

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)

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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)

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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

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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	

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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.