

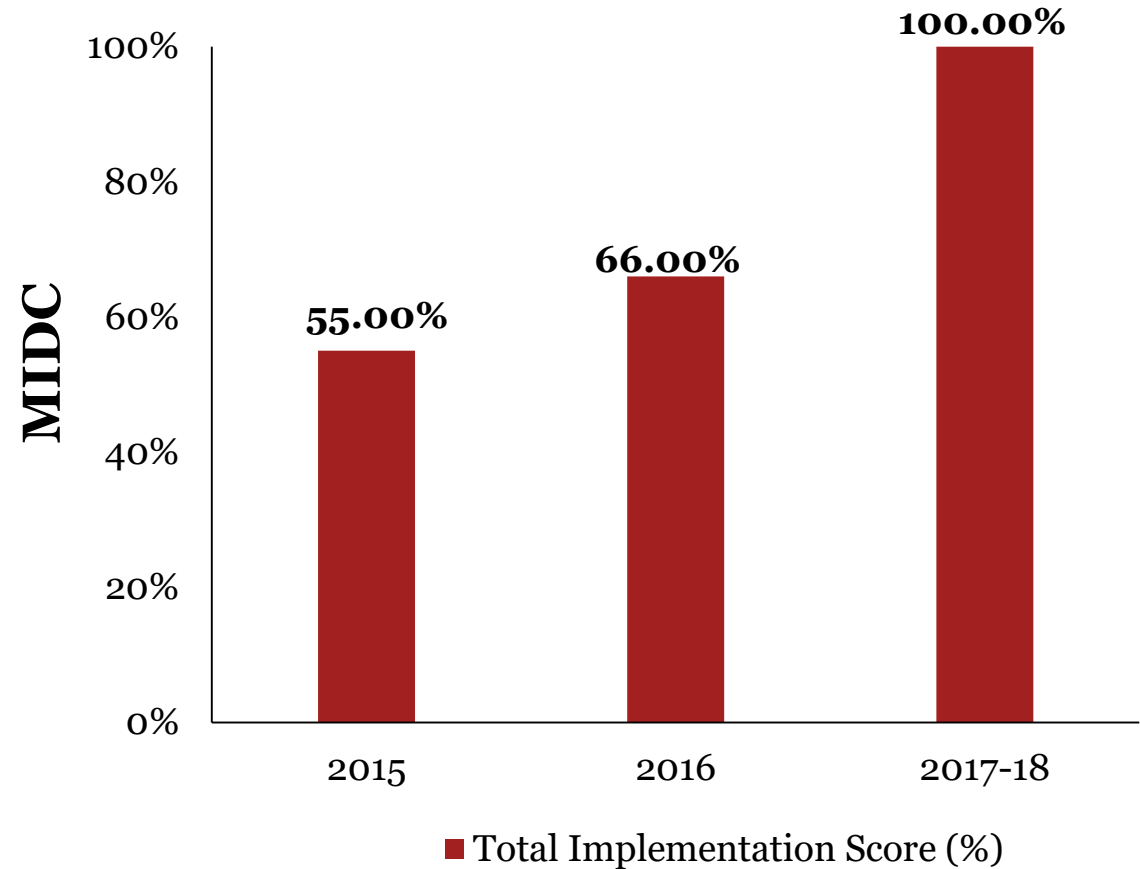
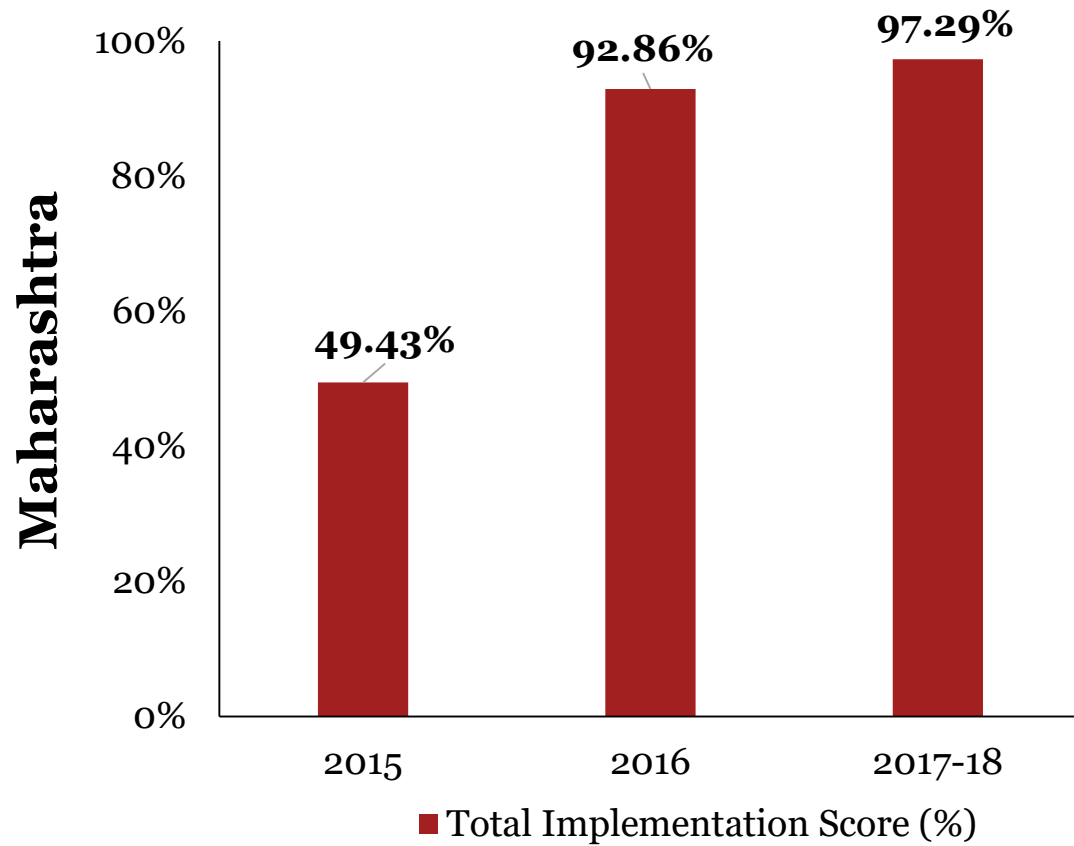
A close-up photograph of two men in business suits shaking hands. The man on the left is wearing a dark suit and a red tie. The man on the right is wearing a blue suit. The background is blurred with warm, bokeh light spots. The text is overlaid on the upper portion of the image.

Ease of Doing Business at MIDC

Business Reform Action Plan: 2019

'Ease of Doing Business' in Maharashtra & MIDC

Independent objective assessment of business regulation across all states covering the end to end lifecycle of a business.



Reform areas identified under promoting 'Ease of Doing Business'

Independent objective assessment of business regulation across all states covering the end to end lifecycle of a business.

**Access to Information and
Transparency Enablers**



Single window system



**Land availability and
allotment**



**Construction Permit
Enablers**



Obtaining Utility Permits



Inspection Enabler



Access to Information and Transparency Enablers

- All information available on the following:
 - *MIDC Website – www.midcindia.org*
 - *EoDB Portal – eodb.midcindia.org*
 - *Circulars – services.midcindia.org/CMS/Circulars/Circulars.aspx*
- Frequently Asked Questions repository created for users
- Helpdesk for issues and information dissemination related to SWC on ***helpdesk@midcindia.org*** and **022-26870052** Ext.: **275**
- Grievance and query handling on ***<https://grievance.midcindia.org/>***
- Standard Operating Procedure (SOP) for each process has been defined along with mandatory timelines of service delivery

Single Window System

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- All MIDC services are online with facility to upload documents, make payment, download receipts and view approval letters
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- All MIDC specific services are integrated with state level Single Window System – MAITRI
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- It is now mandatory to apply for services through online mode only. No physical applications accepted.
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- All payments are now accepted and preferred to be taken online
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- All approval letters to be digitally signed and provided online by uploading in the system
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Land Availability & Allotment

- Real-time land bank details available on the website and on GIS portal

 - Details of available infrastructure & facilities within industrial area available on GIS portal

 - Online system for land allotment is operational since October 2016

 - Various modes of land allotment available online are:
 - *Online through LAC*
 - *Priority allotment (for FDI, Mega projects, Govt.s & PSUs, etc.)*
 - *Expansion*
 - *Allotment through Auction/ e-Bidding*
-

Construction Permits (1/2)

- Auto-DCR based combined approval for Commencement Certificate (Building Plan Approval) and Provisional Fire Approval

 - Exemption of inspections for low risk buildings

 - Timely delivery of service and upload of inspection report online (within 48 hours of inspection)

 - Provision for e-intimation of commencement of work, and plinth level completion of construction in SWC

 - To reduce delay in service delivery, step-by-step timelines mandated for SPA, Fire officers as well as Architects for document uploads, response to queries & payments
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Construction Permits (2/2)

- Uniform building code across all industrial areas of MIDC

 - Joint inspection to be conducted for all cases within MMR and PMR

 - Complaint & request based inspection to be adopted

 - Inclusion of Tree permits, Final Fire approvals, & Occupancy Certificate within the Building Plan Approval Management System (BPAMS) is in pipeline

 - Drainage plan approval, and drainage connection requests also to be included within BPAMS is in pipeline
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Obtaining Utility Permits

- Standard procedure for obtaining water connection through online mode

 - Water tariff across all areas for various types of usage available on website

 - Generation of monthly water bill through system and intimation sent via Email/ SMS

 - Online mode of payment for water bills available

 - Availability to view past 12 months water bill records
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Inspection Enablers

- Inspection procedure and checklists available on website

 - Automated risk classification of buildings based on standard criteria

 - Exemption of inspection by MIDC authorities for low risk buildings

 - For medium & high risk buildings, timely inspection and upload of inspection report within 48 hours is mandated

 - Computerized allocation of inspectors through system
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The evolution of Business Reform Action Plan (BRAP)

1 Understanding BRAP

- 2017-18 - **372 reforms** across **8 reform areas**
- BRAP 2019 - **80 reforms** across **12 reform areas** (**18 for MIDC**)
- Reform list prepared by **11th October 2018** and deadline for completion **28th February 2019**

3 Feedback

- State to submit **list of users** who have availed services in the last one year
- DIPP to conduct a **third-party feedback survey** of users
- Feedback to be held through call as well as face-to-face

- State to **submit evidence** against each reform
- Department of Investor Promotion & Policy (DIPP) will **evaluate each reform** against the evidence submitted
- All approved reforms will be submitted for **user feedback**

2 Evaluation by DIPP

- **Grading** of reforms will be done based on the feedback received
- On evaluation of **total score**, the assessment report will be generated for each state and will be published as the **Final Ranking for 2019**

4 Final Result

Feedback Mechanism

- As part of BRAP 2019, a **feedback exercise** will be carried out on **all reforms**
- The methodology would be same as last year (BRAP 2017-18)
- An **Independent agency** will be hired to ensure credibility in the exercise.
- More than **500 users** are expected to be surveyed, to confirm actual implementation of reforms.
- Respondents will include **new and existing businesses, architects, lawyers and electrical contractors**
- Face to Face Interviews will be conducted, and **verification of feedback** will be conducted via telephonic calls

Sample Questionnaire

Service Delivery

- Have you availed the service?
- Was the service provided within prescribed timeline?

Online system

- Are you aware that an online system is available for the service?
- Did you have to visit the physical office of MIDC?

Tracking & online payment

- Could you track your application after submission?
- Was Inspection conducted?

Approval letter

- Was the approval letter given through online system
- Was the approval letter digitally signed?

Land Information

- Do you know that a land bank is published on the website?
- Are you aware of the criteria for land allotment?

Water Connection

- Is the system for application online?
- Do you receive notification of water bill?
- Can you pay bill online?

Construction Permit

- Was the approval given within timeline?
- Intimate work commencement & plinth completion?

Inspection by Authority

- Was inspection report uploaded within 48 hours?
- Was single joint inspection conducted?

MIDC at your service

28 services

8 RTS notified

6 Aaple Sarkar

2 MAITRI



Combined Plan Approval



Final Fire NOC



Temporary Water Connection



Permanent Water Connection



Occupancy Certificate



Change in Company Name



Right of Way



Final Lease



Land Allotment



Tree Felling / Trimming / Replantation



Plinth level intimation



Mortgage Consent



Plot Transfer



NOC for Power Connection



Time Limit extension



Plot Subdivision



Plot Amalgamation



Drainage Connection



Fire NOC Renewal



Subleasing



Subletting



No Dues Certificate

What we expect from you?



eKYC

❖ Complete your **eKYC** by providing correct details related to **PAN, TIN, Company Registration documents**, etc.



Representative

❖ Share the details like **name, email, mobile number** of the **authorized representative/ liaison officer**.



Agents

❖ It is advisable to access the online systems by **self** or through **authorized representative** and not engage through third party agents or consultants



Feedback

❖ Provide **feedback** and voice your **concerns** through the **grievance portal, helpdesk** or write to us through **email**



On-time service

- ❖ Ensure complete application with all necessary documents are uploaded
- ❖ Respond to queries on time
- ❖ Make payments within the prescribed timeline

Contact Us

For all concerns, suggestions and feedback for promoting 'Ease of Doing Business', please write to:

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Thank You