

**GOVERNMENT OF TELANGANA  
ABSTRACT**

TS-iPASS - Rules - Telangana State Industrial Project Approval and Self Certification System (TS-iPASS) Rules, 2015 – Amendments – Issued

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**INDUSTRIES & COMMERCE (IP & INF) DEPARTMENT**

G.O.Ms.No.17

Dated:03.11.2020

Read the following:

1. Telangana State Industrial Project Approval and Self Certification System (TS-iPASS) Act, 2014 (Act No. 3 of 2014)
2. G.O.Ms.No.35, Industries and Commerce (IP&INF) Dept., Dt:17-06-2015
3. G.O.Ms.No.36, Industries and Commerce (IP&INF) Dept., Dt:17-06-2015

**ORDER:**

In exercise of powers conferred under sub-section (1) of Section 26 of the Telangana State Industrial Project Approval and Self Certification System (TS-iPASS) Act, 2014 (Act No.3 of 2014), Government has issued Telangana State Industrial Project Approval and Self Certification System (TS-iPASS) Rules , 2015 vide reference 3<sup>rd</sup> read above for implementation of the provisions of the said Act.

2. In the G.O 3<sup>rd</sup> read above, vide para(3(B)(II)) , Government has notified the Constitution of Committees and Nodal Agencies and has appointed the Commissionerate of Industries as the Nodal Agency for the State Committee headed by the Commissioner of Industries as per Section 5 (1) of the Act.

3. Further, In order to improve ease of doing business and to facilitate investors across the Globe who invests in Telangana, Government after careful examination, notifies the State Level Nodal Agency as "Investor Facilitation Cell" to facilitate all prospective investors. Accordingly the following amendment is issued to the G.O. 3<sup>rd</sup> read above.

**AMENDMENT**

4. The following shall be appended as para (3(D)) of the G.O. 3<sup>rd</sup> read above:

3(D) In exercise of the powers conferred under Section 5(1) of said Act, the Government of Telangana hereby notifies State Level Nodal Agency headed by Commissioner of Industries as "Investor Facilitation Cell" to facilitate all prospective investors. Technically qualified officers will provide the Information to the entrepreneurs for setting up of industrial ventures in the State.

- (a) Detailed working procedures along with timelines for query handling, application approval and grievance redressal are as follows:

(i) **Query Recording and Handling Mechanism:**

One of the major functions of the Investor Facilitation cell will be to record and respond to queries from various current and prospective Investors in the State. The complete process for Query recording and handling is described below:

**Query Recording**

An Investor may choose to submit queries to the Investor Facilitation Cell through any of the following methods:

- (a) Through TS - iPASS portal using the Query Module
- (b) Through calling the number 040-23441636, email: [jtdir.ii.indstelangana.gov.in](mailto:jtdir.ii.indstelangana.gov.in)

The Investor will use any of the methods stated above and submit the query to the Investor Facilitation Cell.

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- The investor while submitting the query must also submit or state the following details through the email or on the call
  - Name
  - District
  - Email Address
  - Phone number
  - Description of the query
  - Upload document (if applicable)
  - TS-iPASS unique ID (if applicable/available)
- The submitted query through the TS-iPASS portal, will be redirected to the Investor Facilitation Cell homepage under the TS-iPASS portal
- For queries submitted through calls, the call will be received by a member of the Investor Facilitation Cell, who must in turn ask and enter the required details into the TS-iPASS portal. A notification should go to the investor on mobiles & email informing about query registration
- Once the details are entered into the system, they will appear as open query under the login id of the Investor Facilitation Cell, Joint Director/Special officer(IIPC)

#### Query Handling

- The submitted query will be shown as an open query on the Dashboard of the Investor Facilitation Cell
- The officer must respond to the query within 3 days of the submission of complete query
- In case details are incomplete, a notification should be sent & a call will be made enquiring further details.
- For queries through call, the response must be provided immediately by the designated officer over the phone itself. However, if they are not able to provide the response, the query must be entered into the portal and the officer must respond to the query within 3 days through call or email.
- For queries submitted through TS-iPASS portal the officer must respond to the query through their dashboard and the final reply must be sent to the Investor through email to their submitted address
- If the query response is not provided within 3 days of submission of complete query, the same must be escalated to the Joint Director, Commissioner of Industries and appropriate action will be taken against the delay

#### Time limits for Query Recording and Response:

- For a complete submitted Query : 3 days

#### **(ii) Application Approval Process**

The TS-iPASS Act, Rules and Portal were created by the State of Telangana, to provide a hassle-free and prompt environment for all Industry related services for Investors' investing in the State. The complete process for Application approval through TS-iPASS is described below:

#### Application Registration and Submission:

All applications for setting up and operationalizing an Industry in Telangana must be submitted through online portal of TS-iPASS (<https://ipass.telangana.gov.in/>)

- The investor must first Sign up on the portal with the required information. This information will be used to generate a user-id and password.

- The investor must then login to the portal and fill up the questionnaire for CFE. Once submitted, based on the choices the required clearances, NoCs, approvals and licenses is shown to the investor as a list.
- The investor must then choose the approvals that they intend to apply for. Once selected, the fees estimate for the applications will be shown to the investor and they must submit the page.
- The Common application form with the required fields for the selected approvals is then generated and the investor must fill up the fields and submit the application.
- The investor must also submit the relevant enclosures, certificates, attachments, self-certification with the filled Common application form Once the investor submits the application, the fees has to be paid through the online payment gateway.
- All the fees for various applications will be collected together at a time. Once payment id successfully processed, acknowledgement of the application submission will be sent to the investor's mobile phone and email id.

#### Application Scrutiny

- The submitted application will then be sent to the login of the respective Department/HOD login id
- The application will be scrutinized to ensure that it is complete in all aspects and then the officer will mark the application as complete
- If not complete, the concerned officer may raise a query, only once within 3 days of receipt of the application and before the expiry of the time limit
- The completed application will then be forwarded for inspections or further scrutiny to be conducted by the responsible officers of the Department

#### Application Approval

- After the required scrutiny and inspections have been completed, the officer must submit his recommendations to the approving authority or their senior for further processing
- Based on the recommendation by the officers the approving authority will reject or approve the application within the stipulated timeline
- The competent authorities will send their approvals within the time limit to the Nodal Agencies, which in turn will issue a consolidated TS-iPASS approval certificate to the applicant along with the competent authorities approval order

#### Time limits for Processing and Disposal of applications:

- For projects with investments less than Rs. 200 crore : 30 days
- For Mega projects : 15 days

#### **(iii) Grievance Redressal Mechanism:**

The applicant has the right to ask for approval or seek explanation for the delay in approvals, if they are not issued within time limit as prescribed in the Act and where clearances are not pending with agencies other than state government.

The following steps will be taken for Grievance Redressal:

- The unit holder seeking information on the reasons for delay in approvals shall raise a grievance through the online TS-iPASS portal with the TS-iPASS id, Department concerned and description of the grievance

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- The nodal agency shall seek a report from the concerned department within 2 working days. The concerned department shall either process immediately or furnish proper reason for delay within the next 5 working days from the date of receipt of the notice
- The final response to the Grievance will be communicated to the investor within 7 days of submission of the grievance

Time limits for Grievance Redressal:

- For a complete submitted Grievance : 7 days

(b) The following officers shall be sector specific single point of contact for facilitation of the Investors. The list along with contact details are available in website:

S.No.	Sector	Expert Name (Sarva Sri)
1.	Industrial Promotion, TS-iPASS, Incentives and any other grievances	S.Suresh
2.	Textiles & Apparel	Mihir Parekh
3.	Mining	Rafi Ahmed
4.	Aerospace and Defense	Praveen P.A
5.	Automobiles, FMCG, Logistics, Renewable Energy, Gems & Jewelry	V. Madhusudhan
6.	Food Processing	Akhil Kumar Gawar
7.	Life Sciences	Shakthi Nagappan
8.	IT/ITES	Amarnath Reddy A
9.	Electronics & EV, Plastics & Polymers	Sujai Karampuri
10.	Emerging Technologies	L. Ramadevi
11.	MSME, Retail	Vatsala Mishra
12.	Logistics	G. Rajender Reddy
13.	Automobile	Gopalkrishnan

5. The Commissioner of Industries, Hyderabad shall take necessary action in the matter accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

JAYESH RANJAN  
PRINCIPAL SECRETARY TO GOVERNMENT AND  
COMMISSIONER FOR INDUSTRIAL PROMOTION (FAC)

To  
The Commissioner of Industries, Hyderabad.  
Sf/sc.(C.No.2715/IP&INF/A1/2020)

//FORWARDED::BY ORDER//

  
SECTION OFFICER