

GOVERNMENT OF TELANGANA
OFFICE OF THE COMMISSIONER OF INDUSTRIES, HYDERABAD

Circular No.15/2016/32077/EODB,Dated:27/07/2017

Sub:- Ease of Doing Business-Creation of an Investor facilitation Cell-
Detailed working procedure-Regarding
Ref :- G.O.MsNo35,Dated:03/06/2017,Industries&Commerece
Department

In the reference cited, Government issued orders constituting an Investor facilitation Cell in Commissionerate of Industries to facilitate entrepreneurs and to act as a single point of contact for all investment related activities. The order also explained the working procedure of the investor facilitation cell.

In this connection, detailed working procedures along with timelines for query handling, application approval and grievance redressal are as follows:

1. Query Recording and Handling Mechanism

One of the major functions of the Investor Facilitation cell will be to receive, document, analyze 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:

1. Through TS - iPASS portal using the Query Module
2. Through calling the number 040-23441636

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

- 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
- 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 and Commissioner of Industries

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

- 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 only
- 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

2. 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 is 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

3. 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
- 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

**Sd/- Ahmad Nadeem, IAS.
COMMISSIONER OF INDUSTRIES**

To

The Joint Director (IIPC), Commissionerate of Industries for necessary action

Copy to the Additional Director, Commissionerate of industries for necessary action.

Copy to all General Managers of the District Industries Centres for necessary action for creating awareness among the investors

Copy to all Industry Associations in the State.

Copy to all HOD's under TS-iPASS.

Copy submitted to the Principal Secretary to Chief Minister & CEO, Chasing Cell for information

Copy submitted to the Principal Secretary to Government & CIP, Industries & Commerce Department for information