

Standard Operating Procedure (SOP) for Investment Facilitation Cell (IFC) of JKTPO

1. Introduction:

- The Investment Facilitation Cell (IFC) of Jammu and Kashmir Trade Promotion Organization (JKTPO) is designated as the agency responsible for investor facilitation in the Union Territory (UT) of Jammu and Kashmir.

2. Background:

- Since the notification of the Jammu and Kashmir Industrial Land Allotment Policy 2021-31 and the introduction of the NCSS, along with other industry-related policies, JKTPO has received over 6600 applications for land allotment through the Single Window System (SWS).
- These applications propose investments totalling over 1,03,000 Crores and require approximately 65,000 kannals of land.

3. Initial Assessment:

- Out of the 6600 applications received, only over 1500 applicants have been issued Letters of Intent (LOI) for land allotment after scrutiny by the Land Appraisal Committee and approval by the High-Level Land Allotment Committee (HLLAC), chaired by the Administrative Secretary of Industries & Commerce (I&C).
- The scarcity of land in Jammu and Kashmir has led to only a portion of applicants receiving LOIs, with the remaining applicants placed in a pool for future land availability.

4. Current Status:

- The IFC of JKTPO has initially contacted approximately 1400 applicants who have received LOIs and identified various issues such as undeveloped and unmarked land, inaccessible industrial estates, lack of demarcation, and inadequate infrastructure like water, electricity, and roads.

5. Analysis and Reporting:

- The IFC has conducted two analysis reports on the identified issues and submitted them to the Administrative Department for review and necessary action.

6. Approach to LOI Recipients:

- The IFC shall approach the applicants who have been issued LOIs to assess the status of their projects and address any pending issues.

- These interactions aim to understand the current status of their projects, address concerns, and provide necessary support for smooth implementation.

7. Engagement Strategy for Remaining Applicants:

- Recognizing that the remaining applicants awaiting land allotment do not serve an immediate purpose due to land scarcity, the IFC will focus its resources primarily on engaging with LOI recipients.
- Resources shall be allocated efficiently to prioritize support for ongoing projects and address challenges faced by the applicants with LOIs.

8. Continuous Monitoring and Feedback:

- The IFC shall maintain regular communication with LOI recipients to monitor the progress of their projects, address any emerging issues, and provide necessary assistance.
- Feedback mechanisms shall be established to gather insights from applicants and stakeholders for continuous improvement of facilitation processes.

9. Coordination with Administrative Department and other nodal officers concerned :

- The IFC shall collaborate closely with the Administrative Department and other nodal officers at various sections/divisions/departments to streamline processes, address systemic challenges, and ensure effective implementation of industrial policies in Jammu and Kashmir.

10. Documentation and Reporting:

- All interactions, assessments, and interventions conducted by the IFC shall be documented systematically for transparency and accountability.
- Regular reports shall be prepared and submitted to the relevant authorities to track progress, highlight achievements, and identify areas for improvement.

11. Capacity Building and Training:

- The IFC staff shall undergo regular training and capacity-building programs to enhance their skills and knowledge in investor facilitation, policy implementation, and stakeholder engagement. The SWS has been gone under many changes and IFC needs to have orientation programmes with SWS team at SICOP.

12. **Review and Revision:**

- This SOP shall be periodically reviewed and revised as necessary to align with evolving requirements, feedback from stakeholders, and changes in the regulatory environment.

WORKING PROCEDURES FOR THE INVESTMENT FACILITATION CELL (IFC-JKTPO)

The Investment Facilitation Cell (IFC JKTPO) shall provide information or assistance to investors on the following:

a. Guidance Related:

- How to set-up an industry
- Registration of Industry
- Land availability and allotment
- State Policies and incentives
- Clearances required from various departments
- Functioning of Online Single Window System
- How to register and apply for industry related services on Single Window Portal (SWS)

b. General Enquiries

- Key co-ordinates of departments and nodal officers
- List of relevant websites and portals for information
- Feedback on General enquiries for quality improvement

c. Application Related Queries

- Assist the investors in filing Common Application Form and any other service in Online Single Window System Portal
- Status of clearances applied on Single Window Portal
- Status regarding application on Single Window Portal
- Enquiries requiring department inputs

d. Grievances Related

- To record all issues / grievances
- Facilitate response and resolution of the Grievances
- Enquiries requiring other department inputs

S. No	Type of Query	Timeline for Response	Timeline for Resolution of Queries
1	General enquiry & Guidance	Immediate	NA
2	Application Status	Immediate	NA
3	Enquiries with other Departments /File with other Departments	Timelines as per Single Window Act/Timelines	As per Single window Timelines
4	Grievances	As per Single Window Timelines	As per Single Window Timelines (Includes escalation and Feedback from the concerned)

Query / Grievance Handling Procedure

The issues / grievances can be submitted by the Investor through single window portal by providing the required details and selecting the department, if any. Once submitted, a reference number is generated and intimated to the investor through SMS and e-Mail. The query / issue / grievance is forwarded to the nodal officer of the respective department for redressal.

Alternatively, the investor may call through the number published on the portal to report on the issue / grievance or IFC JKTPO may approach investors for any Grievances. The issues / grievances received are entered by the executive in the grievance redressal module on the website. The investor Facilitation cell monitors the issues / grievances through the Single window portal for resolution as per the process flow

The investor Facilitation Cell (IFC) would seek Feedback from the investor based on the resolution provided to the issue/grievance. The issue will be marked as 'Resolved' only on receipt of satisfactory feedback from the respective investor. The nodal officer of concern departments shall be directly responsible for providing responses to the issues / grievances flagged, however, the IFC JKTPO may be kept in loop.

**Proposed Process flow for Grievances redressal at Investment Facilitation Cell at
JKTPO**

Step	Description
1	Classify the request as a general enquiry or grievance based on the communication received from the customer or investor.
2	If the request is a general enquiry, provide a response and send a system-generated SMS to the customer upon resolution.
3	If the enquiry is classified as a grievance, register a support case by identifying the customer through the industry name or Registered Mobile Number as per the Single Window Portal.
4	Trigger an automated email and SMS upon registering the grievance.
5	Classify the grievance into departmental and forward it to the respective team/Department for resolution.
6	Review the support case based on its priority for resolution.
7	If there's a no resolution, escalate the grievance to the Head of Department (HOD) level for resolution.
8	Once resolution is provided, close the support case in the Single Window Portal (SWS) and trigger an automated SMS to the customer.

Graphical Representation: Proposed IFC

