



THE JHARKHAND GAZETTE EXTRAORDINARY PUBLISHED BY AUTHORITY

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No. 617

Ranchi, Thursday, 3rd December, 2020

DEPARTMENT OF INDUSTRIES

NOTIFICATION

02 DECEMBER, 2020

Memo No. S.W.S./Single Window Service/27-2020-SWS/2518--_To grant various licenses, permissions and approvals for promotion of industrial development in accelerated and time bound manner, to facilitate new investments, to simplify the regulatory framework by reducing procedural requirements and rationalizing documents, to improve ease of doing business and to provide for an investor friendly environment in the state, State of Jharkhand has enacted Single Window Clearance Act, 2016. For compliance of point no. 3 of this act, to provide secretariat support to single window clearance and industrial facilitation for the new investments in the State, Jharkhand Industrial Infrastructure Development Corporation (JIIDCO) has been notified as Investment Promotion Agency (IPA) of the state.

Jharkhand Industrial Infrastructure Development Corporation (JIIDCO) as Investment Promotion Agency (IPA) shall receive document, analyse and respond to queries from various current and prospective investors in the state. The complete process for query recording and handling is prescribed as below:

1. **Query Recording and Handling Mechanism:**

Jharkhand Industrial Infrastructure Development Corporation (JIIDCO) as Investment Promotion Agency (IPA) shall receive document, analyse and respond to queries from various current and prospective investors in the state. The complete process for query recording and handling is prescribed below:

1 (a). Query Recording: An investor may choose to submit queries to the Investment Promotion Agency (IPA), Jharkhand Industrial Infrastructure Development Corporation (JIIDCO) through JIIDCO Portal (www.jiidco.co.in) using the query module or Helpline No: 8603456666 or Email ID: investment@jiidco.co.in or any other mode of communication.

1(a)(i). The investor while submitting the query must also submit or state the following details for query submission like: Name, Name of the Company, Address, Mobile / Landline No., Authorised Person name & Designation with his mobile no. and email id, About the Proposed Company, Type of Industry, Sector, Item of manufacture, Capacity, Proposed location, Proposed employment Direct&Indirect, Proposed year of commencement, Details of Group/Parent Company, Existing Unit in India/World, Annual Turn Over, Net Worth, Website & Brand details of the company/product, Query Description, Upload Documents (if applicable) or any other information.

1(a)(ii). For queries submitted through calls, the designated officer (Relationship Managers) of IPA (JIIDCO) who must in turn ask and enter the required details into IPA (JIIDCO) Ticketing System will receive the call.

1(a)(iii). For queries submitted through email, the designated officer (Relationship Managers) of IPA (JIIDCO) will respond to the mail within 15 working days.

1(a)(iv). Once the details entered into the system, they will appear as open query under the login id of concerned IPA (JIIDCO) officers and Managing Director of JIIDCO.

1(b). Query Handling:

1(b)(i) The submitted query will be shown as an open query under the login id of concerned IPA (JIIDCO) officers and Managing Director of JIIDCO.

1(b)(ii) The submitted every query will be assigned to the designated Officer (Relationship Managers).

1(b)(iii) All the queries/clarifications related to industrial applicants would be sought once by designated officer (Relationship Managers) and within 7 days of receiving the query/application from the investor.

1(b)(iv) The designated officer (Relationship Managers) must respond to the query within 15 working days of the submission of complete query.

1(b)(v) For the queries through call, the response must be provided immediately by the designated officer (Relationship Managers) over phone itself. However, if they are not able to provide the response, the query must be entered into the ticketing system and the officer (Relationship Managers) must respond to the query within 15 working days to investor.

1(b)(vi) For queries submitted through IPA (JIIDCO) Portal, the designated officer (Relationship Managers) must respond to the query through their dashboard and the final reply must be sent to the Investor on his dashboard and the communication will be sent via SMS/Email regarding response.

1(b)(vii) If the query response is not provided within 15 working days of submission of complete query, the same must be escalated to the Managing Director, JIIDCO and appropriate action will be taken against delay in the weekly meeting to be held under his chairpersonship.

1(c). Time Limit for Query Recording and Response: The total time limit for query recording and response is 15 working days.

1(d). Timelines for Disposal of Applications: As per Jharkhand Rajya Sewa Dene Ki Guarantee Adhiniyam 2011.

2. Grievance Redressal Mechanism:

2(i) The investor has the right to seek explanation for the delay on their query or any other issues, if they are not handled within time limit as prescribed in para 1(d).

2(ii) The investor holder seeking information on the reasons for delay in reply shall raise grievance through the IPA (JIIDCO) portal after login in the system.

2(iii) The module captures basic information such as Name of the applicant & Project, Mobile No., Email ID, Address, grievance etc.

2(iv) The designated officer (Relationship Managers) will respond the investor via same module within 15 working days from the receipt of grievance.

2(v) If delayed, matter will be taken up in the weekly meetings held under chairpersonship of Managing Director, JIIDCO and appropriate action will be taken against delay in the weekly meeting to be held under his chairpersonship to resolve the pending grievances.

3. Time limit for Grievance redressal: The total time limit for grievance redressal is 15 working days.

This has been issued with the approval of Hon'ble Chief Minister, Jharkhand.

The above notification will come in force with immediate effect.

By the Order of the Governor of Jharkhand,

Pooja Singhal,
Secretary,
Department of Industries,
Government of Jharkhand.
