

**Minutes of the Meeting of Single Desk Bureau held on 3<sup>rd</sup> September, 2016 at APIDC,  
Parishrama Bhavan, Hyderabad.**

A review meeting on Single Desk Bureau is held under the chairmanship of Chief Executive Officer & Director of Industries, Government of Andhra Pradesh on 3<sup>rd</sup> July, 2016 at **APIDC, Parishrama Bhavan, Hyderabad.**

The following officers have attended the meeting:

1. Sri Kartikeya Misra, IAS Chief Executive Officer & Director of Industries
2. Sri Ratnakar Jouhari, IFS, CCF(IT), Forest Dept
3. Sri G. Balakishore, Director of Factories
4. Sri B. Suresh Babu, Additional Director of Industries
5. Sri Venkata Ramana, Additional Director, Fire Services Dept
6. Smt T.K. Ramamani, Joint Secretary, CCLA Office
7. Sri B. Sivaprasad, Joint Chief Environmental Engineer, APPCB
8. Dr M. Devakumar, Joint Commissioner, Distilleries, Prohibition & Excise Dept
9. Sri Vinay Kumar, Joint Director, Drug Control Administration
10. Sri Lanka Subrahmanyam, Planning Officer, VUDA
11. Sri T. Goverdhan, Deputy Director, Ground Water Dept
12. Sri T. Ajaya Babu, Deputy Chief Electrical Inspector, CEIG
13. Sri J. Sreevatsava, Deputy Executive Engineer, EInC Office
14. Smt A. Vijaya Lakshmi, Deputy Director, Civil Supplies Dept
15. Sri Sarat Kumar, General Manager (Comml), APEPDCL
16. Smt Naga Sundari, Deputy Director, CRDA
17. Sri Ch. Venkata Rao, Asst. Commissioner, Commercial Taxes
18. Sri Krishna Mohan Reddy, Asst Commissioner, Panchayat Raj Dept
19. Sri Nagabhushanam, Deputy General Manager, APIIC.
20. Sri A.M. Hari Prasad, Asst. Director, MAUD Dept.
21. Sri Rajkumar, AE, APSPDCL.
22. Sri Ravi Kumar, O/o Director of Boilers
23. Sri Sreenivas, Technical Officer, O/o DTCP
24. Smt Anita Jyothi, Drug Inspector, AYUSH

The deliberations held in the meeting and the decisions taken are as detailed below:

**I OPENING REMARKS**

Director of Industries & CEO Single Desk Bureau, Government of Andhra Pradesh in his opening remarks has welcomed the stakeholder Department nodal officers to the 5<sup>th</sup> Bureau meeting on review of Single Desk Portal (SDP) performance and discussed measures to ease the regulatory environment for doing business and reduce rejections in investor applications through SDP.

## II GENERAL

The Bureau discussed following items:

- 1 The overall performance of Single Desk Portal (SDP) was discussed:
  - A total of 11,136 applications have been received on SDP in total out of which 92% have been approved within SLA
  - A total of 2,640 applications have been received on SDP in last 3 months out of which 98% have been approved within SLA
- 2 Director Industries thanked the department officials for an improved SLA adherence over the last quarter.
- 3 Director and CEO Industries reviewed the analysis of rejections and beyond SLA approvals by departments and directed:
  - Factory department to improve its performance on SLA adherence
  - MAUD department to improve on rejection rates
- 4 Director and CEO Industries directed the development team of M/s TCS to make the following changes:
  - Saturdays should not be counted for SLA calculation
  - Functionality for requesting additional information should be enhanced to allow for additional information only within the 1<sup>st</sup> half of the approval window and the same to be provided in Dashboard with suitable columns.
  - Integration of Online consent management system (OCMS) of APPCB and Single Desk Portal (SDP) to be completed by end of September.
  - Quarterly / Monthly and weekly performance dashboard to be developed so that departments can view it directly on the portal. TCS to demonstrate the dashboard on Wednesday, 7<sup>th</sup> September. The dashboard should also flag applications which have already crossed and will cross SLA within 2 days and in future Single Desk meetings will be held on Friday for administrative convenience.
- 5 Director and CEO Industries directed the GM-DICs to grant NOCs acknowledgement approvals without delay. Additional Director will take regular reviews and ensure timely clearances as the pendency of NOC acknowledgements are reflecting in the pendency of APPCB.

The Director of Industries & CEO Single Desk Bureau has requested all stakeholders to bring down pendency to nil by promptly clearing the approval cases.

Sd/- Kartikeya Misra

Director of Industries & CEO Single Desk Bureau

//Attested//



Joint Director(SD)/c