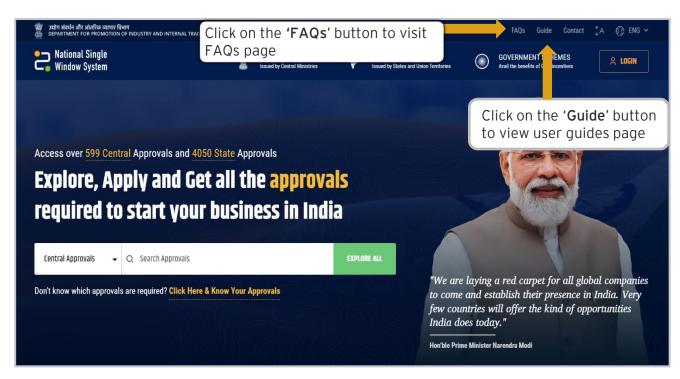
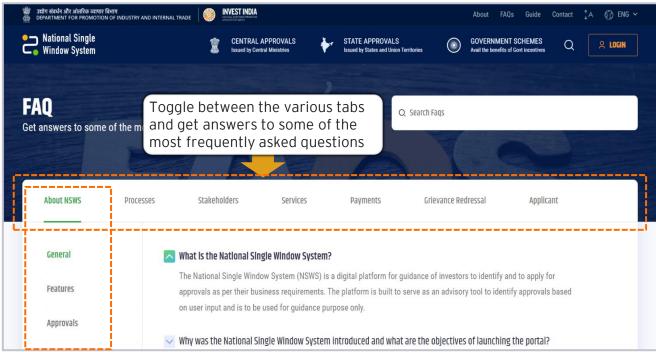# How to register a query on NSWS

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DEPARTMENT FOR PROMOTION OF
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National Single Window System (https://www.nsws.gov.in/)

National Single
Window System

How to access the Frequently Asked Questions (FAQs) and Guides

Click on the **'FAQs'** button to visit FAQs page

Click on the '**Guide**' button to view user guides page

Toggle between the various tabs and get answers to some of the most frequently asked questions

How to contact us

Click on the '**Contact**' button for any questions or feedback

Contact us by :
1) Calling the Helpdesk Number 1800 102 5841
2) Mailing us at contactus-nsws@investindia.org.in
3) Filling out the query form
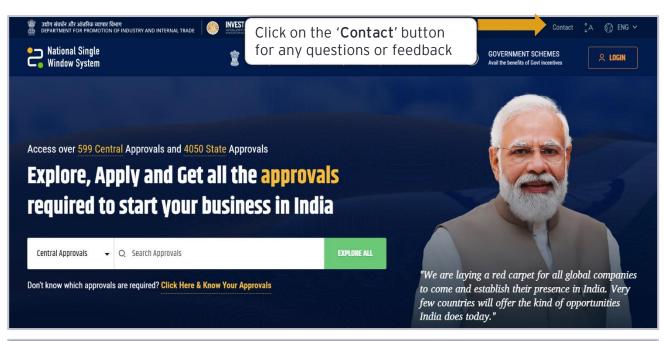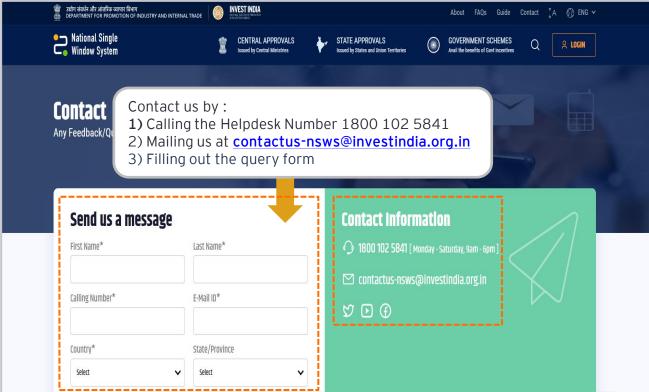
Users will get an automated response on their entered email IDs/Calling Number indicating the query ID and ticket number for further assistance. Responses to queries will be sent within 72 hours.

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What are the technical Requirements for NSWS

System Requirements for National Single Window Portal

➢ Windows OS (XP or higher)

➢ MAC OS (X 10.9 or higher with latest updates)

➢ **View/ Download Pdf:** Download the pdf reader to view and download the pdf files from the link: https://get.adobe.com/reader/)

➢ Platform requires a minimum screen size of 976px wide , but using 1024px or higher is recommended

➢ **Digital Signature Certificate (DSC):** Latest version of emBridge software need to be installed in the system which acts a connecting link/driver between the NSWS and DSC

Web browsers best suited for National Single Window System

➢ Google Chrome

➢ Mozilla Firefox

➢ Apple Safari

Have any further questions?

Please submit your queries and feedback on:

https://www.nsws.gov.in/contact-us

Email: contactus-nsws@investindia.org.in

Ph: 1800 102 5841

(Monday - Saturday, 9am - 6pm)

Last Updated on 25 November 2022