

**Government of Bihar  
Department of Industries**

**Notification**

In exercise of the powers conferred under Section 5, 6(3), 6(4), 6(5), 7 of The Bihar Industrial Investment Promotion Act, 2016 and Rule 5, 6 and 7 of The Bihar Industrial Investment Promotion Rules, 2016 the State Government is pleased to notify the following: (A) Investor's Facilitation Center, (B) Application and approval process, (B) Query handling, recording and handling mechanism, and (C) Grievance redressal.

**A. Secretariat of the State Investment Promotion Board**

The Secretariat of the State Investment Promotion Board, constituted under Section 5 of the Act, will also function as a dedicated Investor's Facilitation Center for promotion and facilitation of investments in the State and will be the sole point of contact for setting up a business in State.

**B. Application and Approval Process**

**1. Application and approval procedure for Stage I Clearance**

- I. An investor seeking Stage I Clearance for an investment proposal shall have to submit an online application through the designated web portal of the Integrated Clearance System. An investor shall have to upload requisite documents along with the filled in application form. The checklist of requisite documents shall be available at the designated web portal.
- II. An investor shall have to make online payment of the requisite application processing fee (Refer to the designated web portal for application fee amount).
- III. There will be no offline/manual submission of the application, requisite supporting documents, application processing fee etc.
- IV. An online acknowledgement shall be generated bearing a unique application number after successful submission of the application form. A copy of the acknowledgement will be sent to the investor's registered e-mail address and mobile number. An investor can also download the acknowledgement from the portal.
- V. The Secretariat shall scrutinize the application and provide their recommendation which shall be duly approved by the Commissioner. The application along with the Secretariat's recommendation shall be placed in the ensuing SIPB's monthly meeting.
- VI. The SIPB shall discuss the investment proposal and take appropriate decision on granting Stage I Clearance. The Secretariat shall communicate the decision of SIPB to the concerned investor through e-mail and SMS. An investor can also view the status of its application online.
- VII. In case Stage I clearance is granted, a digitally signed letter shall be generated and e-mailed to the concerned investor. An investor can also download the digitally signed letter from the portal.
- VIII. In case Stage I Clearance is not granted, the Secretariat will notify the investor through the portal the details of discrepancy in the requisite documents, additional information etc. with a request to resubmit the application with necessary clarification. An email, SMS notification will also be sent to the concerned investor.
- IX. An investor shall have to furnish additional information/document(s) online within a maximum period of 15 days. No offline/manual submission or online submission through a channel other than the designated web portal shall be accepted. The Secretariat shall scrutinise the response submitted by the investor and prepare their recommendation which shall be placed in the upcoming meeting of the SIPB after due approval from the Commissioner. If an investor fails to respond within 15 days, the concerned application shall be summarily rejected.

- X. The Secretariat can seek clarification including request for additional information/ documents from the investor only once. The SIPB shall convey their final decision (approval or rejection) on such application in their next meeting.
- XI. If Stage I clearance is granted, refer B.1.VII for more details. If Stage I clearance is not granted, a digitally signed letter shall be generated and e-mailed to the concerned investor mentioning the reasons for rejections in detail. An investor can also check the status online and download the digitally signed letter from the portal.

## **2. Application and approval procedure for Stage II Clearances**

- I. An investor seeking Stage II Clearance for an investment proposal shall have to submit an online common application through the designated web portal of the Integrated Clearance System. An investor shall have to upload requisite documents along with the filled in application form. The checklist of requisite documents shall be available at the designated web portal.
- II. An investor shall have to make online payment of the requisite application processing fee (Refer to the designated web portal for application fee amount). An investor shall have to make only a single payment for all the required Stage II clearances.
- III. There will be no offline/manual submission of the application, requisite supporting documents, application processing fee etc.
- IV. An online acknowledgement shall be generated bearing a unique application number after successful submission of the application form. A copy of the acknowledgement will be sent to the investor's registered e-mail address and mobile number. An investor can also download the acknowledgement from the portal.
- V. The representatives of various departments in the Secretariat shall scrutinize the application and prepare their recommendation and forward it online to the Competent Authority in their respective departments for necessary action. The concerned competent authority shall process the application based on the recommendation received from the Secretariat.
- VI. If no clarification is sought by the Competent Authority within the prescribed timeline, the Competent Authority shall process the application and shall convey their final decision (approval or rejection) within 30 days of submission of application by the investor or within a time limit prescribed by the concerned acts or rules under which the clearance is required.
- VII. If the Stage II clearances are granted, an investor can download the digitally signed certificate issued for various clearances applied under this stage through the designated web portal. An email and SMS notification will also be sent to the concerned investor in this regard. Every certificate issued to the investor shall be given a unique Single Window Clearance ID which can be used for future references and for third party verification of certificate issued.
- VIII. The competent authority can seek clarification on SIPB Stage II clearance application from an investor only once and through designated web portal. In case a clarification is requested, an email, SMS notification will also be sent to the concerned investor with a request to respond to the clarification raised by the Competent Authority. If the competent authority doesn't seek any clarification from an investor within 7 days of application, it shall be construed that the application is complete and no additional clarification is required. An investor can also view the status of its application online including any request for clarification.
- IX. An investor shall have to furnish additional information/ documents online within 15 days of such clarification requested by the competent authority. No offline/manual submission or online submission through a channel other than the designated web portal shall be accepted. If an investor fails to respond within 15 days, the concerned application shall be summarily rejected.
- X. If an investor submits the response within the prescribed timeline, the Competent Authority shall process the application and shall convey their final decision (approval or rejection) within 30 days of submission of application by the investor or within a time limit prescribed by the concerned acts

or rules under which the clearance is required. In this case, the timeline for service delivery shall be counted from the date on which the investor submits the response to the clarification requested.

- XI. If Stage II clearance is granted, refer B.2.VII for more details. If Stage II clearance is not granted, a digital letter/email shall be automatically generated and e-mailed to the concerned investor mentioning the reasons for rejections in detail. An investor can also check the status online and download the digital letter from the portal.
- XII. In case the Competent Authority does not take appropriate decision (approval or rejection) on the Stage II clearance sought by the investor within 30 days of the submission of the application by the investor or submission of the response to the additional requirements as the case may be or within a time limit prescribed by the concerned acts or rules, the Secretariat shall process the application and recommend for deemed approval to the Commissioner. The Commissioner shall issue deemed approval to the investor in the prescribed form with a copy to the concerned department within 30 days of such application being logged for processing under deemed approval category. An email, SMS notification will also be sent to the concerned investor.

### **3. Application and approval procedure for Stage III Clearances**

- I. An investor seeking Stage III Clearance for an investment proposal shall have to submit an online common application through the designated web portal of the Integrated Clearance System. An investor shall have to upload requisite documents along with the filled in application form. The checklist of requisite documents shall be available at the designated web portal.
- II. An investor shall have to make online payment of the requisite application processing fee (Refer to the designated web portal for application fee amount). An investor shall have to make only a single payment for all the required Stage III clearances.
- III. There will be no offline/manual submission of the application, requisite supporting documents, application processing fee etc.
- IV. An online acknowledgement shall be generated bearing a unique application number after successful submission of the application form. A copy of the acknowledgement will be sent to the investor's registered e-mail address and mobile number. An investor can also download the acknowledgement from the portal.
- V. The representatives of various departments in the Secretariat shall scrutinize the application and prepare their recommendation and forward it online to the Competent Authority in their respective departments for necessary action. The concerned competent authority shall process the application based on the recommendation received from the Secretariat.
- VI. If no clarification is sought by the Competent Authority within the prescribed timeline, the Competent Authority shall process the application and shall convey their final decision (approval or rejection) within 30 days of submission of application by the investor or within a time limit prescribed by the concerned acts or rules under which the clearance is required.
- VII. If the Stage III clearances are granted, an investor can download the digitally signed certificate issued for various clearances applied under this stage through the designated web portal. An email and SMS notification will also be sent to the concerned investor in this regard. Every certificate issued to the investor shall be given a unique Single Window Clearance ID which can be used for future references and for third party verification of certificate issued.
- VIII. The competent authority can seek clarification on SIPB Stage III clearance application from an investor only once and through designated web portal. In case a clarification is requested, an email, SMS notification will also be sent to the concerned investor with a request to respond to the clarification raised by the Competent Authority. If the competent authority doesn't seek any clarification from an investor within 7 days of application, it shall be construed that the application is complete and no additional clarification is required. An investor can also view the status of its application online including any request for clarification.

- IX. An investor shall have to furnish additional information/ documents online within 15 days of such clarification requested by the competent authority. No offline/manual submission or online submission through a channel other than the designated web portal shall be accepted. If an investor fails to respond within 15 days, the concerned application shall be summarily rejected.
- X. If an investor submits the response within the prescribed timeline, the Competent Authority shall process the application and shall convey their final decision (approval or rejection) within 30 days of submission of application by the investor or within a time limit prescribed by the concerned acts or rules under which the clearance is required. In this case, the timeline for service delivery shall be counted from the date on which the investor submits the response to the clarification requested.
- XI. If Stage II clearance is granted, refer B.3.VII for more details. If Stage III clearance is not granted, a digital letter/email shall be automatically generated and e-mailed to the concerned investor mentioning the reasons for rejections in detail. An investor can also check the status online and download the digital letter from the portal.
- XII. In case the Competent Authority does not take appropriate decision (approval or rejection) on the Stage III clearance sought by the investor within 30 days of the submission of the application by the investor or submission of the response to the additional requirements as the case may be or within a time limit prescribed by the concerned acts or rules, the Secretariat shall process the application and recommend for deemed approval to the Commissioner. The Commissioner shall issue deemed approval to the investor in the prescribed form with a copy to the concerned department within 30 days of such application being logged for processing under deemed approval category. An email, SMS notification will also be sent to the concerned investor.

#### 4. Application and approval procedure for Financial Incentive Clearances

- I. To avail the incentives under the Bihar Industrial Investment Promotion Policy (BIIPP), 2016, the investor shall first have to apply to the SIPB through the Integrated Clearance System and obtain the Stage I clearance for the investment proposal. Once the Stage I clearance is obtained, the investor can apply any time for Financial Incentives Clearance through the designated web portal.
- II. The investor shall have to submit the requisite documents & copy of clearances/ approvals etc. The checklist of requisite documents & copy of clearances / approvals etc. shall be available at the designated web portal. No offline /manual submission shall be accepted. The investor should ensure that all the documents & copy of clearances / approvals etc. submitted are appropriate and legible.
- III. Once the requisite documents & copy of clearances/ approvals are uploaded, an acknowledgement shall be generated. The acknowledgement can be downloaded from the portal. An SMS intimation and e-mail mentioning the application number shall also be issued to the registered mobile number and e-mail Id of the investor.
- IV. On receipt of the requisite documents & copy of clearances / approvals the Secretariat shall scrutinise all the documents within 7 working days from the date of receipt of documents.
- V. In case the Secretariat finds any discrepancy in the documents, it shall record the discrepancy in detail and communicate the same to the investor within 7 working days from the date of receipt of documents. The Secretariat shall generate online query to the investor seeking necessary explanations and mentioning details of discrepancy in the requisite documents. No hard copy of such communication shall be issued. An SMS intimation and e-mail shall be issued to the registered mobile number and e-mail Id of the investor.
- VI. Once the communication for the discrepancy is obtained, the investors shall have to furnish the requisite explanation and/or documents in online manner.
- VII. On receipt of the documents, the Secretariat shall further scrutinise the explanation offered and submitted documents. The Secretariat shall record its findings and shall prepare its recommendation. The recommendation of the Secretariat shall be placed in the ensuing meeting of the SIPB.

- VIII. The SIPB shall discuss the proposal. For the eligible proposals, it shall approve the project cost to be considered for calculation of incentives and decide the quantum of incentives. Once the SIPB has approved the proposal, it shall be placed before the Competent Authority for final approval as per the provisions of Rule 7 of Bihar Industrial Investment Promotion Rules, 2016.
- IX. Once the incentive is approved a sanction letter shall be generated which can be downloaded by the concerned investors from the designated portal. An SMS intimation and e-mail communicating the same shall also be issued to the registered mobile number and e-mail Id of the investor.
- X. Incentives, once sanctioned, shall be disbursed by the Secretariat without any further reference, to any authority in a time bound manner subject to any conditions which may be attached to the sanction.

### C. Query Handling and Recording and Handling Mechanism

The procedure for Query Recording and Handling Mechanism by the Secretariat shall be as follows:

#### 1. Query Recording

There shall be two avenues available to any new or existing investor to raise query in regard to any clearance and incentive related matters:

- I. **Designated Online Portal:** An investor can register and log in the designated web portal of the Integrated Clearance System and submit their queries. The designated portal must be able to capture the following details of the investor:
- Name and Address
  - Mobile Phone Number and E-mail Id
  - Details of Query
  - Documents if any
- II. **Dedicated Helpline Number/ Call Centre:** The State Government has notified a dedicated Helpline Number vide Government Order No. 396, dated 24.02.2016 to receive queries from the investors. The number should be clearly displayed on the single window web portal and the website of the Department of Industries. Dedicated manpower should be deployed for receiving the calls. The State Govt. may also establish a dedicated call centre. The dedicated official or call centre must capture the above mentioned details of the investor.

#### 2. Query Handling

- I. The query raised by the investor either through the designated web portal or through the helpline number, shall be received and answered by the dedicated official(s) in the Secretariat. In case, a Call Centre has been established, the query should be received and answered by the call centre employee.
- II. In case the dedicated official(s) or the call centre employee is not competent to answer the query, they must forward it to the member of Secretariat from the concerned department. If a query has been received over phone and it could not be answered then and there, the official or the call centre employee must enter the necessary details in the portal and then forward it to the member of Secretariat from the concerned department.
- III. If the query is answered through the portal, an SMS intimation and e-mail communicating the same shall be issued to the registered mobile number and e-mail Id of the investor. The investor can then log in the portal and see the answers to the query.
- IV. Any query must be answered within 3 working days from the date of its receipt. In case any query is not resolved within 3 days, it must be escalated to the Commissioner of the Secretariat for necessary action.

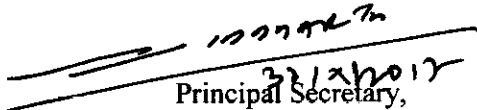
#### **D. Grievance Redressal:**

The procedure for grievance redressal shall be as follows:

- I. The applicant can submit their appeal against any services offered/ delivered through online Single Window Clearance System or Call Centers.
- II. The appeal can be broadly under the following categories to expedite grievance handling and redressal: (i) Stage I Clearances, (ii) Stage II Clearances, (iii) Stage III Clearances, (iv) Financial Incentive Clearances, (v) Agency-wise grievances, and (vi) Any other category.
- III. All grievances/ appeals have to be compulsorily disposed of within 30 days of receipt of such appeal.
- IV. All the complaints/ appeal will be forwarded to the Industrial Development Commissioner who in turn based on the nature of appeal will forward it to the concerned officials in the Secretariat of the Board/ Competent Public Authority for their response within 5 days.
- V. The concerned official in the Secretariat of the Board/ Competent Public Authority after receipt of such appeal can request further clarification only one time from the applicant within 5 days from the date of receipt of notice. The concerned official in the Secretariat of the Board/ Competent Public Authority will have to respond to the complaints within 15 days from the date of receipt of notice and furnish proper justification for delay in service delivery to the Commissioner.
- VI. If the concerned official in the Secretariat of the Board/ Competent Public Authority fails to respond to the appeal or the response to the appeal is unsatisfactory, then the Industrial Development Commissioner will be the final authority to respond to the appeal within 10 days.
- VII. Any public authority who fails to comply with the directions of the State Board and the Secretariat (through its Commissioner) within the prescribed time shall be liable to conviction / punishment. In case of conviction / punishment, the public authority will be levied a fine of ten thousand rupees for the first offence and for second or the subsequent offence may extend to fifty thousand rupees.
- VIII. Further, designated official(s) of the concerned Public Authority not complying with the defined timelines for providing clearances, without sufficient and reasonable cause, shall be liable for action as per their respective service rules. Provided that the designated officer(s) of the Competent Authority shall be given a reasonable opportunity of being heard before any penalty is imposed.
- IX. The penalty amount so collected shall be credited into the Government Treasury in appropriate Head of Account.
- X. In order to effectively answer the investor queries regarding policies, approvals, incentives, application process, single window, grievances etc., a centralized helpline number has been notified by the State Government

The abovementioned procedures shall come into effect from the date of issue of this notification. As may be required from time to time, the State Government can change/ improve/ elaborate the abovementioned procedures through appropriate notification. In case of dispute related to interpretation of this notification, the provision in the corresponding Acts and corresponding Rules shall prevail.

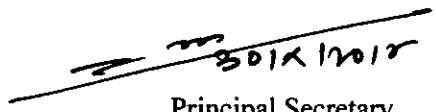
By the Order of the Governor of Bihar,

  
Principal Secretary,  
Department of Industries, Bihar, Patna

No:...../ Patna, dated .....

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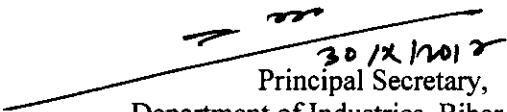
**Copy:** -Superintendent, State Printing Press, Gulzarbagh, Patna to publish in the special edition of Bihar gazette. Request to print 1000 copies of the published gazette and make it available to the Department.

  
Principal Secretary,  
Department of Industries, Bihar, Patna

No...1573.../ Patna, dated ...30.10.17.....

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**Copy:-** For information and necessary action - To all Department/ Department Head/ Commissioner, Commercial Taxes/ Managing Director, All corporations under Department of Industries/ Bihar Industrial Area Development Authority/ Chief Executive Officer, Bihar State Khadi Village Industries Board, Patna/ Chairman, Bihar State Electricity Board, Patna/ All Divisional Commissioner/ All District Magistrates/ All Deputy Development Commissioner/ Director, Technical Development/ Director, Industries/ Resident Commissioner, Bihar Bhawan, New Delhi/ All General Manager, District Industries Centre/ Director, Micro, Small and Medium Enterprises Development Institute, Patna/ Muzaffarpur.

  
Principal Secretary,  
Department of Industries, Bihar, Patna