

## Business Reforms Action Plan, 2017- Proposed reforms

S. No.	Area	Recommendation	Department
<b>1. Access to Information and Transparency Enablers</b>			
1.	1a. Access to Information and Transparency Enablers	Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required <b>pre-establishment</b> No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for setting up of a business	All Departments
2.		Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required <b>pre-operation</b> No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for starting business operations	All Departments
3.		Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establishing her/his business/industrial unit <b>(pre-establishment)</b>	All Departments
4.		Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establishing her/his business/industrial unit <b>(pre operation)</b>	All Departments
5.		Establish a formal investors' facilitation center/bureau in State for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback	Investor facilitation Agency/Board
6.		Define working procedures for the investors' facilitation center/bureau such as for queries regarding the application and approval process, query recording and ticketing, service timelines for query handling, aligning relationship managers and reverting back to investors	Investor facilitation Agency/Board

S. No.	Area	Recommendation	Department
7.		Implement a system whereby business entities are issued a single ID for all State taxes (VAT and CST, and PT, Entertainment Tax, Entry Tax and Luxury Tax where applicable)	Commercial Tax
8.		Mandate that the final VAT registration certification will be issued within at most one (1) working day from the date of submission of online application form	Commercial Tax
9.		Mandate that the final professional tax registration certificate (where applicable) will be issued within at most one (1) working day from the date of submission of online application form	Commercial Tax
10.		Enact a legislation (e.g. Right to Services Act) to mandate time-bound delivery of all services being provided by State Government to Industries/ Businesses	Administrative Reforms
11.		Ensure that the time-bound service delivery legislation defines punitive provisions that deter officials from not complying with the defined timelines for services being provided to Industry/ Business	Administrative Reforms
12.		<b>Develop an online system available in public to publish real time status of applications submitted to the departments concerned for obtaining clearances</b>	<b>Administrative Reforms</b>
13.		<b>Ensure that online system sends automated SMS/e-mail notification to respective Head of the Department with status information on the applications in which clearances are likely to breach the prescribed timelines (e.g. when 90% of prescribed time limit is passed and clearance is still not given to applicant)</b>	<b>Administrative Reforms</b>
14.		Ensure that the time-bound service delivery legislation defines clear procedures for applicants to submit grievances relating to non-compliance with the defined timelines	Administrative Reforms
15.		Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment	Single Window Body
16.		Mandate and make arrangements to publish the comments/feedback received online on the draft business regulation and how they are addressed in the final regulation	Single Window Body

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17.		<b>Develop an online database for the existing industries/industrial clusters in State and with contact details for any prospective investors/traders to do business with them</b>	
<b>2. Starting a business</b>			
18.	2a. Single Window	Establish a dedicated agency, as the sole point of contact for setting up a business in State	Single Window Body
19.		Ensure that the single window agency has been set up through a legislation	Single Window Body
20.		Define clear timelines mandated through legislation for issuing all approvals being provided by single window system	Single Window Body
21.		<b>Define clear timelines mandated through legislation for issuing intent letter, granting sanction and disbursement of applicable incentives as per the industrial/sectoral policy in the State</b>	<b>Single Window Body</b>
22.	2b. Online Single Window System	<b>Implement a standardized online Common Application Form (CAF) combining applications of all services wherein common information such as applicant's name, project details, address etc. and common documents are required to be provided only once through single window system</b>	Single Window Body
23.		<b>Design and develop an online single window system using the CAF to facilitate online application integrated payment and issuance of final approved certificate online for following services:</b> <ul style="list-style-type: none"> <li><b>i. Consent to establish (under Water Act &amp; Air Act)</b></li> <li><b>ii. Consent to operate (under Water Act &amp; Air Act)</b></li> <li><b>iii. Authorization under Hazardous Waste Rules</b></li> <li><b>iv. Registration under Shops and Establishments Act</b></li> <li><b>v. Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970</b></li> <li><b>vi. License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970</b></li> <li><b>vii. Factory building plan approval (under the Factories Act, 1948)</b></li> </ul>	Single Window Body

S. No.	Area	Recommendation	Department
		<ul style="list-style-type: none"> <li>viii. Registration and grant of license under The Factories Act, 1948</li> <li>ix. Registration under the Indian Boiler Act, 1923</li> <li>x. Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996</li> <li>xi. Change of land use</li> <li>xii. Approval of building plans</li> <li>xiii. NOC from Fire Department</li> <li>xiv. Renewal of Consent to operate (under Water Act &amp; Air Act)</li> <li>xv. Electricity Connection</li> <li>xvi. Water Connection (from the concerned departments)</li> </ul>	
24.		Mandate that all queries/clarifications related to investor's application are sought once and within 3 days of receiving the application	
25.		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 on application is raised, which requires investor's attention and application is approved	
26.		Ensure that incentives of all applicable industrial/sectoral policies are applied through a common form	Single Window Body
27.		Ensure that incentives under Industrial/Sectoral Policy are provided as a service through the online single window system from intent letter to sanction and disbursement in a manner that allows online application and tracking of status and approvals	Industry

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28.	2c. Environment Regulation- Online system		State Pollution Control Board
	i. Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	
29.	ii. Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981		State Pollution Control Board
	iii. Authorization under Hazardous Waste (Management and Handling) Rules, 1989	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
30.	iv. Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974		State Pollution Control Board
	v. Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	
31.	vi. Authorization under Bio-Medical Waste Management Rules, 2016	Ensure that the system allows users to download the final signed approval certificate from the online portal	State Pollution Control Board

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32.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years</b>	State Pollution Control Board
33.	2d. Single Window System - Healthcare (Hospitals, clinics, polyclinics)	Develop and make publicly available a comprehensive checklist for registration and regulation of allopathic medical care establishments (hospitals, clinics, polyclinics, nursing homes, dental clinics etc.) with applicable timelines	<b>Department of Health</b>
34.		Design and develop an online single window system using the CAF to facilitate online application integrated payment, real time data exchange between single window and department's system and issuance of final approved certificate online for following services: <ul style="list-style-type: none"> <li>• Registration of Clinical Establishment under the Clinical Establishment Act/ Respective State Acts such as Nursing Home Act</li> <li>• License for the operation of a Blood Bank under Drugs and Cosmetics Act, 1940</li> <li>• Renewal of License for the operation of a Blood Bank under Drugs and Cosmetics Act, 1940</li> <li>• Certificate of Registration under The Transplantation Of Human Organs Act, 1994</li> <li>• Registration under Pre-natal Diagnostic Techniques (Regulation and Prevention of misuse) Act, 1994</li> <li>• License for x-ray machine from BARC</li> <li>• License for acquiring spirit / alcohol for hospital use</li> <li>• Registration for opening a drug store in the hospital (both outdoor and indoor pharmacy. Drugs and cosmetics Act, 1940. Pharmacy Act, 1948. Drug control department</li> </ul>	<b>Department of Health</b>

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		<ul style="list-style-type: none"> <li>• Registration for opening canteen in the hospital premises (local municipality)</li> <li>• Registration with a third party for bio medical waste management – list of state approved 3<sup>rd</sup> parties to be made available on the portal</li> <li>• Registration for opening and running a blood bank (Local FDA authority)</li> <li>• Narcotics and Psychotropic substances license and Act (Local FDA authority)</li> <li>• Registration of Echo Machines</li> <li>• License for Liquid Oxygen (Chief Controller of Explosives)</li> <li>• License for Storage, use and disposal of Radioactive Materials</li> <li>• Rules for the size, contents and correct place for sign boards</li> <li>• Drug license for setting up a pharmacy in State (By State Drugs Standard Control Organization) <ul style="list-style-type: none"> <li>• Retail drug license</li> <li>• Wholesale drug license</li> </ul> </li> <li>• Ambulance – commercial vehicle permit, driver license, commercial driver license</li> </ul>	
35.	2e. Mining	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Mines and Geology
36.	i. Reconnaissance Permit (RP) under the Minerals (Non-exclusive reconnaissance permit) Rule 2015	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Mines and Geology
37.	ii. Quarrying Permit iii. Mineral Dealer License under Mines and	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Mines and Geology

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38.	Minerals (Development and Regulation) Act 1957	Ensure that the system allows users to download the final signed approval certificate from the online portal.	Mines and Geology
39.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years in the public domain</b>	Mines and Geology
40.	2f. Registration under the Boilers Act, 1923	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Boiler
41.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Boiler
42.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Boiler
43.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Boiler
44.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years in the public domain</b>	Boiler
45.	2g. Manufacturing licence for ASU (Ayurvedic Siddha Unani) drugs	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Health
46.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Health
47.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Health
48.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Health



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49.		Allow third parties to easily verify approval certificates in the public domain	Department of Health
50.	2h. Registration under Motor Transport Undertaking Under the Motor Transport Worker Act, 1961	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Labour
51.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Labour
52.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Labour
53.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Labour
54.		Allow third parties to easily verify approval certificates in the public domain	Department of Labour
55.	2i. i. Registration of firms under the Indian Partnership Act, 1932 ii. Registration of Societies	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Industries and Commerce
56.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Industries and Commerce
57.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Industries and Commerce
58.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Industries and Commerce

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59.		Allow third parties to easily verify approval certificates in the public domain	Industries and Commerce
60.	2j. Food Business State License (Manufacturing, storage, transportation, etc.)	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Food and Drugs Administration
61.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Food and Drugs Administration
62.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Food and Drugs Administration
63.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Food and Drugs Administration
64.		Allow third parties to easily verify approval certificates in the public domain	Food and Drugs Administration
65.	2k. Registration under the Weights and Measures Act, 1976	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Weights and Measures
66.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Weights and Measures
67.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Weights and Measures
68.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Weights and Measures

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69.		Allow third parties to easily verify approval certificates in the public domain	Weights and Measures
70.	2l. Trade license	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Municipal Corporation
71.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Municipal Corporation
72.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Municipal Corporation
73.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Municipal Corporation
74.		Allow third parties to easily verify approval certificates in the public domain	Municipal Corporation
<b>3. Land availability and allotment</b>			
75.	3a. Availability of land	Ensure information on land banks for industrial use are made publicly available online <b>at one place</b>	All IDCs and equivalent
76.		<b>Earmark land parcels in industrial areas/estates where industry can be set up based on single registration without the need of separate approvals like change of land use, permission from PCB, permissions/approvals from municipal bodies</b>	All IDCs and equivalent
77.		Design and implement a GIS system, <b>covering all industrial land of States to</b> provide details about the land earmarked for industrial use	All IDCs and equivalent
78.		Ensure that the GIS system provides details about available infrastructure such as road, water, <b>electrical substation and poles, proximity to National/State highways, Railway lines etc. for all industrial land banks of State</b>	All IDCs and equivalent

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79.	3b. Land Allotment	Define objective criteria, <b>applicable for all industrial land</b> , for evaluating an application <b>of land allotment for industrial use</b>	All IDCs and equivalent
80.		Publish information on the procedure <b>with</b> a comprehensive list of all documents that needs to be <b>submitted for land allotment</b> on the web site	All IDCs and equivalent
81.		Define clear timelines mandated through legislation for <b>land allotment</b>	All IDCs and equivalent
82.		Design and implement a <b>land allotment</b> system that allows online application and payment without the need for a physical touch point for document submission and verification	All IDCs and equivalent
83.		<b>Mandate that all applications for land allotment are submitted online and eliminate the physical process of application and payments in entirety</b>	All IDCs and equivalent
84.		Ensure that the system allows users to download the final signed <b>land allotment certificate</b> from the online portal	All IDCs and equivalent
85.		Allow third parties to easily verify <b>land allotment</b> certificates in the public domain <b>of at least past two years</b>	All IDCs and equivalent
86.		Define clear timelines for processing of application for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/IDCs	Revenue/T&CP and equivalent
<b>4. Registering property</b>			
87.	4a. Property Registration - Enablers	Digitize land transaction deeds of last 30 years at all sub-registrar's office and make it available on an online system	Registration & Stamps
88.		<b>Digitize land records at all sub-registrar's office and make updated land records available online in public domain</b>	Registration & Stamps
89.		Digitize land records of last 30 years at all land records offices and make it available on an online system	Registration & Stamps
90.		Digitize Property tax payment records of last 30 years with a functionality to view balance payments at all local municipality offices and make it available on an online system	Registration & Stamps
91.		Digitize cadastral maps of urban areas in the state	Registration & Stamps
92.		Digitize cadastral maps of all rural areas in the state	Registration & Stamps

S. No.	Area	Recommendation	Department	
93.		Integrate last 30 years data at all sub-registrar's offices, all land records offices and all local municipality offices with the cadastral maps to facilitate property wise mapping of transactions	Registration & Stamps	
94.		<b>Ensure that statistics of land disputes is maintained in each Registrar Office and Land Revenue Department and available on the website</b>	Registration & Stamps	
95.		<b>Integrate registry offices with PAN and Aadhar data to create a State level database to verify the accuracy of documents</b>	Registration & Stamps	
96.		<b>Integrate last 30 years land record databases with mortgage databases to provide a picture of financial encumbrances on a property</b>	Registration & Stamps	
97.		<b>Integrate last 30 years land record databases with Judicial databases (Revenue and Civil) to provide complete picture of land disputes</b>	Registration & Stamps	
98.		Integrate the mutation process with the registration process and allow intimation of mutation as soon as deed is registered	Registration & Stamps	
99.		4b. Property Registration-Online systems	<b>Publish</b> information on the procedure and a comprehensive list of all documents that need to be provided for property registration are available on the web site	Registration & Stamps
100.			<b>Provide</b> model deed templates for <b>sale, gift, lease, mortgage, rent in downloadable and editable format along with instructions to use them</b>	Registration & Stamps
101.	<b>Design and implement an online system for property registration with following functionalities:</b> i. <b>Online system for making application, payment and submission of documents</b> ii. <b>Auto calculation of the applicable fee and stamp duty as per the valuation of the property</b> iii. <b>Provision for auto generation of appointment on making the required payment online (date and time) at respective SRO office</b>		Registration & Stamps	
102.	<b>The registration of the transaction deed to be provided to related parties within one day from the date of appointment</b>		Registration & Stamps	
103.	Define clear timelines mandated through legislation for <b>document registration and mutation of land</b>		Registration & Stamps	
<b>5. Construction permits</b>				

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104.	5a. Construction Permit Enablers	Enact a comprehensive uniform building code/ <b>building by-law</b> applicable to the entire State	All ULBs/IDCs/Development Authorities/T&CP
105.		Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings	All ULBs/IDCs/Development Authorities/T&CP
106.		Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process	All ULBs/IDCs/Development Authorities/T&CP
107.		Define mandatory qualifications for architects, structural engineers and contractors in <b>the uniform building by-law applicable in State</b>	All ULBs/IDCs/Development Authorities/T&CP
108.		Develop legally valid master plans/zonal plans/land use plans for <b>all urban areas</b> and make it publically available online	All ULBs/IDCs/Development Authorities/T&CP
109.		<b>Introduce provisions in the building regulations to ensure that parties (architect, engineer, construction company etc.) involved in the construction process are held legally liable for defects such as structural flaws or problems in the building once it is in use</b>	All ULBs/IDCs/Development Authorities/T&CP
110.		Establish a dedicated conflict resolution mechanism for land and construction permits	All ULBs/IDCs/Development Authorities/T&CP
111.		Conduct a survey of <b>all industrial areas of State</b> and create a list of plots with trees and publish a <b>comprehensive</b> information on <b>type of trees</b> online	Forest Department/IDCs
112.		Publish detailed information on <b>applicable</b> replanting requirements for plots with varying tree populations online	Forest Department/IDCs
113.		Allow authorized architects to issue the completion certificate at all <b>urban areas</b> and IDCs, instead of requiring a separate completion certificate to be issued	All ULBs/IDCs/Development Authorities/T&CP

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114.		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 <b>all urban areas</b> and IDCs	All ULBs/IDCs/Development Authorities/T&CP
115.		Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval <b>into one affidavit/undertaking</b>	All ULBs/IDCs/Development Authorities/T&CP
116.	5b. Building Plan Approval	Publish information on the procedure and a comprehensive list of all documents including <b>pre-construction</b> and <b>post-construction No Objection Certificates (NOCs), registrations and other mandatory State approvals (prior to plinth and pre - occupancy) on the web site</b>	All ULBs/IDCs/Development Authorities/T&CP
117.		Define clear timelines mandated through legislation to <b>grant construction permits including all required approvals; pre-construction, during construction and post construction</b>	All ULBs/IDCs/Development Authorities/T&CP
118.		Mandate that a single, joint site inspection will be carried out by all concerned authorities <b>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</b>	All ULBs/IDCs/Development Authorities/T&CP
119.		<b>Design and develop an online single window system for granting construction permits with following functionalities:</b> i. <b>A common integrated application for all internal and external agencies required to provide applicable NOCs/Approvals such as Fire Services, Water body, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc.</b> ii. <b>Provision for making online application with integrated payment without the need for a physical touch point for document submission and verification</b> iii. <b>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</b>	All ULBs/IDCs/Development Authorities/T&CP

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		<ul style="list-style-type: none"> <li>iv. Ensure that the system issues digitally signed approved building plan within 15 days from the date of application</li> <li>v. Provision for e-intimation to respective authorities of plinth level completion</li> <li>vi. Provision for issuing certificate of inspections online</li> <li>vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment</li> <li>viii. Provision for providing digitally signed occupancy cum completion certificate to the applicant online</li> </ul>	
120.		Define clear timelines mandated through legislation for <b>sanctioning of building permits in 15 days</b>	All ULBs/IDCs/Development Authorities/T&CP
121.		<b>Stipulate that construction permits, including sanctioning of building plans, inspections during construction stage and final completion cum occupancy certificate are provided within 30 days</b>	All ULBs/IDCs/Development Authorities/T&CP
122.		Allow third parties to easily verify approval certificates <b>of at least past two years in the public domain</b>	All ULBs/IDCs/Development Authorities /T&CP
123.	5c. NOC for tree felling and tree transit from Tree Authority/ Appropriate Authority (prior to commencement of construction activities)	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Tree Authority/ Forest/Revenue
124.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Tree Authority/ Forest/Revenue
125.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Tree Authority/ Forest/Revenue
126.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Tree Authority/ Forest/Revenue



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127.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years in the public domain</b>	Tree Authority/ Forest/Revenue
128.	5d. NOC for Fire Department (prior to commencement of construction activities)	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Fire
129.		Define clear timelines mandated through legislation for approval of application	Fire
130.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Fire
131.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Fire
132.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years in the public domain</b>	Fire
<b>6. Labour Regulation-Enablers</b>			
133.	6a. Labour Regulation Enablers	Mandate filing of single integrated return <b>and applicable payments</b> through online system under all Labour Laws	Labour
134.		Introduce a provision for self-certification/third party certification of boilers <b>and ensure that majority of establishments use this provision</b>	Factories and Boilers
135.		Introduce a provision for issuing Factory License and all subsequent renewals with validity of 10 years or more	Factories and Boilers
136.		<b>Eliminate the requirement of inspection under the respective Shops and Establishment Act and ensure that the registration is granted within one day from the date of application</b>	Labour
137.	6c. Labour Regulation-Online renewal system i. Renewal of license under The Factories Act, 1948	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Factories and Boilers

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138.	ii. Renewal of license under The Indian Boilers Act, 1923 iii. Renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers
139.	iv. Renewal under The Shops and Establishment Act	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Factories and Boilers
140.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Factories and Boilers
141.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years</b>	Factories and Boilers
142.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Factories and Boilers

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143.	6d. Boilers	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Boilers
144.	i. Manufacture Certificate	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Boilers
145.	ii. Boiler Erection Certificate	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Boilers
146.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Boilers
147.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years</b>	Boilers
148.	6e. Registration certificate of Establishment Inter State Migrant	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Labour
149.	Workmen(RE&CS)Act,1979 (License of Contractor Establishment)	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Labour
150.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Labour
151.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Labour
152.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years</b>	Department of Labour
<b>7. Environmental Registration Enablers</b>			

S. No.	Area	Recommendation	Department
153.	7a. Environmental Registration Enablers	Enact a list of <b>white category</b> industries, which are exempted from taking clearances from State pollution control board	State Pollution Control Board
154.		Allow for auto-renewal of Consent to Establish (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification <b>and ensure that majority of establishments use this provision</b>	State Pollution Control Board
155.		Allow for auto-renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification <b>and ensure that majority of establishments use this provision</b>	State Pollution Control Board
156.		Issue Consent to Operate with a validity period of 5 years or above	State Pollution Control Board
157.		Issue Consent to Establish with a validity period of 5 years or above	State Pollution Control Board
<b>8. Obtaining utility permits</b>			
158.	8a. Obtaining Electricity Connection	Ensure that DisComs uses automated tools to monitor outages in all Industrial areas of State	All Discoms
159.		Ensure that DisComs uses automated tools for service restoration in all Industrial areas of State	All Discoms
160.		Ensure that the regulator publishes data <b>quarterly</b> regarding total duration and frequency of outages online in public domain	All Discoms
161.		<b>Ensure that total outage cap is fixed by regulator for a quarter/year and the Discoms compensates customers for outages that go over the fixed cap automatically</b>	All Discoms
162.		Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle	All Discoms
163.		Reduce the number of documents required for obtaining the electricity connection to only two, namely proof of ownership/occupancy and authorization document (in case of firm/company)	All Discoms

S. No.	Area	Recommendation	Department	
164.		Allow third party inspection of internal installations <b>and ensure that majority of users use it</b>	All Discoms	
165.		Ensure that users are provided a fixed cost estimate based on the load (KVA/KW) required for obtaining electricity connection in all industrial areas of State	All Discoms	
166.		Implement a system that allows submission of online application, online payment and tracking of status without the need for a physical touch point for document submission <b>for new electricity connection</b>	All Discoms	
167.		<b>Ensure that the demand note is generated through the online system</b>	All Discoms	
168.		<b>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</b>	All Discoms	
169.		<b>Design and develop an online system for granting road cutting permissions in a manner that it allows online application, payment, document submission and approvals.</b>	PWD	
170.		<b>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application for granting 'Right of Way' (RoW) permission</b>	PWD	
171.		Allow third parties to easily verify <b>authenticity of electricity connections and respective premise/entity/individual</b> through online system in the public domain	All Discoms	
172.		8b. Certification of Electrical Installation by Chief Electrical Inspector	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Electrical Inspectorate
173.			Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Electrical Inspectorate

S. No.	Area	Recommendation	Department
174.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Electrical Inspectorate
175.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Electrical Inspectorate
176.		Allow third parties to easily verify approval certificates in the public domain	Electrical Inspectorate
177.	8c. Obtaining water connection	Publish information on the procedure and a comprehensive list of all documents required by all agencies responsible for providing water connection in urban and industrial areas of State on the web site	Water Department/All concerned agencies
178.		Define clear timelines mandated through legislation for obtaining water connection by all concerned agencies	Water Department/All concerned agencies
179.		Design and implement an integrated system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies	Water Department/All concerned agencies
<b>9. Paying Taxes</b>			
180.	9a. Tax enablers	Ensure that users are provided assistance for e-filing at service centers	Commercial Tax
181.		Establish a helpline providing basic services assisting users in preparing and filing returns	Commercial Tax
182.		Mandate that the VAT refund payment should directly be paid into organization's account within 60 days	Commercial Tax
183.		Implement a system for risk based audit related to tax compliance	Commercial Tax
184.		Introduce a system for advance tax ruling for State level taxes on the lines of Income Tax Act	Commercial Tax
185.		Publish forms relating to information captured at check posts been made available online	Commercial Tax
186.		Phase out static check posts and implement random checking by mobile squads	Commercial Tax

S. No.	Area	Recommendation	Department
187.	9b. Tax enablers- Registration system	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Commercial Tax
188.	i. Registration for Value Added Tax (VAT) ii. Registration for Central Sales Tax (CST) iii. Registration for Profession Tax iv. Registration for Entry Tax	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Commercial Tax
189.	v. Registration for Entertainment Tax vi. Registration for Luxury Tax	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Commercial Tax
190.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Commercial Tax
191.		Allow third parties to easily verify approval certificates in the public domain <b>of at least past two years</b>	Commercial Tax
192.	9c. Online tax return filing	Design and implement a system for Value Added Tax (VAT) to be filed online	Commercial Tax
193.		Design and implement a system for Central Sales Tax (CST) to be filed online	Commercial Tax
194.		Design and implement a system for Professional Tax to be filed online	Commercial Tax
195.		Design and implement a system for Luxury Tax to be filed online	Commercial Tax
196.		Design and implement a system for Entry Tax to be filed online	Commercial Tax

S. No.	Area	Recommendation	Department
197.		Design and implement a system for Entertainment Tax to be filed online	Commercial Tax
198.	9d. Online tax payment	Design and implement a system for Value Added Tax (VAT) to be paid online	Commercial Tax
199.		Design and implement a system for Central Sales Tax (CST) to be paid online	Commercial Tax
200.		Design and implement a system for Professional Tax to be paid online	Commercial Tax
201.		Design and implement a system for Luxury Tax to be paid online	Commercial Tax
202.		Design and implement a system for Entry Tax to be paid online	Commercial Tax
203.		Design and implement a system for Entertainment Tax to be paid online	Commercial Tax
<b>10. Inspection Enablers</b>			
204.	10a. Inspection reform enablers	Institutionalize a Central Inspection Agency responsible for undertaking compliance inspections of concerned departments	Labour, Factories and Boilers, State Pollution Control Board, Urban Development, Fire
205.		Design and develop an online inspection system for scheduling of inspections under Central Inspection Agency	Labour, Factories and Boilers, State Pollution Control Board, Urban Development, Fire
206.		Ensure that the selection of establishments for inspection are done using computerized risk assessment and automated allocation of inspectors under Central Inspection Agency	Labour, Factories and Boilers, State Pollution Control Board, Urban Development, Fire
207.		Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all labour laws	Labour



S. No.	Area	Recommendation	Department
208.		Exempt low risk industries with a history of satisfactory compliance from labour compliance inspections and allow self-certification in lieu of conducting physical inspections under all Labour laws	Labour
209.		Differentiate compliance inspection requirements based on industry pollution categorization such as Red, Amber, Green and White under all environment/pollution laws	Labour/ State Pollution Control Board
210.		Exempt Green industries with a history of satisfactory compliance from environmental compliance inspection and allow self-certification in lieu of conducting physical inspections under all Labour/Environmental laws	State Pollution Control Board
211.		Allow for third party certification instead of Departmental compliance inspections under all labour and environment/pollution laws for medium risk and Amber industries and ensure that maximum users use this provision	Labour/ State Pollution Control Board
212.		Mandate synchronized/joint- inspection under 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	Labour and Factories and Boilers
213.	10b. Inspection of the business premises for VAT (Value Added Tax) registration	Publish a well-defined inspection procedure and checklist on department's web site	Commercial Tax
214.		Design and implement a <b>computerized system</b> for identifying establishments <b>that need to be inspected based on risk assessment and publish the list of establishments to be inspected in the subsequent inspection cycle available online in public domain</b>	Commercial Tax

S. No.	Area	Recommendation	Department
215.		Mandate online submission of inspection report within 48 hours to the Department	Commercial Tax
216.		Allow establishments to view and download submitted inspection reports <b>of at least past two years</b>	Commercial Tax
217.		Design and implement a system for computerized allocation of inspectors	Commercial Tax
218.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Commercial Tax
219.	10c. Inspection by Building Proposal Office/ relevant agency as part of obtaining: i. construction permit ii. occupancy certificate	Publish a well-defined inspection procedure and checklist on department's web site	All ULBs/IDCs/Development Authorities/T&CP
220.		Design and implement a computerized system for identifying <b>building/area</b> that need to be inspected based on risk assessment and <b>publish the list of establishments to be inspected in the subsequent inspection cycle available online in public domain</b>	All ULBs/IDCs/Development Authorities/T&CP
221.		Mandate online submission of inspection report within 48 hours to the Department	All ULBs/IDCs/Development Authorities/T&CP
222.		Allow users to view and download submitted inspection reports <b>of at least past two years</b>	All ULBs/IDCs/Development Authorities/T&CP
223.		Design and implement a system for computerized allocation of inspectors	All ULBs/IDCs/Development Authorities/T&CP
224.		10d. Inspection by Appropriate Authority for felling trees and transit permit (prior to	Design and implement a computerized system for identifying establishments that need to be inspected based on risk assessment and <b>publish the list of establishments to be inspected in the subsequent inspection cycle available online in public domain</b>

S. No.	Area	Recommendation	Department
225.	commencement of construction activities)	Publish a well-defined inspection procedure and checklist on department's web site	Tree Authority/ Forest
226.		Mandate online submission of inspection report within 48 hours to the Department	Tree Authority/ Forest
227.		Allow establishments to view and download submitted inspection reports <b>of at least past two years</b>	Tree Authority/ Forest
228.		Design and implement a system for computerized allocation of inspectors	Tree Authority/ Forest
229.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Tree Authority/ Forest
230.	10e. Compliance Inspections under the following Labour Acts:  i. The Equal Remuneration Act, 1976 ii. The Factories Act, 1948 iii. The Minimum Wages Act, 1948	Design and implement a computerized system for identifying establishments that need to be inspected based on risk assessment and <b>publish the list of establishments to be inspected in the subsequent inspection cycle available online in public domain</b>	Labour
231.	iv. The Shops and Establishments Act (as applicable) v. The Payment of Bonus Act, 1965 vi. The Payment of Wages Act, 1936	Publish a well-defined inspection procedure and checklist on department's web site	Labour

S. No.	Area	Recommendation	Department
232.	vii. The Payment of Gratuity Act, 1972 viii. The Contract Labour (Regulation and Abolition) Act, 1970 ix. The Water (Prevention and Control of Pollution) Act, 1974	Mandate online submission of inspection report within 48 hours to the Department	Labour
233.	x. The Air (Prevention and Control of Pollution) Act, 1981	Design and implement a system for computerized allocation of inspectors	
234.		Allow establishments to view and download submitted inspection reports <b>of at least past two years</b>	Labour
<b>11. Contract enforcement</b>			
235.	11a. Commercial Dispute Resolution Enablers	Establish a specialized division/bench under the High Court to hear commercial cases	High Court
236.		Establish specialized courts at the district court level to resolve commercial disputes	High Court
237.		Ensure at least 90% of the vacancies in District courts/Commercial courts been filled up	High Court

S. No.	Area	Recommendation	Department
238.	11b. Paper-less Courts	Merge payment of court fees and process fees into a single transaction/procedure	High Court
239.		Publish model <b>commercial</b> contract templates in <b>public domain in downloadable and editable format along with instructions to use them</b>	High Court
240.		Design and implement a system to allow for e-filing for commercial disputes in Commercial courts	High Court
241.		Design and implement a system to allow for e-summons for commercial disputes in Commercial courts	High Court
242.		Design and implement a system to allow for publishing e-cause lists for commercial disputes in Commercial courts	High Court
243.		Design and implement a system to allow for e-payments for court fees and process fees for Commercial disputes in Commercial courts	High Court
244.		Design and implement a system to allow for issuing digitally signed court orders in Commercial courts	High Court
<b>12. Renewable Energy</b>			
245.	12a. Accreditation/Registration of Renewable Energy Power Plant by State Agency as per Central Electricity Regulatory Commission (Terms and Conditions for recognition and issuance of Renewable Energy Certificate for Renewable Energy Generation) Regulations, 2010	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Renewable Energy
246.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Renewable Energy
247.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Renewable Energy
248.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Renewable Energy
249.		Allow third parties to easily verify approval certificates in the public domain	Department of Renewable Energy

S. No.	Area	Recommendation	Department
250.	12b. No Objection Certificate for setting up of Wind Power Projects	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	State Electricity Board/State Nodal Agency
251.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	State Electricity Board/State Nodal Agency
252.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	State Electricity Board/State Nodal Agency
253.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	State Electricity Board/State Nodal Agency
254.		Allow third parties to easily verify approval certificates in the public domain	State Electricity Board/State Nodal Agency
255.	12c. Issue of Renewable Energy Certificates (REC)	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Renewable Energy/State Electricity Board
256.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Renewable Energy/State Electricity Board
257.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Renewable Energy/State Electricity Board

S. No.	Area	Recommendation	Department
258.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Renewable Energy/State Electricity Board
259.		Allow third parties to easily verify approval certificates in the public domain	Department of Renewable Energy/State Electricity Board
<b>13. Agriculture (Fertilizer, Seed, Pesticide)</b>			
260.	13a. Certificate of Registration for Selling of fertilizers	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Fertilizer
261.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Fertilizer
262.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Fertilizer
263.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Fertilizer
264.		Allow third parties to easily verify approval certificates in the public domain	Department of Fertilizer
265.	13b. Certificate of Registration for manufacturing of Physical / Granulated Mixture of Macro & Micro-Nutrient Fertilizers,	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Fertilizer
266.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Fertilizer

S. No.	Area	Recommendation	Department
267.	Organic Fertilizers and Bio-Fertilizers	Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Fertilizer
268.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Fertilizer
269.		Allow third parties to easily verify approval certificates in the public domain	Department of Fertilizer
270.	13c. License for Seed	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Department of Fertilizer
271.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Fertilizer
272.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Fertilizer
273.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Fertilizer
274.		Allow third parties to easily verify approval certificates in the public domain	Department of Fertilizer
275.		13d. License for Pesticide	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site
276.	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application		Department of Fertilizer



S. No.	Area	Recommendation	Department
277.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Department of Fertilizer
278.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Department of Fertilizer
279.		Allow third parties to easily verify approval certificates in the public domain	Department of Fertilizer
<b>14. Healthcare</b>			
280.	14a. Granting of Drug Manufacturing License	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Drug Controller
281.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Drug Controller
282.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Drug Controller
283.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Drug Controller
284.		Allow third parties to easily verify approval certificates in the public domain	Drug Controller
285.	14b. Retail / Bulk Drug License (Pharmacy)	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Drug Controller

S. No.	Area	Recommendation	Department
286.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Drug Controller
287.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Drug Controller
288.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Drug Controller
289.		Allow third parties to easily verify approval certificates in the public domain	Drug Controller
290.	14c. Renewal of Drug Manufacturing License	Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site	Drug Controller
291.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Drug Controller
292.		Design and implement a system that allows online application, payment, tracking and monitoring without the need for a physical touch point for document submission and verification	Drug Controller
293.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Drug Controller
294.		Allow third parties to easily verify approval certificates in the public domain	Drug Controller