



Business Reform Action Plan 2017

Ease of Doing Business Assessment 2017 – Government of Maharashtra



Department
of Industries



The image features a background of overlapping geometric shapes in various shades of blue, from light to dark, and white. The shapes are primarily triangles and parallelograms, creating a dynamic, modern aesthetic. The text 'LABOUR DEPARTMENT' is centered in the right half of the image, set against a dark blue background.

**LABOUR
DEPARTMENT**

LABOUR

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

LABOUR

| No. | Area | Recommendation |
|-----|--|---|
| 10 | Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948 | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 11 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 12 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 13 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 14 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 15 | Registration and Renewal of Boilers under The Boilers Act, 1923 | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 16 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 17 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 18 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 19 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |

LABOUR

| No. | Area | Recommendation |
|-----|--|---|
| 20 | Approval for Boiler manufacturer and renewal thereof | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 21 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 22 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 23 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 24 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 25 | Approval for Boiler erector and renewal thereof | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 26 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 27 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 28 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 29 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

LABOUR

| No. | Area | Recommendation |
|-----|---|---|
| 30 | License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Publish information about the procedure and a comprehensive list of documents that on the Department's web site |
| 31 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 32 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 33 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 34 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 35 | Registration and renewal under The Shops and Establishment Act | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 36 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 37 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 38 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 39 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

LABOUR

| No. | Area | Recommendation |
|-----|---|---|
| 40 | Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 41 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 42 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 43 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 44 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 45 | Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 | Publish information about the procedure and a comprehensive list of documents on the Department's web site |
| 46 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 47 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 48 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 49 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

LABOUR

| No. | Area | Recommendation |
|-----|---|---|
| 50 | Registration of establishment under the Inter State Migrant Workmen(RE&CS)Act, 1979 | Publish information on about the procedure and a comprehensive list of documents that on the Department's web site |
| 51 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 52 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 53 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 54 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 86 | Inspection reform enablers | Institutionalize a Central Inspection System responsible for undertaking compliance inspections of the depar |
| 87 | | Design and develop an online inspection system for scheduling of inspections |
| 88 | | Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the Central Inspection System |
| 89 | | Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all the labour laws |
| 90 | | Exempt low risk industries with a history of satisfactory compliance from labour compliance inspections, or allow self-certification in lieu of conducting physical inspections under all the Labour laws |

LABOUR

| No. | Area | Recommendation |
|-----|----------------------------|---|
| 91 | Inspection reform enablers | Mandate synchronized/joint- inspection under all of the following acts: I. Inspection under The Equal Remuneration Act, 1976 II. Inspection under The Factories Act, 1948 III. Inspection under The Maternity Benefit Act, 1961 IV. Inspection under The Minimum Wages Act, 1948 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 |
| 93 | | Allow third party certifications instead of Departmental inspections under all the labour and environment/pollution laws for medium risk industries |

LABOUR

| No. | Area | Recommendation |
|-----|---|--|
| 116 | Compliance Inspection under The Minimum Wages Act, 1948 | Publish a well-defined inspection procedure and checklist on department's web site |
| 117 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 118 | | Mandate online submission of inspection report within 24 hours to the Department |
| 119 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 120 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 121 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 122 | Compliance Inspection under The Factories Act, 1948 | Publish a well-defined inspection procedure and checklist on department's web site |
| 123 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 124 | | Mandate online submission of inspection report within 24 hours to the Department |
| 125 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 126 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 127 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 127 | | Publish a well-defined inspection procedure and checklist on department's web site |

LABOUR

| No. | Area | Recommendation |
|-----|--|--|
| 128 | Compliance Inspection under The Equal Remuneration Act, 1976 | Publish a well-defined inspection procedure and checklist on department's web site |
| 129 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 130 | | Mandate online submission of inspection report within 24 hours to the Department |
| 131 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 132 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 133 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 134 | Compliance Inspection under The Shops and Establishments Act (as applicable) | Publish a well-defined inspection procedure and checklist on department's web site |
| 135 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 136 | | Mandate online submission of inspection report within 24 hours to the Department |
| 137 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 138 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 138 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 139 | | Publish a well-defined inspection procedure and checklist on department's web site |

LABOUR

| No. | Area | Recommendation |
|-----|---|--|
| 140 | Compliance Inspection under The Payment of Bonus Act, 1965 | Publish a well-defined inspection procedure and checklist on department's web site |
| 141 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 142 | | Mandate online submission of inspection report within 24 hours to the Department |
| 143 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 144 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 145 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 146 | Compliance Inspection under The Payment of Wages Act, 1936) | Publish a well-defined inspection procedure and checklist on department's web site |
| 147 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 148 | | Mandate online submission of inspection report within 24 hours to the Department |
| 149 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 150 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 151 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 151 | | Publish a well-defined inspection procedure and checklist on department's web site |

LABOUR

| No. | Area | Recommendation |
|-----|--|--|
| 152 | Compliance Inspection under The Payment of Gratuity Act, 1972 | Publish a well-defined inspection procedure and checklist on department's web site |
| 153 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 154 | | Mandate online submission of inspection report within 24 hours to the Department |
| 155 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 156 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 157 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 158 | | Compliance Inspection under The Contract Labour (Regulation and Abolition) Act, 1970 |
| 159 | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | |
| 160 | Mandate online submission of inspection report within 24 hours to the Department | |
| 161 | Allow establishments to view and download submitted inspection reports of at least past two years | |
| 162 | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment | |
| | Mandate that the same inspector will not inspect the same establishment twice consecutively | |
| 163 | Publish a well-defined inspection procedure and checklist on department's web site | |



**COMMERCIAL TAX
DEPARTMENT**

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|-----|--|--|
| 95. | Inspection of the business premises for VAT (Value Added Tax) registration | Publish a well-defined department's web site |
| 96. | | Design and implement a computerized system for identifying establishments that need to be inspected based on risk assessment |
| 97. | | Mandate online submission of inspection report within 24 hours to the Department |
| 98. | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 99. | | Design and implement a system for computerized allocation of inspectors |

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|------|--|--|
| 301. | Tax enablers | Ensure that users are provided assistance for e-filing at service centers |
| 302. | | Establish a helpline providing basic services and assisting users in preparing and filing returns |
| 303. | | Mandate that VAT refund payment should directly be paid into organization's account within 60 days |
| 304. | | Implement a system for risk based audit related to tax compliance |
| 305. | | Introduce a system for advance tax ruling for State level taxes on the lines of Income Tax Act |
| 306. | | Publish forms relating to information captured at check posts and make them available online |
| 307. | | Phase out static check posts and implement random checking by mobile squads |
| 308. | | Ensure that the provision for uploading way bill/forms is available on the department's website |
| 309. | | Provide green channel facility i.e. no checking of documents at the check post if the requisite information is provided in advance except checking of weight if required |
| 310. | | Registration for Value Added Tax (VAT) |
| 311. | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application | |

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|------|--|---|
| 312. | Registration for Value Added Tax (VAT) | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 313. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |
| 314. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 315. | Registration for Central Sales Tax (CST) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 316. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 317. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 318. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |
| 319. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 320. | Registration for Profession Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 321. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 322. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 323. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|------|---------------------------------|---|
| 324. | Registration for Profession Tax | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 325. | Registration for Entry Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 326. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 327. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 328. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |
| 329. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 335. | Registration for Luxury Tax | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 336. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 337. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 338. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|------|-----------------------------|--|
| 339. | Registration for Luxury Tax | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 340. | Online filing of returns | Design and implement a system for online filing of Value Added Tax (VAT) |
| 341. | | Design and implement a system for online filing of Central Sales Tax (CST) |
| 342. | | Design and implement a system for online filing of Profession Tax |
| 343. | | Design and implement a system for online filing of Luxury Tax |
| 344. | | Design and implement a system for online filing of Entry Tax |
| 346. | Online tax payment | Design and implement a system for online payment of Value Added Tax (VAT) |
| 347. | | Design and implement a system for online payment of Central Sales Tax (CST) |
| 348. | | Design and implement a system for online payment of Profession Tax |
| 349. | | Design and implement a system for online payment of Luxury Tax |

COMMERCIAL TAX DEPARTMENT

| No. | Area | Recommendation |
|------|---|--|
| 350. | Online tax payment | Design and implement a system for online payment of Entry Tax |
| 358. | Access to Information and Transparency Enablers | 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) |
| 359. | | Mandate that the final VAT registration certification will be issued within at most one (1) working day from the date of submission of online application form |
| 360. | | Mandate that the final profession tax registration certificate (where applicable) will be issued within at most one (1) working day from the date of submission of online application form |

The logo features a stylized 'M' shape composed of several overlapping geometric shapes in various shades of blue, ranging from light to dark. The text 'MAHARASHTRA POLLUTION CONTROL BOARD' is positioned on the right side of the 'M' shape, set against a dark blue background.

**MAHARASHTRA
POLLUTION CONTROL
BOARD**

MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|---|--|
| 92. | Inspection reform enablers | Differentiate compliance inspection requirements based on industry pollution categorization such as Red, Amber(Orange), and Green under all environment/pollution laws |
| 93. | | Allow for third party certifications instead of Departmental inspections under all labour and environment/pollution laws for medium risk industries |
| 94. | | Exempt Green industries with a history of satisfactory compliance from environmental compliance inspection, or allow self-certification (in lieu of conducting physical inspections) |
| 164. | Compliance Inspection under The Water (Prevention and Control of Pollution) Act, 1974 | Publish a well-defined inspection procedure and checklist on department's web site |
| 165. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 166. | | Mandate online submission of inspection report within 24 hours to the Department |
| 167. | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 168. | | Design and implement a system for computerized allocation of inspectors |
| 169. | | Mandate that the same inspector will not inspect the same establishment twice consecutively |

MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|---|--|
| 170. | Compliance Inspection under The Air (Prevention and Control of Pollution) Act, 1981 | Publish a well-defined inspection procedure and checklist on department's web site |
| 171. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 172. | | Mandate online submission of inspection report within 24 hours to the Department |
| 173. | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 174. | | Design and implement a system for computerized allocation of inspectors |
| 175. | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 250. | Environmental Registration Enablers | Notify a list of white category industries, which are exempted from taking clearances from State pollution control board |
| 251. | | Allow for auto-renewal of Consent to Establish (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification and ensure that majority of establishments avail this provision |
| 252. | | Allow for auto-renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/third party certification and ensure that majority of establishments avail this provision |
| 253. | | Issue Consent to Operate with a validity period of 5 years or above |
| 254. | | Issue Consent to Establish with a validity period of 5 years or above |

MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|--|---|
| 255. | Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 256. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 257. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 258. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 259. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 260. | Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981 | Publish information about the procedure and a comprehensive list of all documents required on the Department's web site |
| 261. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 262. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 263. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 264. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|--|---|
| 265. | Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 266. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 267. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 268. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 269. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 270. | Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 271. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 272. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 273. | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 274. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|--|---|
| 265. | Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 266. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 267. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
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| 269. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 270. | Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 271. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 272. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 273. | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
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MAHARASHTRA POLLUTION CONTROL BOARD

| No. | Area | Recommendation |
|------|--|---|
| 275. | Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981 | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 276. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 277. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 278. | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
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**Maharashtra Industrial
Development
Corporation (MIDC)**

| No. | Area | Recommendation |
|-----|--|--|
| 100 | 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 |
| 101 | | Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment |
| 102 | | Mandate online submission of inspection report within 24 hours to the Department |
| 103 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 104 | | Design and implement a system for computerized allocation of inspectors |
| 105 | Inspection by Appropriate Authority for felling trees (prior to commencement of construction activities) | Publish a well-defined inspection procedure and checklist on department's web site |
| 106 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 107 | | Mandate online submission of inspection report within 24 hours to the Department |
| 108 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 109 | | Design and implement a system for computerized allocation of inspectors |
| 110 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |

| No. | Area | Recommendation |
|-----|--|--|
| 111 | Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/ completion certificate | Publish a well-defined inspection procedure and checklist on department's web site |
| 112 | | Design and implement a computerized system for identifying building/area that need to be inspected based on risk assessment |
| 113 | | Mandate online submission of inspection report within 24 hours to the Department |
| 114 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 115 | | Design and implement a system for computerized allocation of inspectors |
| 207 | Availability of land | Ensure information on land banks for industrial use is publicly available online at one place |
| 208 | | Design and implement a GIS system to provide details about the land earmarked for industrial use across the State |
| 209 | | Ensure that the GIS system provides details about available infrastructure such as road, water, electrical substation and poles, proximity to National/State highways, Railway lines etc. for all industrial land banks of State |

| No. | Area | Recommendation |
|-----|----------------|---|
| 210 | Land Allotment | Define objective criteria, applicable for all industrial land, for evaluating land allotment application for industrial use |
| 211 | | Publish information about the procedure and a comprehensive list of documents required to be submitted for land allotment on the web site |
| 212 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for land allotment |
| 213 | | Design and implement a land allotment system that allows online application and payment without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 214 | | Ensure that the system allows users to download the final signed land allotment certificate from the online portal |
| 215 | | Allow third parties to easily verify the land allotment certificates in the public domain of at least past two years |

| No. | Area | Recommendation |
|-----|--|---|
| 217 | Construction Permit Enablers | Enact a comprehensive uniform building code/building by-law applicable to the entire State |
| 218 | | Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings |
| 219 | | Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process |
| 220 | | Define mandatory qualifications for architects, structural engineers and contractors in the uniform building by-law applicable in State |
| 221 | | Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain |
| 222 | | Establish a dedicated conflict resolution mechanism for land and construction permits |
| 223 | | Conduct a survey of all industrial areas of State and create a list of plots with trees and publish online a comprehensive information on type of trees |
| 224 | | Publish online the detailed information on applicable replanting requirements for plots with varying tree populations |
| 225 | | Allow authorized architects to issue the completion certificate at all urban areas and IDCs, instead of requiring a separate completion certificate to be issued |
| 226 | | Implement a system to allow approval based on third party certification (during construction and/or completion stage, as applicable) of structural design and architectural drawings by authorized structural engineers and architects respectively across all urban areas and IDCs |
| 227 | Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval into one affidavit/undertaking | |

| No. | Area | Recommendation |
|-----|------------------------|---|
| 228 | Building Plan Approval | Publish information about the procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State approvals (prior to plinth and pre - occupancy) on the web site |
| 229 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation to grant construction permits including all required approvals; pre-construction, during construction and post construction |
| 230 | | Mandate that a single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs |
| 231 | | 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 applicable NOCs/Approvals such as Fire Services, Water body, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc. ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification iii. The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software iv. Ensure that the system issues digitally signed approved building plan within 30 days from the date of application v. Provision for e-intimation to authorities of plinth level completion vi. Provision for online issuance of certificate of inspections vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment viii. Provision for online issuance of digitally signed occupancy cum completion certificate to the applicant |
| 232 | | Define clear timelines mandated through legislation for sanctioning of building permits in 30 days |
| 233 | | Stipulate that construction permits, including sanctioning of building permits, inspections during construction stage and final completion cum occupancy certificate are provided within 45 days |
| 234 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

| No. | Area | Recommendation |
|-----|---|---|
| 235 | NOC for tree felling and tree transit from Tree Authority/ Appropriate Authority (prior to commencement of construction activities) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 236 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 237 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 238 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 239 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 240 | Tree Transit permission | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 241 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 242 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 243 | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |
| 244 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |

| No. | Area | Recommendation |
|------|--|---|
| 245 | NOC for Fire Department (prior to commencement of construction activities) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 246 | | Define clear timelines mandated through legislation for approval of application |
| 247 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 248 | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 249 | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |
| 298. | Obtaining water connection | Publish information about the procedure and a comprehensive list of documents required by all relevant agencies for providing water connection in urban and industrial areas of State on the Department's web site |
| 299. | | Define clear timelines mandated through legislation for obtaining water connection by all concerned agencies |
| 300. | | Design and implement an integrated system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies and mandate that all applications are submitted online |



**REVENUE
DEPARTMENT**

REVENUE DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 68. | Property Registration - Enablers | Digitize land transaction deeds of last 5 years at all sub-registrar's office and make it available on an online system |
| 69. | | Digitize land records of last 5 years at all land records offices and publish the updated land records online in public domain |
| 70. | | Digitize land records of last 5 years at local municipality office and publish the updated land records online in public domain |
| 71. | | Digitize Property tax payment records of last 5 years with a functionality to view balance payments at all local municipality offices and publish the records online in public domain |
| 72. | | Digitize cadastral maps of all rural areas in the state |
| 73. | | Integrate last 5 years data at all sub-registrar's offices, all land records offices and all local municipality offices to facilitate property wise mapping of transactions |
| 74. | | Ensure that statistics of land disputes is maintained in all sub-Registrar Office and Land Record offices and also, ensure to publish list of current disputes in public domain |
| 75. | | Integrate registry offices with PAN and Aadhar data to create a State level database to verify the accuracy of documents |
| 76. | | Integrate land record databases with Judicial databases (Revenue and Civil) to provide complete picture of current land disputes |
| 77. | | Integrate the mutation process with the registration process and allow intimation of mutation as soon as deed is registered |

REVENUE DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 78. | Property Registration – Online Systems | Publish information on the procedure and a comprehensive list of all documents that need to be provided for property registration are available on the department's web site |
| 79. | | Provide model deed templates for sale, gift, lease, mortgage, rent in downloadable and editable format along with instructions to use them |
| 80. | | Design and implement a system that allows online application and payment for document submission and verification of document and mandate that all applications are submitted online and mandate that all applications are submitted online |
| 81. | | The online system should have the facility of Auto calculation of the applicable fee and stamp duty as per the valuation of the property |
| 82. | | The online system should have the facility of auto generation of appointment on making the required payment online (date and time) at respective SRO office |
| 83. | | The registration of the transaction deed to be provided to related parties within one day from the date of appointment |
| 84. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 85. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for document registration and mutation of land |

REVENUE DEPARTMENT

| No. | Area | Recommendation |
|------|---|---|
| 235. | 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 |
| 236. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 237. | | 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 |
| 238. | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 239. | | Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain |

REVENUE DEPARTMENT

| No. | Area | Recommendation |
|------|--|---|
| 105. | Inspection by Appropriate Authority for felling trees (prior to commencement of construction activities) | Publish a well-defined inspection procedure and checklist on department's web site |
| 106. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 107. | | Mandate online submission of inspection report within 24 hours to the Department |
| 108. | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 109. | | Design and implement a system for computerized allocation of inspectors |
| 110. | | Mandate that the same inspector will not inspect the same establishment twice consecutively |
| 224. | | Publish online the detailed information on applicable replanting requirements for plots with varying tree populations |
| 216. | Land Allotment | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for processing of application for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/IDCs |

REVENUE DEPARTMENT

| No. | Area | Recommendation |
|------|------------------------------------|---|
| 335. | Registration for Entertainment Tax | Publish information on the procedure and a comprehensive list of all documents that need to be provided on the Department's web site |
| 336. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 337. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 338. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 339. | | Allow third parties to easily verify approval certificates in the public domain of at least past two years |
| 358. | Tax Enablers | 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) |
| 345. | Online tax return filing | Design and implement a system for Entertainment Tax to be filed online |
| 351. | Online tax payment | Design and implement a system for Entertainment Tax to be paid online |



**PUBLIC WORKS
DEPARTMENT (PWD)**

PUBLIC WORKS DEPARTMENT

| No. | Area | Recommendation |
|-----|---|---|
| 290 | 8a. Obtaining Electricity Connection | Design and develop an online system for granting road cutting permissions in a manner that it allows online application, payment, document submission and approvals. |
| 291 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application for granting 'Right of Way' (RoW) permission |



**MAITRI – Single
Window Body**

MAITRI – SINGLE WINDOW BODY

| No. | Area | Recommendation |
|------|-----------------------------|--|
| 176. | Single Window | Establish a dedicated single window agency as the sole point of contact for setting up a business in State |
| 177. | | Ensure that the single window agency has been set up through a legislation |
| 178. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for issuing all approvals being provided by single window agency |
| 179. | | Define clear timelines mandated through legislation or through notification under the Public Service Delivery Guarantee Act for issuing intent letter, granting sanction and disbursal of applicable incentives as per the industrial/sectoral policy in the State |
| 180. | Online Single Window System | Design and implement an online single window system with functionality for online application submission, payment and approvals and mandate that all applications are submitted online |
| 181. | | Implement a standardized online Common Application Form (CAF) combining applications of all services wherein common information such as applicant's name, project details, address etc. and common documents are required to be provided only once through single window system |
| 182. | | Ensure 'Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996' is provided as a service through the online single window system facilitating the online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 183. | | Ensure 'Registration certificate of Establishment Inter State Migrant Workmen(RE&CS)Act,1979 (License of Contractor Establishment)' is provided as a service through the online single window system facilitating the online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 184. | | Ensure 'Registration under weights and measures, 1998' is provided as a service through the online single window system facilitating online application, payments, tracking of status, approvals and issuance of the certificate(s) |

MAITRI – SINGLE WINDOW BODY

| No. | Area | Recommendation |
|------|-----------------------------|---|
| 185. | Online Single Window System | Ensure 'Consent to establish (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 186. | | Ensure 'Consent to operate (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 187. | | Ensure 'Authorization under Hazardous Waste Rules' is provided as a service through the online single window system facilitating online |
| 188. | | Ensure 'Registration under Shops and Establishments Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 189. | | Ensure 'Permission for engaging contractor for labour' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 190. | | Ensure 'Factories license' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 191. | | Ensure 'Factory building plan approval' (under the Factories Act, 1948) is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 192. | | Ensure 'Registration under Boiler Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |

MAITRI – SINGLE WINDOW BODY

| No. | Area | Recommendation |
|------|-----------------------------|--|
| 193. | Online Single Window System | Ensure 'Change of land use' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 194. | | Ensure 'Approval of building plans' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 195. | | Ensure 'NOC from Fire Department' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 196. | | Ensure renewal of 'Consent to operate (under Water Act & Air Act)' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 197. | | Ensure renewal under 'Shops and Establishments Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 198. | | Ensure renewal under 'Factories license' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 199. | | Ensure renewal under 'Registration under Boiler Act' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status, approvals and issuance of the certificate(s) |
| 200. | | Ensure 'electricity connection' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals |
| 201. | | Ensure 'water connection' provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals |
| 202. | | Publish information on the procedure, timelines and a comprehensive list of documents that are required to be submitted for applying for various incentives in the state |

MAITRI – SINGLE WINDOW BODY

| No. | Area | Recommendation |
|------|---|---|
| 203. | Online Single Window System | Ensure that incentives of all applicable industrial/sectoral policies are applied through a common form without the physical touch points |
| 204. | | Mandate that all queries/clarifications related to investor's application are sought once and within 7 days of receiving the application |
| 205. | | Ensure that the Single Window System sends out SMS/e-mail notification to the applicant as and when the application is submitted and/or query is raised and/or application is approved/rejected |
| 206. | | Ensure that incentives under Industrial/Sectoral Policy are provided as a service through the online single window system (for intent letter, sanction and disbursement) facilitating online application submission and tracking of status and approval |
| 352. | Access to Information and Transparency Enablers | Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-establishment No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for setting up of a business |
| 353. | | Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-operation No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for starting business operations |
| 354. | | Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre-establishment) |
| 355. | | Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre operation) |
| 356. | | Establish a formal investors' facilitation center/bureau in State for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback |
| 357. | | Define working procedures for the investors' facilitation center/bureau such as for queries regarding the application and approval process, query recording and ticketing, service timelines for query handling, aligning relationship managers and reverting back to investors |

MAITRI – SINGLE WINDOW BODY

| No. | Area | Recommendation |
|------|---|---|
| 361. | 1a. Access to Information and Transparency Enablers | Enact a legislation (e.g. Right to Services Act) to mandate time-bound delivery of all services provided by the State Government to Industries/ Businesses |
| 362. | | Ensure that the time-bound service delivery legislation defines punitive provisions that deter officials from not complying with the defined timelines for services being provided to Industry/ Business |
| 363. | | Develop an online system available in public to publish real time status of applications submitted to the departments concerned for obtaining clearances |
| 364. | Online Single Window System | 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) |
| 365. | | Ensure that the time-bound service delivery legislation defines clear procedures for applicants to submit grievances relating to non- compliance with the defined timelines |
| 366. | | Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment |
| 367. | | Mandate and make arrangements to publish the comments/feedback received online on the draft business regulation and how they are addressed in the final regulation |
| 368. | | Develop an online database for existing industrial clusters in the State with the type of industries, infrastructure available, common facilities etc. |



**ENERGY
DEPARTMENT**

ENERGY DEPARTMENT

| S. No. | Area | Recommendation |
|--------|----------------------------------|--|
| 280. | Obtaining Electricity Connection | Ensure that DisComs uses automated tools to monitor outages in all Industrial areas of State |
| 281. | | Ensure that DisComs uses automated tools for service restoration in all Industrial areas of State |
| 282. | | Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain |
| 283. | | Ensure that total outage cap is fixed by regulator for a quarter/year and the Discoms compensates customers for outages that go over the fixed cap automatically |
| 284. | | Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle |
| 285. | | Reduce the number of documents required for obtaining the electricity connection to only two i.e. proof of ownership/occupancy and authorization document (in case of firm/company) |
| 286. | | Allow third party inspection of internal installations and ensure that majority of establishments avail this provision |
| 287. | | Ensure that users are provided a fixed cost estimate based on the load (KVA/KW) required for obtaining electricity connection in all industrial areas of State and ensure these charges (demand note) is generated through the online system |

ENERGY DEPARTMENT

| S. No. | Area | Recommendation |
|--------|--|--|
| 288. | Obtaining Electricity Connection | 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 |
| 289. | | Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies |
| 292. | | Allow third parties to easily verify the authenticity of electricity connections and respective premise/entity/individual through online system in the public domain |
| 293. | Certification of Electrical Installation by Chief Electrical Inspector | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 294. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 295. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 296. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 297. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |



**FOOD AND DRUGS
DEPARTMENT**

FDA DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 369 | Retail / Bulk Drug License (Pharmacy) and renewal thereof | Publish information about the procedure and a comprehensive list of documents required on the web site |
| 370 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 371 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 372 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 373 | Drug license for setting up a pharmacy in State (By State Drugs Standard Control Organization) | Publish information about the procedure and a comprehensive list of documents required on the web site |
| 374 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 375 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 376 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |

FDA DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 377 | Wholesale drug license | Publish information about the procedure and a comprehensive list of documents required on the web site |
| 378 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 379 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 380 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |
| 381 | Granting and renewal of Drug Manufacturing License | Publish information about the procedure and a comprehensive list of documents required on the web site |
| 382 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 383 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 384 | | Ensure that the system allows user to download the final signed approval certificate from the online portal |



**FOREST
DEPARTMENT**

FOREST DEPARTMENT

| No. | Area | Recommendation |
|------|--|---|
| 105. | Inspection by Appropriate Authority for felling trees (prior to commencement of construction activities) | Publish a well-defined inspection procedure and checklist on department's web site. |
| 106. | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment. |
| 107. | | Mandate online submission of inspection report within 24 hours to the Department. |
| 108. | | Allow establishments to view and download submitted inspection reports of at least past two years. |
| 109 | | Design and implement a system for computerized allocation of inspectors. |
| 110. | | Mandate that the same inspector will not inspect the same establishment twice consecutively. |
| 224. | Construction Permit Enablers | Publish detailed information on applicable replanting requirements for plots with varying tree populations online |
| 235. | NOC for tree felling and tree transit from Tree Authority/ Appropriate Authority | Publish information about the procedure and a comprehensive list of documents required on the Department's web site. |
| 236. | (prior to commencement of construction activities) | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application. |

FOREST DEPARTMENT

| No. | Area | Recommendation |
|------|---|---|
| 237. | NOC for tree felling and tree transit from Tree Authority/ Appropriate Authority (prior to commencement of construction activities) | 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 |
| 238. | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 239. | | Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain |
| 240. | Tree Transit permission | Publish information on the procedure and a comprehensive list of all documents that need to be provided on the web site |
| 241. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 242. | | 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 |
| 243. | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 244. | | Allow third parties to easily verify approval certificates in the public domain of at least past two years |



**URBAN
DEVELOPMENT
DEPARTMENT**

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|--------------------------------------|---|
| 70 | Property Registration Enablers | Digitize land records of last 5 years at local municipality office and publish the updated land records online in public domain |
| 71 | | Digitize Property tax payment records of last 5 years with a functionality to view balance payments at all local municipality offices and publish the updated records online in public domain |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|---|--|
| 100 | 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 |
| 101 | | Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment |
| 102 | | Mandate online submission of inspection report within 24 hours to the Department |
| 103 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 104 | | Design and implement a system for computerized allocation of inspectors |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|--|--|
| 105 | Inspection by Appropriate Authority for felling trees (prior to commencement of construction activities) | Publish a well-defined inspection procedure and checklist on department's web site |
| 106 | | Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment |
| 107 | | Mandate online submission of inspection report within 24 hours to the Department |
| 108 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 109 | | Design and implement a system for computerized allocation of inspectors |
| 110 | | Mandate that the same inspector will not inspect the same establishment twice consecutively |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 111 | Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/ completion certificate | Publish a well-defined inspection procedure and checklist on department's web site |
| 112 | | Design and implement a computerized system for identifying building/area that need to be inspected based on risk assessment |
| 113 | | Mandate online submission of inspection report within 24 hours to the Department |
| 114 | | Allow establishments to view and download submitted inspection reports of at least past two years |
| 115 | | Design and implement a system for computerized allocation of inspectors |
| 216 | Land Allotment | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for processing of application for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/IDCs |
| 217 | Construction Permit Enablers | Enact a comprehensive uniform building code/building by-law applicable to the entire State |
| 218 | | Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings |
| 219 | | Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process |
| 220 | | Define mandatory qualifications for architects, structural engineers and contractors in the uniform building by-law applicable in State |
| 221 | | Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|------------------------------|--|
| 222 | Construction Permit Enablers | Establish a dedicated conflict resolution mechanism for land and construction permits |
| 225 | | Allow authorized architects to issue the completion certificate at all urban areas and IDCs, instead of requiring a separate completion certificate to be issued |
| 226 | | Implement a system to allow approval based on third party certification (during construction and/or completion stage, as applicable) of structural design and architectural drawings by authorized structural engineers and architects respectively across all urban areas and IDCs |
| 227 | | Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval into one affidavit/undertaking |
| 228 | Building Plan Proposal | Publish information on the procedure and a comprehensive list of all documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State approvals (prior to plinth and pre-occupancy) on the web site |
| 229 | | Define clear timelines mandated through legislation to grant construction permits including all required approvals; pre-construction, during construction and post construction |
| 230 | | Mandate that a single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs |
| 232 | | Define clear timelines mandated through legislation for sanctioning of building permits in 30 days |
| 233 | | Stipulate that construction permits, including sanctioning of building permits, inspections during construction stage and final completion cum occupancy certificate are provided within 45 days |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|-----------------------------------|---|
| 231 | Building Plan Approval | <p>Design and develop an online single window system for granting construction permits with following functionalities:</p> <ul style="list-style-type: none"> i. A common integrated application for all internal and external agencies required to provide applicable NOCs/Approvals such as Fire Services, Water body, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc. ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification iii. The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software iv. Ensure that the system issues digitally signed approved building plan within 30 days from the date of application v. Provision for e-intimation to authorities of plinth level completion vi. Provision for online issuance of certificate of inspections vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment viii. Provision for online issuance of digitally signed occupancy cum completion certificate to the applicant |
| 234 | | Allow third parties to easily verify approval certificates of at least past two years in the public domain |
| 235 | NOC for tree felling and | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 236 | tree transit from Tree Authority/ | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 237 | Appropriate Authority (prior to | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 238 | commencement of construction | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 239 | activities) | Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|-------------------------|---|
| 240 | Tree transit permission | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 241 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 242 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 243 | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 244 | | Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|--|---|
| 245 | NOC for Fire Department (prior to commencement of construction activities) | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 246 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 247 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 248 | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 249 | | Allow third parties to easily verify approval certificates in the public domain of at least past two years in the public domain |
| 298 | Obtaining water Connection | Publish information about the procedure and a comprehensive list of documents required by all relevant agencies for providing water connection in urban and industrial areas of State on the Department's web site |
| 299 | | Define clear timelines mandated through legislation for obtaining water connection by all concerned agencies |
| 300 | | Design and implement an integrated system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies and mandate that all applications are submitted online |

URBAN DEVELOPMENT DEPARTMENT

| No. | Area | Recommendation |
|-----|---------------|---|
| 385 | Trade License | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 386 | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 387 | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 388 | | Reduce the number of documents required for obtaining trade license to only three: ID Proof, Lease Deed/Legal Occupancy, PAN/VAN/TIN if available |
| 389 | | Ensure that the system allows users to download the final signed approval certificate from the online portal |
| 390 | | Allow third parties to easily verify approval certificates in the public domain of at least past two years |



**LEGAL AND
METROLOGY
DEPARTMENT**

LEGAL & METROLOGY

| No. | Area | Recommendation |
|------|---|---|
| 391. | Registration and renewal under the Weights and Measures Act | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 392. | | Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application |
| 393. | | Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online |
| 394. | | Ensure that the system allows user to download the final signed approval certificate from the online portal. |
| 395. | | Allow third parties to easily verify the approval certificates in the public domain of at least past two years |



**LAW & JUDICIARY
DEPARTMENT**

LAW AND JUDICIARY DEPARTMENT

| No. | Area | Recommendation |
|-----|--|--|
| 55 | Commercial Dispute Resolution Enablers | Establish a specialized division/bench under the High Court to hear commercial disputes |
| 56 | | Establish specialized commercial courts (in major towns/cluster of district so as to cover the whole State) to hear and resolve the commercial disputes |
| 57 | | Ensure at least 90% of the vacancies in District courts/Commercial courts been filled up |
| 58 | | Ensure that the time standards for commercial disputes are adhered for the following key court events: i. First hearing; ii. Filing of the statement of defense; iii. Completion of the evidence period; iv. Filing of testimony by expert; and v. Submission of the final judgment |
| 59 | | Limit the maximum number of adjournments that can be granted in a commercial disputes |
| 60 | | Limit the adjournments to unforeseen and exceptional circumstances |
| 61 | | Merge payment of court fees and process fees into a single transaction/procedure |
| 62 | | Publish model commercial contract templates in public domain in downloadable and editable format along with instructions to use them |

LAW AND JUDICIARY DEPARTMENT

| No. | Area | Recommendation |
|-----|-----------------------------------|---|
| 63 | Paper-less Courts | Design and implement a system to allow for e-filing for commercial disputes in Commercial courts |
| 64 | | Design and implement a system to allow for e-summons for commercial disputes in Commercial courts |
| 65 | | Design and implement a system to allow for publishing e-cause lists for commercial disputes in Commercial courts |
| 66 | | Design and implement a system to allow for e-payments for court fees and process fees for Commercial disputes in Commercial courts |
| 67 | | Design and implement a system to allow for issuing digitally signed court orders in Commercial courts |
| 396 | Registration of Partnership firms | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 397 | | Define clear timelines mandated through legislation for approval of complete application |
| 398 | | 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 |
| 399 | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 400 | | Allow third parties to easily verify approval certificates in the public domain of at least past two years |

LAW AND JUDICIARY DEPARTMENT

| No. | Area | Recommendation |
|-----|---------------------------|---|
| 401 | Registration of Societies | Publish information about the procedure and a comprehensive list of documents required on the Department's web site |
| 402 | | Define clear timelines mandated through legislation for approval of complete application |
| 403 | | 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 |
| 404 | | Ensure that the system allows users to download the final signed approval certificate from the online portal. |
| 405 | | Allow third parties to easily verify approval certificates in the public domain of at least past two years |