



CSI APPLICANTS

# USER GUIDE MANUAL

BUSINESS DEVELOPMENT  
SERVICE PORTAL

MODULE 1



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# 1 Login



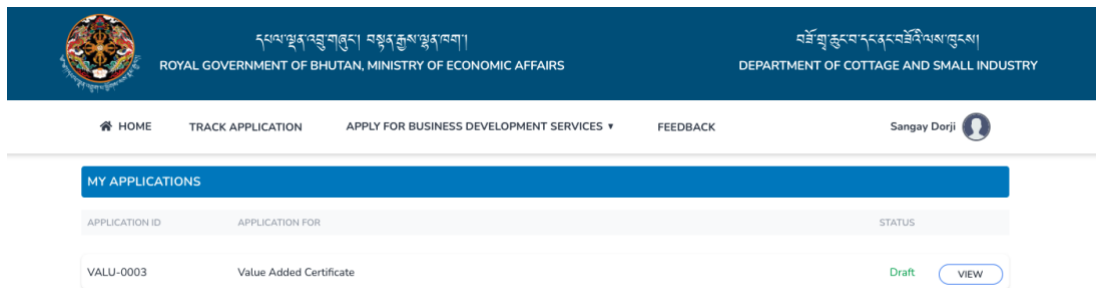
## 1.1 Registration - Entrepreneurs

New entrepreneurs can self-register by clicking on the Register button and then fill up the user registration form.

The image shows a registration form titled 'REGISTRATION' with a teal header. The form contains the following fields: 'Name' (text input), 'Dzongkhag' (dropdown menu with 'Select' and a downward arrow), 'Gender' (dropdown menu with 'Select' and a downward arrow), 'Email' (text input), 'Password' (text input), and 'Confirm Password' (text input). At the bottom right, there is a link for 'Already registered?' and a teal 'REGISTER' button.

An email will be sent to the user for verification, after which the user can login and apply for various Business Development Services.

## 2 Application process



The screenshot shows the top navigation bar with the Royal Government of Bhutan logo and text in Dzongkha and English. The English text includes 'ROYAL GOVERNMENT OF BHUTAN, MINISTRY OF ECONOMIC AFFAIRS' and 'DEPARTMENT OF COTTAGE AND SMALL INDUSTRY'. Below the navigation bar, there are links for 'HOME', 'TRACK APPLICATION', 'APPLY FOR BUSINESS DEVELOPMENT SERVICES', and 'FEEDBACK'. The user profile 'Sangay Dorji' is visible. The main content area is titled 'MY APPLICATIONS' and contains a table with the following data:

APPLICATION ID	APPLICATION FOR	STATUS
VALU-0003	Value Added Certificate	Draft <a href="#">VIEW</a>

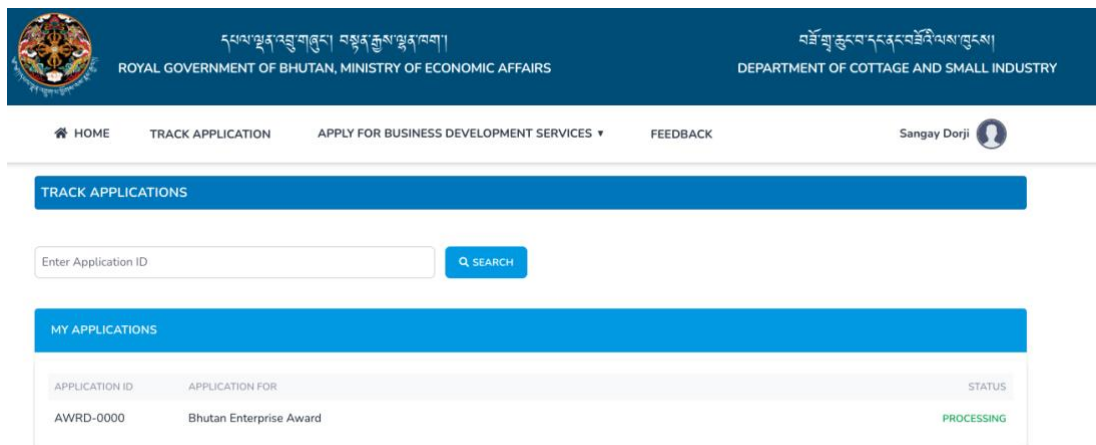
The registered users after logging into the portal can perform following tasks:

- Track Application
- Apply for Business Development Services
- Submit Feedback

### 2.1 Track Application

The user can track the status of their application submitted to the department by:

- Select and click “Track application”
- Enter full or partial Application ID
- Click on “Search” button

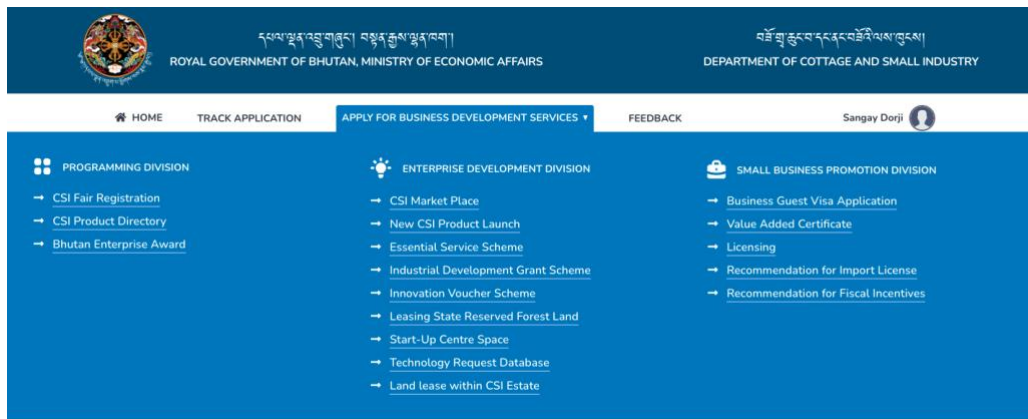


The screenshot shows the 'TRACK APPLICATIONS' section of the portal. It features a search input field labeled 'Enter Application ID' and a 'SEARCH' button. Below the search area, there is a table titled 'MY APPLICATIONS' with the following data:

APPLICATION ID	APPLICATION FOR	STATUS
AWRD-0000	Bhutan Enterprise Award	PROCESSING

## 2.2 Apply for Business Development Services

The registered users can apply for Business Development Services after logging into the portal.



To apply for any Business Development Services:

- Select and click on services under respective divisions
- Fill the application form
- Upload all the required documents
- Click on “Submit” button

An email will be sent to the user indicating that the application has been submitted. Similarly, an email notification will be sent notifying approval/rejection of the application once reviewed by the Department.

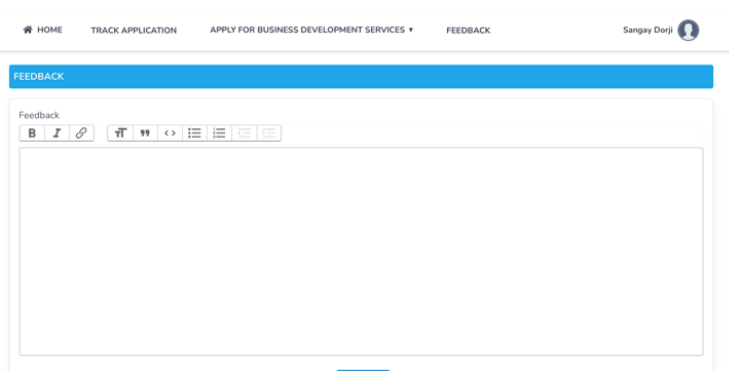
For those services managed by the MOSIC system, the user is redirected to the respective page of the MOSIC system.

## 2.3 Submit Feedback

The users can submit feedback to the department through this form.

To submit feedback:

- Click on the “Feedback” button
- Type the feedback
- Click on “Send” button



## 2.4 Application Process flow

