



# **BIZ BUDDY**

## **HELP CALL USER MANUAL**

### **(Large Industry)**

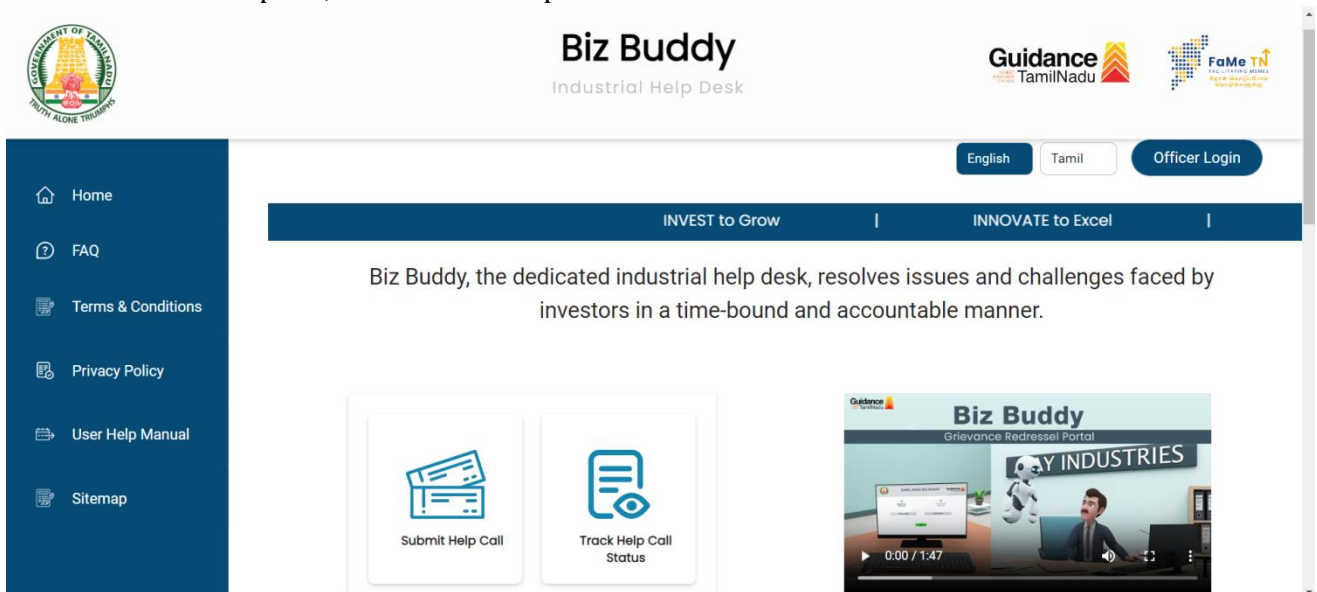


Biz Buddy is an Industry Help Desk which has been launched by the Honourable Tamil Nadu Chief Minister for resolving investor Help Call which hasn't been solved at the local levels.

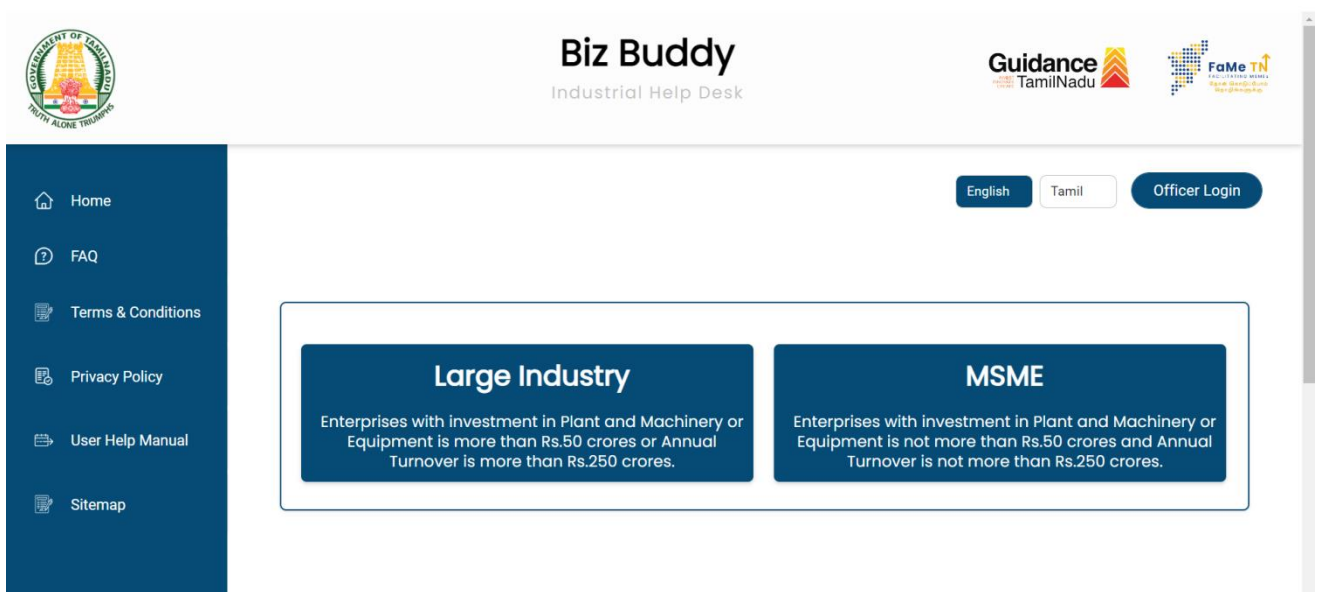
The Help Call needs to have been filed at the local level/office at least 7 days prior to submitting it on the portal.

### 1. Submit Help Call

To create a new help call, Click Submit Help Call



### Large Industry





## Rules of Biz Buddy

### Do's

- Keep your prior Help Call filing detail ready.

### Dont's

- File a Help Call on this portal if you have previously not contacted the relevant department.

## Declaration

- Only authorised company representative should raise the help calls behalf of company.
- Before coming to Biz buddy, the concerned issue should be raised previously and it has not been resolved.
- The Help Call is not due to an issue which is sub judice.

The screenshot shows the 'Biz Buddy Industrial Help Desk' portal. The header includes the Government of Tamil Nadu logo, the 'Biz Buddy Industrial Help Desk' title, and the 'Guidance TamilNadu' logo. A navigation menu on the left lists: Home, FAQ, Terms & Conditions, Privacy Policy, User Help Manual, and Sitemap. The main content area shows a progress bar with six steps: Rules & Declaration (active), OTP, Personal Details, Company Details, Help Call Details, and Preview Detail. Below the progress bar, there are two columns: 'Do's' and 'Dont's'. The 'Do's' column contains the bullet point: 'Keep your prior Help Call filing detail ready'. The 'Dont's' column contains the bullet point: 'File a Help Call on this portal if you have previously not contacted the relevant department'. Below these columns, there are four declaration statements with checkboxes: 1. 'I hereby declare that I have previously raised this Help Call with authorities concerned and it has not been resolved' (checkbox is empty). 2. 'I confirm that I am the authorized company representative for raising a Help Call' (checkbox is empty). 3. 'I hereby accept all Terms & Conditions.' (checkbox is empty). 4. 'The Help Call is not due to an issue which is sub judice' (checkbox is empty). At the bottom, there is a checked checkbox: 'I acknowledge that I have read and understand the rules and declarations'. A 'Next' button is located at the bottom right of the form.

Read and understand the rules & declaration. Tick the acknowledgement and click next button.

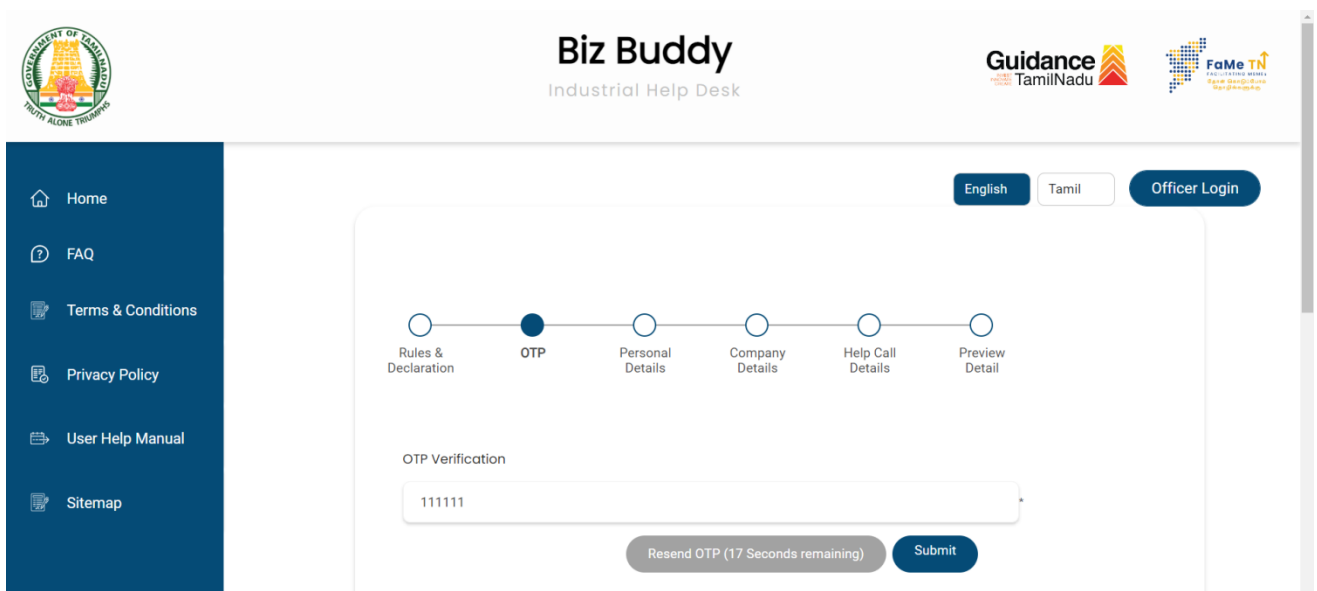
## OTP-One Time Password

- Enter your valid 10-digit mobile number for Verification and click Send OTP button for OTP Verification.



The screenshot shows the 'Biz Buddy Industrial Help Desk' interface. On the left is a dark blue navigation menu with links: Home, FAQ, Terms & Conditions, Privacy Policy, User Help Manual, and Sitemap. The main content area features a progress bar with six steps: Rules & Declaration, OTP (highlighted), Personal Details, Company Details, Help Call Details, and Preview Detail. Below the progress bar is an 'OTP Verification' section with a text input field containing 'Enter phone number' and a 'Send OTP' button. A 'Next' button is located below the input field. The top right corner includes language options for 'English' and 'Tamil', and an 'Officer Login' button. Logos for the Government of Tamil Nadu, Guidance TamilNadu, and FaMe TN are also visible.

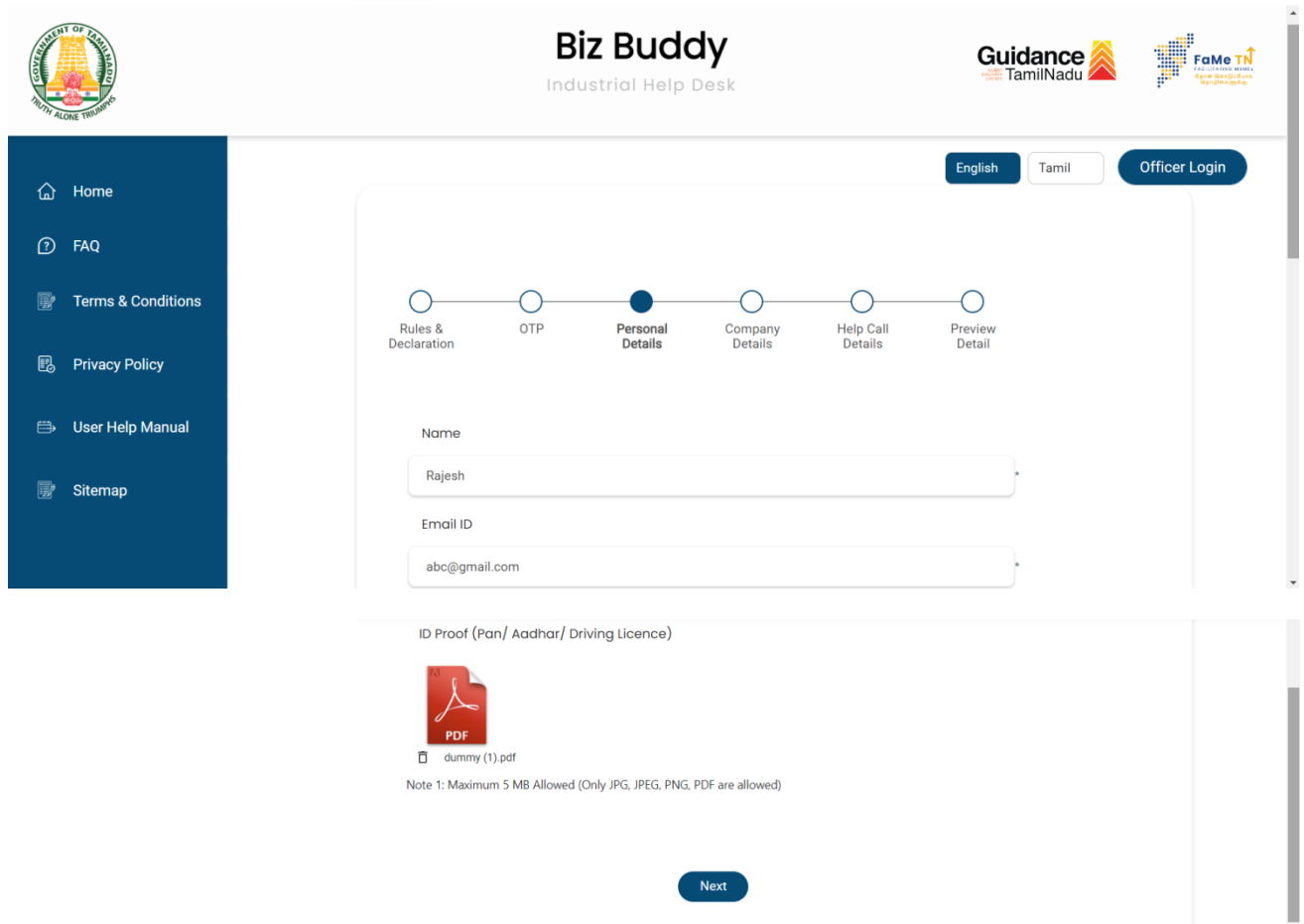
- Enter the 4-digit OTP for verifying your mobile number and click the submit button.
- If you not received the OTP within 25 seconds click Resend OTP for reverify of your mobile number.
- Once verified your mobile number, click Next button.



This screenshot shows the 'Biz Buddy Industrial Help Desk' interface at a later stage. The progress bar now shows the 'OTP' step as completed. The 'OTP Verification' section has a text input field containing the 4-digit number '111111'. Below the input field are two buttons: 'Resend OTP (17 Seconds remaining)' and 'Submit'. The rest of the interface, including the navigation menu and top right corner, remains the same as in the previous screenshot.

## PERSONAL DETAILS

- Personal information should be filled along with valid employee ID proof.
- Only once the information needs to be entered for a unique mobile number.



The screenshot shows the 'Biz Buddy Industrial Help Desk' interface. On the left is a dark blue navigation sidebar with links: Home, FAQ, Terms & Conditions, Privacy Policy, User Help Manual, and Sitemap. The main content area has a header with the 'Biz Buddy' logo and 'Industrial Help Desk' text. On the right of the header are language options for 'English' and 'Tamil', and an 'Officer Login' button. Below the header is a progress bar with six steps: Rules & Declaration, OTP, Personal Details (the current step, highlighted with a blue circle), Company Details, Help Call Details, and Preview Detail. The 'Personal Details' section contains two input fields: 'Name' with the value 'Rajesh' and 'Email ID' with the value 'abc@gmail.com'. Below these fields is a section for 'ID Proof (Pan/ Aadhar/ Driving Licence)' which shows a red PDF icon and the filename 'dummy (1).pdf'. A note below the upload area states: 'Note 1: Maximum 5 MB Allowed (Only JPG, JPEG, PNG, PDF are allowed)'. At the bottom center of the form is a blue 'Next' button.

- Once the document uploaded successfully, click Next button.



## COMPANY DETAILS

- Fill the mandatory company information.

**Biz Buddy**  
Industrial Help Desk

English Tamil Officer Login

Rules & Declaration OTP Personal Details **Company Details** Help Call Details Preview Detail

Click here if you are a new investor and don't have your company address yet.

Existing Investor

Enterprise Name  
ABC

Office address of the enterprise  
abc

City: chennai District: Chennai Pincode: 600106

Email ID of the Enterprise  
abc@gmail.com

Enterprise PAN Number  
ASDFG1234H

Enterprise GST Number  
Enter details here

Name of Promoter  
Rajesh

Alternate Contact Number  
Enter details here

Unit Address  Same as office Address  
abc

City: chennai District: Chennai Pincode: 600106

Previous Next

- Once filled all the mandatory company details, click Next button.



## HELP CALL DETAILS


- Fill the Help Call mandatory information details.
- Provide a Short brief on Help Call on the below Grievance Detail box.

The screenshot shows the 'Biz Buddy Industrial Help Desk' interface. On the left is a dark blue navigation sidebar with links: Home, FAQ, Terms & Conditions, Privacy Policy, User Help Manual, and Sitemap. The main content area features a progress bar with six steps: Rules & Declaration, OTP, Personal Details, Company Details, Help Call Details (the current step), and Preview Detail. Below the progress bar are several form fields: 'Issue Type' (dropdown menu with 'Approval' selected), 'Subject' (text input with 'Regarding Building Approval'), 'Sector' (dropdown menu with 'Pharmaceuticals' selected), 'Other Sector' (text input with 'Enter details here'), 'Referred By' (dropdown menu with 'Social Media' selected), 'Others' (text input with 'Enter details here'), and 'Investment' (text input with '3000000000' and a note '\* Three Hundred Crore'). The top right of the page includes language options for 'English' and 'Tamil', and an 'Officer Login' button. Logos for the Government of Tamil Nadu, Guidance TamilNadu, and FaMe TN are also visible.





## Previous filing details

- Fill the previous filing details with valid document and date of submission.
- Fill the Respective department and agency details with file number if applicable.
- Upload the acknowledgement copy.



### Biz Buddy

Industrial Help Desk



Previous filing details

---

Date  
15-05-2024


Department  
Energy Department

Agency  
Electrical Inspectorate

File Number  
A123

Address  
a

Upload Prior Submission Proof



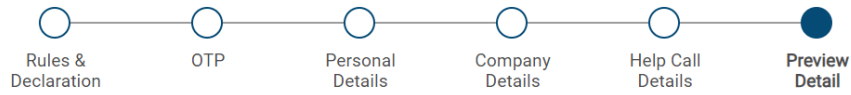
dummy.pdf

Note 1: Maximum 5 MB Allowed (Only JPG, JPEG, PNG, PDF are allowed)

Next Previous



Once the document and details filled, click preview for the final check before submitting the Help Call.



#### Personal Details

---

Name : Rajesh  
Phone Number : 9999999999

Email ID : abc@gmail.com

Employee ID Proof :



#### Company Details


---

Enterprise Name : ABC  
Managing Director Name : Rajesh  
Email ID of the Enterprise : abc@gmail.com  
Enterprise PAN Number : ASDFG1234H  
Enterprise HQ Address : A  
Company Unit Address : A  
Subject : a  
Sector : Heavy Industries  
Referred By : Friends  
Investment : 3000000000  
Employment : 20

Preview Detail

---



Date :	2024-05-15
Department :	Energy Department
Agency :	Electrical Inspectorate
File Number :	A123
Address :	a
Document :	

[Submit](#) [Previous](#)

- Once confirmed, click submit button.
- Any edit or changes need to be done, click Previous button and do the changes and submit the Help Call.
- Once Help call submitted, you will be notified via SMS and E-mail.



## E-MAIL NOTIFICATION

New Help call TNBB2406250206 has been submitted Inbox x



TNBIZB <no-reply@tnswp.com>  
to me

11:32AM (4 minutes ago) ☆ 😊 ↶ ⋮

Dear Rajesh,

This is a message from Tamil Nadu Industrial Guidance and Export Promotion Bureau.

Your Help Call **TNBB2406250206** has been submitted on 25/06/2024 on the Biz Buddy Portal.

The Help Call Details are as follows:

**Name of the Applicant:** Rajesh  
**Enterprise Name:** ABC  
**Name of the Proprietor/ Promoter:** Rajesh  
**Department:** Energy Department  
**Agency:** Electrical Inspectorate  
**Applicant Mobile:** [REDACTED]  
**Applicant Email:** [REDACTED]  
**Issue Type:** Approval  
**Subject:** a  
**Description:** a

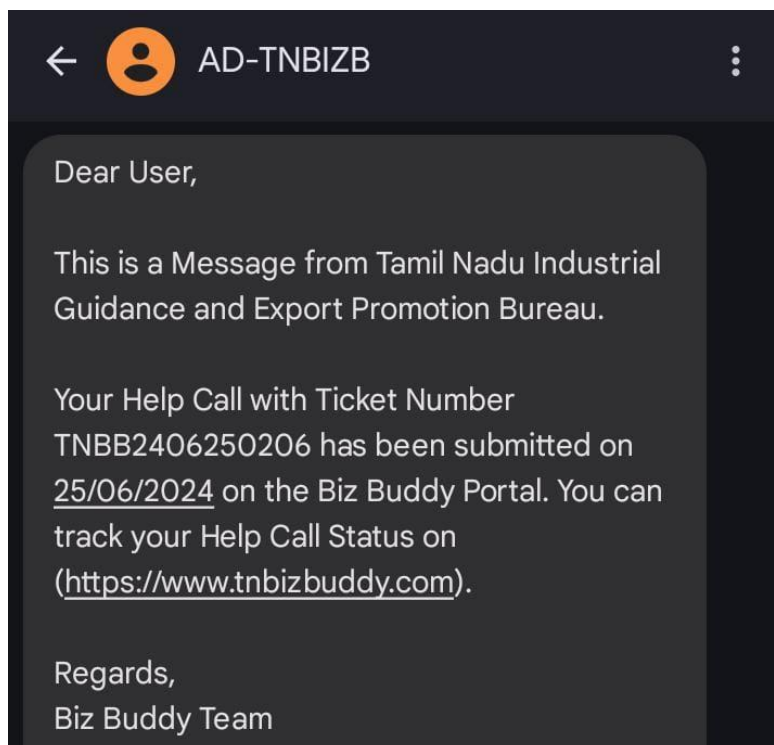
You can login and track the Help Call at - (<https://tnbizbuddy.com>).

Notice: The information contained in this e-mail message and/or attachments to it may contain confidential or privileged information. If you are not the intended recipient, any dissemination, use, review, distribution, printing or copying of the information contained in the e-mail message and/or attachments to it are strictly prohibited

Regards,  
Biz Buddy Team

**Note: This is a BizBuddy system generated mail for your information and necessary action. Please do not reply to this mail.**

## SMS NOTIFICATION



Once the user files a Help Call, it will be processed by Guidance Tamil Nadu before being rerouted to the respective departments/agencies based on the issue.



## TRACK THE HELP CALL STATUS

- Once the Help call submitted, you can track your help call status by clicking Track help call status.
- Enter your ticket number or phone number to track the help call status.

The screenshot shows the Biz Buddy Industrial Help Desk website. The header includes the Government of Tamil Nadu logo, the Biz Buddy title, and the tagline 'Industrial Help Desk'. Navigation links for 'INVEST to Grow', 'INNOVATE to Excel', and 'CREATE your Future' are present. A sidebar on the left contains links for Home, FAQ, Terms & Conditions, Privacy Policy, User Help Manual, and Sitemap. The main content area features a description of Biz Buddy as a dedicated industrial help desk. Below this are two buttons: 'Submit Help Call' and 'Track Help Call Status'. A video player on the right shows a video titled 'Biz Buddy Grievance Redressal Portal' with a duration of 0:00 / 1:47.

## Track Help Call Status

Ticket Number

or

Phone Number

Captcha

