

From

Thiru.S.Palanisamy, I.A.S.,  
Director of Town Panchayats,  
Urban Administrative Building,  
7 & 8<sup>th</sup> Floor,  
Raja Annamalaipuram,  
Chennai - 28.

To

The Assistant Director of Town Panchayats,  
All Zones.

Roc.No. 15754 /2015 / E1 Dated.27.10.2020

Sir,

Sub: Adherence of TamilNadu Business Facilitation Act 2018  
and Rules framed for Single Window Application -  
Reiterated - reg.

Ref: The Managing Director, Guidance TamilNadu, Letter  
No.PP/EPDB/DTP/898/2020 dated.26.09.2020 along  
with a list of provisions of the Business facilitation  
Rules as per C.S.Letter dated.10.2.2020.

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A copy of the letter cited along with circular issued by Chief Secretary  
on 10.02.2020 regarding the list of provisions of the Business facilitation  
rules is enclosed herewith and request you to ensure adherence to the  
guidelines issued in the above mentioned circular.

Encl.: As above

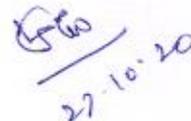
Sd/- S.Palanisamy  
Director

Copy to

The Managing Director,  
Guidance, Chennai-08.

//By Order//

  
Executive Officer (Admin)

  
27-10-20



Dr. Neeraj Mittal, IAS  
Managing Director

008348  
15/09/20



Letter No. PP / EODB / DTP / 898 / 2020 dated 26.09.2020

Dear Th. Palanisamy,

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

This is in continuation to the Chief Secretary's letter dated 10 February 2020 regarding adherence to Tamil Nadu Business Facilitation Act, 2018 and Rules framed for Single Window Applications.

A circular (refer Annexure - 2) to all Head of Departments/field officers for adherence to the provisions as mentioned in the CS letter was issued. We have noticed instances of non-adherence to the rules including raising multiple queries and non-adherence to timelines for provision of services.

In this regard, I urge you to take immediate steps to ensure complete dissemination and adherence to the aforementioned rules. Furthermore, I request you to draw attention of all officers to Rule No 22 of Business Facilitation Rules 2017 under which non-adherence to defined service levels can attract penalties and disciplinary action.

I, therefore, request your personal attention to this matter and ensure adherence to the guidelines issued in the above mentioned circular. The relevant provisions of the Business Facilitation Act and Rules are enclosed in Annexure - 1 for your reference.

Yours Sincerely,

(Dr. Neeraj Mittal IAS)

To,

Thiru. S Palanisamy, IAS

Director

Directorate of Town Panchayats (DTP)

Urban Administrative Building, 75, Santhome High Road,

R.A.Puram, Chennai - 600 028

**Annexure 1 - List of provisions of the Business Facilitation Rules as per CS letter dated 10.02.2020**

1. Regarding query/clarification /need for further data, officers must comply with the following for single window applications:
  - Per rule 8, Raise query only once - multiple queries are not permitted.
  - Per rule 8, Query, if any, needs to be raised within timelines. These are 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).
  - Per Sub-rule 10, Rule 11, the query / clarification shall be raised online only through the single window portal. Queries through email, letter, or telephonic requests are not allowed.
2. 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. 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.
4. The State Single Window Monitoring Committee can impose a fine of upto Rs. 25,000 on officials not adhering to the service levels in the rules (Sub-section 2 under Section 29 of TNBFR).
5. Per Rule 22 (Fines under section 28 and 29), The State Single Window Monitoring Committee shall, after following due process, impose fine as specified under section (1) of section 28 of the Ordinance on enterprises that exceed the notified investment limits and impose fine on Designated Official as specified under sub-section (2) of section 29 of the Ordinance and communicate the same to the concerned Enterprise or Designated Official, as the case may be, as applicable with intimation to the State-level Nodal Agency. The concerned Enterprise or Designated Official shall deposit the amount of such fine imposed with the State-level Nodal Agency within thirty days of the receipt of the communication.

**Annexure 2 - Letter no. 9392/General/2019-2 dated 18.02.2020**



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,Rukamani Laxsmipathi salai,Egmore,Chennai-600 008.(w.e)

*Karthik*

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



SECRETARIAT  
CHENNAI-600 009

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12/2*

**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.

T/n

Yours sincerely.



To

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