

DEPARTMENT OF INDUSTRIAL POLICY AND PROMOTION
Ministry of Commerce and Industry, Government of India

Business Reforms Action Plan 2017 for States/UTs

| S. No. | Area | Recommendation | Department |
|--------------------------------------|--|---|-----------------------|
| 1. Labour Regulation-Enablers | | | |
| 1. | Labour Regulation-Enablers | Mandate online filing of single integrated return and applicable payments under all Labour Laws | Department of Labour |
| 2. | | Introduce a provision for self-certification /third party certification for boilers during use u/s 34(3) of the Boilers Act, 1923, by persons having requisite qualification and experience | Factories and Boilers |
| 3. | | Introduce a provision for issuing Factory License and all subsequent renewals with validity of 10 years or more | Factories and Boilers |
| 4. | | Eliminate the requirement of inspection prior to registration under the Shops and Establishment Act and ensure that the registration is granted within one day from the date of application | Department of Labour |
| 5. | Registration and grant and renewal of license under The Factories Act, 1948 | Publish information about the procedure and comprehensive list of documents on the Department's web site | Factories and Boilers |
| 6. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Factories and Boilers |
| 7. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Factories and Boilers |
| 8. | | Ensure that the system allows the user to download the final signed approval certificate from the online portal | Factories and Boilers |
| 9. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Factories and Boilers |
| 10. | Approval of plan and permission to construct/extend/or take into use any building as a factory | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Factories and Boilers |
| 11. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete | Factories and Boilers |

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| | under the Factories Act, 1948 | application | |
| 12. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Factories and Boilers |
| 13. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Factories and Boilers |
| 14. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Factories and Boilers |
| 15. | Registration and Renewal of Boilers under The Boilers Act, 1923 | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Factories and Boilers |
| 16. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Factories and Boilers |
| 17. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Factories and Boilers |
| 18. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Factories and Boilers |
| 19. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Factories and Boilers |
| 20. | Approval for Boiler manufacturer and renewal thereof | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Factories and Boilers |
| 21. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Factories and Boilers |

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| 22. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Factories and Boilers |
| 23. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Factories and Boilers |
| 24. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Factories and Boilers |
| 25. | Approval for Boiler erector and renewal thereof | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Factories and Boilers |
| 26. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Factories and Boilers |
| 27. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Factories and Boilers |
| 28. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Factories and Boilers |
| 29. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Factories and Boilers |
| 30. | | License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Publish information about the procedure and a comprehensive list of documents that on the Department's web site |
| 31. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | | Department of Labour |
| 32. | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and | | Department of Labour |

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| | | mandate that all applications are submitted online | |
| 33. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Department of Labour |
| 34. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Department of Labour |
| 35. | Registration and renewal under The Shops and Establishment Act | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Department of Labour |
| 36. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Labour |
| 37. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Labour |
| 38. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Department of Labour |
| 39. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Department of Labour |
| 40. | Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Department of Labour |
| 41. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Labour |
| 42. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Labour |
| 43. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Department of Labour |

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| 44. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Department of Labour |
| 45. | Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 | Publish information about the procedure and a comprehensive list of documents on the Department's web site | Department of Labour |
| 46. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Labour |
| 47. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Labour |
| 48. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Department of Labour |
| 49. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Department of Labour |
| 50. | Registration of establishment under the Inter State Migrant Workmen(RE&CS)Act,1979 | Publish information on about the procedure and a comprehensive list of documents that on the Department's web site | Department of Labour |
| 51. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Labour |
| 52. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Labour |
| 53. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Department of Labour |

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| 54. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Department of Labour |
| 2. Contract enforcement | | | |
| 55. | Commercial Dispute Resolution Enablers | Establish a specialized division/bench under the High Court to hear commercial disputes | Department of Law and Justice |
| 56. | | Establish specialized commercial courts (in major towns/cluster of district so as to cover the whole State) to hear and resolve the commercial disputes | Department of Law and Justice |
| 57. | | Ensure at least 90% of the vacancies in specialized Commercial courts been filled up | Department of Law and Justice |
| 58. | | Ensure that the time standards for commercial disputes are adhered for the following key court events: <ul style="list-style-type: none"> i. First hearing; ii. Filing of the statement of defense; iii. Completion of the evidence period; iv. Filing of testimony by expert; and v. Submission of the final judgment | Department of Law and Justice |
| 59. | | Limit the maximum number of adjournments that can be granted in commercial disputes | Department of Law and Justice |
| 60. | | Limit the adjournments to unforeseen and exceptional circumstances | Department of Law and Justice |
| 61. | | Merge payment of court fees and process fees into a single transaction/procedure | Department of Law and Justice |

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| 62. | | Publish model commercial contract templates in public domain in downloadable and editable format along with instructions to use them | Department of Law and Justice |
| 63. | Paper-less Courts | Design and implement a system that allows e-filing for commercial disputes in Commercial courts | Department of Law and Justice |
| 64. | | Design and implement a system that allows issuance of e-summons for commercial disputes in Commercial courts | Department of Law and Justice |
| 65. | | Design and implement a system that allows publishing of e-cause lists for commercial disputes in Commercial courts | Department of Law and Justice |
| 66. | | Design and implement a system that allows e-payment of court fees and process fees for Commercial disputes in Commercial courts | Department of Law and Justice |
| 67. | | Design and implement a system that allows issuance of digitally signed court orders in Commercial courts | Department of Law and Justice |
| 3. Registering property | | | |
| 68. | Property Registration - Enablers | Digitize land transaction deeds of last 5 years at all sub-registrar offices and make the same available on an online system | Registration & Stamps |
| 69. | | Digitize land records of last 5 years at all land records offices and publish the updated land records online in public domain | Registration & Stamps |
| 70. | | Digitize land records of last 5 years at local municipality office and publish the updated land records online in public domain | Registration & Stamps |
| 71. | | Digitize Property tax payment records of last 5 years with a functionality to view balance payments at all local municipality offices and publish the updated records online in public domain | Municipal Corporation/ Registration & Stamps |

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| 72. | | Digitize cadastral maps of all rural areas in the state | Revenue Department |
| 73. | | Integrate last 5 years data at all sub-registrar offices, all land records offices and all local municipality offices to facilitate property wise mapping of transactions | Registration & Stamps |
| 74. | | Ensure that statistics of land disputes is maintained in all sub- registrar and land record offices and also, ensure to publish list of current disputes in public domain | Registration & Stamps/ Revenue Department |
| 75. | | Integrate all sub-registrar offices with PAN or Aadhar data to create a State level database to verify the accuracy of documents | Registration & Stamps |
| 76. | | Integrate land record databases with Judicial database (Revenue) to provide complete picture of current land disputes | Registration & Stamps/ Department of Law |
| 77. | | Integrate the mutation process with the registration process and allow intimation of mutation as soon as the deed is registered | Registration & Stamps |
| 78. | | Property Registration-Online systems | Publish information about the procedure and a comprehensive list of documents required for property registration on the Department's web site |
| 79. | Provide model deed templates for sale, gift, lease, mortgage and rent in downloadable and editable format along with instructions to use them | | Registration & Stamps |
| 80. | Design and implement a system that allows online application and payment for submission and verification of document and mandate that all applications are submitted online and mandate that all applications are submitted online | | Registration & Stamps |
| 81. | The online system should have the facility of auto calculation of the applicable fee and stamp duty as per the valuation of the property | | Registration & Stamps |
| 82. | The online system should have the facility of auto generation of appointment (date and time) on making the required payment online at respective SRO offices | | Registration & Stamps |

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| 83. | | The registration of the transaction deed to be provided to related parties on the same day of appointment | Registration & Stamps |
| 84. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Registration & Stamps |
| 85. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for document registration and mutation of land | Registration & Stamps |
| 4. Inspection enablers | | | |
| 86. | Inspection reform enablers | Institutionalize a Central Inspection System responsible for undertaking compliance inspections of the departments concerned | Labour, Factories and Boilers, State Pollution Control Board |
| 87. | | Design and develop an online inspection system for scheduling of inspections | Labour, Factories and Boilers, State Pollution Control Board |
| 88. | | Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the Central Inspection System | Labour, Factories and Boilers, State Pollution Control Board |
| 89. | | Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all the labour laws | Department of Labour |
| 90. | | Exempt low risk industries with a history of satisfactory compliance from labour compliance inspections, or allow self-certification in lieu of conducting physical inspections under all the Labour laws | Department of Labour |
| 91. | | Mandate synchronized/joint- inspection under all of the following acts: I. Inspection under The Equal Remuneration Act, 1976 II. Inspection under The Factories Act, 1948 III. Inspection under The Maternity Benefit Act, 1961 IV. Inspection under The Minimum Wages Act, 1948 | Factories and Boilers |

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| | | V. Inspection under The Shops and Establishments Act (as applicable) VI. Inspection under The Labour Welfare Fund Act (as applicable) VII. Inspection under The Payment of Bonus Act, 1965 VIII. Inspection under The Payment of Wages Act, 1936 IX. Inspection under The Payment of Gratuity Act, 1972 X. Inspection under The Contract Labour (Regulation and Abolition) Act, 1970 | |
| 92. | | Differentiate compliance inspection requirements based on industry pollution categorization such as Red, Amber(Orange), and Green under all environment/pollution laws | State Pollution Control Board |
| 93. | | Allow third party certifications instead of Departmental inspections under all the labour and environment/pollution laws for medium risk industries | Labour/ State Pollution Control Board |
| 94. | | Exempt Green industries with a history of satisfactory compliance from environmental compliance inspection, or allow self-certification (in lieu of conducting physical inspections) | State Pollution Control Board |
| 95. | Inspection of the business premises for VAT (Value Added Tax) registration | Publish a well-defined inspection procedure and checklist on department's web site | Commercial Tax |
| 96. | | Design and implement a computerized system for identifying establishments that need to be inspected based on risk assessment | Commercial Tax |
| 97. | | Mandate online submission of inspection report within 24 hours to the Department | Commercial Tax |
| 98. | | Allow establishments to view and download submitted inspection reports of at least past two years | Commercial Tax |
| 99. | | Design and implement a system for computerized allocation of inspectors | Commercial Tax |
| 100. | Inspection by Building Proposal Office/ relevant agency as part of obtaining construction | Publish a well-defined inspection procedure and checklist on department's web site | All ULBs/IDCs/Development Authorities/T&CP |

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| 101. | permit | Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment | All ULBs/IDCs/Development Authorities/T&CP |
| 102. | | Mandate online submission of inspection report within 24 hours to the Department | All ULBs/IDCs/Development Authorities/T&CP |
| 103. | | Allow establishments to view and download submitted inspection reports of at least past two years | All ULBs/IDCs/Development Authorities/T&CP |
| 104. | | Design and implement a system for computerized allocation of inspectors | All ULBs/IDCs/Development Authorities/T&CP |
| 105. | Inspection by Appropriate Authority for felling trees (prior to commencement of construction activities) | Publish a well-defined inspection procedure and checklist on department's web site | Tree Authority/ Forest |
| 106. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Tree Authority/ Forest |
| 107. | | Mandate online submission of inspection report within 24 hours to the Department | Tree Authority/ Forest |
| 108. | | Allow establishments to view and download submitted inspection reports of at least past two years | Tree Authority/ Forest |
| 109. | | Design and implement a system for computerized allocation of inspectors | Tree Authority/ Forest |
| 110. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Tree Authority/ Forest |

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| 111. | Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/completion certificate | Publish a well-defined inspection procedure and checklist on department's web site | All ULBs/IDCs/Development Authorities/T&CP |
| 112. | | Design and implement a computerized system for identifying building/area that need to be inspected based on risk assessment | All ULBs/IDCs/Development Authorities/T&CP |
| 113. | | Mandate online submission of inspection report within 24 hours to the Department | All ULBs/IDCs/Development Authorities/T&CP |
| 114. | | Allow establishments to view and download submitted inspection reports of at least past two years | All ULBs/IDCs/Development Authorities/T&CP |
| 115. | | Design and implement a system for computerized allocation of inspectors | All ULBs/IDCs/Development Authorities/T&CP |
| 116. | Compliance Inspection under The Equal Remuneration Act, 1976 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 117. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 118. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 119. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |

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| 120. | Compliance Inspection under The Factories Act, 1948 | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 121. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 122. | | Publish a well-defined inspection procedure and checklist on department's web site | Factories and Boilers |
| 123. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Factories and Boilers |
| 124. | | Mandate online submission of inspection report within 24 hours to the Department | Factories and Boilers |
| 125. | | Allow establishments to view and download submitted inspection reports of at least past two years | Factories and Boilers |
| 126. | | Design and implement a system for computerized allocation of inspectors | Factories and Boilers |
| 127. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Factories and Boilers |
| 128. | Compliance Inspection under The Minimum Wages Act, 1948 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 129. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 130. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 131. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |
| 132. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 133. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |

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| 134. | Compliance Inspection under The Shops and Establishments Act (as applicable) | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 135. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 136. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 137. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |
| 138. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 139. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 140. | Compliance Inspection under The Payment of Bonus Act, 1965 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 141. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 142. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 143. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |
| 144. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 145. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 146. | Compliance Inspection under The Payment of Wages Act, 1936 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 147. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |

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| 148. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 149. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |
| 150. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 151. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 152. | Compliance Inspection under The Payment of Gratuity Act, 1972 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 153. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 154. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 155. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |
| 156. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 157. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 158. | Compliance Inspection under The Contract Labour (Regulation and Abolition) Act, 1970 | Publish a well-defined inspection procedure and checklist on department's web site | Department of Labour |
| 159. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | Department of Labour |
| 160. | | Mandate online submission of inspection report within 24 hours to the Department | Department of Labour |
| 161. | | Allow establishments to view and download submitted inspection reports of at least past two years | Department of Labour |

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| 162. | | Design and implement a system for computerized allocation of inspectors | Department of Labour |
| 163. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | Department of Labour |
| 164. | Compliance Inspection under The Water (Prevention and Control of Pollution) Act, 1974 | Publish a well-defined inspection procedure and checklist on department's web site | State Pollution Control Board |
| 165. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | State Pollution Control Board |
| 166. | | Mandate online submission of inspection report within 24 hours to the Department | State Pollution Control Board |
| 167. | | Allow establishments to view and download submitted inspection reports of at least past two years | State Pollution Control Board |
| 168. | | Design and implement a system for computerized allocation of inspectors | State Pollution Control Board |
| 169. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | State Pollution Control Board |
| 170. | | Compliance Inspection under The Air (Prevention and Control of Pollution) Act, 1981 | Publish a well-defined inspection procedure and checklist on department's web site |
| 171. | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | | State Pollution Control Board |

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| 172. | | Mandate online submission of inspection report within 24 hours to the Department | State Pollution Control Board |
| 173. | | Allow establishments to view and download submitted inspection reports of at least past two years | State Pollution Control Board |
| 174. | | Design and implement a system for computerized allocation of inspectors | State Pollution Control Board |
| 175. | | Mandate that the same inspector will not inspect the same establishment twice consecutively | State Pollution Control Board |
| 5. Single window System | | | |
| 176. | Single Window | Establish a dedicated single window agency as the sole point of contact for setting up a business in State | Single Window Body |
| 177. | | Ensure that the single window agency has been set up through a legislation | Single Window Body |
| 178. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for issuing all approvals being provided by single window agency | Single Window Body |
| 179. | | Define clear timelines mandated through legislation or through notification under the Public Service Delivery Guarantee Act for issuing intent letter, granting sanction and disbursal of applicable incentives as per the industrial/sectoral policy in the State | Single Window Body |
| 180. | Online Single Window System | Design and implement an online single window system with functionality for online application submission, payment and approvals and mandate that all applications are submitted online | Single Window Body |

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| 181. | | Implement a standardized online Common Application Form (CAF) combining applications of all services wherein common information such as applicant's name, project details, address etc. and common documents are required to be provided only once through single window system | Single Window Body |
| 182. | | Ensure 'Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996' is provided as a service through the online single window system facilitating the online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 183. | | Ensure 'Registration certificate of Establishment Inter State Migrant Workmen(RE&CS)Act,1979 (License of Contractor Establishment)' is provided as a service through the online single window system facilitating the online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 184. | | Ensure 'Registration under weights and measures, 1998' is provided as a service through the online single window system facilitating online application, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 185. | | Ensure 'Consent to establish (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 186. | | Ensure 'Consent to operate (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 187. | | Ensure 'Authorization under Hazardous Waste Rules' is provided as a service through the online single window system facilitating online | Single Window Body |

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| | | application submission, payments, tracking of status, approvals and issuance of the certificate(s) | |
| 188. | | Ensure 'Registration under Shops and Establishments Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 189. | | Ensure 'Permission for engaging contractor for labour' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 190. | | Ensure 'Factories license' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 191. | | Ensure 'Factory building plan approval' (under the Factories Act, 1948) is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 192. | | Ensure 'Registration under Boiler Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 193. | | Ensure 'Change of land use' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 194. | | Ensure 'Approval of building plans' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 195. | | Ensure 'NOC from Fire Department' is provided as a service through the online single window system facilitating online application submission, | Single Window Body |

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| | | payments, tracking of status, approvals and issuance of the certificate(s) | |
| 196. | | Ensure renewal of 'Consent to operate (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 197. | | Ensure renewal under 'Shops and Establishments Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 198. | | Ensure renewal under 'Factories license' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 199. | | Ensure renewal under 'Registration under Boiler Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) | Single Window Body |
| 200. | | Ensure 'electricity connection' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals | Single Window Body |
| 201. | | Ensure 'water connection' provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals | Single Window Body |
| 202. | | Publish information on the procedure, timelines and a comprehensive list of documents that are required to be submitted for applying for various incentives in the state | Single Window Body |
| 203. | | Ensure that incentives of all applicable industrial/sectoral policies are applied through a common form without the physical touch points | Single Window Body |

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| 204. | | Mandate that all queries/clarifications related to investor's application are sought once and within 7 days of receiving the application | Single Window Body |
| 205. | | Ensure that the Single Window System sends out SMS/e-mail notification to the applicant as and when the application is submitted and/or query is raised and/or application is approved/rejected | Single Window Body |
| 206. | | Ensure that incentives under Industrial/Sectoral Policy are provided as a service through the online single window system (for intent letter, sanction and disbursement) facilitating online application submission and tracking of status and approvals | Single Window Body |
| 6. Land availability and allotment | | | |
| 207. | Availability of land | Ensure information on land banks for industrial use is publicly available online at one place | All IDCs and equivalent |
| 208. | | Design and implement a GIS system to provide details about the land earmarked for industrial use across the State | All IDCs and equivalent |
| 209. | | Ensure that the GIS system provides details about available infrastructure such as road, water, electrical substation and poles, proximity to National/State highways, Railway lines etc. for all industrial land banks of State | All IDCs and equivalent |
| 210. | Land Allotment | Define objective criteria, applicable for all industrial land, for evaluating land allotment application for industrial use | All IDCs and equivalent |
| 211. | | Publish information about the procedure and a comprehensive list of documents required to be submitted for land allotment on the web site | All IDCs and equivalent |
| 212. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for land allotment | All IDCs and equivalent |
| 213. | | Design and implement a land allotment system that allows online application and payment without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | All IDCs and equivalent |

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| 214. | | Ensure that the system allows users to download the final signed land allotment certificate from the online portal | All IDCs and equivalent |
| 215. | | Allow third parties to easily verify the land allotment certificates in the public domain of at least past two years | All IDCs and equivalent |
| 216. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for processing of application for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/IDCs | Revenue/T&CP and equivalent |
| 7. Construction Permit Enablers | | | |
| 217. | Construction Permit Enablers | Enact a comprehensive uniform building code/building by-law applicable to the entire State | All ULBs/IDCs/Development Authorities/T&CP |
| 218. | | Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings | All ULBs/IDCs/Development Authorities/T&CP |
| 219. | | Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process | All ULBs/IDCs/Development Authorities/T&CP |
| 220. | | Define mandatory qualifications for architects, structural engineers and contractors in the uniform building by-law applicable in State | All ULBs/IDCs/Development Authorities/T&CP |
| 221. | | Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain | All ULBs/IDCs/Development Authorities/T&CP |
| 222. | | Establish a dedicated conflict resolution mechanism for land and construction permits | All ULBs/IDCs/Development Authorities/T&CP |

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| 223. | | Conduct a survey of all industrial areas of State and create a list of plots with trees and publish online a comprehensive information on type of trees | Forest Department/IDCs |
| 224. | | Publish online the detailed information on applicable replanting requirements for plots with varying tree populations | Forest Department/IDCs |
| 225. | | Allow authorized architects to issue the completion certificate at all urban areas and IDCs, instead of requiring a separate completion certificate to be issued | All ULBs/IDCs/Development Authorities/T&CP |
| 226. | | Implement a system to allow approval based on third party certification (during construction and/or completion stage, as applicable) of structural design and architectural drawings by authorized structural engineers and architects respectively across all urban areas and IDCs | All ULBs/IDCs/Development Authorities/T&CP |
| 227. | | Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval into one affidavit/undertaking | All ULBs/IDCs/Development Authorities/T&CP |
| 228. | Building Plan Approval | Publish information about the procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State approvals (prior to plinth and pre - occupancy) on the web site | All ULBs/IDCs/Development Authorities/T&CP |
| 229. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation to grant construction permits including all required approvals; pre-construction, during construction and post construction | All ULBs/IDCs/Development Authorities/T&CP |
| 230. | | Mandate that a single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs | All ULBs/IDCs/Development Authorities/T&CP |
| 231. | | Design and develop an online single window system for granting construction permits with following functionalities: | All |

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| | | <ul style="list-style-type: none"> i. A common integrated application for all internal and external agencies required to provide applicable NOCs/Approvals such as Fire Services, Water body, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc. ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification iii. The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software iv. Ensure that the system issues digitally signed approved building plan within 30 days from the date of application v. Provision for e-intimation to authorities of plinth level completion vi. Provision for online issuance of certificate of inspections vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment viii. Provision for online issuance of digitally signed occupancy cum completion certificate to the applicant | ULBs/IDCs/Development Authorities/T&CP |
| 232. | | Define clear timelines mandated through legislation for sanctioning of building permits in 30 days | All ULBs/IDCs/Development Authorities/T&CP |
| 233. | | Stipulate that construction permits, including sanctioning of building permits, inspections during construction stage and final completion cum occupancy certificate are provided within 45 days | All ULBs/IDCs/Development Authorities/T&CP |
| 234. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | All ULBs/IDCs/Development |

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| | | | Authorities /T&CP |
| 235. | NOC for tree felling and tree transit from Tree Authority/ Appropriate Authority (prior to commencement of construction activities) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Tree Authority/ Forest/Revenue |
| 236. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Tree Authority/ Forest/Revenue |
| 237. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Tree Authority/ Forest/Revenue |
| 238. | | Ensure that the system allows user to download the final signed approval certificate from the online portal | Tree Authority/ Forest/Revenue |
| 239. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Tree Authority/ Forest/Revenue |
| 240. | Tree Transit permission | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Tree Authority/ Forest |
| 241. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Tree Authority/ Forest |
| 242. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Tree Authority/ Forest |
| 243. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Tree Authority/ Forest |

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| 244. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Tree Authority/ Forest |
| 245. | NOC for Fire Department (prior to commencement of construction activities) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Fire Services Department |
| 246. | | Define clear timelines mandated through legislation for approval of application | Fire Services Department |
| 247. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Fire Services Department |
| 248. | | Ensure that the system allows users to download the final signed approval certificate from the online portal | Fire Services Department |
| 249. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Fire Services Department |
| 8. Environmental Registration Enablers | | | |
| 250. | Environmental Registration Enablers | Notify a list of white category industries, which are exempted from taking clearances from State pollution control board | State Pollution Control Board |
| 251. | | Allow for auto-renewal of Consent to Establish (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification and ensure that majority of establishments avail this provision | State Pollution Control Board |
| 252. | | Allow for auto-renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification and ensure that majority of establishments avail this provision | State Pollution Control Board |

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| 253. | | Issue Consent to Operate with a validity period of 5 years or above | State Pollution Control Board |
| 254. | | Issue Consent to Establish with a validity period of 5 years or above | State Pollution Control Board |
| 255. | Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | State Pollution Control Board |
| 256. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | State Pollution Control Board |
| 257. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | State Pollution Control Board |
| 258. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. | State Pollution Control Board |
| 259. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | State Pollution Control Board |
| 260. | | Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981 | Publish information about the procedure and a comprehensive list of all documents required on the Department's web site |
| 261. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | | State Pollution Control Board |

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| 262. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | State Pollution Control Board |
| 263. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. | State Pollution Control Board |
| 264. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | State Pollution Control Board |
| 265. | Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | State Pollution Control Board |
| 266. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | State Pollution Control Board |
| 267. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | State Pollution Control Board |
| 268. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. | State Pollution Control Board |
| 269. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | State Pollution Control Board |
| 270. | Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | State Pollution Control Board |

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| 271. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | State Pollution Control Board |
| 272. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | State Pollution Control Board |
| 273. | | Ensure that the system allows users to download the final signed approval certificate from the online portal | State Pollution Control Board |
| 274. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | State Pollution Control Board |
| 275. | Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | State Pollution Control Board |
| 276. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | State Pollution Control Board |
| 277. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | State Pollution Control Board |
| 278. | | Ensure that the system allows users to download the final signed approval certificate from the online portal | State Pollution Control Board |
| 279. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | State Pollution Control Board |

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| 9. Obtaining utility permits | | | |
| 280. | Obtaining Electricity Connection | Ensure that DisComs uses automated tools to monitor outages in all Industrial areas of State | All Discoms |
| 281. | | Ensure that DisComs uses automated tools for service restoration in all Industrial areas of State | All Discoms |
| 282. | | Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain | All Discoms |
| 283. | | Ensure that total outage cap is fixed by regulator for a quarter/year and the Discoms compensates customers for outages that go over the fixed cap automatically | All Discoms |
| 284. | | Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle | All Discoms |
| 285. | | Reduce the number of documents required for obtaining the electricity connection to only two i.e. proof of ownership/occupancy and authorization document (in case of firm/company) | All Discoms |
| 286. | | Allow third party inspection of internal installations and ensure that majority of establishments avail this provision | All Discoms |
| 287. | | Ensure that users are provided a fixed cost estimate based on the load (KVA/KW) required for obtaining electricity connection in all industrial areas of State and ensure these charges (demand note) is generated through the online system | All Discoms |
| 288. | | Implement a system that allows online application submission, payment and tracking of status without the need for a physical touch point for document submission for new electricity connection and mandate that all applications are submitted online | All Discoms |
| 289. | | Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in | All Discoms |

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| | | Fifteen days where RoW is required from concerned agencies | |
| 290. | | Design and develop an online system for granting road cutting permissions in a manner that it allows online application submission, payment, document submission and approvals. | PWD |
| 291. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application for granting 'Right of Way' (RoW) permission | PWD |
| 292. | | Allow third parties to easily verify the authenticity of electricity connections and respective premise/entity/individual through online system in the public domain | All Discoms |
| 293. | Certification of Electrical Installation by Chief Electrical Inspector | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Electrical Inspectorate |
| 294. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Electrical Inspectorate |
| 295. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Electrical Inspectorate |
| 296. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. | Electrical Inspectorate |
| | | | |

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| 297. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Electrical Inspectorate |
| 298. | Obtaining water connection | Publish information about the procedure and a comprehensive list of documents required by all relevant agencies for providing water connection in urban and industrial areas of State on the Department's web site | Water Department/All concerned agencies |
| 299. | | Define clear timelines mandated through legislation for obtaining water connection by all concerned agencies | Water Department/All concerned agencies |
| 300. | | Design and implement an integrated system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies and mandate that all applications are submitted online | Water Department/All concerned agencies |
| 10. Paying Taxes | | | |
| 301. | Tax enablers | Ensure that users are provided assistance for e-filing at service centers | Commercial Tax |
| 302. | | Establish a helpline providing basic services and assisting users in preparing and filing returns | Commercial Tax |
| 303. | | Mandate that VAT refund payment should directly be paid into organization's account within 60 days | Commercial Tax |
| 304. | | Implement a system for risk based audit related to tax compliance | Commercial Tax |
| 305. | | Introduce a system for advance tax ruling for State level taxes on the lines of Income Tax Act | Commercial Tax |
| 306. | | Publish forms relating to information captured at check posts and make them available online | Commercial Tax |

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| 307. | | Phase out static check posts and implement random checking by mobile squads | Commercial Tax |
| 308. | | Ensure that the provision for uploading way bill/forms is available on the department's website | Commercial Tax |
| 309. | | Provide green channel facility i.e. no checking of documents at the check post if the requisite information is provided in advance except checking of weight if required | Commercial Tax |
| 310. | Registration for Value Added Tax (VAT) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Commercial Tax |
| 311. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Commercial Tax |
| 312. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Commercial Tax |
| 313. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Commercial Tax |
| 314. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Commercial Tax |
| 315. | | Registration for Central Sales Tax (CST) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 316. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | | Commercial Tax |
| 317. | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | | Commercial Tax |

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| 318. | Registration for Profession Tax | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Commercial Tax |
| 319. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Commercial Tax |
| 320. | | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Commercial Tax |
| 321. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Commercial Tax |
| 322. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Commercial Tax |
| 323. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Commercial Tax |
| 324. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Commercial Tax |
| 325. | | Registration for Entry Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 326. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | | Commercial Tax |
| 327. | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | | Commercial Tax |
| 328. | Ensure that the system allows user to download the final signed approval certificate from the online portal. | | Commercial Tax |

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| 329. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Commercial Tax |
| 330. | Registration for Entertainment Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Commercial Tax |
| 331. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Commercial Tax |
| 332. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Commercial Tax |
| 333. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Commercial Tax |
| 334. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Commercial Tax |
| 335. | | Registration for Luxury Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 336. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | | Commercial Tax |
| 337. | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | | Commercial Tax |
| 338. | Ensure that the system allows user to download the final signed approval certificate from the online portal. | | Commercial Tax |
| 339. | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | | Commercial Tax |

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| 340. | Online filing of returns | Design and implement a system for online filing of Value Added Tax (VAT) | Commercial Tax |
| 341. | | Design and implement a system for online filing of Central Sales Tax (CST) | Commercial Tax |
| 342. | | Design and implement a system for online filing of Profession Tax | Commercial Tax |
| 343. | | Design and implement a system for online filing of Luxury Tax | Commercial Tax |
| 344. | | Design and implement a system for online filing of Entry Tax | Commercial Tax |
| 345. | | Design and implement a system for online filing of Entertainment Tax to be filed online | Commercial Tax |
| 346. | Online tax payment | Design and implement a system for online payment of Value Added Tax (VAT) | Commercial Tax |
| 347. | | Design and implement a system for online payment of Central Sales Tax (CST) | Commercial Tax |
| 348. | | Design and implement a system for online payment of Profession Tax | Commercial Tax |
| 349. | | Design and implement a system for online payment of Luxury Tax | Commercial Tax |
| 350. | | Design and implement a system for online payment of Entry Tax | Commercial Tax |
| 351. | | Design and implement a system for online payment of Entertainment Tax | Commercial Tax |
| 11. Access to Information and Transparency Enablers | | | |
| 352. | Access to Information and Transparency Enablers | Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-establishment No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for setting up of a business | All Departments |

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| 353. | | Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-operation No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for starting business operations | All Departments |
| 354. | | Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre-establishment) | All Departments |
| 355. | | Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre operation) | All Departments |
| 356. | | Establish a formal investors' facilitation center/bureau in State for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback | Investor facilitation Agency/Board |
| 357. | | Define working procedures for the investors' facilitation center/bureau such as for queries regarding the application and approval process, query recording and ticketing, service timelines for query handling, aligning relationship managers and reverting back to investors | Investor facilitation Agency/Board |
| 358. | | Implement a system whereby business entities are issued a single ID for all State taxes (VAT and CST, and PT, Entertainment Tax, Entry Tax and Luxury Tax where applicable) | Commercial Tax |
| 359. | | Mandate that the final VAT registration certification will be issued within at most one (1) working day from the date of submission of online application form | Commercial Tax |

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| 360. | | Mandate that the final profession tax registration certificate (where applicable) will be issued within at most one (1) working day from the date of submission of online application form | Commercial Tax |
| 361. | | Enact a legislation (e.g. Right to Services Act) to mandate time-bound delivery of all services provided by the State Government to Industries/ Businesses | Administrative Reforms |
| 362. | | Ensure that the time-bound service delivery legislation defines punitive provisions that deter officials from not complying with the defined timelines for services being provided to Industry/ Business | Administrative Reforms |
| 363. | | Develop an online system available in public to publish real time status of applications submitted to the departments concerned for obtaining clearances | Administrative Reforms |
| 364. | | Ensure that online system sends automated SMS/e-mail notification to respective Head of the Department with status information on the applications in which clearances are likely to breach the prescribed timelines (e.g. when 90% of prescribed time limit is passed and clearance is still not given to applicant) | Administrative Reforms |
| 365. | | Ensure that the time-bound service delivery legislation defines clear procedures for applicants to submit grievances relating to non-compliance with the defined timelines | Administrative Reforms |
| 366. | | Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment | Single Window Body |
| 367. | | Mandate and make arrangements to publish the comments/feedback received online on the draft business regulation and how they are addressed in the final regulation | Single Window Body |
| 368. | | Develop an online database for existing industrial clusters in the State with the type of industries, infrastructure available, common facilities etc. | Single Window Body |

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| 12. Sector specific | | | |
| a) Healthcare | | | |
| 369. | Retail / Bulk Drug License (Pharmacy) and renewal thereof | Publish information about the procedure and a comprehensive list of documents required on the web site | Department of Health/ Drug Controller |
| 370. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Health/ Drug Controller |
| 371. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Health/ Drug Controller |
| 372. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Department of Health/ Drug Controller |
| 373. | Drug license for setting up a pharmacy in State (By State Drugs Standard Control Organization) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Department of Health/ Drug Controller |
| 374. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Health/ Drug Controller |
| 375. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Health/ Drug Controller |
| 376. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Department of Health/ Drug Controller |

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| 377. | Wholesale drug license | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Department of Health/ Drug Controller |
| 378. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Health/ Drug Controller |
| 379. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Health/ Drug Controller |
| 380. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Department of Health/ Drug Controller |
| 381. | Granting and renewal of Drug Manufacturing License | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Department of Health/ Drug Controller |
| 382. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Department of Health/ Drug Controller |
| 383. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Department of Health/ Drug Controller |
| 384. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Department of Health/ Drug Controller |
| b) Hospitality Industry | | | |
| 385. | Trade License | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Municipal Corporation |

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| 386. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Municipal Corporation |
| 387. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Municipal Corporation |
| 388. | | Reduce the number of documents required for obtaining trade license to only three: ID Proof, Lease Deed/Legal Occupancy and PAN/TAN/TIN | Municipal Corporation |
| 389. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Municipal Corporation |
| 390. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Municipal Corporation |
| 391. | Registration and renewal under the Weights and Measures Act | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Weights and Measures |
| 392. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Weights and Measures |
| 393. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Weights and Measures |
| 394. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Weights and Measures |
| 395. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Weights and Measures |
| c) Miscellaneous | | | |
| 396. | Registration of Partnership firms | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Registrar of companies |

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| 397. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Registrar of companies |
| 398. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Registrar of companies |
| 399. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Registrar of companies |
| 400. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Registrar of companies |
| 401. | Registration of Societies | Publish information about the procedure and a comprehensive list of documents required on the Department's web site | Registrar of companies |
| 402. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | Registrar of companies |
| 403. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online | Registrar of companies |
| 404. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. | Registrar of companies |
| 405. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years | Registrar of companies |