

O/o Commissionerate of  
Municipal Administration,  
MRC Nagar,  
Chennai - 600028.

**CIRCULAR**

**Roc.No. 50977/2008/TP3**

**dated 17.11.2020**

**Sub: Industries – Adherence to Tamil Nadu Business Facilitation Act 2018 and Rules framed for clearance of applications under single window applications – instructions issued**

**Ref: 1. Chief Secretary to Government D.O.letter No.5579/MIB2/2019-19, dated 10.02.2020  
2. Additional Secretary to Government, Municipal Administration & Water Supply Department letter No.9392/General/2019-20, dated 18.02.2020**

The Government of Tamil Nadu has been taking steps to improve investment climate and doing business scenario in the State and also issued instructions to clear the applications in a time bound manner and streamline the process of applications received through single window and reiterated to adhere to the following provisions of Tamil Nadu Business Facilitation Rules 2017.

Regarding raising query/ clarification/ need for further details, officials must comply with the following for single window applications.

- ❖ As per Rule 8, raise query / clarification only once and multiple times are not permitted.
- ❖ Query / clarifications if any needs to be raised within time lines only. The time line specified is 3 working days for applications

with processing time limit less than 10 days and 7 working days for the applications with time limit beyond 10 days. (from the date of receipt of application)

- ❖ As per Rule 10 and Rule 11 the query / clarification shall be raised online only through single window portal. Queries through email, letter, telephonic requests are not allowed.
- ❖ As per Sub Rule 2 under Rule 14 the competent authorities shall process their respective clearance without waiting for other linked clearances from other departments. Departments may give clearance subject to other clearance.
- ❖ As per Sub Rule 12 under Rule 11, competent authorities shall accept or reject the application within the timeline specified in the Rules. If rejected the reasons should be comprehensive and self explanatory.

All Commissioners of Corporations and Municipalities are hereby directed to adhere to the above instructions scrupulously.

**Encl:** Copy of the letters

as above.

  
Commissioner of Municipal Administration

**To**

1. All Corporation Commissioners
2. All Municipal Commissioners
3. All Regional Director of Municipal Administration

**Copy to**

1. Additional Chief Secretary to Government,  
Municipal Administration & Water Supply Department.