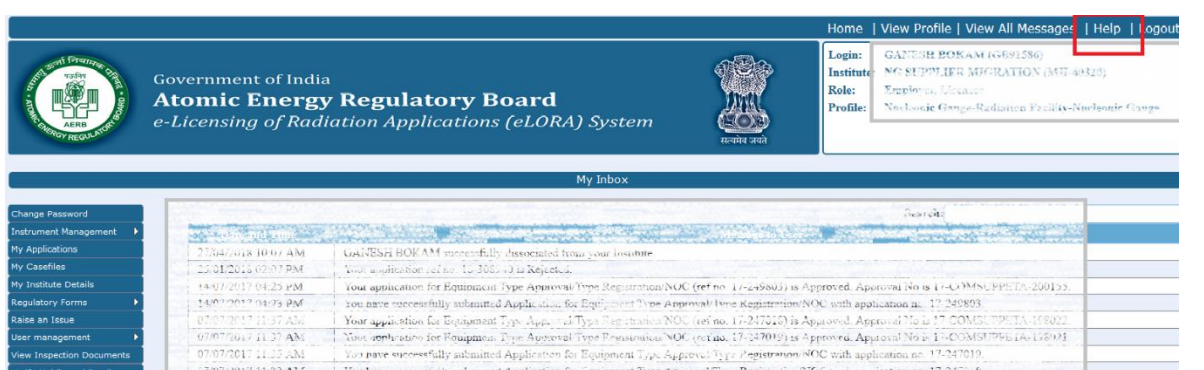


## HELP DESK for Radiation Facilities

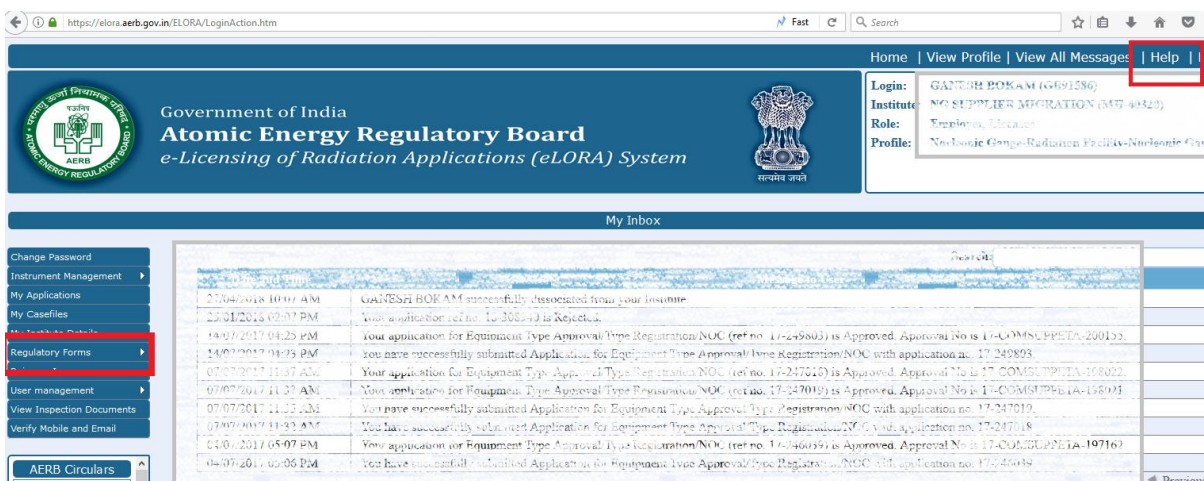
We are happy to announce that a Help Desk facility has been established by Atomic Energy Regulatory Board for providing Regulatory Support to users of Radiation Facilities. The contact number of Help Desk is **022-2599 0675**. It is functional during all working days from 10:00 AM to 05:00 PM.

It may be noted that to provide support to users of Radiation Facilities, we do provide step by step guidelines available both at our website ([www.aerb.gov.in](http://www.aerb.gov.in)) and under HELP menu available after logging into the eLORA system (<https://elora.aerb.gov.in/ELORA/>).



The screenshot shows the eLORA system interface. The top navigation bar includes links for Home, View Profile, View All Messages, Help (highlighted with a red box), and Logout. The user's profile information is displayed on the right, including Login: GANESH BOKAM (6691586), Institute: NCS SUPPLIER MIGRATION (MTR-48320), Role: Employee, Educator, and Profile: Nuclear/Non-Nuclear Radiation Facility-Nuclear/Non-Nuclear Change. The main content area shows a 'My Inbox' section with a list of messages, including notifications about successful disassociation from the institute and various application approvals.

Further, there are provision for recording your issue and receiving the support through the “Raise an Issue” facility available after logging into eLORA system.



The screenshot shows the eLORA system interface. The left sidebar menu includes options like Change Password, Instrument Management, My Applications, My Caseloads, My Institute Details, Regulatory Forms (highlighted with a red box), User management, View Inspection Documents, and Verify Mobile and Email. The top navigation bar includes links for Home, View Profile, View All Messages, Help (highlighted with a red box), and Logout. The user's profile information is displayed on the right, including Login: GANESH BOKAM (6691586), Institute: NCS SUPPLIER MIGRATION (MTR-48320), Role: Employee, Educator, and Profile: Nuclear/Non-Nuclear Radiation Facility-Nuclear/Non-Nuclear Change. The main content area shows a 'My Inbox' section with a list of messages, including notifications about successful disassociation from the institute and various application approvals.

In addition to the above, Frequently Asked Questions (FAQ) are listed and solutions are provided in the screen. The same can be navigated through “Raise an Issue”

facility.

1. You are requested to go through the FAQs which may help you to obtain the solutions for the issue/query quickly.  
2. You need to select the applicable practice for which the issue/query arises. Please use search option with key word.  
3. Under the category 'Common', the FAQs pertaining to common forms such as Nominate RSO, Employer Change, NC response, etc and FAQs pertaining to User Management, Instrum

Practice --Please Select-- View

Category

Showing 0 to 0 of 0 entries

**Therefore, it is requested to follow the following steps:**

STEP-1: Go through the step by step guidelines available at Webpage/eLORA system

STEP-2: Click the “Raise an Issue” facility and find the solution in FAQ

STEP-3: If no solution in FAQ, list the query through “Raise an Issue”

STEP-4: If still no solution, contact Help Desk (022-25990675)

*In spite of exploring to find out the solution through our written guidelines/FAQ, please do not fail to contact our Help Desk so that our Help Desk officials can provide you necessary support.*

It may be noted that we are committed to review and process your application in time bound manner within the time displayed at our website. The status of application may be tracked in eLORA by clicking My Application, instead of contacting our Help Desk.

*As your observations are vital for the improvement in regulatory process, you may kindly submit the feedback using the forms available in your profile i,e Regulatory forms-> Common Forms-> Feedback on grant of consent and Regulatory forms-> Common Forms-> Feedback on Regulatory Inspection.*