

FAQ for Industries

1. How to obtain XGN-Karnataka User ID and Password?

A: To receive User ID and Password details, it is required to contact Jurisdictional /concerned KSPCB Regional Office.

2. What details are required to obtain User ID and Password from respective Regional Office?

A: Following details are required to issue Industry User ID and Password:

- Industry Category (RED / ORANGE /GREEN)
- Industry Scale (SMALL / MEDIUM / LARGE)
- Industry Name & Address
(Plot No., Street, Town/Village, District, Taluk, Pin code)
- Mobile Number of Applicant/occupier
(Ensure that mobile no. should not be DND enabled)
- Consent Duration (From Date - Till Date)
- Production Date (Expected)
- Industry Sector
- Investment Amount (in lakhs)

User ID and Password is communicated to the above mentioned mobile number through SMS.

3. What to do if "Login Failed" while entering received User ID and Password from Regional Office?

A: Always, User ID is Numeric and Password is Alpha-Numeric (received). It's suggested to differentiate integers and characters (case-sensitive) properly and verify the characters received thoroughly & enter correctly. If problem still persists, contact your respective KSPCB Regional Office.

4. What to do when logged into XGN-Karnataka for the first time?

A: Industry user is requested to change password for his received User ID on first successful login to ensure data security.

5. How to change password by Industry User?

A: On successful login, find Change Password on right side of Industry Home Page and provide new password (**preferably Alpha-Numeric and No Special Characters**) to change password from next login onwards.

6. What to do if organization/Industry Password is misplaced or forgotten?

A: In case any organization misplaces their Password, they are suggested to contact KSPCB Regional Office to retrieve password. Information will be sent to registered mobile number as an SMS.

7. Why browser window disappears on navigation after valid login?

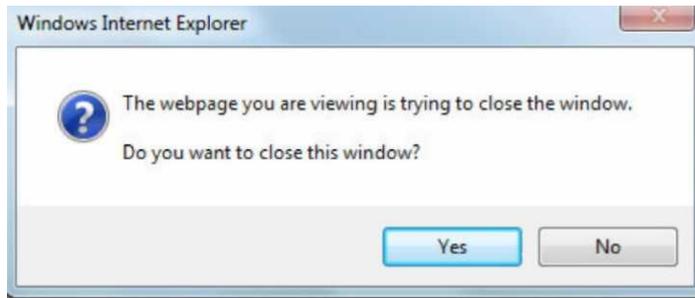
A: If window is closed abruptly or not opened to view on request, then please make sure that Pop-Up Blocker of the browser is Turn Off, which is highly advisable to run through this XGN - Karnataka.

8. How to Turn-Off Pop-Up Blocker of the Browser?

A: Go to Tools Menu and select Pop-up Blocker, then Turn-Off Pop-up Blocker. (It is preferable to use Internet Explorer Version 8 and above.)

9. What to do with prompt window saying "Do you want to close this window?"

A: Select "NO" in response to the prompt window.



If new window does not open on menu click request, then go to FAQ 8.

10. What to do if Industry Details are observed as inappropriate while updating industry profile?

A: While updating industry profile, other than mandatory fields, industries are requested to update as "NA" wherever it is not applicable to consent. If Industry Name is observed to be wrong, contact KSPCB Regional Office for appropriate updation.

11. How to take print of industry data entered through XGN-Karnataka?

A: On industry login, go to industry (IND) menu and select Print Industry Profile.

12. What to do if below snapshot is seen on browser?

A: Click on "Continue to this website (not recommended)".

We recommend that you close this webpage and do not continue to this website

Q Click here to close this webpage.

^ Continue to this website (not recommended).

® More information

13. Whom to contact in case of difficulties?

Jurisdictional Regional Officer.

If the problem is not solved then send an email to egov@kspcb.gov.in by giving details of problems faced along with XGN id of your industry and contact details.

14. How and when to take prints of the applications & forwarding letter from XGN?

A: Only after pre scrutiny of applications through XGN by the concerned RO, industry can enter the details of consent fee/make online payment of consent fee and then take print out of application, forwarding letter .

15. Can I submit multiple applications at a time through XGN or can I make one more application through XGN when an application is already pending/under process in XGN?

A: No. The XGN is designed in such a way that only one application can be received, processed & disposed. Hence, only after disposal of the application pending/under process in XGN, you can make next application through XGN.

16. From where I can download the consent order?

Consent orders generated from the XGN can be downloaded from applicant's login. Steps to be followed to download the consent order is as follows:

1. Login to xgn using your **PCB ID/XGN ID** and **password**.
2. On the right hand side you can look for "**legal/CCA orders**" link and click it

In the next screen select the “**Consent orders**” and the orders issued will be listed. Click on the “**Consent no**” indicated in **red** color fonts.

17. **What is the max. size of the document that can be uploaded in XGN?**

Only pdf documents can be uploaded in XGN. Pl note that the documents shall be scanned in grey scale with less than 200 dpi resolution and max size of the uploading file shall not exceed 1 mb

18. **Whether third party can verify the consents granted through XGN-KARNATAKA?**

Facility for third party verification of consents is provided in the website of the Board i.e **kspcb.gov.in**.