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(Sponsored by Ministry of Commerce & Industry, Government of India)

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To : Members of the Council

Dear Sirs,

Sub: Introducing the upgraded *Biz Buddy* online portal for streamlined grievance resolution for investors in Tamil Nadu – Intimation – reg.

As you are aware, 'Guidance Tamil Nadu' is the Govt of Tamil Nadu's nodal agency for investment promotion and single window facilitation, with primary goal to position Tamil Nadu as the most preferred investment destination by enhancing the ease and cost-effectiveness of doing business / manufacturing. 'Guidance Tamil Nadu' offers continuous support through a team of sector experts, policy advisors, and international consultants, guiding investors through the entire investment cycle. By fostering collaboration among industry stakeholders and various government departments, 'Guidance Tamil Nadu' consolidates resources under one roof, ensuring efficient and effective business facilitation.

As a part of the *Ease of Doing Business (EODB)* initiatives, 'Guidance Tamil Nadu' in partnership with FaME TN (Facilitating MSME's of Tamil Nadu), Govt of Tamil Nadu institution, has introduced the new **Biz Buddy** portal to address the grievances faced by investors, which has been developed to significantly enhance the investment experience in Tamil Nadu, benefiting the business community as a whole. This said portal has recently undergone a comprehensive upgrade to streamline the grievance redressal mechanism, enhancing its ability to resolve industrial grievance in a timely, transparent and hassle-free manner. The new portal can be accessed at www.tnbizbuddy.com. The user manuals for utilizing the portal are attached herewith – (1) User Manual for Large Industries (2) User Manual for MSME industries.

Biz Buddy is an Industry Help Desk for resolving investor Help Call which has not been solved at the local levels. Please note that the Help Call needs to have been filed at the local level / office at least 7 days prior to submitting it in the Biz Buddy portal.

The investors are invited to make use of the new and upgraded Biz Buddy portal. In case of any queries while utilizing the portal, investors may like to connect with the Biz Buddy Team, the details of which are given below:

S.No	Name	Phone Number	Email ID
1	Mr. Uthamacholan	+91 96771 07722	cholan@investtn.in
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3	Mr. Rajesh	+91 96291 22906	rajeshk@investtn.in

With regards,

R.SELVAM, IAS
Executive Director