

**Business Reforms Action Plan 2017 for States/UTs**

S. No.	Area	Recommendation	Department
<b>1. Labour Regulation-Enablers</b>			
1.	Labour Regulation-Enablers	Mandate online filing of single integrated return and applicable payments under all Labour Laws	Department of Labour
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	Factories and Boilers
3.		Introduce a provision for issuing Factory License and all subsequent renewals with validity of 10 years or more	Factories and Boilers
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	Department of Labour
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	Factories and Boilers
6.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers
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	Factories and Boilers
8.		Ensure that the system allows the user to download the final signed approval certificate from the online portal	Factories and Boilers
9.		Allow third parties to easily verify the approval certificates in the public domain	Factories and Boilers
10.	Approval of plan and permission to	Publish information about the procedure and a comprehensive list of documents on the Department's web site	Factories and Boilers

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11.	construct/extend/or take into use any building as a factory under the Factories Act, 1948	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers
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	Factories and Boilers
13.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Factories and Boilers
14.		Allow third parties to easily verify the approval certificates in the public domain	Factories and Boilers
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	Factories and Boilers
16.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers
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	Factories and Boilers
18.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Factories and Boilers
19.		Allow third parties to easily verify the approval certificates in the public domain	Factories and Boilers
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	Factories and Boilers
21.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers

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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	Factories and Boilers
23.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Factories and Boilers
24.		Allow third parties to easily verify the approval certificates in the public domain	Factories and Boilers
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	Factories and Boilers
26.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Factories and Boilers
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	Factories and Boilers
28.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Factories and Boilers
29.		Allow third parties to easily verify the approval certificates in the public domain	Factories and Boilers
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		Department of Labour
32.	Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch		Department of Labour

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		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	Department of Labour
34.		Allow third parties to easily verify the approval certificates in the public domain	Department of Labour
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	Department of Labour
36.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Labour
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	Department of Labour
38.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Department of Labour
39.		Allow third parties to easily verify the approval certificates in the public domain	Department of Labour
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		Department of Labour
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		Department of Labour

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43.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Department of Labour
44.		Allow third parties to easily verify the approval certificates in the public domain	Department of Labour
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	Department of Labour
46.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Labour
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	Department of Labour
48.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Department of Labour
49.		Allow third parties to easily verify the approval certificates in the public domain	Department of Labour
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		Department of Labour
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		Department of Labour
53.	Ensure that the system allows user to download the final signed approval certificate from the online portal		Department of Labour

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54.		Allow third parties to easily verify the approval certificates in the public domain	Department of Labour
<b>2. Contract enforcement</b>			
55.	Commercial Dispute Resolution Enablers	Establish a specialized division/bench under the High Court to hear commercial disputes	Department of Law and Justice
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	Department of Law and Justice
57.		Ensure at least 90% of the vacancies in specialized Commercial courts been filled up	Department of Law and Justice
58.		Ensure that the time standards for commercial disputes are adhered for the following key court events: <ul style="list-style-type: none"> <li>i. First hearing;</li> <li>ii. Filing of the statement of defense;</li> <li>iii. Completion of the evidence period;</li> <li>iv. Filing of testimony by expert; and</li> <li>v. Submission of the final judgment</li> </ul>	Department of Law and Justice
59.		Limit the maximum number of adjournments that can be granted in commercial disputes	Department of Law and Justice
60.		Limit the adjournments to unforeseen and exceptional circumstances	Department of Law and Justice
61.		Merge payment of court fees and process fees into a single transaction/procedure	Department of Law and Justice

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S. No.	Area	Recommendation	Department
62.		Publish model commercial contract templates in public domain in downloadable and editable format along with instructions to use them	Department of Law and Justice
63.	Paper-less Courts	Design and implement a system that allows e-filing for commercial disputes in Commercial courts	Department of Law and Justice
64.		Design and implement a system that allows issuance of e-summons for commercial disputes in Commercial courts	Department of Law and Justice
65.		Design and implement a system that allows publishing of e-cause lists for commercial disputes in Commercial courts	Department of Law and Justice
66.		Design and implement a system that allows e-payment of court fees and process fees for Commercial disputes in Commercial courts	Department of Law and Justice
67.		Design and implement a system that allows issuance of digitally signed court orders in Commercial courts	Department of Law and Justice
<b>3. Registering property</b>			
68.	Property Registration - Enablers	Digitize land transaction deeds of last 2 years at all sub-registrar offices and make the same available on an online system	Registration & Stamps
69.		Digitize land records of last 2 years at all land records offices and publish the updated land records online in public domain	Registration & Stamps
70.		Digitize land records of last 2 years at local municipality office and publish the updated land records online in public domain	Registration & Stamps
71.		Digitize Property tax payment records of last 2 years with a functionality to view balance payments at all local municipality offices and publish the updated records online in public domain	Municipal Corporation/ Registration & Stamps

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72.		Digitize cadastral maps of all rural areas in the state	Revenue Department
73.		Integrate last 2 years data at all sub-registrar offices, all land records offices and all local municipality offices to facilitate property wise mapping of transactions	Registration & Stamps
74.		Ensure that statistics of land disputes is maintained in land record offices and also, ensure to publish list of current disputes in public domain	Registration & Stamps/ Revenue Department
75.		Integrate all sub-registrar offices with PAN and Aadhar data to create a State level database to verify the accuracy of documents	Registration & Stamps
76.		Integrate land record databases with Judicial database (Revenue) to provide complete picture of current land disputes	Registration & Stamps/ Department of Law
77.		Integrate the mutation process with the registration process and allow intimation of mutation as soon as the deed is registered	Registration & Stamps
78.		Property Registration-Online systems	Publish information about the procedure and a comprehensive list of documents required for property registration on the Department's web site
79.	Provide model deed templates for sale, gift, lease, mortgage and rent in downloadable and editable format along with instructions to use them		Registration & Stamps
80.	Design and implement a system that allows online application and payment for submission and verification of document and mandate that all applications are submitted online and mandate that all applications are submitted online		Registration & Stamps
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		Registration & Stamps
82.	The online system should have the facility of auto generation of appointment (date and time) on making the required payment online at respective SRO offices		Registration & Stamps
83.	The registration of the transaction deed to be provided to related parties on the same day of appointment		Registration & Stamps



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84.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Registration & Stamps
85.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for document registration and mutation of land	Registration & Stamps
<b>4. Inspection enablers</b>			
86.	Inspection reform enablers	Institutionalize a Central Inspection System responsible for undertaking compliance inspections of the departments concerned	Labour, Factories and Boilers, State Pollution Control Board
87.		Design and develop an online inspection system for scheduling of inspections	Labour, Factories and Boilers, State Pollution Control Board
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	Labour, Factories and Boilers, State Pollution Control Board
89.		Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all the labour laws	Department of Labour
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	Department of Labour
91.		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	Factories and Boilers

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		IX. Inspection under The Payment of Gratuity Act, 1972 X. Inspection under The Contract Labour (Regulation and Abolition) Act, 1970	
92.		Differentiate compliance inspection requirements based on industry pollution categorization such as Red, Amber(Orange), and Green under all environment/pollution laws	State Pollution Control Board
93.		Allow third party certifications instead of Departmental inspections under all the labour and environment/pollution laws for medium risk industries	Labour/ State Pollution Control Board
94.		Exempt Green industries with a history of satisfactory compliance from environmental compliance inspection, or allow self-certification (in lieu of conducting physical inspections)	State Pollution Control Board
95.	Inspection of the business premises for VAT (Value Added Tax) registration	<del>Publish a well-defined inspection procedure and checklist on department's web site</del>	Commercial Tax
96.		<del>Design and implement a computerized system for identifying establishments that need to be inspected based on risk assessment</del>	Commercial Tax
97.		<del>Mandate online submission of inspection report within 48 hours to the Department</del>	Commercial Tax
98.		<del>Allow establishments to view and download submitted inspection reports of at least past two years</del>	Commercial Tax
99.		<del>Design and implement a system for computerized allocation of inspectors</del>	Commercial Tax
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	All ULBs/IDCs/Development Authorities/T&CP
101.		Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment	All ULBs/IDCs/Development Authorities/T&CP

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102.		Mandate online submission of inspection report within 48 hours to the Department	All ULBs/IDCs/Development Authorities/T&CP
103.		Allow establishments to view and download submitted inspection reports of at least past two years	All ULBs/IDCs/Development Authorities/T&CP
104.		Design and implement a system for computerized allocation of inspectors	All ULBs/IDCs/Development Authorities/T&CP
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	Tree Authority/ Forest
106.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Tree Authority/ Forest
107.		Mandate online submission of inspection report within 48 hours to the Department	Tree Authority/ Forest
108.		Allow establishments to view and download submitted inspection reports of at least past two years	Tree Authority/ Forest
109.		Design and implement a system for computerized allocation of inspectors	Tree Authority/ Forest
110.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Tree Authority/ Forest
111.	Inspection by Building Proposal Office/ relevant agency as part of obtaining	Publish a well-defined inspection procedure and checklist on department's web site	All ULBs/IDCs/Development Authorities/T&CP

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112.	occupancy/completion certificate	Design and implement a computerized system for identifying building/area that need to be inspected based on risk assessment	All ULBs/IDCs/Development Authorities/T&CP
113.		Mandate online submission of inspection report within 48 hours to the Department	All ULBs/IDCs/Development Authorities/T&CP
114.		Allow establishments to view and download submitted inspection reports of at least past two years	All ULBs/IDCs/Development Authorities/T&CP
115.		Design and implement a system for computerized allocation of inspectors	All ULBs/IDCs/Development Authorities/T&CP
116.	Compliance Inspection under The Equal Remuneration Act, 1976	Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
117.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour
118.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
119.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour
120.		Design and implement a system for computerized allocation of inspectors	Department of Labour
121.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour

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122.	Compliance Inspection under The Factories Act, 1948	Publish a well-defined inspection procedure and checklist on department's web site	Factories and Boilers
123.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Factories and Boilers
124.		Mandate online submission of inspection report within 48 hours to the Department	Factories and Boilers
125.		Allow establishments to view and download submitted inspection reports of at least past two years	Factories and Boilers
126.		Design and implement a system for computerized allocation of inspectors	Factories and Boilers
127.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Factories and Boilers
128.		Compliance Inspection under The Minimum Wages Act, 1948	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		Department of Labour
130.	Mandate online submission of inspection report within 48 hours to the Department		Department of Labour
131.	Allow establishments to view and download submitted inspection reports of at least past two years		Department of Labour
132.	Design and implement a system for computerized allocation of inspectors		Department of Labour
133.	Mandate that the same inspector will not inspect the same establishment twice consecutively		Department of Labour
134.	Compliance Inspection under The Shops and Establishments Act (as applicable)	Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
135.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour

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136.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
137.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour
138.		Design and implement a system for computerized allocation of inspectors	Department of Labour
139.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour
140.	Compliance Inspection under The Payment of Bonus Act, 1965	Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
141.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour
142.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
143.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour
144.		Design and implement a system for computerized allocation of inspectors	Department of Labour
145.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour
146.	Compliance Inspection under The Payment of Wages Act, 1936	Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
147.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour
148.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
149.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour

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150.	Compliance Inspection under The Payment of Gratuity Act, 1972	Design and implement a system for computerized allocation of inspectors	Department of Labour
151.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour
152.		Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
153.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour
154.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
155.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour
156.		Design and implement a system for computerized allocation of inspectors	Department of Labour
157.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour
158.	Compliance Inspection under The Contract Labour (Regulation and Abolition) Act, 1970	Publish a well-defined inspection procedure and checklist on department's web site	Department of Labour
159.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	Department of Labour
160.		Mandate online submission of inspection report within 48 hours to the Department	Department of Labour
161.		Allow establishments to view and download submitted inspection reports of at least past two years	Department of Labour
162.		Design and implement a system for computerized allocation of inspectors	Department of Labour
163.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Department of Labour

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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	State Pollution Control Board
165.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	State Pollution Control Board
166.		Mandate online submission of inspection report within 48 hours to the Department	State Pollution Control Board
167.		Allow establishments to view and download submitted inspection reports of at least past two years	State Pollution Control Board
168.		Design and implement a system for computerized allocation of inspectors	State Pollution Control Board
169.		Mandate that the same inspector will not inspect the same establishment twice consecutively	State Pollution Control Board
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	State Pollution Control Board
171.		Design and implement a system for identifying establishments that need to be inspected based on computerized risk assessment	State Pollution Control Board
172.		Mandate online submission of inspection report within 48 hours to the Department	State Pollution Control Board



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173.		Allow establishments to view and download submitted inspection reports of at least past two years	State Pollution Control Board
174.		Design and implement a system for computerized allocation of inspectors	State Pollution Control Board
175.		Mandate that the same inspector will not inspect the same establishment twice consecutively	State Pollution Control Board
176.	Inspection under Legal Metrology Act 2009 and Rules	Publish a well-defined inspection procedure and checklist on department's web site	Legal Metrology Department
177.		Design and implement a system for identifying licensees that need to be inspected	Legal Metrology Department
178.		Mandate online submission of inspection report within 48 hours to the Department	Legal Metrology Department
179.		Allow licensees to view and download submitted inspection reports of at least past two years	Legal Metrology Department
180.		Design and implement a system for computerized allocation of inspectors	Legal Metrology Department
181.		Mandate that the same inspector will not inspect the same establishment twice consecutively	Legal Metrology Department
<b>5. Single window System</b>			

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182.	Single Window	Establish a dedicated single window agency as the sole point of contact for setting up a business in State	Single Window Body
183.		Ensure that the single window agency has been set up through a legislation	Single Window Body
184.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for issuing all approvals being provided by single window agency	Single Window Body
185.		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	Single Window Body
186.	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	Single Window Body
187.		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	Single Window Body
188.		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)	Single Window Body
189.		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)	Single Window Body

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190.		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)	Single Window Body
191.		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)	Single Window Body
192.		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)	Single Window Body
193.		Ensure 'Authorization under Hazardous Waste Rules' 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)	Single Window Body
194.		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)	Single Window Body
195.		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)	Single Window Body
196.		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)	Single Window Body
197.		Ensure 'Factory building plan approval' (under the Factories Act, 1948) is provided as a service through the online single window system facilitating	Single Window Body

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		online application submission, payments, tracking of status, approvals and issuance of the certificate(s)	
198.		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)	Single Window Body
199.		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)	Single Window Body
200.		<del>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)</del>	<del>Single Window Body</del>
201.		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)	Single Window Body
202.		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)	Single Window Body
203.		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)	Single Window Body
204.		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)	Single Window Body
205.		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)	Single Window Body

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S. No.	Area	Recommendation	Department
206.		Ensure 'electricity connection' is provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals	Single Window Body
207.		Ensure 'water connection' provided as a service through the online single window system facilitating online application submission, payments, tracking of status and approvals	Single Window Body
208.		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	Single Window Body
209.		Ensure that incentives of all applicable industrial/sectoral policies are applied through a common form without the physical touch points	Single Window Body
210.		Mandate that all queries/clarifications related to investor's application are sought once and within 7 days of receiving the application	Single Window Body
211.		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	Single Window Body
212.		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 approvals	Single Window Body
<b>6. Land availability and allotment</b>			
213.	Availability of land	Ensure information on land banks for industrial use is publicly available online at one place	All IDCs and equivalent
214.		Design and implement a GIS system to provide details about the land earmarked for industrial use across the State	All IDCs and equivalent
215.		Ensure that the GIS system provides details about available infrastructure such as road, water, electrical substation and poles, proximity to	All IDCs and equivalent

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S. No.	Area	Recommendation	Department
		National/State highways, Railway lines etc. for all industrial land banks of State	
216.	Land Allotment	Define objective criteria, applicable for all industrial land, for evaluating land allotment application for industrial use	All IDCs and equivalent
217.		Publish information about the procedure and a comprehensive list of documents required to be submitted for land allotment on the web site	All IDCs and equivalent
218.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for land allotment	All IDCs and equivalent
219.		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	All IDCs and equivalent
220.		Ensure that the system allows users to download the final signed land allotment certificate from the online portal	All IDCs and equivalent
221.		Allow third parties to easily verify the land allotment certificates in the public domain	All IDCs and equivalent
222.		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/T&CP and equivalent
<b>7. Construction Permit Enablers</b>			
223.	Construction Permit Enablers	Enact a comprehensive uniform building code/building by-law applicable to the entire State	All ULBs/IDCs/Development Authorities/T&CP
224.		Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings	All ULBs/IDCs/Development Authorities/T&CP

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S. No.	Area	Recommendation	Department
225.		Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process	All ULBs/IDCs/Development Authorities/T&CP
226.		Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State	All ULBs/IDCs/Development Authorities/T&CP
227.		Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain	All ULBs/IDCs/Development Authorities/T&CP
228.		Establish a dedicated conflict resolution mechanism for land and construction permits	All ULBs/IDCs/Development Authorities/T&CP
229.		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	Forest Department/IDCs
230.		Publish online the detailed information on applicable replanting requirements for plots with varying tree populations	Forest Department/IDCs
231.		Allow authorized architects to issue the completion certificate at all urban areas and IDCs, instead of requiring a separate completion certificate to be issued	All ULBs/IDCs/Development Authorities/T&CP
232.		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	All ULBs/IDCs/Development Authorities/T&CP
233.		Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval into one affidavit/undertaking	All ULBs/IDCs/Development Authorities/T&CP

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S. No.	Area	Recommendation	Department
234.	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	All ULBs/IDCs/Development Authorities/T&CP
235.		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	All ULBs/IDCs/Development Authorities/T&CP
236.		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	All ULBs/IDCs/Development Authorities/T&CP
237.		Design and develop an online single window system for granting construction permits with following functionalities: <ul style="list-style-type: none"> <li>i. A common integrated application for all internal and external agencies required to provide applicable NOCs/Approvals such as Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc.</li> <li>ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification</li> <li>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</li> <li>iv. Ensure that the system issues digitally signed approved building plan within 30 days from the date of application</li> <li>v. Provision for e-intimation to authorities of plinth level completion</li> <li>vi. Provision for online issuance of certificate of inspections</li> </ul>	All ULBs/IDCs/Development Authorities/T&CP



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S. No.	Area	Recommendation	Department
		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	
238.		Define clear timelines mandated through legislation for sanctioning of building permits in 30 days	All ULBs/IDCs/Development Authorities/T&CP
239.		Stipulate that construction permits are provided within 45 days I. Building Plan approval is provided within 30 days II. Plinth Inspection is done within 7 days of intimation III. Final completion/occupancy certificate is provided within 8 days ( 7 days for inspection + 1day for issuing the certificate)	All ULBs/IDCs/Development Authorities/T&CP
240.		Allow third parties to easily verify the approval certificates in the public domain	All ULBs/IDCs/Development Authorities /T&CP
241.	NOC for tree felling 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	Tree Authority/ Forest/Revenue
242.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Tree Authority/ Forest/Revenue
243.		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	Tree Authority/ Forest/Revenue
244.		Ensure that the system allows user to download the final signed approval certificate from the online portal	Tree Authority/ Forest/Revenue

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S. No.	Area	Recommendation	Department
245.		Allow third parties to easily verify the approval certificates in the public domain	Tree Authority/ Forest/Revenue
246.	Tree Transit permission	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Tree Authority/ Forest
247.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Tree Authority/ Forest
248.		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	Tree Authority/ Forest
249.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Tree Authority/ Forest
250.		Allow third parties to easily verify the approval certificates in the public domain	Tree Authority/ Forest
251.	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	Fire Services Department
252.		Define clear timelines mandated through legislation for approval of application	Fire Services Department
253.		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	Fire Services Department
254.		Ensure that the system allows users to download the final signed approval certificate from the online portal	Fire Services Department

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S. No.	Area	Recommendation	Department
255.		Allow third parties to easily verify the approval certificates in the public domain	Fire Services Department
<b>8. Environmental Registration Enablers</b>			
256.	Environmental Registration Enablers	Notify a list of white category industries, which are exempted from taking clearances from State pollution control board	State Pollution Control Board
257.		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	State Pollution Control Board
258.		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	State Pollution Control Board
259.		Issue Consent to Operate with a validity period of 5 years or above	State Pollution Control Board
260.		Issue Consent to Establish with a validity period of 5 years or above	State Pollution Control Board
261.		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
262.	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application		State Pollution Control Board
263.	Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch		State Pollution Control Board

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S. No.	Area	Recommendation	Department
		point for document submission and verification and mandate that all applications are submitted online	
264.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	State Pollution Control Board
265.		Allow third parties to easily verify the approval certificates in the public domain	State Pollution Control Board
266.	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	State Pollution Control Board
267.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	State Pollution Control Board
268.		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	State Pollution Control Board
269.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	State Pollution Control Board
270.		Allow third parties to easily verify the approval certificates in the public domain	State Pollution Control Board
271.		Authorization under the Hazardous and Other Wastes (Management and	Publish information about the procedure and a comprehensive list of documents required on the Department's web site

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S. No.	Area	Recommendation	Department
272.	Transboundary Movement) Rules, 2016	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	State Pollution Control Board
273.		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	State Pollution Control Board
274.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	State Pollution Control Board
275.		Allow third parties to easily verify the approval certificates in the public domain	State Pollution Control Board
276.	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	State Pollution Control Board
277.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	State Pollution Control Board
278.		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	State Pollution Control Board
279.		Ensure that the system allows users to download the final signed approval certificate from the online portal	State Pollution Control Board
280.		Allow third parties to easily verify the approval certificates in the public domain	State Pollution Control Board

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S. No.	Area	Recommendation	Department
281.	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	State Pollution Control Board
282.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	State Pollution Control Board
283.		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	State Pollution Control Board
284.		Ensure that the system allows users to download the final signed approval certificate from the online portal	State Pollution Control Board
285.		Allow third parties to easily verify the approval certificates in the public domain	State Pollution Control Board
<b>9. Obtaining utility permits</b>			
286.	Obtaining Electricity Connection	Ensure that DisComs uses automated tools to monitor outages in all Industrial areas of State	All Discoms
287.		Ensure that DisComs uses automated tools for service restoration in all Industrial areas of State	All Discoms
288.		Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain	All Discoms
289.		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	All Discoms
290.		Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle	All Discoms

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S. No.	Area	Recommendation	Department
291.		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)	All Discoms
292.		Allow third party inspection of internal installations and ensure that majority of establishments avail this provision	All Discoms
293.		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	All Discoms
294.		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	All Discoms
295.		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	All Discoms
296.		Design and develop an online system for granting road cutting permissions in a manner that it allows online application submission, payment, document submission and approvals.	PWD
297.		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	PWD
298.		Allow third parties to easily verify the authenticity of electricity connections and respective premise/entity/individual through online system in the public domain	All Discoms

DEPARTMENT OF INDUSTRIAL POLICY AND PROMOTION  
Ministry of Commerce and Industry, Government of India

*Updated as on 17 July 2017*

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S. No.	Area	Recommendation	Department
299.	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	Electrical Inspectorate
300.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Electrical Inspectorate
301.		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	Electrical Inspectorate
302.		Ensure that the system allows users to download the final signed approval certificate from the online portal.	Electrical Inspectorate
303.		Allow third parties to easily verify the approval certificates in the public domain	Electrical Inspectorate
304.		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
305.	Define clear timelines mandated through legislation for obtaining water connection by all concerned agencies		Water Department/All concerned agencies
306.	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		Water Department/All concerned agencies



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S. No.	Area	Recommendation	Department
<b>10. Paying Taxes</b>			
307.	Tax enablers	Ensure that users are provided assistance for e-filing at service centers	Commercial Tax
308.		Establish a helpline providing basic services and assisting users in preparing and filing returns	Commercial Tax
309.		Mandate that VAT refund payment should directly be paid into organization's account within 60 days	Commercial Tax
310.		Implement a system for risk based audit related to tax compliance	Commercial Tax
311.		Introduce a system for advance tax ruling for State level taxes on the lines of Income Tax Act	Commercial Tax
312.		<del>Publish forms relating to information captured at check posts and make them available online</del>	<del>Commercial Tax</del>
313.		<del>Phase out static check posts and implement random checking by mobile squads</del>	<del>Commercial Tax</del>
314.		<del>Ensure that the provision for uploading way bill/forms is available on the department's website</del>	<del>Commercial Tax</del>
315.		<del>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</del>	<del>Commercial Tax</del>
316.		Registration for Value Added Tax (VAT)	<del>Publish information about the procedure and a comprehensive list of documents required on the Department's web site</del>
317.	<del>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</del>		<del>Commercial Tax</del>
318.	<del>Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch</del>		<del>Commercial Tax</del>

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S. No.	Area	Recommendation	Department
		<del>point for document submission and verification and mandate that all applications are submitted online</del>	
319.		<del>Ensure that the system allows user to download the final signed approval certificate from the online portal.</del>	Commercial Tax
320.		<del>Allow third parties to easily verify the approval certificates in the public domain</del>	Commercial Tax
321.	Registration for Central Sales Tax (CST)	<del>Publish information about the procedure and a comprehensive list of documents required on the Department's web site</del>	Commercial Tax
322.		<del>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</del>	Commercial Tax
323.		<del>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</del>	Commercial Tax
324.		<del>Ensure that the system allows user to download the final signed approval certificate from the online portal.</del>	Commercial Tax
325.		<del>Allow third parties to easily verify the approval certificates in the public domain</del>	Commercial Tax
326.	Registration for Profession Tax	<del>Publish information about the procedure and a comprehensive list of documents required on the Department's web site</del>	Commercial Tax
327.		<del>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</del>	Commercial Tax
328.		<del>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</del>	Commercial Tax

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S. No.	Area	Recommendation	Department
329.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Commercial Tax
330.		Allow third parties to easily verify the approval certificates in the public domain	Commercial Tax
331.	Registration for Entry Tax	<del>Publish information about the procedure and a comprehensive list of documents required on the Department's web site</del>	Commercial Tax
332.		<del>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</del>	Commercial Tax
333.		<del>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</del>	Commercial Tax
334.		<del>Ensure that the system allows user to download the final signed approval certificate from the online portal.</del>	Commercial Tax
335.		<del>Allow third parties to easily verify the approval certificates in the public domain</del>	Commercial Tax
336.	Registration for Entertainment Tax	<del>Publish information about the procedure and a comprehensive list of documents required on the Department's web site</del>	Commercial Tax
337.		<del>Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application</del>	Commercial Tax
338.		<del>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</del>	Commercial Tax
339.		<del>Ensure that the system allows user to download the final signed approval certificate from the online portal.</del>	Commercial Tax

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S. No.	Area	Recommendation	Department
340.		Allow third parties to easily verify the approval certificates in the public domain	Commercial Tax
341.	Registration for Luxury Tax	Publish information about the procedure and a comprehensive list of documents required on the Department's web-site	Commercial Tax
342.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Commercial Tax
343.		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	Commercial Tax
344.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Commercial Tax
345.		Allow third parties to easily verify the approval certificates in the public domain	Commercial Tax
346.		Online filing of returns	Design and implement a system for online filing of Value Added Tax (VAT)
347.	Design and implement a system for online filing of Central Sales Tax (CST)		Commercial Tax
348.	Design and implement a system for online filing of Profession Tax		Commercial Tax
349.	Design and implement a system for online filing of Luxury Tax		Commercial Tax
350.	Design and implement a system for online filing of Entry Tax		Commercial Tax
351.	Design and implement a system for online filing of Entertainment Tax to be filed online		Commercial Tax
352.	Online tax payment		Design and implement a system for online payment of Value Added Tax (VAT)

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S. No.	Area	Recommendation	Department
353.		<del>Design and implement a system for online payment of Central Sales Tax (CST)</del>	<del>Commercial Tax</del>
354.		Design and implement a system for online payment of Profession Tax	Commercial Tax
355.		<del>Design and implement a system for online payment of Luxury Tax</del>	<del>Commercial Tax</del>
356.		<del>Design and implement a system for online payment of Entry Tax</del>	<del>Commercial Tax</del>
357.		<del>Design and implement a system for online payment of Entertainment Tax</del>	<del>Commercial Tax</del>
<b>11. Access to Information and Transparency Enablers</b>			
358.	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	All Departments
359.		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	All Departments
360.		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)	All Departments
361.		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,	All Departments

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S. No.	Area	Recommendation	Department
		procedure) applicable to establish a business/industrial unit (pre operation)	
362.		Establish a formal investors' facilitation center/bureau in State for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback	Investor facilitation Agency/Board
363.		Define working procedures for the investors' facilitation center/bureau such as for queries regarding the application and approval process, query recording and ticketing, service timelines for query handling, aligning relationship managers and reverting back to investors	Investor facilitation Agency/Board
364.		<del>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)</del>	Commercial Tax
365.		<del>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</del>	Commercial Tax
366.		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	Commercial Tax
367.		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	Administrative Reforms
368.		Ensure that the time-bound service delivery legislation defines punitive provisions that deter officials from not complying with the defined timelines for services being provided to Industry/ Business	Administrative Reforms
369.		Develop an online system available in public to publish real time status of applications submitted to the departments concerned for obtaining clearances	Administrative Reforms
370.		Ensure that online system sends automated SMS/e-mail notification to respective Head of the Department with status information on the	Administrative Reforms

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S. No.	Area	Recommendation	Department
		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)	
371.		Ensure that the time-bound service delivery legislation defines clear procedures for applicants to submit grievances relating to non-compliance with the defined timelines	Administrative Reforms
372.		Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment	Single Window Body
373.		Mandate and make arrangements to publish the comments/feedback received online on the draft business regulation and how they are addressed in the final regulation	Single Window Body
<b>12. Sector specific</b>			
a) Healthcare			
374.	Retail Drug License (Pharmacy) and renewal thereof	Publish information about the procedure and a comprehensive list of documents required on the web site	Department of Health/ Drug Controller
375.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Health/ Drug Controller
376.		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	Department of Health/ Drug Controller
377.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Department of Health/ Drug Controller

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S. No.	Area	Recommendation	Department
378.	Wholesale drug license	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Department of Health/ Drug Controller
379.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Health/ Drug Controller
380.		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	Department of Health/ Drug Controller
381.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Department of Health/ Drug Controller
382.	Granting and renewal of Drug Manufacturing License	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Department of Health/ Drug Controller
383.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Department of Health/ Drug Controller
384.		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	Department of Health/ Drug Controller
385.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Department of Health/ Drug Controller
<b>b) Hospitality Industry</b>			
386.		Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Legal Metrology Department



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S. No.	Area	Recommendation	Department
387.	Registration and renewal under the Legal Metrology Act, 2009	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Legal Metrology Department
388.		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	Legal Metrology Department
389.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Legal Metrology Department
390.		Allow third parties to easily verify the approval certificates in the public domain	Legal Metrology Department
<b>c) Miscellaneous</b>			
391.	Registration of Partnership firms	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Registrar of companies
392.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Registrar of companies
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	Registrar of companies
394.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Registrar of companies
395.		Allow third parties to easily verify the approval certificates in the public domain	Registrar of companies
396.	Registration of Societies	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Registrar of companies

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S. No.	Area	Recommendation	Department
397.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Registrar of companies
398.		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	Registrar of companies
399.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Registrar of companies
400.		Allow third parties to easily verify the approval certificates in the public domain	Registrar of companies
401.	Trade License	Publish information about the procedure and a comprehensive list of documents required on the Department's web site	Municipal Corporation
402.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Municipal Corporation
403.		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	Municipal Corporation
404.		Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy	Municipal Corporation
405.		Ensure that the system allows user to download the final signed approval certificate from the online portal.	Municipal Corporation
406.		Allow third parties to easily verify the approval certificates in the public domain	Municipal Corporation

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S. No.	Area	Recommendation	Department	
<b>10. Paying Taxes</b>				
407.	Levies imposed by State and Local Bodies including those at Panchayat level [other than subsumed under Goods and Services tax (GST)]	Publish a list of all state, municipal and panchayat levies and include the relevant information pertaining to the rates and tariff levied by the State and local bodies on the online portal	Commercial Tax	
408.		Develop online system for payment of tax, duty, fee or any other levy as imposed by the State and local bodies	Commercial Tax	
409.		Publish information about the procedure and list of documents required for registration/re-registration under the relevant local law on the online portal	Commercial Tax	
410.		Design and implement a system for registration/re-registration that allows online application submission, payment of fee, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online	Commercial Tax	
411.		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent legislation) for registration	Commercial Tax	
412.		Design and implement a system for online filing of returns under the relevant local laws for all taxes, duties, fees and any other levy	Commercial Tax	
413.		Ensure that the system allows user to download the final signed registration/re-registration certificate from the online portal.	Commercial Tax	
414.		Allow third parties to easily verify the validity of registration/re-registration certificate in the public domain	Commercial Tax	
415.		Property tax	Design an online system which will have the facility to auto-populate and calculate the levy area-wise and enable online payment of property tax	Local bodies
416.		Utility charge	Publish tariff rates on the portal of discoms for new connection and all types of users	All discoms
417.		Design an online system for e-payment of bills on the portal of the discoms	All discoms	

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S. No.	Area	Recommendation	Department
418.	Water charges	Develop an online system for e-payment of bills	Water Department/All concerned agencies
419.		Allow third party to view and verify the records of past payments by entering connection number	Water Department/All concerned agencies