

How to Raise an Issue to AERB

Step-1: Visit e-LORA web page (<https://elora.aerb.gov.in/ELORA/>)

Step-2: Login to your (Employer) Institute's e-LORA account

Government of India
Atomic Energy Regulatory Board
e-Licensing of Radiation Applications (eLORA) System

हिंदी संस्करण AERB Website

Login

☒ Institute ☐ Radiation Professional
☐ RSO

Username*
Password*
Practice* --Select One--
Institute Role* --Select One--
Installation Type* --Select One--

Login

Forgot / not received my password
Forgot / not received my User Id

Step-3: After Login, click on the FAQ-Raise an Issue

Home | eLearning Portal | View Profile | View All Messages | Help | How To (Beta) | Logout

Government of India
Atomic Energy Regulatory Board
e-Licensing of Radiation Applications (eLORA) System

My Inbox

Change Password
Change User ID
Instrument Management
My Applications
My Casefiles
My Institute Details
Regulatory Forms
FAQ - Raise an Issue
User management

In case of any difficulty/issue related to eLORA kindly contact eLORA Help Desk (elora.info@aerb.gov.in ; 022-25990675). Unresolved matter may be escalated to Head, MAS for Medical and Research Applications (mas.rsd@aerb.gov.in ; 022-25990663) and to Head, IAS (ias.rsd@aerb.gov.in ; 022-25990417) for industrial Applications. If need to escalate further, may contact Head, RSD (head.rsd@aerb.gov.in ; 022-25990656)

Click here

Search:

Step-4: First Verify frequently Asked Questions (FAQs)

Frequently Asked Questions

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, Instrument Management, etc. are available.

Practice View

Search:

Category	Question	Answer
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Practice View

Common
Consumer Products and Scanning Facility
Diagnostic Radiology
External Stakeholder
Gamma Irradiation Chamber
Gamma Radiation Processing Facility
Industrial Radiography
Industrial/Research Accelerator Facility
Medical Cyclotron Facility
Nuclear Medicine
Nucleonic Gauge

Scroll down to select practice

Category	Question	Answer
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Previous Next

Practice View

Search:

Search using KEY words

Category	Question	Answer
RSO related	Name of the RSO nominee is not available in employee list	Invalid transaction key error in following occasion 1. Verification of Mobile number and email ID of the employer is not completed, 2. either email id and mobile number of the employer and RSO nominee is same even though both are different individuals(because system accepts unique mobile number and email id for unique individuals)
Institute related	Institute Name and Address Change	Address Change of institute is possible within a State only. You can use the application named "Change institute details"(available in User Management) for name and address change.
RSO related	I am applying for RSO nomination/renomination/renewal. In the Transaction Key page, my employer details are not appearing.	During RSO application submission you will be guided to provide the transaction key.To generate the transaction key, one prior requirement is to verify your mobile number and e-mail id. Please note the followings; 1. If you are a Radiation Professional who is going to be Nominated, Renominated or Renewed his/her mobile number and e-mail id must be verified from his/her RP login. Please visit RP login to do so. 2. In the same time mobile number and e-mail id must be verified from the Employer. To do so please visit employer login.
RSO related	I want to apply for RSO nomination/renomination/renewal. I am not able to find my name in the Transaction Key page.	During RSO application submission you will be guided to provide the transaction key.To generate the transaction key, one prior requirement is to verify your mobile number and e-mail id. Please note the followings; -If you are a Radiation Professional who is going to be Nominated, Renominated or Renewed his/her mobile number and e-mail id must be verified from his/her RP login. Please visit RP login to do so.

Step-5: If your question is not listed or any other issue please select the blow options and Raise Issue

✓ I have gone through the FAQ

- Please select one of the reasons from the list below
 - ☐ My question is not listed
 - ☐ My question is listed but I am unable to follow the answer
 - ☐ My question is listed but while executing the process, the issue is not getting resolved.

✓ I have gone through the FAQ

- Please select one of the reasons from the list below
 - ☒ My question is not listed
 - ☐ My question is listed but I am unable to follow the answer
 - ☐ My question is listed but while executing the process, the issue is not getting resolved.

Raise Issue

Click here

Step-6: Fill the application form (all are mandatory requirements) and provide the screen shots of the issue and other supportive documents as attachments

General Details

Attachments

AERB does not entertain the queries related to status of the application through this facility. Before submission of this form, please ensure that the concern issue(s) is/are not addressed in help menu.

All fields marked by * are mandatory
Please upload screenshot for faster resolution of ticket.

User Name*	AERBAERB
Type of Form*	Please select
Practice*	Please Select
Role in which you are facing issue*	Please Select
Form Name*	Please Select
Issue Category*	Please Select
Web Browser*	Please select
Error message on Screen*	
Description*	

Please verify all the basic details that could be a cause for the above issue.

Additional details, if applicable (Provide data in one of the field for faster resolution of issue/error)

Equipment Identification No.	
Source Identification No.	
Application/Approval/NC No.	

Submit Close Reset

Common Forms ▶ Raise an Issue

General Details

Attachments

We recommend you to complete the Form first and then proceed for the upload for your attachments. The maximum file size allowed for each file upload is 4 MB and allowed file types are: .doc, .docx, .xls, .xlsx, .odt, .jpeg, .jpg, .png, .zip, .pdf. Alternatively, you might zip it and upload it. Software for compressing files can be downloaded for free from <http://www.7-zip.org/download.html>

All fields marked by * are mandatory

Attachment 1	Browse...	No file selected.	Clear
Attachment 2	Browse...	No file selected.	Clear
Attachment 3	Browse...	No file selected.	Clear
Attachment 4	Browse...	No file selected.	Clear
Attachment 5	Browse...	No file selected.	Clear