



BIZ BUDDY

HELP CALL USER MANUAL

(MSME)

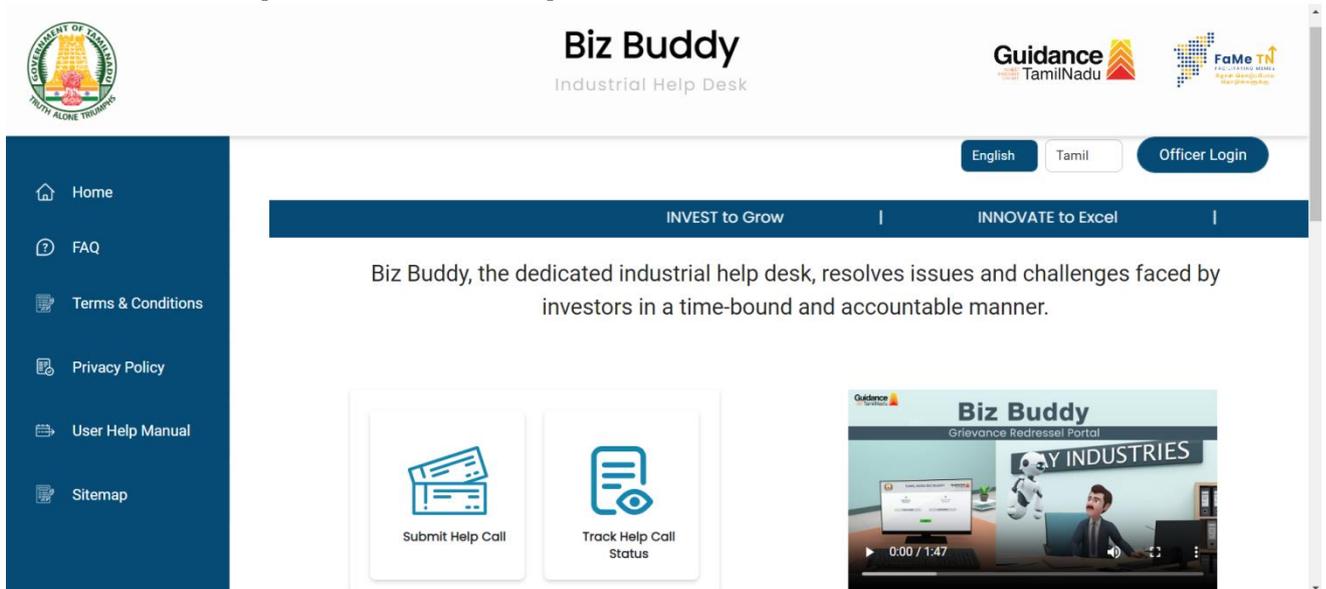


Biz Buddy is an Industry Help Desk which has been launched by the Honourable Tamil Nadu Chief Minister for resolving investor Help Call which hasn't been solved at the local levels.

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



MSME





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' 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 has a progress bar with six steps: Declaration (active), OTP, Personal Details, Company Details, Help Call Details, and Preview Detail. Below the progress bar, there are several declaration statements:

- I hereby declare that I previously submitted a Help Call regarding approvals/clearances with the relevant authorities, and it has not been resolved within 7 days.
- I confirm that I am the authorized company representative for raising a Help Call
- I hereby accept all Terms & Conditions.
- The Help Call is not due to an issue which is sub judice
- I acknowledge that I have read and understand the declarations

At the bottom of the form is a blue 'Next' button. In the top right corner, there are language options for 'English' and 'Tamil', and an 'Officer Login' button.

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

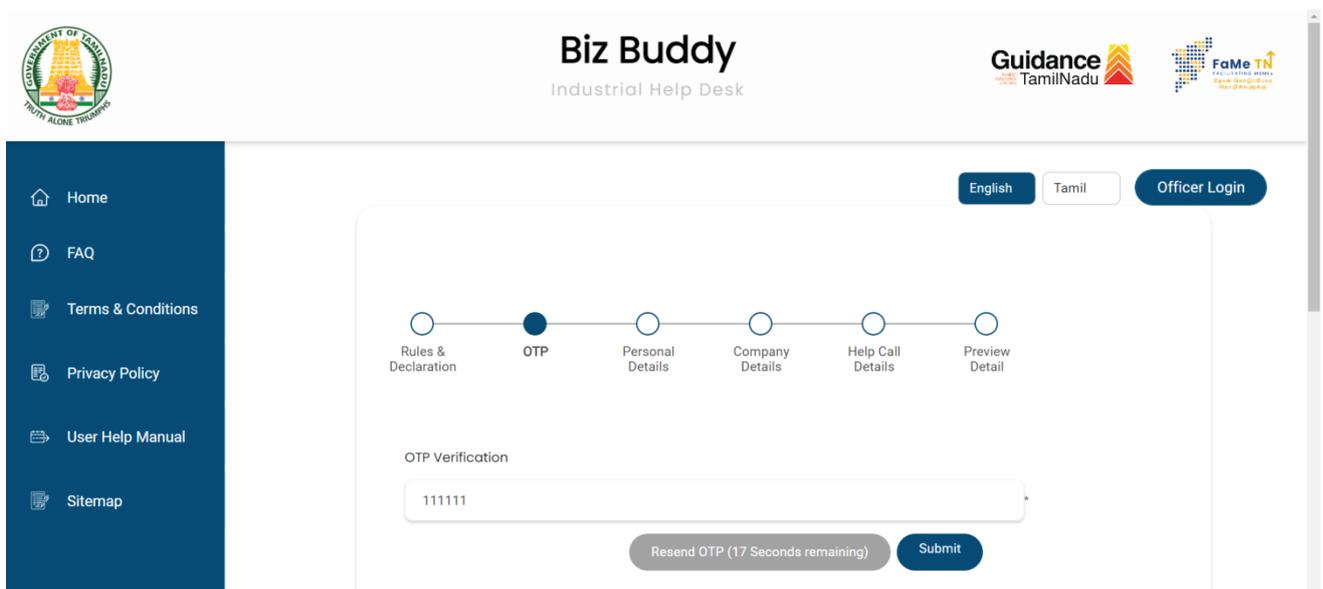
OTP-One Time Password

- 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. The header includes the Government of Tamil Nadu logo, the title "Biz Buddy Industrial Help Desk", and logos for "Guidance TamilNadu" and "FaMe TN". A navigation menu on the left lists: 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 (current step), Personal Details, Company Details, Help Call Details, and Preview Detail. Below the progress bar, there is an "OTP Verification" section with a text input field labeled "Enter phone number" and a "Send OTP" button. A "Next" button is located below the input field. Language options "English" and "Tamil" are visible, along with an "Officer Login" button.

- 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.



The screenshot shows the Biz Buddy Industrial Help Desk interface at the OTP Verification step. The header and navigation menu are the same as in the previous screenshot. The progress bar shows the "OTP" step as the current step. The "OTP Verification" section now has the input field containing the number "111111". Below the input field, there is a "Resend OTP (17 Seconds remaining)" button and a "Submit" button. The "Next" button is no longer visible.



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.

Biz Buddy
Industrial Help Desk

Guidance TamilNadu | FaMe TN

English | Tamil | Officer Login

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

Name
Rajesh

Email ID
abc@gmail.com

ID Proof (Pan/ Aadhar/ Driving Licence)

PDF
dummy (1).pdf

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

Next

- Once the document uploaded successfully, click Next button.



COMPANY DETAILS

- Fill the mandatory company information.



Biz Buddy

Industrial Help Desk



English

Tamil

Officer Login

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.

Company Category

Manufacturing

Existing MSME with or without Udyam Number

Udyam Number I dont have Udyam Number

Enter details here

Enterprise Name

ABC

Office address of the enterprise

A

City	District	Pincode
A	Chennai	600106

Email ID of the Enterprise

abc@gmail.com

Enterprise PAN Number

ASDFG1234H

Enterprise GST Number

Enter details here

Name of Proprietor/ Promoter

Rajesh

Alternate Contact Number

Enter details here

Unit Address Same as office Address

A

City	District	Pincode
A	Chennai	600106

Next

Previous



- 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.



Biz Buddy

Industrial Help Desk



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

Help Call Type

Grievance related to pending clearance/ Approval

I. Please select 'Grievance related to pending clearance/ Approval' if you have already visited the department and the query hasn't been resolved yet.
II. Please select 'General grievance' if it is a new grievance
III. Please select 'Request for information' if you are seeking any information regarding the scheme or program

Subject

a

Sector

Heavy Industries

Referred By

Friends

Others

Enter details here

Investment

100000000 Ten Crore

Employment

20

Grievance Details

a

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.



TRUTH ALONE TRIUMPHS

Biz Buddy

Industrial Help Desk



Guidance TamilNadu



FaMe TN
FACILITATING MSMEs
தொல் கொடுப்போம்
தொழில்களுக்கு

- Home
- FAQ
- Terms & Conditions
- Privacy Policy
- User Help Manual
- Sitemap

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

Issue Type : Grievance related to pending clearance/ Approval

Subject : a

Sector : Heavy Industries

Referred By : Friends

Investment : 100000000

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

3:44 PM (27 minutes ago)



Dear Rajesh,

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

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]@gmail.com
Issue Type: Approval
Subject: a
Description: a

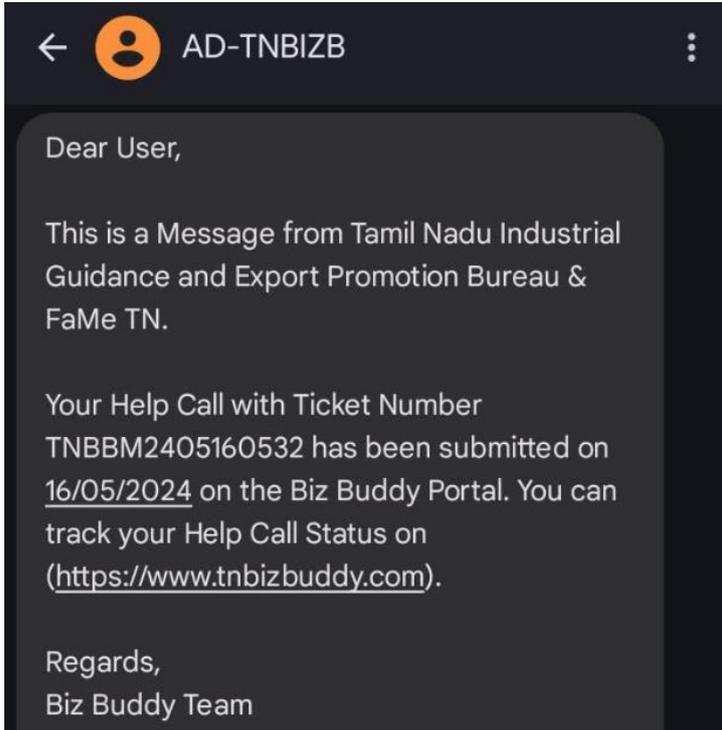
You can login and track the Help Call at - (<https://tnbizbuddy.com>).

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 FaMeTN 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.

Biz Buddy
Industrial Help Desk

INVEST to Grow | INNOVATE to Excel | CREATE your Future

Biz Buddy, the dedicated industrial help desk, resolves issues and challenges faced by investors in a time-bound and accountable manner.

Submit Help Call | Track Help Call Status

Biz Buddy
Grievance Redressal Portal
FOR ALL INDUSTRIES

Track Help Call Status

Ticket Number

or

Phone Number

Captcha

