

O/o. Inspector General of Registration,
Chennai 600 028.

Circular

No.20274/CS1/19, dated:17.9.22

Sub: Registration Department – Ease of doing business –
Implementation of District Level Business Reforms Action
Plan 2022 (BRAP) – Instructions issued - regarding.

With reference to the implementation of the citizen-centric reforms under Business Reforms Action Plan 2022 (BRAP), it is hereby directed for the following services to be processed through online.

- Marriage Certificate
- Encumbrance Certificate

It is our responsibility to inform the citizen that the following facilities are available in Registration Department's Web site:

- Information regarding procedure, checklist of documents, fees, etc.
- Applicant to submit application online
- Applicant to upload supporting documents
- Applicant to make payment of requisite fees, if any
- Applicant to track the status of application
- Department officials to raise queries to applicants and applicant can respond to such queries
- An applicant to download the final certificate

Further, it is instructed to follow the instructions listed below in this regard:

- Department officials shall not ask the applicant to submit the application form and / or supporting documents and / or respond to queries in hard copy or any other form.

- There will be no physical touch points between the department officials and the applicant during the entire application cycle, except in cases where inspection/site visit/physical visit of applicant is mandated by Law.
- Applications and queries will have to be processed only through the online system.
- The application shall be processed within the timelines mentioned in Annexure.
- In case, if the stipulated timelines are not met, the applicant are to be informed that they can raise grievance with this office. Upon receipt of the grievance, necessary action (penalty imposition) shall be initiated on Officials concerned.

All the officers are requested to take note of the above instructions.

S/d...17-9-22

Inspector General of Registration

for Inspector General of Registration

To
All Sub Registrars
All District Registrars

Copy to

1. Tamil Nadu Industrial Guidance & Export Promotion Bureau,
19-A, Rukmani Lakshmipathy Road, Egmore, Chennai-8.
2. All Deputy Inspector Generals of Registration

Annexure

#	Service / Reform area	Timeline to process the application (in days)
1	Marriage Certificate	3 Working days
2	Encumbrance Certificate	3 Working days

