
Sub: Ease of Doing Business – Detailed working procedure of Investor Facilitation Center

Ref: G.O.MS.No.134 Industries & Commerce (P&I) Department Dated: 11.10.2017

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In the GO 1st read above, Government has established an Investor Facilitation Center to assist investors in query handling, grievance redressal pertaining to the services offered through Single Desk portal and also to promote investments and to improve overall business climate in the State.

In this regard, detailed working procedure of the Investor Facilitation Center is given as below:

Query / Grievance Handling Procedure

The issues / grievances can be submitted by the Investor through ‘Grievance Redressal’ under Investor Services on Industries website (www.apindustries.gov.in) by providing the required details, selecting the department and uploading supporting documents, if any. Once submitted, a reference number is generated and intimated to the Investor through SMS and eMail. The query / issue / grievance is forwarded to the nodal officer of the respective department for redressal.

Alternatively, the Investor may call (which is auto recorded) the Investor Facilitation Center through the number published on the industries website (www.apindustries.gov.in) to report on the issue / grievance. The issues / grievances received are entered by the executive in the grievance redressal module on the Industries website. The Investor Facilitation Center monitors the issues / grievances through the Single desk portal for resolution, SLA etc. as per the process flow detailed in Annexure A.
All the issues / grievances reported by the investor are resolved as per the stipulated timelines given below.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Type of Query</th>
<th>Timeline for Response</th>
<th>Timeline for Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General Enquiry &amp; Guidance</td>
<td>On the Spot</td>
<td>NA</td>
</tr>
<tr>
<td>2</td>
<td>Application Approval Status</td>
<td>On the Spot</td>
<td>NA</td>
</tr>
<tr>
<td>3</td>
<td>Enquiries requiring other department input</td>
<td>T+1 day</td>
<td>T+1 day</td>
</tr>
<tr>
<td>4</td>
<td>Grievance</td>
<td>T+1 day*</td>
<td>T+4 days (includes escalation and feedback from the concerned)</td>
</tr>
</tbody>
</table>

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

The Investor Facilitation Center would seek Feedback from the Investor based on the resolution provided to the issue/grievance. The issue will be marked as ‘Resolved’ only on receipt of satisfactory feedback from the respective investor. The Single Desk Bureau members of various departments shall be directly responsible for providing responses to the issues / grievances flagged.

**Application & Approval Process on Single Desk Portal**

The Application & Approval timelines for the services (both Pre-operation and Pre-establishment) are mentioned on the Industries Department website. The timelines for approvals of all the services on Single Desk Portal of Andhra Pradesh is 21 days. Steps involved for Application and Approval Process on the Single Desk are as follows

**Application Process**

1. The Investor is required to register on Single Desk portal by providing the Personal, Contact details etc.
2. Once registered, the details of user Id and password are communicated to the user through SMS and email. The default user id is ‘PAN Number’ provided by the user while Registration.
3. The Investor is required to provide details on Pre-CAF (Common Application Form) to determine the applicable Clearances, NOCs, Licenses required to be obtained.
4. The Investor is then required to provide details in the CAF form and start applying to various clearances with supporting documents and make necessary payment required online.

5. Acknowledgement is sent to the Investor on the payment made and the services applied.

6. The status of each clearance is available in the Investors’ dashboard for tracking.

Approval Process

1. The clearances that are applied by the investor are forwarded to the respective departments for approvals.

2. The applications are scrutinized by the concerned officers as per the norms applicable of the services. The investors are intimated for any clarifications or additional information required for the clearances applied within 7 days (max). The officer may seek clarification required ‘only once’ as stipulated in the Single window policy.

3. The applications are approved by the officers as per the stipulated timelines for that particular service.

4. The intimation of the approvals are intimated to the investor through email and SMS. Alternatively, the Investors can check the status from their respective logins.

Sd/- Siddharth Jain
Commissioner of Industries

To
The Joint Director (EODB, SDP), O/o Commissioner of Industries for necessary action

Copy to
The District Collectors for Information
The General Managers of the District Industries Centres for necessary action and creating awareness among the investors
The HODs' under Single Desk Bureau.

Copy submitted to:
Principal Secretary to Chief Minister (GSP) for information.
The Secretary to Government & CIP, Industries & Commerce Department for information

// Attested //

Joint Director (SDP/EoDB)
Annexure A – Process flow for Grievance redressal at Investor Facilitation Center

Broad Steps Involved in handling Grievances at Investor Facilitation Center

1. The request is classified as general enquiry or grievance as per the call or email receive from the customer or investor.
2. If the request is a general enquiry, the response is provided and a system generated SMS is also sent to the customer upon resolution.
3. If the enquiry is classified as a grievance, a support case is registered by identifying the customer through Industry name or Registered Mobile No as per Single Desk portal.
4. An automated email and SMS is also triggered upon registering the grievance.
5. Further the grievance is classified into technical or departmental and forwarded to the respective team for resolution.
6. Based on the priority, the support case is reviewed for resolution.
7. In case of a SLA breach, it is escalated to the HOD level of the department for resolution.
8. Once resolution is provided the support case is closed in SDP and also an automated SMS is triggered to the customer.

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