



Municipal Administration and  
Water Supply (GI) Department,  
Secretariat, Chennai-600 009.

002811

Letter No.9392/General/2019-2 dated 18.02.2020

From  
Thiru. Harmander Singh, I.A.S.,  
Additional Chief Secretary to Government.  
To  
The Commissioner,  
Greater Chennai Corporation, Chennai – 600 003. (we)  
The Managing Director,  
Tamil Nadu Water Supply and Drainage Board,  
Chennai – 600 005. (we)  
The Commissioner of Municipal Administration,  
Chennai – 600 028.(we)  
The Managing Director,  
Chennai Metropolitan Water Supply and Sewerage Board,  
Chennai – 600 002. (we)  
The Director of Town Panchayats, Chennai – 600 028. (we)  
The Chairman and Managing Director,  
TUFIDCO, Chennai – 600 035. (w.e)  
The Managing Director,  
TNUIFSL, Chennai – 600 028. (w.e)  
The Member Secretary, Chennai River Restoration Trust,  
Chennai –600 028. (w.e)  
The Director, NTADCL , Chennai -600 032 (w.e)  
The Chief Executive Officer, TWIC, Chennai-600 032.(we)  
Sir,



*Amu*

Sub: Business Facilitation Act 2018 –Adherence to Tamil Nadu Business  
Facilitation Act, 2018 and Rules framed there under for Single  
Window Applications-Reiterated Regarding.

Ref: 1.From the Special Secretary to Government, Industries Department  
Letter No.11130/ MIB.1/2018-7, dated 29.04.2019.  
2.From the Special Secretary to Government, Industries Department  
Letter No.11130/ MIB.1/2018-8 dated 27.05.2019.  
3.From the Chief Secretary to Government, Industries Department  
D.O. Letter No.5579/MIB.2/2019-19 dated 10.02.2020  
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I am directed to enclose a copy of the reference third cited and to request  
you to send the action taken report to Government.

Yours faithfully,

*Amu*  
18/2/2020

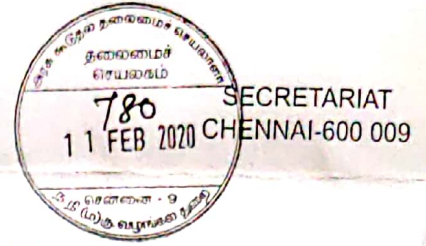
for Additional Chief Secretary to Government

Copy to

- 1.The MA&WSDept (MA1 and TP1 for follow up action)  
2.The Managing Director/CEO Guidance,  
19 A,Rukumani Laxsmipathi salai,Egmore,Chennai-600 008.(we)

*Karthik*

**K. SHANMUGAM, I.A.S.**  
CHIEF SECRETARY



**INDUSTRIES DEPARTMENT**

**D.O Letter No.5579/ MIB.2/ 2019-19, Dated: 10.02.2020**

Dear Thiru Harmander Singh,

Sub: Industries - Adherence to Tamil Nadu Business Facilitation Act, 2018 and Rules framed there under for Single Window Applications - Reiterated.

Ref: Email received along with enclosures from the Managing Director and Chief Executive Officer, Guidance dated 18.1.2020.

The Government of Tamil Nadu has been taking steps to improve the investment climate and doing business scenario in the state. The Tamil Nadu Business Facilitation Act, 2018 and Rules framed thereunder have been legislated to ensure that the investors in obtaining required clearances in time-bound manner and streamline the process of Single Window application.

2. As highlighted in the meeting held by me on 9<sup>th</sup> January 2020, I am reiterating the following provisions of the Business Facilitation Rules, 2017 that should be adhered to by all departments scrupulously:-

1. Regarding query/clarification /need for further data, officers must comply with the following for single window applications:-
  - As per rule 8, Raise query/clarification only once - multiple queries are not permitted.
  - As per rule 8, query/clarification, if any, needs to be raised within timelines. The timeline is 3 working days for applications with processing time limit less than 10 days, and within 7 working days for applications with time limit beyond 10 days (from the date of receipt of application).
  - As per Sub-rule 10, Rule 11, the query / clarification shall be raised online only through the single window portal. Queries through email, letter, telephonic requests are not allowed.
2. As per Sub-rule 2 under Rule 14, competent authorities shall process their respective clearance without waiting for other linked clearances. Departments may give final clearance subject to other clearances.

3. As per Sub-rule 12 under Rule 11, competent authorities shall accept or reject the application within the timelines specified in the Rules with reasons. The reason for rejection needs to be comprehensive and self-explanatory.

3. I therefore, request you to issue a circular to all Head of Departments / field officers for adherence to the above provisions in letter and spirit. A copy of the same should be marked to Managing Director / Chief Executive Officer Guidance for record and follow up.

7/8

Yours sincerely.



To

Thiru Harmander Singh, IAS.,  
Additional Chief Secretary to Government,  
Municipal Administration Water Supply Department,  
Chennai - 600 009.