



15 F 16A

**General Information Regarding Application**  
**Processing Time and Registration of Complaints for**  
**STP/EHTP/NON-STP Units**

<b>Details of service</b>	<b>Approval/ Processing Time</b>
New STP/ EHTP units where the requirement of total imported CG of the unit upto US\$ 10 Million and no foreign equity is involvement	10 day after receipt of completed application
Following applications are sent to IMSC/RBI within 10 days after receipt of complete application, 1. Application for Infrastructure Service Provider for STP units is sent to IMSC. 2. Application for setting up STP unit wherein the imported CG of more than US\$ 10 million are involved is sent to IMSC 3. Application for setting up STP unit as a branch office of foreign company is sent to RBI.	10 day after receipt of completed application
In all other cases viz. Import/ Export/ Green Card/ DTA.	7 day after receipt of completed application

**Registration and handling of Customer Complaints**

1. Customers are requested to fill up complaint on form 15-F-16A available at the reception
2. The completed form is immediately handed over to Deputy director Statutory Services
3. In case satisfactory action or reply is not forthcoming, the customer is advised to contact Director/Joint Director, STPI NOIDA

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## Feedback Form

### Part 1

Your Company Name	
Certificate/Permission Applied For	
Date of submitting Completed Application	
Reference/Registration Number	
Name Signature	

### Part 2

#### For Use of STP Noida

Name of Reviewing officer	
Review Officer's Comments	Signature
Corrective Actions Taken	
	Date                      Name                      Signature
Review of Director/Joint director if necessary	

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