

**Government of Tripura
Factories & Boilers Organisation**



Business Reforms Action Plan 2024-25

BRAP No.	131
Area	Labour Regulation Enablers
Sub-Area	Registration of Factories under The Factories Act, 1948
Recommendation/Reform	Mandate time-bound delivery through a legislation such as: 1. Right to Services Act / Public Service guarantee Act 2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.
Applicable to Department(s)	Factories & Boilers Organisation

Compliance Supporting Documentation

Approach to reform	Clear timelines with punitive provisions and grievance mechanism are mandated through the Tripura Industries (Facilitation) Rules, 2020 under the Tripura Industries (Facilitation) ACT, 2020 for approval of complete application for Registration of Factories under the Factories Act, 1948 and Rules made there under within time bound manner. The timelines are also inserted in the Tripura Factories Rules, 2007 by Eighth Amendment.	
Act/GO/ Circular/ Notification No. (Attached)	The Tripura Industries (Facilitation) (Amendment) ACT, 2020	No. F.8(10) Law/Leg-I/2020 Dated 06.05.2020
	The Tripura Industries (Facilitation) (Amendment) Rules, 2020	F.No.DI/TIDA/4(35)/2020/20,466 dated, 03.12.2020
	The Tripura Factories Rules, 2007 (Eight Amendment) Rules	No.F.2 (345)-FB/EoDB(SRAP)/2020/1442-52 dated, 19.10.2020.
URL	Notification under Tripura Guaranteed Services to Citizens Act, 2020	https://factory.tripura.gov.in/sites/default/files/2024-05/Tripura%20Guranteed%20Services%20to%20Citizens%20CAct%202020.pdf
	Notification of Eighth Amendment under Tripura Factories Rules, 2007	https://factory.tripura.gov.in/sites/default/files/2024-05/Tripura%20Factories%20Eighth%20Amendment%20Rules%202020.pdf
	Notification on punitive provisions in case the stipulated timelines are not met.	https://swaagat.tripura.gov.in/assets/documents/Tripura%20Industries%20Facilitation%20(Amendment)%20Act.pdf
	Grievance Mechanism in case the stipulated timelines are not met.	https://swaagat.tripura.gov.in/#/dashboard/home
	Direct link to the notification -The Tripura Industries (Facilitation) (Amendment) ACT, 2020	https://swaagat.tripura.gov.in/#/page/acts-rules
	Direct link to the notification -The Tripura Industries (Facilitation) (Amendment) Rules, 2020	https://swaagat.tripura.gov.in/#/page/acts-rules
	Website of Factories & Boilers Organisation	https://factory.tripura.gov.in
Home Page	BRAP-2024	
Screenshot of process/ documents	Screenshot of the webpage and Govt. notification attached for your reference	

Step-1

Please Go to <https://factory.tripura.gov.in>

The screenshot shows the homepage of the Factories and Boilers Organisation, Government of Tripura. The browser address bar displays <https://factory.tripura.gov.in>. The page features a navigation menu with links for Home, About Us, Online services, Forms, Notice Board, RTI, Contact Us, and BRAP-2024. A search bar is located in the top right corner. The main content area displays a large image of an industrial facility, identified as the Agartala gas based power station. The Government of Tripura logo is visible in the top left corner.

Step-2

Then Click on “BRAP-2024”

The screenshot shows the 'Welcome To Factories & Boilers Organisation' page. The browser address bar displays <https://factory.tripura.gov.in>. The page features a navigation menu with links for Home, About Us, Online services, Forms, Notice Board, RTI, Contact Us, and BRAP-2024. A search bar is located in the top right corner. The main content area displays a large image of an industrial facility, identified as the Agartala gas based power station. The Government of Tripura logo is visible in the top left corner.

Welcome To Factories & Boilers Organisation

The Factories & Boilers Organisation is an enforcement Directorate of the State Government and is responsible for enforcement of 19 Central Act and Rules in the State of Tripura in respect of Safety, Health and Welfare of the workers working in various factories all over the State.

[Read More](#)

Shri Tinku Roy
Honorable Minister

Shri Tarun Kanti Debnath, IAS
Secretary

[Acts and Rules](#)

[Forms](#)

[Ease of Doing Business](#)

[Major Activities](#)

BRAP 2024
BRAP 2024

Step-3

Go to BRAP-2024 Sl. No.131 and Click on **View** for Notification of **Tripura Guaranteed Services to Citizens Act, 2020**

No. F. 04(1)-RCC/2020/Part-III
GOVERNMENT OF TRIPURA
REVENUE DEPARTMENT

Notification No. 13

Dated, Agartala, the 23rd January, 2021.

NOTIFICATION

In exercise of the powers conferred by section 4 of the Tripura Guaranteed Services to Citizens Act, 2020 Government of Tripura hereby notifies the details containing (1) list of services (2) Designated Officer (3) Stipulated time for designated officer for delivering the service (4) Competent Officer (5) Appellate Authority etc. under Factories & Boilers Organization as per the format and schedule as appended to the Tripura Guaranteed Services to Citizens Rules, 2020.

Sl. No.	List of services	Designated Officer	Stipulated time for designated officer (in working days)	Competent Officer	Stipulated time for competent officer (in working days)	Appellate Authority	Stipulated time for Appellate Authority (in working days)	Name of the Department
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	Approval of plan drawing of Factories	Inspector	21	Chief Inspector of Factories & Boilers (CIF & B)	30	Secretary, Labour Department	30	Factories & Boilers Organization
2	Registration of Factory	Inspector	30	Chief Inspector of Factories & Boilers (CIF & B)	30	Secretary, Labour Department	30	
3	Renewal of Factory Licence	Inspector	7	Chief Inspector of Factories & Boilers (CIF & B)	30	Secretary, Labour Department	30	
4	Renewal of Boiler Licence	Inspector	7	Chief Inspector of Factories & Boilers (CIF & B)	30	Secretary, Labour Department	30	

IR(G)
PT. 74K

[Signature]

2. This will come into force from the date of its publication in the official Gazette of Tripura.

By order and in the name of
Governor of Tripura

[Signature]
(Tanusree Deb Barma)
Secretary to the
Government of Tripura

Copy to:-

1. All Principal Secretary/Special Secretary for kind information.
2. The Chief Inspector, Factories & Boilers Organization, for information.
3. All District Magistrate & Collectors, for information.
4. The Joint Secretary, Revenue Department, for information.
5. The Technical Director, NIC Tripura unit for information.
6. The Manager, Government Press, Agartala for publication in the official gazette.

Copy also forwarded to:-

1. The Special Secretary to the Hon'ble Chief Minister, Tripura for kind information.
2. The P.S. to all Hon'ble Ministers, Tripura for kind information.

Step-4

Go to BRAP-2024 Sl. No.131 and Click on [View](#) for
Notification of [Eighth Amendment](#) under Tripura Factories Rules, 2007

Government of Tripura
Labour Department
(Factories & Boilers Organisation)

No: F. 2(345)-FB/EO/DB(SRAP)/2020/ 1442-52 Dated, Agartala, the 19th October, 2020

NOTIFICATION

In exercise of the powers conferred under Section 6 read with Section 112 of the Factories Act, 1948 (Central Act No. 63 of 1948), the Governor of Tripura hereby makes following rules further to amend the Tripura Factories Rules, 2007 (hereinafter referred to as Principal Rules), namely :-

1. Short title and commencement:

- a) These may be called the "Tripura Factories (Eighth Amendment) Rules, 2020"
- b) They shall come into force on and from the date of their publication in the Tripura Gazette;

2. Insertion of New Rule 22A:

In the Principal Rules, after rule 22, a new rule 22A shall be inserted as follows:-

"22A. Online Application:

- (1) An applicant may make an online application along with required documents, by online payment of fees, as prescribed under the rules, for the purpose of –
 - (a) approval of site, construction or extension of factory building/ shed and layout of plant & machinery in a factory.
 - (b) registration and grant of license of a factory.
 - (c) renewal of licence.
 - (d) amendment of licence.
 - (e) transfer of licence.
- (2) (i) (a) For the purpose of making online application for clause (a) of sub-rule(1), a scanned copy of the documents mentioned in rule 5(2) shall be uploaded;
(b) If the Chief Inspector of Factories is satisfied that the plans are in conformance with the requirements of the Act and rule, he shall subject to such conditions as may specify, approve them and shall upload the digitally signed or system generated copy of plan within 21 (twenty one) days.
- (ii) For the purpose of making online application for clause (b) of sub-rule (1), the scanned copy of the following documents shall be uploaded –
 - (a) Filled up "Notice of Occupation" duly signed by the Occupier and Manager with date and seals respectively;
 - (b) Plan drawing of the factory and reference number of the approved plans, if deviated from the approved plan drawing;

Continuing...

- (e) In case of any change in occupier, the relevant document relating to such change;
 - (d) A Self-Certified compliance report on statutory provisions under the Act and rules, as prescribed by the Chief Inspector of Factories;
 - (e) Such other particulars as the Chief Inspector of Factories may require to enable such approval to be given;
- (iii) On being satisfied with the online application and if there is no objection to the grant of licence applied for, the Chief Inspector of Factories shall register the factory and grant licence to the applicant for using the premises described in the licence and upload the digitally signed or system generated copy of licence **within 30 (thirty) days**;
- (3) On making an online application for renewal of licence, it shall be auto renewed within the **timeline of 7 (seven) days**, if there is no objection to renew the licence;
- (4) For the purpose of amending a licence under clause (d) of sub-rule (1), a licensee may make online application by uploading the scanned copy of the documents mentioned in rule 11(3) and the Chief Inspector shall grant the amendment and the licence thus amended, shall be uploaded with digital signature or system generated copy of it **within 30 (thirty) days**, if there is no objection to amend the licence;
- (5) For the purpose of transfer a licence under clause (e) of sub-rule (1), a licensee may make online application by uploading the scanned copy of the documents mentioned in rule 12(5) and the Chief Inspector shall grant the transfer and the licence thus transferred, shall be uploaded with digital signature or system generated copy of it **within 30 (thirty) days**, if there is no objection to transfer the licence;
- (6) All the funds accrued towards the online payment of fees under this rule shall be deposited to the head of Account "0230-Labour & Employment, 104 - fees realised under the Factories Act;
- (7) In case any revocation of licence under rule 18, the Chief Inspector of Factories shall upload the revocation in the system."

3. Insertion of New Rule 25A:

In the Principal Rules, after rule 25, a new rule 25A shall be inserted as follows:-

"25A. Miscellaneous:


- 1) Self-certification for Medium Risk factories instead of Departmental inspections may be submitted by the occupier once in a year under the Act & Rules which may be clearly mentioned in the format / form;
- 2) Inspector should follow the inspection procedures and submit the inspection report online within 48 hours to Central Inspection System (CIS);
- 3) The inspections (except in case of complian-based inspections) shall be limited to the prescribed checklist and the same inspector will not inspect the same establishment twice consecutively;

Continuing...

- 4) Joint inspection committee may be formed by the department with the members of other related Departments for conducting joint inspection for specific purpose like complaints, accidents etc.;
- 5) Institutionalize a Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned.

The department may devise, in consistence with the Act & rules and notify the format/Form of self-certification, procedures for submission of online application, timelines, list of documents for services, well defined inspection procedure and checklist, standard inspection report form, returns, reports, constitution of committee etc. required for the purpose of implementation of above sub-rule (1) to (5)."

By order of the Governor


(Abhishek Chandra, IAS)
Special Secretary to the
Government of Tripura.

Copy to:-

1. The Principal Secretary to the Governor, Tripura for kind information of Hon'ble Governor.
2. P.S. to the Hon'ble Chief Minister, Tripura for kind information of Chief Minister.
3. P.S. to the Chief Secretary, Tripura for kind information of Chief Secretary.
4. The Director, Dept. of Industries & Commerce, Tripura.
- ✓ 5. The Director, Directorate of Information Technology, Tripura for uploading the **Notification** in the Factories & Boilers Organisation's website.
6. The Joint Secretary, G.A. (Confidential & Cabinet) Dept., Govt. of Tripura.
7. The Chief Inspector of Factories & Boilers, Tripura.
8. The Inspector of Factories, HQs/ West /Gornati / Unakoti Districts.
9. The Manager, Tripura Government Press, Agartala with a request to publish the **Notification** in the next issue of Extra Ordinary Issue of Tripura Gazette. 20 copies of the Notification may kindly be sent to this Department in due course for record.
10. All registered Trade Union.
11. Guard File.

Continuing.....

Step-5

Click on <https://swaagat.tripura.gov.in/#/page/home>. Then Go to **Acts & Rules**

7085706189 (10 am to 5 pm on all working days)

SWAAGAT
Single Window Approval by All Government Agencies in Tripura

Home About Us Services Related Departments Information Wizard **Act & Rules** Contact Us Business Regulations

CSC Login Log In Register

SWAAGAT
Single Window Approval by All Government Agencies in Tripura

Single window portal for setting up of Industries in the State. A portal to cater to the Industrial fraternity with the primary objective to simplify.

Investor Services Click to know more → Apply Online →

Continuing.....

SWAAGAT
Single Window Approval by All Government Agencies in Tripura

Home About Us Services Related Departments Information Wizard **Act & Rules** Contact Us Business Regulations

CSC Login Log In Register

>> Act Rules

Swaagat

- The Tripura Industries (Facilitation) Act, 2018
- Tripura Industries (Facilitation) Rules, 2020
- The Tripura Industries (Facilitation) (Amendment) Act, 2020
- The Tripura Industries (Facilitation) (Amendment) Rules, 2020
- Timelines of services

Policies

- Industrial Policy and Schemes
- TIIPS 2017 Amendment
- Tripura Industrial Investment Promotion Incentive Scheme (TIIPIS), 2022
- North East Industrial Development Scheme NEIDS 2017
- Udyam Registration

RTI

- Right to Information Act

Step-6

Go to relevant [Act](#)

[The Tripura Industries \(Facilitation\) \(Amendment\) ACT, 2020](#)
for Punitive Provisions

No.1171

Registered No. N. E. 930.



Published by Authority
EXTRAORDINARY ISSUE

Agartala, Wednesday, May 13, 2020 A. D., Vaisakha 23, 1942 S. E.

PART--III-- Acts of Tripura Legislature.

GOVERNMENT OF TRIPURA
LAW DEPARTMENT
SECRETARIAT : AGARTALA

No. F.8(10) Law/Leg-I/2020

Dated, Agartala, the 6th May, 2020

NOTIFICATION

The following Act of the Tripura Legislative Assembly received the assent of the Governor of Tripura on the 5th of May, 2020 and is hereby published for General information.

(Sopan Chaudhuri)
Deputy Secretary, Law
Government of Tripura

Act, create a suitable Grievance Redressal Mechanism to effectively deal with the grievances filed by the applicants in relation to delay in clearances of applications.

(2) Willful delay, if any, on the part of an official involved in the process of according clearance, beyond the time limit fixed under the provisions of section 18, pointed out either by the industry applicant or by the concerned Head of Department (HOD), shall attract a penalty of Rs.1000/- (Rupees One Thousand only), for each day of such delay, till approval is accorded or reasons of rejection or delay is furnished, subject to a maximum of Rs.25,000/- (Rupees Twenty Five Thousand only) in any particular matter. The state government shall, by framing rules, in accordance with the provisions of law in force, prescribe a fair and reasonable mechanism of impositions of such penalty. The amount of money, so collected as penalty, shall be credited to the consolidated fund of the state”.

4. Amendment of Section 25

(i) In section 25 of the principal Act, the words ‘ with the office of ’ shall be substituted with the words “ by two or more authorities from among ”.

(ii) In section 25 of the principal Act after the words ‘ Municipal Authorities ’ the words “and such other authorities as the State Government by notification specify,” shall be inserted.

5. Insertion of new Section 25A :

After section 25 of the principal Act the following new section shall be inserted, namely:-

“25A. Clearances from Tripura Urban Planning and Development Authority (TUDA): The State Government may by notification specify the clearance process, for according layout and building approval by Tripura Urban Planning and Development Authority (TUDA) and issue of permission for change of land use, for industrial or manufacturing purposes.”.

(SOPAN CHAUDHURI)
Deputy Secretary, Law
Government of Tripura

Step-7

Go to relevant [Rules](#)

The Tripura Industries (Facilitation) (Amendment) Rules, 2020

No.2488

Registered No. N. E. 930.

TRIPURA



GAZETTE

Published by Authority

EXTRAORDINARY ISSUE

Agartala, Saturday, December 5, 2020 A. D., Agrahayana 14, 1942 S. E.

**PART--I-- Orders and Notifications by the Government of Tripura,
The High Court, Government Treasury etc.**

**GOVERNMENT OF TRIPURA
DEPARTMENT OF INDUSTRIES & COMMERCE
SHILPA UDYOG BHAWAN, KHEJURBAGAN.**

F.No. DI/TIDA/4(35)/2020/20,466

Dated, Agartala, the 3rd December, 2020.

NOTIFICATION

WHEREAS, Section 28 of the Tripura Industries (Facilitation) Act, 2018 (Act No.5 of 2019), empowers the State Government to make Rules to give effect to the provision of the Act and for matters connected therewith or incidental thereto;

AND WHEREAS, according to Section 28(a) of the Tripura Industries (Facilitation) Act, 2018 (Act No.5 of 2019), draft rules under the Act were published in the Tripura Gazette on 09th October, 2020, inviting objections and suggestions from all persons likely to be affected thereby within a period of 30 days from the date of publication of the notification;

AND WHEREAS, the objections and suggestions received within the specified time have been duly considered and the draft rules have accordingly been finalized;

NOW THEREFORE, having regard to that and considering all aspects, the State Government publishes the following Rules namely "The Tripura Industries (Facilitation) (Amendment) Rules, 2020".

The Tripura Industries (Facilitation) (Amendment) Rules, 2020

1. Short title, extent and commencement:

- (1) These may be called "The Tripura Industries (Facilitation) (Amendment) Rules, 2020" and also to be known as Single Window Approval by All Government Agencies in Tripura (SWAAGAT) (Amendment) Rules, 2020
- (2) They shall extend to the whole of the State of Tripura.
- (3) They shall come into force on and from the date of their final publication in the Tripura Gazette.

2. Amendment of Rule 7 :

- (1) In sub-rule (1) of rule 7 of the principal Rules, the words "SWAAGAT Approval Certificate" shall be substituted with the words "desired approvals"
- (2) In sub-rule (3) of rule 7 of the principal Rules, the expression "(either manually or online)" shall be substituted with the words "(online)"
- (3) The sub-rule (6) of rule 7 of the principal Rules is substituted as follows :-"(6) The Combined Application Form filled and submitted by the applicant should be scrutinized and accepted for issue of relevant clearances by the concerned Department/organization."
- (4) The sub-rule (7) of rule 7 of the principal Rules is substituted as follows:-"(7) The authorized representative of the nodal agency/concerned Department shall satisfy himself /herself that:
 - (i) The application is in complete shape;
 - (ii) All relevant and prescribed documents have been attached online
 - (iii) The prescribed fees receipts have been paid online;
 - (iv) Filled up Self-Certification format has been submitted online;"

including, inter-alia, recurring expenditure like purchase of consumables, travel cost, conducting pre-scrutiny meetings, District and State level meetings, maintaining the online SWAAGAT system and other incidental expenses.”

5. Amendment of Rule 11 :

In rule 11 of the Principal Rules, the following provision shall be inserted “provided that, the following approvals are exempted for issuance of Deemed Approval:

Sl	Approval	Department/Organization
1.	Temporary Electricity Connection for Industrial Unit	TSECL
2.	Permanent Electricity Connection for Industrial Unit	TSECL
3.	Water Connection for Industrial Unit	PWD(DWS)/TIDC Ltd
4.	Incentives under State Industrial/Sectoral Policy	Industries & Commerce ”

6. Amendment of Rule 13 :

The sub-rule (2) of rule 13 of the Principal Rules is substituted with the provisions :- : “(2) Every appeal shall be made in Schedule-III and shall be accompanied by a fee of Rupees five hundred payable to the revenue head of the Government. The application for appeal shall be presented either in person or by an agent duly authorized.”

7. Amendment of Rule 14 :

The Sub-rule (i) of rule 14 of the Principal Rules will be substituted with the following:-“(i) There will be a Central Inspection System for conduct of compliance inspections by two or more authorities jointly from the office of the Labour Commissioner, Chief Inspector of Factories and Boilers, Tripura State Pollution Control Board, Municipal Authorities, Controller of Legal Metrology and such other authorities as the State Government by notification specify once in a year hereinafter referred to as participating departments.”

(ii) The Sub-rule (vi) of rule 14 of the Principal Rules is substituted as follows: “(vi) The Department of Industries & Commerce, Labour Directorate, Factories & Boiler Organization, Tripura State Pollution Control Board (TSPCB), Municipal authorities, Controller of Legal metrology and such other authorities as the State Government by notification specify shall take further necessary action accordingly.”

(iii) After Sub-rule (viii) of rule 14 of the Principal Rules the following new sub-rules shall be inserted :
“(ix) The inspections conducted (except in case of complaint-based inspections) shall be limited to the checklist;
(x) The inspection report shall be submitted online within 48 hours to Centralized Inspection system. ”

8. Insertion of new Rule- 15 & 16 :-

In the principal rules, after Rule 14 the following new rules shall be inserted

“15. Single Window Clearance System

An online portal in the name of “Single Window Approval by All Government Agencies in Tripura (SWAAGAT)” functioning as part of the Single Window Clearance System will have the following provisions and mandate:

- (a) All applications for setting-up of industrial or service sector undertakings in the State of Tripura including incentive application which are provisioned in the Single Window Clearance System would be submitted in the online portal with no requirement for submissions of a hard copy and necessary action will be taken up by respective Departments/Organizations for grant or time bound issue of no objection certificates, allotments, consents, approvals, permissions, registrations, enrolments, licenses, renewals, incentives or the likes online in the portal.
- (b) All queries regarding the application from the investor will be recorded and addressed within a timeline of 15 days from the date of queries.
- (c) Queries/clarifications related to application are sought in one go by respective Departments/Organizations and within 7 days of receipt of the application
- (d) Inclusion of additional new regulation or license in the online wizard/system within 30 day.
- (e) The list of services to be made available under the portal with timelines are specified under **Schedule-I**

Provisions and mandate of Single Window Clearance System – (1) The Single Window Clearance System shall have the following provisions with the following mandate —

- (a) the provision of online wizard/system with addition of new regulation or license in the online wizard/system within 30 days and implementation thereof;
- (b) the provision of online submission of application through Combined Application Form (CAF) generated online by attaching the relevant enclosures, certificates, attachments etc and implementation thereof;
- (c) the provision of online payment merging all fees, applicable under various Acts, rules, policies and schemes, for which an application is submitted in Combined Application Form (CAF), into a single transaction and implementation thereof;
- (d) the provision of electronic transfer of the fees and application by attaching the relevant enclosures, certificates, attachments etc. to respective Government agencies for processing and implementation thereof;
- (e) the provision of online approval, tracking of real time status of application and delivery of services (downloading the issued certificate online) and implementation thereof;
- (f) the provision of sending out alert through short message service (SMS) or e-mail notification to the applicant including respective users of Department/Organization or authority concerned as and when the application is submitted and/or query is raised and/or application is approved/rejected including any inspection scheduled and implementation thereof;
- (g) the provision of sending automated short message service (SMS) or e-mail notification to the respective users of Department/Organization or authority concerned with status information on the applications in which clearances are likely to breach the stipulated time and implementation thereof;
- (h) the provision of third party verification and implementation thereof;

- (i) the provision of auto renewal of license/registration wherever specified for services under Schedule –I and implementation thereof;
 - (j) the provision of a Central Inspection System (CIS) for conduct of compliance inspections, allocation of inspectors is done centrally, the same inspector is not assigned to the same business establishment in subsequent years, inspection report uploading, scheduling of inspections, selection of establishments for inspection using computerized risk assessment, allocation of inspectors and differentiate compliance inspection requirements based on risk profile, prior inspection notice is provided to the business establishment and implementation thereof;
 - (k) the provision of allowing the users to view and download submitted inspection reports of at least past three years and implementation thereof;
 - (l) the provision of display of proposed regulation or license on Legal Basis, its necessity, business-friendliness and implementation thereof;
 - (m) the provision to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment with period of display to be at least 30 days and implementation thereof.
 - (n) the provision to publish the comments/feedback received on the draft business regulation and how they were addressed in the final regulation and implementation thereof.
- (2) The Single Window Clearance System may, for purpose of the effective functioning of the system, include any other provision not mentioned in sub-section (1), subject to approval of the State Government.

16. Right to Clearances and Grievance Redressal Mechanism:

In exercise of the powers conferred by Section 23A (1) of the Tripura Industries (Facilitation) (Amendment) Act, 2020 (Act No. 10 of 2020), the Government hereby specifies the following mechanism:

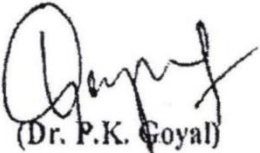
The applicant has the right to seek queries, ask for approval or seek explanation for the delay in approvals being sought through the Single Window Clearance System if they are not issued within time limit as prescribed in the rules and where clearances are not pending with agencies other than state government. It will be incumbent upon the respective departments/organizations officer concerned to answer to queries, delays and HoD of the concerned Department shall be accountable for timely processing.

Implementation:

- (1) Queries, if any sought by the applicant through online to be addressed within a timeline of 7 days from the date of raising the queries by the concerned department/organization in online mode.
- (2) Delay, if any, can be pointed out by the industry applicant or has to be initiated suomoto by the concerned Head of Department (HOD) whenever there is a delay within his /her department from the time limit as prescribed.
- (3) Any aggrieved applicant shall submit a grievance through online. Any delay in granting licence / approval /clearance as per timelines can also be Suo-moto taken up by the Nodal agency as a grievance.
- (4) On receipt of the grievance from the nodal agency / applicant (including online), the same shall be forwarded to the concerned HoD (including online) and the HoD shall scrutinize the details and take views of the Officer/official who is accountable and take into consideration the reasons whether the delay has been caused willing fully. The action taken is to be communicated to the aggrieved applicant duly marking a copy to the Nodal Agency (including online) within 7 working days. In case of non-redressal of any grievance beyond 7 working days, fine will be levied against Concerned Officer/official by HOD duly informing the nodal agency.

- (5) The penalty so levied will be Rs.1000/- (Rupees one thousand only) for each day of such delay till approval is accorded or reason for rejection or delay in according approval is furnished. However, the total amount of such penalty shall not exceed Rs.25,000/- (Rupees Twenty Five Thousand only) in any particular matter.
- (6) The amount of money, so collected as penalty, shall be credited to the consolidated fund of the state by the HOD.”

(BY ORDER OF THE GOVERNOR OF TRIPURA)



(Dr. P.K. Goyal)
Special Secretary,
Industries & Commerce

Schedule- I
(See amendment rule section 3)

TIMEFRAME

(CFE – Consent for Establishment) (CFO – Consent for Operation)

Sl	Service	Department	Stage	Timeline (Working days)
1.	Incentives under State Industrial/Sectoral Policy	Industries & Commerce	Post CFO	Eligibility certificate – 15 days Approval (Upto SLC/DLC) – 30 days Disbursement – 30 days from issuance of fund sanction letter
2.	Registration of Partnership Firms	Industries & Commerce	Special	7 days
3.	Allotment of land in Industrial Area	TIDC Ltd.	Special, All Time	14 days
4.	Water Connection for Industrial Unit within Industrial Areas	TIDC Ltd.	Special, All Time	10 days
5.	Change in Land use/conversion of land	Land Records & Settlement, Revenue Department	Any Time	30 days
6.	Consent to Establish under the Air & Water (Prevention and Control of Pollution) Act, 1974	Pollution Control Board	CFE	21 days
7.	Consent to Operate/Renewal under the Air & Water Act (Prevention and Control of Pollution) Act, 1981	Pollution Control Board	CFO & Renewal	Green Category – 10 days Orange Category – 15 days Red Category – 21 days Renewal – 7 days
8.	Authorization/ Renewal under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	Pollution Control Board	Authorization & Renewal	Authorization- 21 days Renewal – 21 days
9.	Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	Pollution Control Board	CFE/CFO & Renewal	Registration - 21 days Renewal – 21 days.
10.	Registration and renewal under Plastic Waste (Management and Handling) Rules, 2011	Pollution Control Board	CFE/CFO & Renewal	Registration - 21 days Renewal- 21 days
11.	Registration and Renewal of license under The Factories Act, 1948	Factories & Boilers Organization	CFO & Renewal	Registration - 30 days Renewal- Auto on payment of fees
12.	Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948	Factories & Boilers Organization	CFE	21 days
13.	Registration and Renewal of Boilers under The Boilers Act, 1923	Factories & Boilers Organization	All Time & Renewal	Registration - 30 days Renewal- 7 days

Schedule-III
(See amendment Rule 6)

To

Form of Appeal

1)	Name & Address of the Unit	
2)	Location of the Unit	
3)	Line of Activity	
4)	Project Cost (in lakhs)	
5)	Employment	
6)	Application No./ID	
7)	Particulars of Clearance rejected by the Competent Authority	
8)	Reasons for rejection/Modification suggested, if any by Competent Authority	
9)	Details of Fees paid for appeal	
10)	Brief Details of appeal	

Place:

Date:

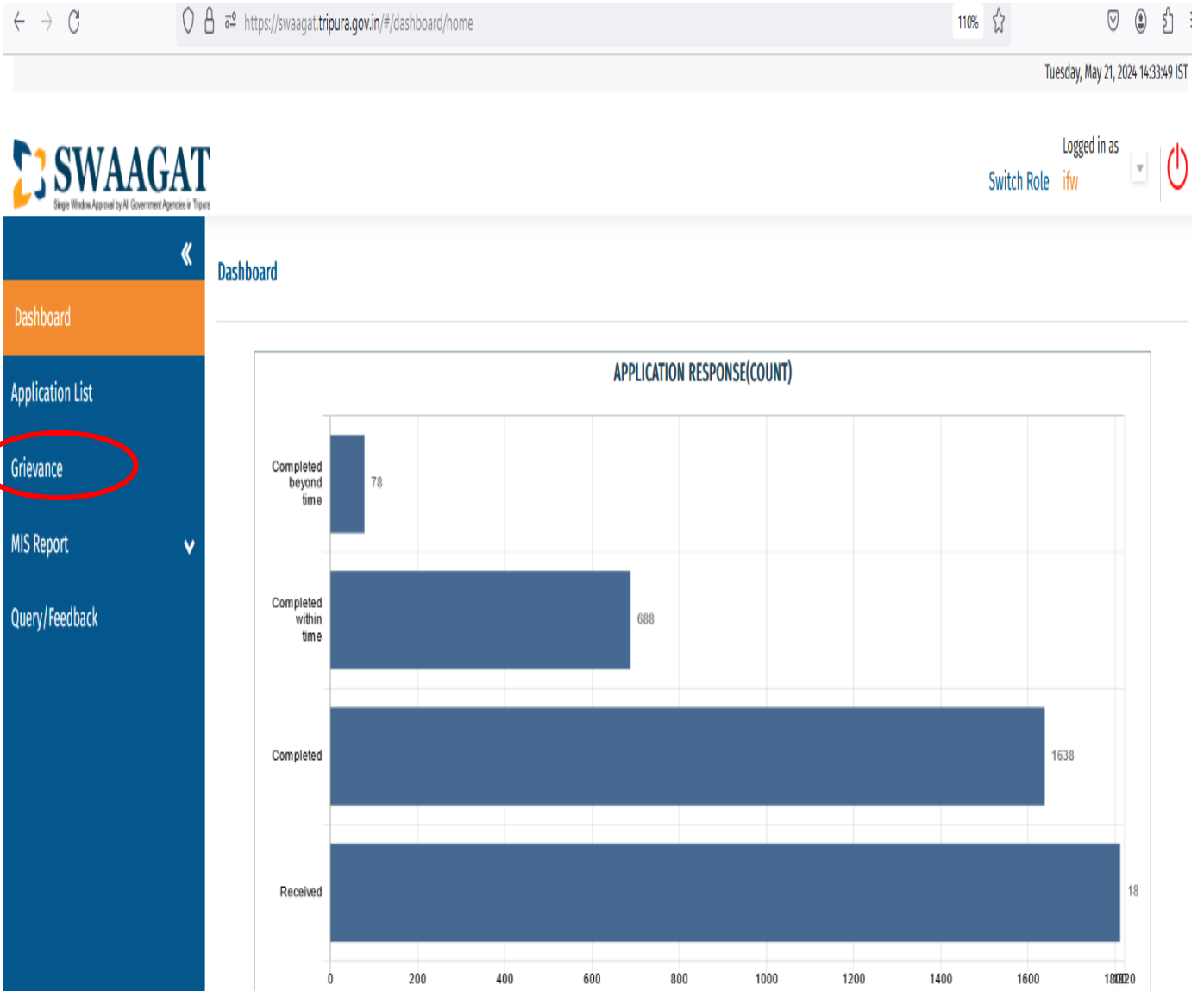
Signature

Name of the applicant:

ContactNo.

Step-8:

To view the option of **Grievance Mechanism**, please **Click on** <https://swaagat.tripura.gov.in/#/dashboard/home>



Few Grievance

The screenshot shows the 'Grievance System > List' page. It includes search filters for Submission Date From, Submission Date To, Organization, and Status. Below the filters is a table titled 'LIST OF GRIEVANCE' with the following data:

Grievance Application ID	Application Id	Organization	Grievance Submission Date	Grievance subject	Uploaded Document
GRV-101-000132	CFO-57-000430	Basumati Kshudra Cha Utpadak Swarnirvar Welfare Society	15/10/2023	Additional Challan Payment	
GRV-101-000122	CFO-57-000430	Basumati Kshudra Cha Utpadak Swarnirvar Welfare Society	06/09/2023	Unable to reupload the occupier signature authenticated by the gazetted officer	NameOfGrievance_5422_169396859
GRV-101-000120	CFO-57-000430	Basumati Kshudra Cha Utpadak Swarnirvar Welfare Society	08/08/2023	Clarification points- 1 & 2 :- Authenticated signature of occupier & manager by gazetted officer	NameOfGrievance_5422_1691463259
GRV-101-000109	OTH-05-000088	ONGC Tripura Power Company Limited	22/06/2023	Correction needed in Boiler License Validity date	NameOfGrievance_1553_1687409638
GRV-101-000107	OTH-05-000086	ONGC Tripura Power Company Limited	22/06/2023	Correction needed in Boiler License Validity date	NameOfGrievance_1553_1687409464

Response on Grievance

Browser address bar: <https://swaagat.tripura.gov.in/#/grievance/view-grievance/286113>

SWAAGAT Logo: **SWAAGAT**
Single Window Approval by All Government Agencies in Tripura

Logged in as: **ifw** | [Switch Role](#)

Tuesday, May 21, 2024 16:37:29

Dashboard > Grievance System > Industrialist View All * marked fields are mandatory

Type of Grievance General	Select Application CFO-57-000430	Department Name Factories & Boilers Organisation	Upload NameOfGrievance_5422_1691463259.png
Subject Clarification points- 1 & 2:- Authenticated signature of occupier & manager by gazetted officer	Description Sir I have approached many gazetted officer to authenticate our manager and occupier signature but no one is willing to sign in blank paper Kindly provide a format of signature authentication or advise on how to do the same	Submitted On 08/08/2023	
DEPARTMENT RESPONSE		Grievance File	Response Date 09/08/2023
Response Sir, Occupier & Manager should sign in front of Gazetted Officer. Then, only Gazetted Officer authenticates their sign. Regards,			

[Back](#)
