

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Industries & Commerce Department – EoDB - Setting up of Investor Facilitation Centre to assist investors, enable grievance handling mechanism, investment promotion and to improve overall business climate in the State - Orders - Issued.

Industries & Commerce (P&I) Department

G.O.MS.No. 134

Dated: 11-10-2017

Read the following:-

1. G.O.MS.No.85, Industries & Commerce (P&I) Department, Dated:14.06.2016.
2. G.O.MS.No.79, Industries & Commerce (P&I) Department, Dated: 06-06-2016.
3. DOI-21021/60/2017-AD-SW&IIPCELL&MP-DOI of Commissioner of Industries.

ORDER

Government of Andhra Pradesh is committed to improve ease of doing business in the State. In order to make ease of Government procedures and to ensure transparency and to enable a conducive business environment, Industries & Commerce Department is continuously striving to facilitate investors by implementing several game changing reforms in the state.

2. In the G.O. 1st read above, Government has modified the Single Desk policy for providing all clearances for starting and operating an industry in the state within 21 days. This also defined clearance mechanism, procedures and timelines for all required clearances. In order to assist the investors, a helpdesk has been constituted to enable review, monitoring, grievance and appeal mechanism for all the services applicable under the Single Desk portal.

3. To further strengthen the efforts and as mandated by DIPP in the EODB-2017 Business Reform Action Plan, it is hereby

decided to setup an Investor Facilitation Centre to improve business climate and investment promotion. Government after careful examination of the proposal of Commissioner of Industries, approval is granted to establish the 'Investor Facilitation Centre' at the Office of the Commissioner of Industries, Vijayawada.

4. The Investor Facilitation Centre will provide assistance to investors including but not limited to the following:

Guidance related

- a) How to set-up an industry in AP
- b) Registration of Industry in AP
- c) State acts and Government orders
- d) Land availability and allotment
- e) State Policies and incentives
- f) Clearances required from various departments
- g) Functioning of Single Desk Portal
- h) How to register and apply for incentives on Single Desk Portal

General Enquiries

- a) Key co-ordinates of departments and nodal officers
- b) List of relevant websites and portals for information
- c) Feedback on General enquiries for quality improvement

Application related queries

- a) Assist the investors in filing Common Application Form and any other service in SDP
- b) Status of clearances applied on Single Desk Portal
- c) Status regarding incentives application on Single Desk Portal
- d) Enquiries requiring department inputs.

Grievances related

- a) To record all issues / grievances
- b) Facilitate response and resolution of the Grievances
- c) Enquiries requiring other department inputs
- d) Queries / grievances requiring escalations

Others

- a) Assist in the Investment Promotion activities (if any)
- b) Sensitize on the reforms implemented in AP

5. The investors' facilitation centre will be accessible through multiple service delivery channels such as Phone, email, Portal or for a face to face interaction as published on the Industries Department Portal, Government of Andhra Pradesh and Single Desk Portal. The timings of the Investor Facilitation cell for face to face interactions is from 10 AM to 5:30 PM (IST) on all working days. To ensure quality and service timelines the Investor Facilitation Centre will be headed by Joint Director (SDP, EoDB), Industries Department.

6. The requests received through the Investor Facilitation Centre would also be reviewed in the Single Desk Bureau meetings as an agenda going forward to propose any changes in the existing reforms for any reform which have emanated from the Investor Facilitation Centre.

7. The timelines for responding and resolving the investor queries / grievances are mentioned in the table below.

Sl. No	Type of Query	Timeline for Response	Timeline for Resolution
1	General Enquiry & Guidance	On the Spot	NA
2	Application Approval Status	On the Spot	NA
3	Enquiries requiring other Department input	T+1 day	T+1 day
4	Grievance	T+1 day*	T+4 days

*T – is the date and time the grievance is received

8. The Commissioner, Industries, Commerce & Export Promotion shall take necessary action in the matter, accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SOLOMON AROKIARAJ
SECRETARY TO GOVERNMENT & CIP

To

The Commissioner of Industries, Mutyalampadu, Vijayawada.

Copy to:

The Finance (Expr. Inds & Com.) Department

All District Collectors through Commissioner of Industries,
Vijayawada.

All Heads of Departments through Commissioner of Industries,
Vijayawada.

All the HoDs / Corporations under the control of Ind.& Com. Dept.,
The MD,APIIC, Vijayawada.

P.S. to Prl. Secretary to Chief Minister.

P.S. to Minister for Industries.

P.S. to Chief Secretary to Government.

P.S to Secretary to Government & CIP

All General Managers, District Industries Centres through
Commissioner of Industries.

The Director & Head, Confederation of Indian Industry,
Hyderabad.

Sf/Sc

//FORWARDED::BY ORDER//

SECTION OFFICER