



**State Reforms Action Plan 2020-21  
Implementation Guide for States/ UTs**



## State Reforms Action Plan - Implementation Guide for States/ UTs

### Contents

Introduction .....	2
Area 1: Investment Enablers.....	4
Area 2: Online Single Window System (sectoral licenses).....	10
Area 3: Land administration and Transfer of Land and Property.....	11
Area 4: Change in Land Use .....	14
Area 5: Environment Registration Enablers.....	15
Area 6: Labour Regulation Enablers .....	17
Area 7: Obtaining Utility Permits .....	24
Area 8: Paying Taxes.....	26
Area 9: State Excise .....	28
Area 10: Construction Permit Enablers .....	32
Area 11: Inspection Enablers .....	36
Area 12: Commercial Dispute Resolution Enablers.....	38
Area 13: Sector Specific .....	39
Trade License.....	39
Healthcare.....	40
Registration/ Licenses and renewal (wherever applicable) under the Legal Metrology Act, 2009 .....	42
All Industries.....	43
Cinema Halls.....	44
Hospitality.....	45
Telecom .....	46
Movie Shooting .....	47
Tourism .....	48
Area 14: Miscellaneous .....	49
Area 15: Procurement (Department of Industries).....	51
Annexure: Format for Dashboard .....	52

### Introduction

DPIIT, in coordination with States and Union Territories (UTs), has undertaken a series of reforms to improve the business climate in the country. Starting with a 98-point Reform action Plan in 2014, successive State Reforms Action Plans have been released by DPIIT covering more areas of reform. The objective of the Action Plan is to layout the series of reforms targeted at increasing transparency and improving the efficiency and effectiveness of regulatory framework and services for businesses in India. The Action Plan for the year 2020-21 consists of 301 Reform points spread across 15 Areas.

#### The highlights of State Reforms Action Plan 2020-21 are provided below:

- **'Investment enablers'** has been introduced as a specific area in the Action Plan. This encompasses reforms related to 'Access to information and transparency', 'Investment Facilitation Centre/ Investment Promotion Agency' and 'Online Single Window System'.
- **Single Window system** enabled with **dashboard** has been included as a key reform area in the Action Plan. The envisaged features of the single window system include online submission of application, payment of application fee, tracking of application status, download of the final signed certificate third-party verification.
- **Sectoral reforms** have been introduced for the first time in the Action Plan for 2020-21 and these sectors are Tourism, Telecom, Hospitality, Trade License, Healthcare, Legal Metrology, Cinema Halls and Movie shooting.
- **Public procurement** undertaken by Industries department has been added as a separate area in the Action Plan.
- Reforms relating to '**elimination of the requirements of renewals of certificates/ approvals/ licenses**' and '**implementation of computerized central random inspection system**' have been included in the Action Plan in line with Department of Expenditure (DoE) recommendations.

*(Note: DoE has linked additional borrowing of 0.25% of GSDP of the States in 20-21 subject to implementation of Ease of Doing Business reforms; Ref letter: F. No. 40(06)/ PF-S/ 2017-18/ Vol. V dated 17<sup>th</sup> May 2020).*

States/ UTs are required to implement the reforms and upload evidences on the EoDB Portal <https://eodb.dipp.gov.in/> by 31<sup>st</sup> December 2020.

#### Instructions for uploading evidences on the EoDB Portal:

1. The submission made by the State/UT on a recommendation (reform measure) must be comprehensive and complete in itself. Since reforms are being evaluated individually, evidence must not refer to evidence/remarks submitted for any other reform point.
2. Only fully operational systems will be considered and systems in pilot phase will not be considered.
3. Office Orders/Circulars/Notifications to implement a reform would be considered only when signed and issued on or before 30<sup>th</sup> November 2020.
4. In case multiple documents have to be included in the evidence, they must be combined into a single PDF document and uploaded.
5. Evidence should be submitted only in English (preferably) or Hindi, in case of usage of other languages, translation in either of the two languages may please be provided.
6. Clearly highlight the reform number and question as given on the BRAP portal in the evidence.

## State Reforms Action Plan - Implementation Guide for States/ UTs

7. Wherever a response to a reform point is N/A, supporting documentation such as notification should be provided as evidence.
8. The URLs/links submitted as evidence should direct to the exact link on the portal and not to the homepage of the portal.
9. In many instances, DPIIT has noted that the links/URL provided by States/UTs as evidence did not work. Hence, all States/UTs are requested to check all the evidences (i.e., links and documents), before and after uploading, to make sure they are complete and functional.
10. While submitting evidence of implementation of online systems, State Governments/UT Administrations are encouraged to provide the following (At least one of the below):
  - a. Links to uploaded videos of user walkthrough
  - b. Screenshots to prove the functionality of the system
  - c. User ID& Password to DPIIT to check the functionality of the System

To assist States and UTs in the implementation of the Action Plan for 2020-21, this implementation guide has been produced by DPIIT in consultation with International Finance Corporation (IFC), World Bank.

## Area 1: Investment Enablers

**Reform 1:** Design and implement an online wizard/system with the following features:

- i. Where an investor can key in specific details (such as type of industry, number of employees, location etc.) and obtain information regarding all State approvals applicable to establishing (pre-establishment) & starting operations (pre-operations) of her/his business/industrial unit.
- ii. The online wizard should provide links to online application forms for licenses/ NOCs required by users and their relevant notifications wherever necessary (pre-establishment & pre-operation).
- iii. The online wizard should provide details such as time taken, fees, procedures, comprehensive list of documents required, Departments involved for the applicable NOCs/registrations etc.
- iv. Mandate to include additional new regulation or license in the online wizard/system within 30 days

**Objective:**

Investors and businesses often suffer from uncertainty about the exact number and type of compliances required for setting up and starting a business. Regulatory compliances required by Central, State authorities and local bodies range from being sector agnostic to sector and industry specific. In order to ensure that all this information is readily available to an entrepreneur, information wizard will act as an interactive tool that provide comprehensive information about the whole range of compliances applicable (licenses/ registrations/ NoCs) required at the pre-establishment and pre-operation stages of establishing a business. In addition, an entrepreneur using the website for the purpose of understanding his or her regulatory burden should be able to filter the list by a set number of criteria, including the stage of the businesses life cycle, type of industry, location, number of employees, etc. to understand the unique mix of economy-wide and industry-specific licenses and registrations.

**Points to note for implementing reform:**

- A comprehensive list of all required licenses, registrations and NOCs, both economy-wide and industry-specific are to be compiled, covering at least the areas covered in the State Business Reform Action Plan 2020-21.
- The checklist has to be verified and validated in order to ensure that no other approval is required by consulting all licensing agencies as well as private sector associations and chambers. The checklist has to be made available to users on a state government website;
- An undertaking has to be given by the competent authority that the list of approvals is comprehensive and that no additional approvals are required.

**Reform 2:** Enact a legislation (e.g. Right to Services Act/Public Service guarantee Act) to mandate time-bound delivery of services to Industries/ Businesses. Ensure that the time-bound service delivery legislation defines punitive provisions for those violating the timelines guaranteed for services delivery to industry and businesses

**Objective:**

In order to make the delivery of services truly effective, the timelines for delivery by various agencies must be enforceable. This means that the state must have legislation that:

- Mandates time-bound delivery of services to business, in line with the timelines published above; and Lay out punitive measures against officials who do not abide by these timelines.

**Reform3:** Mandate that each proposed regulation or license (before it is enacted) ensure coverage of following criteria displayed on the website:

- i. Legal Basis - Does it have a basis in law/act/policy
- ii. Necessity - Does the license help government achieve its objectives
- iii. Business-friendly - Does it impose minimum burden on businesses to achieve the government's objectives

**Reform4:** Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment - The period of display should be at least 30 days

**Reform5:** Mandate and make arrangements to publish the comments/feedback received on the draft business regulation and how they were addressed in the final regulation

## State Reforms Action Plan - Implementation Guide for States/ UTs

### **Objective:**

Allowing stakeholders an opportunity to provide feedback on draft regulations before they are enacted, thereby enabling Government Authorities to understand the issues from the perspective of the industry and trade bodies

It is recommended to introduce a mechanism for providing transparency on the comments that have been received, as well as how they were addressed in the final draft of the regulation before they are enacted.

**Reform6:** Establish an Investors Facilitation Center/ Investment Promotion Agency in State through a legislation for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback. The Investors' Facilitation Center/ Investment Promotion Agency functions as the sole point of contact in the State/ UT for the purpose of setting up a business

**Reform7:** Define working procedures (including service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc.) for Investors' Facilitation Center/ Investment Promotion Agency for:

- 1) Queries handling;
- 2) Grievance handling;

**Reform8:** Mandate that all queries regarding the application from the investor to be recorded and addressed within a timeline of 15 days from the date of queries raised under the PSDG Act/ any equivalent Act

**Reform9:** Mandate that all queries/clarifications related to industrial applicants are sought once and within 7 days of receiving the application from the investor

**Reform10:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for queries handled and grievances resolved by the Investors' Facilitation Center/ Investment Promotion Agency. The dashboard should clearly highlight the number of queries/ grievances and the time taken (Mean/ Median) to address them

### **Objective:**

It is envisaged that an Investors Facilitation Center/ Investment Promotion Agency is set-up in the State with a clear legal mandate to improve the investment climate. It should do the following to qualify as an investor facilitation center, namely –

- Have a mandate to:
  - simplify regulatory procedures, and
  - reduce the regulatory compliance burden
- Do extensive stakeholder consultations regularly to understand issues faced by industry/ Businesses
- To give detailed time bound working procedures to improve user experience in the State from all agencies
- To be responsible for application approval process
- Query and Grievance handling

Query/clarification raised by the officials after submission of the application should be raised only once and the timeline for raising the query should be within 7 days from the date of submission of the application.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their query will be resolved by the Department. The dashboard will give clear picture of how many queries have been handled and grievances resolved by the investor facilitation center. It will clearly mention the average time taken by the Department in addressing those queries and grievances (Please refer annexure for the format of the dashboard).

**Reform 11:** Design and implement an online single window system and mandate the following features without the requirement of a physical visit to the department:

- i. Submission of application
- ii. Payment of application fee

## State Reforms Action Plan - Implementation Guide for States/ UTs

- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform12** 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

**Objective:**

An effective online single window should have the following features:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

**Reform13 - 36:** Ensure that the following services (registrations and renewals) are provided through the online single window system:

- The Factories Act, 1948
- Approval of Plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
- Boilers Manufactures under The Boilers Act, 1923
- The Indian Boilers Act, 1923
- License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- Registration and renewal under The Shops and Establishment Act
- Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
- Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979
- Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981 and Water (Prevention and Control of Pollution) Act, 1974
- Consent to Operate under the Air(Prevention and Control of Pollution) Act, 1981 and Water (Prevention and Control of Pollution) Act, 1974
- Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
- Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011
- Registration / Renewal under Plastic Waste (Management and Handling) Rules, 2011
- Allotment of land in Industrial Area
- Change in Land use
- Registration under Profession Tax

## State Reforms Action Plan - Implementation Guide for States/ UTs

- Registration under State Excise for Label
- Registration under State Excise for Brand
- License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)
- Registration for Trade License
- Fire License
- Electricity Connection
- Water Connection

**Reform 37:** Publish an online dashboard available in public domain which is updated regularly (weekly/fortnightly/monthly) with regard to application submitted & approvals granted by each department/service on the online single window system. The dashboard should clearly highlight the number of registrations/ renewals and the time taken for approval (Mean/ Median)

**Objective:**

An effective online single window should have the following features:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations/ renewals have been approved by the single window system. It will also clearly mention the average time taken by the Department in registration process (Please refer annexure for the format of the dashboard).

**Reform 38:** Publish a comprehensive list of incentives applicable to all industry in the state (sorted by sector)

**Reform 39:** Ensure that the single window provides clear timelines under the Public Service Guarantee Act (PSGA) or any equivalent act for incentive approvals and disbursement

**Reform 40:** Ensure that incentives are provided as a service through the online single window system in a manner that allows online application, fee payment, tracking of status and approvals

**Reform 41:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for incentives application submission & approvals (incentives disbursed) on the online single window system. The dashboard should clearly highlight the number of companies that were provided incentives and the time taken for approval (Mean/ Median)

**Objective:**

An online single window should include:

## State Reforms Action Plan - Implementation Guide for States/ UTs

- A comprehensive list of incentives applicable to industries in the State giving information about the whole range of incentives (Land, MSME, Backward area, Women, etc.) including special sectoral incentives.
- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many companies have applied for incentives through an online single window system. It should clearly mention the average time taken by the Department to provide incentives to companies(Please refer annexure for the format of the dashboard ).

**Reform42:** Provide data of all land banks (vacant plots) in State/UT-owned industrial estates (estate-wise) on one online system/ portal in public domain. The land bank should provide details/industries/sectors for which the land can be used

**Reform43:**Design and implement a GIS system to provide details about the land earmarked for industrial use across the State and integrate with Industrial Information System of DPIIT

**Reform44:**Ensure that the GIS system provides details about available connectivity infrastructure (including road, rail, airports), utility infrastructure (including electrical substations) other infrastructure (including police station, fire station), hospitals and education institutions for all State-owned industrial estates

**Reform45:** Design and implement an online single window system for land allotment and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Objective:**

- Numerous studies cite access to land as a constraint faced by business in India, and the first step in solving this problem is to ensure access to information on the availability of land for industry.
- Many states have already established land banks to provide serviced land to investors – however, this information is often not publicly available. A necessary step would be to first, list the number of land banks available in the state for industrial use, along with their respective areas. The list should be as comprehensive as is possible and should cover all the available land banks in the state. Second, this information should be made available online.

## State Reforms Action Plan - Implementation Guide for States/ UTs

- To ensure more effective investor enquiry, it would be useful to allow users to filter the data of the land banks by the type of industry that is permitted to be established on the land.
- Such information on industrial land availability should be available on GIS maps. The GIS system should provide information on road infrastructure, water pipelines, sewerage systems, electricity connections and gas pipelines that are available or accessible to each plot of land. The system should also clearly highlight the type of industries that are permissible and the common facilities that are available for the industries.

Department for Promotion of Industry and Internal Trade (DPIIT) has built a centralized system of industrial park information which is available at Industrial Information System (IIS). The GIS system developed by the State must be integrated with the IIS. In order to ensure the state scores fully – State should have GIS system populated with complete data (As mentioned above) which is integrated with IIS system.

**Reform46:** Define objective criteria, for evaluating land allotment application within industrial estates of State Government

Ensure provision of land/ shed allotment for industrial units on rental/ lease model is provided as an option

**Reform47:** Ensure infrastructure and facilities are developed with all requisite clearances and permissions and offer 'Plug and Play' option for promoting sectoral investments of land earmarked for industrial purpose

**Objective:**

Once an entrepreneur has identified a plot of land which meets the requirements of his intended venture, he requires clarity on how he can access the land. Each state should define the criteria for land allocation through a notification or legislation and make this information available online. It is essential that the notification or legislation on land allocation has specific provision of land/ shed allotment for industrial units on rental/ lease model.

It is increasingly realized that in order to provide further impetus to 'Make in India' program, 'Plug and Play' option is offered to intending manufacturing units to set up operation bases in a State/UT. The three essential features of 'Plug and Play' option are:

- a) Land earmarked for industrial purpose is developed with adequate infrastructure
- b) Pre-approved clearances for the entire industrial park/estate
- c) For the remaining approvals required to be taken by the manufacturing unit for starting his unit. Procedures and rules for obtaining the same are to be clearly notified with applicable timelines and brought into the Single Window System.

**Reform48:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for evaluating land allotment application for industrial use

**Reform49:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for land allotment. The dashboard should clearly highlight the number of land allotments and the time taken for approval (Mean/ Median)

**Objective:**

The ideal system covered by these recommendations includes clear timelines to be mandated through a Public Service Guarantee Act (or equivalent Act). The timelines should be highlighted clearly on the portal along with the requirement of supporting documentation.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many applications are submitted and approvals made for land allotment. It should clearly mention the average time taken by the Ministry/ Department in land allotment process (Please refer annexure for the format of the dashboard).

## Area 2: Online Single Window System (sectoral licenses)

**Reform50 - 64:**Ensure that the following services (registrations and renewals) are provided through the online single window system:

- Registration under Legal metrology/Weights & Measures
- Signage License for advertisement
- State Cinema Regulations rules
- Police and Traffic for Movie Shooting
- Municipal Corporation of State for Movie Shooting
- State Protected Monument for Movie Shooting
- Permission from District Collector for Movie Shooting
- Hotels
- Travel Agency
- Tourism Events- Performance License
- Approval for DG set installation
- Mobile Tower Approval
- Retail Drug License (Pharmacy)
- Wholesale Drug License
- Drug Manufacturing License

### **Objective:**

An effective online single window should have the following features:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations have been approved by the single window system. It will also clearly mention the average time taken by the Department in registration process (Please refer annexure for the format of the dashboard).

### Area 3: Land administration and Transfer of Land and Property

**Reform65:** Digitize and publish online land transaction deeds (conveyance deed/property registry /Lease etc.) of last 20 years at all sub-registrar offices.

- i. Transaction history for the last 20 years should be available
- ii. Soft copy of all registered deed should be available online
- iii. The searchable metadata available should be: Property ID, Survey no., Registration number, Registration date etc.
- iv. The website should clearly state that the information provided online is updated, and no physical visit is required

**Reform 66:** Digitize and publish online the updated Records of Rights (ROR) at all land records offices

- i. Transaction history for the last 20 years should be clearly published on the website
- ii. The searchable metadata may include: -Survey no., Registration number, Registration date, Conveyance deed/property registry
- iii. The website should clearly state that the information provided online is updated, and no physical visit is required

**Reform67:**Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) in the State/UT. The searchable metadata available should be:

- i. Name of the Property Taxpayer
- ii. Survey no. of land / Unique Identification no. of property
- iii. The website should clearly state that the information provided online is updated, and no physical visit is required

**Objective:**

Digitized land records across various State Government agencies can be beneficial in increasing the efficiency and effectiveness in property registration and maintenance:

- Digitized land ownership records at the sub-registrar i.e. land transaction deeds including sale deeds, transfer deeds, lease deeds, etc. so that:
  - prospective land-buyers can easily verify land ownership when new transactions are initiated on the land. In addition,
  - prospective land-buyers with a single point of contact to determine land ownership by checking the required historical documentation.
- Digitized land records (Records of Rights (textual), Khatoni, Khasra, Mutation Register, Village/ Tehsil / District Notebook) at all the land records office in the State can help ensuring that the requisite information on ownership is available when issuing Property Cards to citizens, and for pre-mutation verification of land transactions. In case the name of buyer and seller are not available, the record should reflect the current ownership details.
- Digitized land records covering compliance history of property tax, at the local municipality office in the State/ UT, would clearly indicate the encumbrances on the property.

**Reform68:** Mandate that each property (Unique Property ID including vertical structures such as apartments etc.) and plot (survey number) should have a unique id for all rural and urban areas

**Reform69:**Design an online system which will have the facility to auto-calculate the levy area-wise and enable online payment of property tax

**Objective:**

Assigning and mandating a unique number will help buyers to identify the property and to know about the encumbrances on the property. It can also help in tracing the details of all previous owners of a plot of land. This will bring greater transparency in the system and end uncertainty about the land ownership.

The application should be made mandatorily online, through an online system which has an auto calculator that calculates fee, stamp duty and other charges based on the value of the property, circle rate, etc.

## State Reforms Action Plan - Implementation Guide for States/ UTs

**Reform70:** Digitize cadastral maps of all rural and urban areas in the State/UT on an integrated website and make the latest copy available in public domain.

**Objective:**

The main aim is to digitalize cadastral maps (spatial records) of all rural areas in the State/UT so that actual land may be matched with the ownership/occupancy record.

**Reform71:** Integrate all land/property related records of ownership and encumbrances on one single online portal including:

- i. Data of land transaction deeds for last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.),
- ii. Updated Record of Rights at all Revenue department offices (Date of mutation), and
- iii. Data of Property Tax payment dues at all urban areas of the State/UT (Name of the Property Taxpayer, Property Tax dues)
- iv. Revenue Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved])
- v. Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved])
- vi. Integrate with Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI)
- vii. Integrate with utilities (electricity & water)
- viii. Integrated with cadastral maps

The website should be publicly accessible and should clearly mention that the website is updated, and no physical visit is required. The integration should be done for all areas of the State/UT

**Objective:**

The objective of having a single integrated portal is to have a real-time access of updated data from all relevant land related Agencies. All the above 8 categories of information should be made available through a single portal.

**Reform72:** Design and implement an online system and mandate the following features:

- i. Online submission of information for property registration
- ii. Online Stamp duty calculator
- iii. Online payment of application fee - Stamp duty and registration fees

**Objective:**

The application to be made mandatorily online, through a system with the following features:

- Applicants should be able to fill up and submit the application form online;
- The user can pay all associated fees online;

System should have an auto calculator that calculates fee, stamp duty and other charges based on the value of the property, circle rate, etc.

**Reform73:** The online system should have the facility of auto generation of appointment (date and time) on making the required payment online at respective Sub-Registrar office (SRO)

**Reform74:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for property registration. The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

**Reform75:** Mandate that the registered deed should be issued on the same day as the day of registration.

**Reform76:** Publish fee details on the department website for the following:

- i. Registration of deed
- ii. Mutation at Land records office
- iii. Mutation/name change at ULB

## State Reforms Action Plan - Implementation Guide for States/ UTs

- iv. Mutation/name change at electricity and water department
- v. Access to cadastral maps

**Objective:**

The online system should provide auto generated date and time for appointment with a facility to modify the same at Sub-Registrar office(SRO). Also, the registered deed should be issued on the same day of registration.

The dashboard will give clear picture of how many applications have been approved through an online system. It should clearly mention the average time taken by the Ministry/ Department to approve the registrations process.

**Reform77:** Integrate starting process of mutation with the registration process and allow intimation of mutation as soon as the deed is registered (including land Records Office, ULBs, Utilities)

**Objective:**

Integration between registration at the sub-registrar office and mutation at the land records office allows newly registered deeds for property sales to automatically intimate the mutation process to the relevant agency (Land records office, electricity department, water department, other utility department, etc.).

**Reform78:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for mutation (at land records, utilities, ULBs). The dashboard should clearly highlight the number of mutations done and the time taken for approval (Mean/ Median)

**Objective:**

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department. The dashboard will give clear picture of how many applications have been approved for mutation through the online system. It should clearly mention the average time taken by the Department for the approval process (Please refer annexure for the format of the dashboard).

## Area 4: Change in Land Use

**Reform79:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for processing of application and decision (approval/ rejection)for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/ Industrial Development Corporations (IDC)

**Reform80:**Ensure information on fees, procedure and list of documents that need to be provided is available on the web site.

**Reform81:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals. The dashboard should clearly highlight the number of applications and the time taken for approval (Mean/ Median)

***Objective:***

The absence of clear timelines for processing of applications for conversion of land/ change in land use for land outside industrial parks / IDCs may delay the process. Clear timelines should be mandated through a Public Service Guarantee Act (or equivalent Act). The timelines should be highlighted clearly on the portal along with the supporting documents.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for change in land use will be approved by the Department. The dashboard will give clear picture of how many applications are submitted and approvals made for change in land use. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

## Area 5: Environment Registration Enablers

**Reform82:** Allow for renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/ third party certification

**Reform83:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for number of companies that opted for self-certification/ third party certification.

**Reform84:** Allow validity period of Consent to Operate for period of 5 years and above

**Objective:**

- For state governments, annual renewals imply paperwork, costs associated with recruiting and maintaining sufficient manpower to carry out the annual checks and renewals. However, in many cases, there are no changes in pollution levels or activities – therefore, the exercise is only repeated annually, thereby imposing cost burden on the department and the entrepreneur.
- One option to remove this cost is to issue Consent to Operate for longer durations, especially in cases pertaining to Green and Orange industries. State resources can then be geared toward randomly auditing to ensure compliance with the terms of the certificate. Additionally, the state can mandate auto renewal of the Consent, subject to self or third-party certification, if there are no changes in pollution levels or activities. This will require the issuance of a notification in this regard, as well as systems to process the submission of auto-renewal filings.
- If the state wishes to pursue third-party certification instead of self-certification, the state must not only issue a notification, but also lay down criteria for accreditation and empanelment of third-party service providers, as well as clearly lay down that, in the event of misrepresentation, the liability is shared equally between the entrepreneur and the certifying authority and lay down stringent punitive measures.
- The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many applications are submitted and approvals made for companies that opted self-certification process. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

**Reform85 - 87:** Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974

**Reform88 - 90:** Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974

**Reform91 - 93:** Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016

**Reform94 - 96:** Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)

**Reform97 - 99:** Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011

- Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
- Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:
  - i. Submission of application
  - ii. Payment of application fee
  - iii. Track status of application
  - iv. Download the final signed certificate
  - v. Third party verification

**Objective:**

## State Reforms Action Plan - Implementation Guide for States/ UTs

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

**Reform100:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for Consent/registrations/renewals granted under the following acts:

- i. The Water (Prevention and Control of Pollution) Act, 1974
- ii. The Air (Prevention and Control of Pollution) Act, 1974
- iii. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
- iv. Plastic Waste (Management and Handling) Rules, 2011
- v. E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012).  
The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

**Objective:**

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many applications for consent/ registrations and renewals are submitted and approvals made. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

## Area 6: Labour Regulation Enablers

### Registration of Factories under The Factories Act, 1948

**Reform101:** Introduce a provision for allowing the validity of license for a factory Act to be 10 years or more.

**Reform102:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform103:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform104:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform105:** Eliminate the requirement of renewal of registration or allow auto-renewal

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- The Factories Rules in various States/UTs grant license only for a year thus requiring renewal of license on year-on-year basis which creates another layer of regulatory and cost burden on a factory owner/occupier.
- To ease the burden, factory license and its renewal can be issued for a period of 10 years. This will also reduce the cost associated with seeking annual renewal.
- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

## State Reforms Action Plan - Implementation Guide for States/ UTs

### Approval of Plan and permission to construct/extend/or take into use any building as a factory

**Reform106:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform107:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform108:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application online
- iv. Download the final signed certificate online
- v. Third party verification

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

### Registration and Renewal of Boilers under The Boilers Act, 1923

**Reform109:** Introduce a provision for third party certification for boilers during use u/s 34(3) of the Boilers Act, 1923, by authorizing Boiler Operation Engineer (BoE) having the following qualification:

1. Graduate in Mechanical/ Production/ Power Plant/ Metallurgical engineering from a recognized institution;

and

2. Minimum 5 years of experience in the field related to boilers

**Reform110:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform111:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform112:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee

## State Reforms Action Plan - Implementation Guide for States/ UTs

- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

### **Objective:**

In the case of inspections of boilers, Departmental inspections can be substituted with third-party certifications. To enable this, the State/UT must not only issue a notification, but also lay out criteria for accreditation and empanelment of third-party service providers, as well as clearly lay out that, in the event of an accident, the liability falls equally upon the entrepreneur and the certifying authority. A draft notification with reference to third-party certification of boilers has already been circulated to States/UTs by Department for Promotion of Industry and Internal Trade so that States/UTs can easily adapt and issue the notification.

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

## Registration of Boilers Manufactures under The Boilers Act, 1923

**Reform113:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform114:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform115:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission(online/offline, inspection etc.) to application approval, is published on the portal. The

## State Reforms Action Plan - Implementation Guide for States/ UTs

procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly

- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

### Labour Regulation enabler

**Reform116:** Mandate online filing of single integrated return under all the labour laws applicable in the State/UT

**Reform117:** Ensure provision for maintaining online/digital registers and records under all labour acts (applicable to all industries)

**Reform118:** Registration under Shops & Establishment AND/OR Trade License to be given through a single form.

**Reform119:** Mandate that the contributions under Labour welfare act should be made through an online system

#### **Objective:**

- Labour departments are tasked with implementing and ensuring compliance under various labour laws, and most, if not all, of these laws require the submission of returns and payments annually. If these returns are not integrated and made online, the burden on both, the business and the Labour department can be very high. The business may have to submit multiple returns containing the same information and make payments at different points of time. Simultaneously, the department must manage multiple returns for the same firm every year and keep account of payment against each return. From the business owner's perspective, a single online integrated return under all Labour laws would greatly reduce the regulatory burden. From the department's perspective, a single online integrated return will make it easier to capture data on the firm, while also ensuring that it can use the data more effectively for developing effective risk profiles for inspections.
- Labour laws provide for maintaining multiple Registers/records in specified formats. It is observed that information required in the registers overlaps and sometimes recorded in multiple registers resulting in duplicity, inconsistency, inaccuracy etc. So as to bring transparency and accountability in enforcement of laws and to reduce complexity in compliance, a provision should be made in all labour laws which allows maintenance of online registers and records applicable to industries. The purpose is to digitize labour law related records, improve the availability/reliability of Realtime data, to lessen the burden of compliance and to move towards a paperless regime of registers/records.
- The registration under Shops and Establishment Act and Trade License of the State are often a prerequisite for businesses to start a business and to truly begin their operations. Businesses are under a burden to comply with the mandatory requirement to submit the same documents under two different laws. The compliance to submit similar documents can be eliminated by introducing a single form which can allow registration under both the acts through an online system.
- The Labour Welfare Fund Act incorporates various services, benefits and facilities offered to the employee by the employer. Such facilities are offered by means of contribution from the employer and the employee. Generally, the amount of contribution is made through cash, money order or

## State Reforms Action Plan - Implementation Guide for States/ UTs

cheque. An online system should be introduced to eliminate the manual process of making contributions.

### License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970

**Reform120:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform121:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform122:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform123:** Eliminate the requirement of renewal of registration or allow auto-renewal

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

### Registration under The Shops and Establishment Act (including 365-days license)

**Reform124:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform125:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

## State Reforms Action Plan - Implementation Guide for States/ UTs

**Reform126:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform127:**

- i. Eliminate the requirement of Inspection prior to registration
- ii. Ensure that the final registration is granted within one day from the date of application

**Reform128:** Eliminate the requirement of Renewal of registration

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

Delay in issuing registration certificate leads to delay in starting business operations, thereby hampering their ability to access bank loans, employ workers and generate income. Eliminating the requirement of inspection prior to registration and providing registration in a single day is a significant step in the right direction.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

**Reform129 - 131:** Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970

**Reform 132 - 134:** Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996

**Reform 135 - 137:** Registration/Renewal of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979

- Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

## State Reforms Action Plan - Implementation Guide for States/ UTs

- Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:
  - i. Submission of application
  - ii. Payment of application fee
  - iii. Track status of application
  - iv. Download the final signed certificate
  - v. Third party verification

**Reform138:**Eliminate the requirement of renewal of registration under Inter State Migrant Workmen (RE&CS) Act, 1979 or allow auto-renewal.

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for Inter State Migrant Workmen (RE&CS) Act, 1979 or allow auto-renewal. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

**Reform139:**Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations/renewals granted under the following acts:

- i. License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- ii. Shops and Establishment Act
- iii. Principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- iv. Building and Other construction workers Act
- v. Establishment under the Inter State Migrant Workmen (RE&CS) Act,1979
- vi. Factories Act
- vii. Registration/renewals under Boiler Act
- viii. Registration/ renewals under Boiler Manufacturer

The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

**Objective:**

## State Reforms Action Plan - Implementation Guide for States/ UTs

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many applications for registrations and renewals are submitted and approvals made under the above mentioned labour laws. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

### Area 7: Obtaining Utility Permits

#### Obtaining Electricity Connection

**Reform140:** 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

**Reform141:** Reduce the number of mandatory documents required for obtaining the electricity connection to:

- i. Proof of identity of the user
- ii. Proof of ownership/occupancy (in case of owned/leased premise)
- iii. Authorization document (in case of firm or company)

**Reform142:** Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain

**Reform143:** Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle

**Reform144:** Discoms notify customers of Planned outages (maintenance and load shedding) for next 1 month in advance

**Reform145:** Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies

**Reform146:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for all the new electricity connections provided in the state

**Reform147:** Design an online system for e-payment of bills on the portal of the DisComs

#### Objective:

The recommendations above are based on reforms that have significant benefits for entrepreneurs:

- An online application form, embedded in the single window system, can make applications for connections easier and, by enabling tracking of applications online, can also introduce transparency into the process. If connections are provided by private distribution companies, energy regulators can also use the system to obtain data and track performance in terms of the time it takes to obtain an electricity connection.
- A large number of documents are generally required to obtain an electricity connection to prove that the applicant is authorized to apply for the electricity connection. This can be streamlined significantly by requiring only documents mentioned in the reform.
- Data on past outages and planned outages is to be displayed on a portal so that the businesses can Plan their work accordingly.
- Transparency around tariffs is also important for customers, to enable them to forecast the cost of their energy consumption and deal effectively with future price increases. Publishing this information and notifying users of changes in tariffs ahead of time is a mandatory requirement.
- The States/UTs should endeavor to reduce the time required to provide the electricity connection (including 'Chief Electrical Inspectorate to Government' (CEIG) and 'Right of Way' (RoW) approval).
- The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many new electricity connections have been provided to the customers. It should clearly mention the average time taken by the

## State Reforms Action Plan - Implementation Guide for States/ UTs

DISCOMS to provide electricity connections. This information will further help in reducing the physical interaction between the private sector and the department concerned. Please refer annexure for the format of the dashboard.

- There should be a facility for users to pay the electricity bill online.

### Obtaining Water Connection

**Reform148:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Third party verification

**Reform149:** Display information on tariffs (in Rs. per kL) and notify customers of change in tariff ahead of the billing cycle (for commercial and industrial users)

**Reform150:** Develop an online system for e-payment of bills

**Reform151:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for obtaining water connection

**Reform152:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for all the new water connections provided in the state

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many new water connections have been provided to the customers. It should clearly mention the average time taken to provide water connections (Please refer annexure for the format of the dashboard).

## Area 8: Paying Taxes

**Reform153:** Set up service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act

**Reform154:** Establish a helpline providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act

**Reform155:** Constitute an authority for advance ruling under the State Goods Service Tax and publish details of application procedure and checklist on the Department's website

**Reform156:** Constitute an appellate authority for advance ruling under the State Goods Service Tax and publish details of application procedure and checklist on the Department's website

**Objective:**

- E-filing service centers can be an effective mechanism to assist taxpayers in e-filing and payment. These centers can assist taxpayers for e-filing of returns under the State/Union Territory GST Act, thereby allowing greater use of the online system. Wide availability of such centers can also increase adoption of online filing and payment mechanism.
- A helpline number can provide real-time information and support to users. The State/UTs should establish a helpline providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act.
- Authority for Advance Ruling (AAR) and Appellate Authority for Advance Ruling (AAAR) is an effective mechanism to provide certainty in the tax liability and help reduce the risk of litigation in future. In accordance with the provisions of the State/UT GST Act [1], all States/UTs are required to set up AAR for seeking advance ruling over GST levy and AAAR to hear appeals of the applicant aggrieved by any advance ruling pronounced by AAR.

Act reference: Chapter XVII on 'Advance Ruling' of State/UT GST Act.

**Reform157:** Publish a list of all state, municipal and panchayat levies and include the relevant information pertaining to the rates and tariff levied by the State and local bodies on the online portal

**Objective:**

To improve access to information and improve tax compliance, the State/UT should publish a list of all State/UT, Municipal and Panchayat levies other than GST and include the relevant information pertaining to the rates and tariffs comprehensively for all levies.

## Profession Tax

**Reform158:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform159:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform160:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform161:** Design and implement a system for online filing of returns and for online payment of tax as provided under the State Act and rules thereunder

**Reform162:** Mandate that the final profession tax registration certification (where applicable) will be issued within at most one (1) working day from the date of submission of application form

## State Reforms Action Plan - Implementation Guide for States/ UTs

**Reform163:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The State/UT must design and implement a system for online filing of returns and for online payment of Profession Tax as provided under the State/UT Act and Rules thereunder.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many applications for profession tax have been submitted and approvals made. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

## Area 9: State Excise

**Reform164:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform165:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform166:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform167:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for State excise. The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

### Objective:

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations are made under the act. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

## State Excise - Label Registration

**Reform168:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform169:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform170:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee

## State Reforms Action Plan - Implementation Guide for States/ UTs

- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform171:** Allow for renewal of registered label approval based on self-certification where there are no changes required in the label

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

### State Excise - Brand Registration

**Reform172:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform173:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;

## State Reforms Action Plan - Implementation Guide for States/ UTs

- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

### License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)

**Reform174:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform175:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform176:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

**Reform177:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for the following:

- i. Brand Registration from State Excise
- ii. Label Registration from State Excise
- iii. License for local sale, import and export permit of spirit and Indian-made foreign liquor (IMFL) from State Excise

The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

## State Reforms Action Plan - Implementation Guide for States/ UTs

***Objective:***

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations are made under the act. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

## Area 10: Construction Permit Enablers

**Reform178:** Enact a comprehensive uniform building code/building by-law applicable to the entire State

**Reform179:** Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings

**Reform180:** 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

**Reform181:** Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT

**Objective:**

- Construction projects are subject to a wide variety of regulations and controls, often spanning a multitude of laws, regulations and notifications which are not available in a single document. A comprehensive formal building code outlining all the requirements would be step in the right direction.
- A risk-based building classification enables the introduction of a fast-track mechanisms for low-risk buildings, thereby allowing ULB officials to spend more time thoroughly reviewing and ensuring structural and public safety of high-risk buildings.

**Reform182:** Develop legally valid master Plans/zonal Plans/land use Plans for all urban areas and make it available online in public domain

**Reform183:** Stipulate that construction permits are provided within 45 days

- I. Building Plan approval is provided within 15 days
- II. Plinth Inspection is done within 5 days of intimation
- III. Final completion/occupancy certificate is provided within 25 days

**Reform184:** Publish information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals (prior to plinth and pre - occupancy) on the website

**Objective:**

- Master Plans/Zonal Plans/land use Plans can provide all parties in construction projects with information on the type of buildings that can be built.
- The time-bound grant of the approvals/ NOCs in the three key stages of construction of the building i.e., building Plan approval, plinth level inspection and grant of completion/ occupancy certificate will ease Planning for construction.
- Respective Departments/ Agencies will be bound to follow timelines, since not following the timelines will initiate penal action as mandated in the relevant legislation/ regulation.
- A comprehensive list of the documents that need to be submitted as part of the application is to be included on the website.

**Reform185:** Design and develop an online single window system for granting construction permits with following functionalities:

- i. A common integrated application for all internal and external agencies required to provide NOCs/Approvals such as Fire Services, Water and Sewerage Department, 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
- v. Provision for e-intimation to authorities of plinth level completion
- vi. Provision for e-intimation of commencement of construction

## State Reforms Action Plan - Implementation Guide for States/ UTs

vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment

viii. Provision for online issuance of signed occupancy cum completion certificate to the applicant

**Reform186:**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

**Reform187:**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

**Reform188:**Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) of time taken for approvals provided by the department:

- i. Building Plan approval
- ii. Plinth Approval
- iii. Completion/Occupancy certificate
- iv. The dashboard should clearly highlight the number of approvals and the time taken for them (Mean/ Median)

### **Objective:**

- The time-bound grant of the approvals/ NOCs in the three key stages of construction of the building i.e., building Plan approval, plinth level inspection and grant of completion/ occupancy certificate will ease Planning for construction. Since they are granted by different Departments/ Agencies, the applicant may be required to submit documents and make payments for each separately.
- An online single window for construction permits will help in streamlining the process for numerous approvals/ registrations/ NoCs that are required at various stages in the construction process. It will bring out overall efficiency in the process and provide clarity to applicants by bringing all requirements and applications on one to one portal.
- At each stage during construction, inspections are conducted by multiple Departments and Agencies. Each additional inspection creates a compliance burden. A single, joint inspection by the concerned Departments and Agencies will help in reducing compliance burden and help speed up the construction process.
- To reduce burden on ULBs of reviewing structural design and architectural drawings prior to approval, allow them to rely on the accredited professionals to ensure that the building by-laws are complied with in the construction process.
- Once the State/UT has sufficiently strong accreditation systems for architects and engineers that allows the ULBs to monitor quality of building processes, the State/UT can move to a more advanced model where building Plans may be submitted on the basis of self-certification by these accredited professionals.
- The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many approvals have been made at each stage of construction permit. It should clearly mention the average time taken by the Department in the process (Please refer annexure for the format of the dashboard).

**Reform189:** Inspection by Building Proposal Office/ relevant agency as part of obtaining construction permit:

Publish a well-defined inspection procedure and checklist on department's web site

**Reform190:**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 website

**Reform191:**Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website

**Reform192:**Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment:

## State Reforms Action Plan - Implementation Guide for States/ UTs

1. Building Plan approval
2. Plinth level inspection
3. Completion/Occupancy certificate.

**Reform193:**Design and implement a system for computerized allocation of inspectors

**Reform194:**Mandate online submission of inspection report within 48 hours to the Department

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- The detailed procedure covering all applicable steps and the comprehensive inspection checklist/form is published online on department's website. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly and should not merely refer to Acts or rules.
- A specific provision must be made by the state government or by the associated agencies that inspection reports must be submitted within 48 hours through a notification or circular.
- The inspector allocation system must be linked to the online application and approval system, and the approval authority should be able to allocate inspectors once applications are submitted either by jurisdiction or randomly. The inspector should also have an online workspace within the system where they can see their inspection workflows and submit their reports.
- Inspectorates should define risk criteria to ensure that they are programmed into the system to make sure that inspections occur only for certain high-risk categories, instead of in 100% of the applications. This can reduce burden on the limited inspectors, while increasing the efficiency and effectiveness of inspections and the available human resources by reducing the burden on low risk buildings while ensuring that high-risk buildings are adequately monitored.
- The signed inspection report – either digitally signed or signed manually and scanned – should be made available for viewing and downloading by the user on the portal or the website.

### Sanction for storage of construction material

**Reform195:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform196:**Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform197:**Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform198:**Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly

## State Reforms Action Plan - Implementation Guide for States/ UTs

- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for license will be approved by the Department. The dashboard will give clear picture of how many licenses have been issued. It should clearly mention the average time taken by the Department in the approval process. Please refer annexure for the format of the dashboard.

## Area 11: Inspection Enablers

### Central Inspection Framework

**Reform199:** Mandate surprise inspection or inspections based on complaints are conducted with specific permissions from the respective Head of Department

**Reform200:** Mandate joint- inspection under all 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
- 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

**Reform201:** Institutionalize a Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned

**Reform202:** Design and develop an online inspection system for scheduling of inspections

**Reform203:** Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS

**Reform204:** Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all the labour laws

**Reform205:** Publish a well-defined inspection procedure and a comprehensive inspection checklist/form on the CIS website which should be strictly followed by the inspector. No inspections should not be done beyond that checklist

**Reform206:**

- I. Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist
- II. Mandate online submission of inspection report within 48 hours to CIS
- III. Mandate that the same inspector will not inspect the same establishment twice consecutively
- IV. Allow users to view and download submitted inspection reports of at least past three years

#### **Objective:**

A good regulatory practice for business inspections requires coordination among various inspecting agencies to ensure that all relevant risks are properly addressed during the inspection process. However, agencies within States often carry out inspections in silos. They refrain from sharing information with other departments.

The States should develop and implement a Central Inspection System (integrated risk based shared inspection system) covering Labour, Factories and Boilers, Legal Metrology, State Pollution Control Board of the State. In this context, inspections refer to periodic compliance inspections under various Acts and rules. The Central Inspection System (CIS) shall be responsible for inspections whereby inspectorates will directly report online in the system to synchronize Joint inspections.

Anecdotal evidence suggests that businesses show a pattern of systematic and/or repeated violations of regulations i.e. if a business is non-compliant with tax regulation it is much more likely to be non-compliant with other regulations. Collection and effective analysis of inspection data can also help the state develop effective compliance profiles for firms, by collating information across departments, helps in assessing risk for various industries by incorporating compliance history as one of the risk-determination criteria.

Key elements of the Framework

Few key benefits of Central Inspection Framework are as follows:

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- A central inspection system will streamline the inspection procedures in the States/UTs
- It will ensure timely and synchronized inspections
- It will bring clarity in inspections, its frequency and reduce duplications
- It will enable Unified review of information about past inspections and compliance

### Proposed operational model

- Form a Central Inspection System (CIS): Integrate the independent inspection systems of various departments to form a Central Inspection System. CIS will be responsible for synchronization of multiple inspections and all inspections will be directed through the system.
- Inspection schedule: Generate computerized list of units to be inspected based on risk levels of the businesses (depends on sector, history of compliance, etc.)
- Allocation of the inspection resources (supervision-monitoring): Decision is based on a risk assessment analysis or predefined parameters and analyzed data from the field.
  - Inspectors to be informed directly to conduct the inspections based on the inspector scheduling
  - Send inspection forms and templates before the inspection process to the establishment (business)
  - Inspector scheduling on rotational basis i.e. mandate that same inspector cannot perform two consecutive inspections of the same business. The states may empanel qualified third-party individual/agencies and ensure the department is not conducting consecutive inspections in case of shortage of inspectors.
- Allow third party inspections and introduce self-certification for the low & medium risk units and inspections based on their past records (Frequency of defaults, consistency in the compliance, etc.)
- The inspection report is to be submitted within 48 hours to the CIS
- Also, a final report is to be submitted to concerned Department and establishment through CIS
- Build capacity of the inspectors and inspectorates by introducing trainings for enhancing the skill sets. Introduce cross training of the inspectors for different inspections to optimize use of resources.
- Surprise inspections to be done based on complaints with specific permission from head of the respective department.

### Compliance Inspection by Department of Labour/ Department of Factories

**Reform207:** Allow self-certification/ third party certification instead of Departmental inspections under all the labour laws and The Factories Act, 1948. Define the criteria for recognition of third-party agencies/individuals and publish a list on the Department/board portal

**Reform208:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for inspections including inspections conducted by third party/self-certificate

#### **Objective:**

The objective behind creating a dashboard is to bring transparency in the system. The dashboard will give clear picture of how many inspections are done under all the labour laws and The Factories Act, 1948. It should clearly mention the average time taken by the Department during inspection process (Please refer annexure for the format of the dashboard).

## Area 12: Commercial Dispute Resolution Enablers

**Reform209:** Establish dedicated commercial courts (in major towns/cluster of districts to cover the whole State) to hear and resolve the commercial disputes

**Reform210:** Establish a dedicated division/bench under the High Court to hear commercial disputes

**Reform211:** Ensure at least 90% of the vacancies in specialized Commercial courts been filled up

**Reform212:** Each Commercial Court, Commercial Division, Commercial Appellate Division shall maintain, publish and update every month, statistical data regarding the number of suits, applications and appeals filed and pendency of such cases, status of each case and number of cases disposed off

**Objective:**

- Specialized commercial courts at High Courts and District Courts can focus on commercial disputes exclusively, thereby reducing the time taken compared to the regular court system. This can reduce the time and the cost of enforcing contracts. The District courts are to be established across the State covering districts that have significant commercial activity and disputes.
- Recruiting judges and ensuring that vacancies are filled up can help ensure that there are sufficient judges in place to deal with disputes, thus tackling the backlog as well as rendering judgments more efficiently in future cases.
- The reform point seeks enforcement of Section 17 of The Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts Act, 2015 to examine redressal of commercial disputes on an on-going basis. Such periodic data will help in assessing pendency of cases and correspondingly take measures to reduce the time taken to enforce contracts.

### Paper-less Courts

**Reform213:** Design and implement a system that allows:

- i. e-filing for commercial disputes in Commercial courts
- ii. issuance of e-summons for commercial disputes in Commercial courts
- iii. publishing of e-cause lists for commercial disputes in Commercial courts
- iv. e-payment of court fees and process fees for Commercial disputes in Commercial courts
- v. digitally signed certificate of court orders

**Objective:**

- The above reform seeks to put emphasis on development and introduction of e-courts system for Commercial Courts to enable management of court cases in a more systematic manner. Globally such systems have been found to significantly reduce the time and cost associated with filing, administering, tracking legal disputes; further, they allow for a more efficient record management in courts and thereby reduce the administrative costs associated with judicial administration.
- The recommendations seek to examine whether an electronic case management system exists or has been developed, and, if so, whether it includes features that allow e-filing facility, e-summons, e-payments for court fees and process fee, cause lists etc., thereby increasing the transparency of court's functioning. Online payment should also be integrated with the payment gateway.

## Area 13: Sector Specific

### Trade License

**Reform214:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform215:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform216:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform217:** Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document

**Reform218:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Reform219:** Eliminate the requirement of renewal of registration or allow auto-renewal.

**Objective:**

All trade licenses under the Municipal Acts of the respective municipal corporation and other local bodies of the states are to be covered.

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many trade licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level.

## State Reforms Action Plan - Implementation Guide for States/ UTs

However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

### Healthcare

#### Retail Drug License (Pharmacy)

**Reform220:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform221:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform222:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform223:** Eliminate the requirement of renewal in Retail Drug License

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

#### Wholesale Drug License

**Reform224:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform225:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform226:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

## State Reforms Action Plan - Implementation Guide for States/ UTs

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform227:**Eliminate the requirement of renewal of registration or allow auto-renewal.

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

### Granting and renewal of Drug Manufacturing License

**Reform228:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform229:**Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform230:**Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform231:**Eliminate the requirement of renewal of registration or allow auto-renewal

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure

## State Reforms Action Plan - Implementation Guide for States/ UTs

should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly

- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

**Reform232:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations/renewals granted under the following:

- i. Retail Drug License (Pharmacy)
- ii. Wholesale License
- iii. Drug Manufacturing

The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)

**Objective:**

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for drug license will be approved by the Department. The dashboard will give clear picture of how many drug licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

### Registration/ Licenses and renewal (wherever applicable) under the Legal Metrology Act, 2009

**Reform233:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform234:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform235:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application online
- iv. Download the final signed certificate online
- v. Third party verification

**Reform236:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Reform237:** Eliminate the requirement of renewal of registration or allow auto-renewal

## State Reforms Action Plan - Implementation Guide for States/ UTs

### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registration/licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

It is envisaged that the requirements for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by businesses for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.

## All Industries

### Fire License/ NoC

**Reform238:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform239:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform240:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform241:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

## State Reforms Action Plan - Implementation Guide for States/ UTs

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many licenses/NOCs have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

### Cinema Halls

#### Registration under State Cinema Regulations rules

**Reform242:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform243:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform244:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform245:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly

## State Reforms Action Plan - Implementation Guide for States/ UTs

- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many Registrations/licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

### Hospitality

**Reform246 - 249:** Signage License for advertisement

**Reform250 - 253:** Approval for DG set installation

- Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
- Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:
  - i. Submission of application
  - ii. Payment of application fee
  - iii. Track status of application
  - iv. Download the final signed certificate
  - v. Third party verification
- Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;

## State Reforms Action Plan - Implementation Guide for States/ UTs

- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many Registrations/licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

### Telecom

#### Mobile Tower Approval

**Reform254:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform255:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform256:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform257:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

## State Reforms Action Plan - Implementation Guide for States/ UTs

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many approvals/ licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

### Movie Shooting

**Reform 258 - 261:** Police and Traffic

**Reform 262 - 265:** Municipal Corporation of State

**Reform 266 - 269:** State Protected Monument

**Reform 270 - 273:** Permission from District Collector

- Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
- Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:
  - i. Submission of application
  - ii. Payment of application fee
  - iii. Track status of application
  - iv. Download the final signed certificate
  - v. Third party verification
- Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

#### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many approvals/ licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

## Tourism

**Reform 274 - 277:** Registration of Hotels

**Reform 278 - 281:** Travel Agency

**Reform 282 - 285:** Tourism Events- Performance License

- Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
- Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application
- Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:
  - i. Submission of application
  - ii. Payment of application fee
  - iii. Track status of application
  - iv. Download the final signed certificate
  - v. Third party verification
- Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many Registrations/licenses have been issued. It should clearly mention the average time taken by the Department in the approval process of the license (Please refer annexure for the format of the dashboard).

## Area 14: Miscellaneous

### Registration of Partnership Firms

**Reform286:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform287:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform288:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform289:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Reform290:** A standard template of MoA and model bye-laws should be made available on the Department's website

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations have been done under the Partnership Act. It should clearly mention the average time taken by the Department in the registration process (Please refer annexure for the format of the dashboard).

Editable template of Memorandum of Agreement and model bye-laws should be made available

### Registration of Societies

**Reform291:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

## State Reforms Action Plan - Implementation Guide for States/ UTs

**Reform292:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application

**Reform293:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Download the final signed certificate
- v. Third party verification

**Reform294:** Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)

**Reform295:** A standard template of MoA and model bye-laws should be made available on the Department's website

**Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many registrations have been done under the Societies Act. It should clearly mention the average time taken by the Department in the registration process (Please refer annexure for the format of the dashboard)

Editable template of Memorandum of Agreement and model bye-laws should be made available

## Area 15: Procurement (Department of Industries)

**Reform296:** Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

**Reform297:** Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval at each stage during pre, during and post procurement process

**Reform298:** Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:

- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application online
- iv. Download the final signed certificate online
- v. Third party verification

**Reform299:** Publish an online dashboard updated regularly (weekly/fortnightly/monthly) for procurement. The dashboard should clearly highlight the procurement done and the time taken (Mean/ Median)

**Reform300:** Develop an Independent Grievance Redressal Mechanism for handling cases related to complaints

**Reform301:** Ensure all the records and documents covering entire procurement process should be kept in an electronic format

### **Objective:**

The ideal system covered by these recommendations includes the following criteria:

- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step by step movement of the application within the department. It may be supplemented with process maps if available; in any case, the details should be published explicitly
- Entrepreneurs should be able to fill up, upload documents and submit the application form online and fees payment is done online;
- Processing and approval by each approving department/ agency is done online, and not through a manual or hard copy process;
- Online tracking system of application status;
- SMS gateway and emails integrated with single window system, so that the entrepreneur gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc.
- Once approved, the user can obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

The objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application will be approved by the Department. The dashboard will give clear picture of how many procurements done and the time taken (Mean/ Median). Please refer annexure for the format of the dashboard).

## Annexure: Format for Dashboard

*State to publish all data regularly starting from **1<sup>st</sup> April 2020** on their respective department website*

### **Queries Handled Dashboard**

(Data to be updated starting from **1<sup>st</sup> April 2020**)

<b>Particulars</b>	<b>Micro</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>
Time Limit prescribed as per the Public Service Guarantee Act				
Total Number of Queries Received				
Total Number of Queries responded				
Average time taken to respond to queries				
Median time taken to respond to queries				
Minimum time taken to respond to Query				
Maximum time taken to respond to Query				

### **Online Single Window System Dashboard**

(Data to be updated starting from **1<sup>st</sup> April 2020**)

	<b>Time Limit prescribed as per the Public Service Guarantee Act or Equivalent Act</b>	<b>Total Number of Applications received</b>	<b>Total Number of applications processed</b>	<b>Average time taken to grant approval</b>	<b>Median time taken to grant approval</b>
Department 1					
Name of the Service1					
Name of the Service2					
Department 2					
Name of the Service1					
Name of the Service2					

## State Reforms Action Plan - Implementation Guide for States/ UTs

### Incentives Granted Dashboard

	Time Limit prescribed as per the Public Service Guarantee Act or Equivalent Act	Total Number of Applications received	Total Number of applications processed	Average time taken to grant approval	Median time taken to grant approval
Department 1					
Name of the incentive granted1					
Name of the incentive granted2					
Department 2					
Name of the incentive granted1					
Name of the incentive granted2					

### Registration/Renewal Granted Dashboard

(Data to be updated starting from **1<sup>st</sup> April 2020**)

***Details to be published for separately for each registration/renewal granted by the department covered under BRAP***

Particulars	Micro	Small	Medium	Large
Time Limit prescribed as per the Public Service Guarantee Act				
Total Number of applications received				
Total Number of applications received from businesses with female owners				
Total Number of applications approved				
Total Number of applications approved of businesses with female owners				
Average time taken to obtain registration/renewal				
Median time taken to obtain registration/renewal				
Minimum time taken to obtain registration/renewal				
Maximum time taken to obtain registration/renewal				

## State Reforms Action Plan - Implementation Guide for States/ UTs

### Inspection Dashboard

(Data to be updated starting from **1<sup>st</sup> April 2020**)

***Details to be published for separately for each act under which inspection was conducted by the department covered under BRAP***

Particulars	Micro	Small	Medium	Large
Total Number of inspections conducted				
Total Number of companies that provided self-certifications and were exempted from inspections				
Total Number of companies that provided third party certifications and were exempted from inspections				