

Single Desk Bureau – Minutes of Meeting held on 16th August, 2017

Date and Time:

- Date: 16th August, 2017
- Time: 2:30 PM
- Venue: Conference Hall, Block II, AP Secretariat

Members present:

S. No.	Name	Designation	Department
1	G.Bala Kishore	Director of Factories	Factories Department
2	M.B.R.Prasad	Director	Drug Control administration
3	M.Devkumar	Joint Commissioner excise	Prohibition & excise
4	G.V.V.S.Vijay	DE/Commercial/APEPDCL	APEPDCL
5	Solo Anjani Kumar	DE/Commercial/APSPDCL	APSPDCL
6	B.Udayabhanu Prakash	Assistant Commissioner	Commercial tax Department
7	D.Murali Mohan	RFO, S/R	Fire Services Department
8	B.V.Revathi	Inspector of Factories	Factories Department
9	J.Sreevatsava	DEE/WR Dept	Irrigation department
10	R.Sreeramulu	SEE	APPCB
11	N.A.Madhava Rao	Deputy Director	Ground water Department
12	Y.V.SatyaBhaskar	A.S	CCLA
13	Y.Srinivasa Reddy	Deputy Chief Inspector of Boilers	Boilers Department
14	W.V.Ramakrishan Reddy	Deputy Director	Town & country planning Department
15	K.Dhanunjaya Reddy	Zonal Joint Director	CRDA
16	P.V.Ramakrishna Rao	DE/Commercial	APTRANSCO
17	T.AjayaBabu	Dy. Electrical Inspector/Tech	Chief Electrical Inspectorate
18	R.Hanumantha Rao	Asst. Conservator of Forests	Forest Department
19	K.Visweswara Rao	AS to Govt Home (Courts) Dept.	Law Department

A. Preamble

A review meeting on Single Desk Bureau is held under the chairmanship of Commissioner of Industries with the following agenda :

1. Review of Performance under Single Desk Portal
2. Review of department-wise performance in the last 6 months

B. Minutes of Meeting

1. Performance of Single Desk Portal

The Chairman in his opening remarks has welcomed the stakeholder department nodal officers to the SDB meeting and mentioned that the service levels of Single Desk Portal (SDP) has shown a lot of improvement in the last 6 months and thanked the departments for their support. The overall performance of Single Desk Portal was discussed as follows :

- A total of 22,362 applications (as on 15th August, 2017) have been received on SDP since launch, of which 20,170 (95.23%) applications have been approved within SLAs.
- In the last 6 months (Feb, 17 to July, 17) 98.23 % of applications have been approved within SLAs

The chairman reviewed the department -wise performance over the last 6 months and urged to improve the performance by removing any roadblocks for timely approvals.

2. Cases pending for want of additional information

It was observed that the No. of Cases pending for want of additional information has decreased drastically in the last two months. The Chairman urged the departments to ensure that all pending cases for want of additional information need to be closed at the earliest.

ACTION: All Concerned Depts.

3. Grievances registered on the portal

It was brought to the notice of Bureau that a considerable no. of grievances registered on the portal were left unresolved. The Chairman urged the departments to immediately take up necessary action to resolve the grievances on priority.

ACTION: All Concerned Depts.

4. Rejections with the concurrence of Industries Department

Chairman, SDB has brought to the notice of all the stakeholder departments that rejection of any application in SDP shall be done only after obtaining the concurrence from the Department of Industries i.e Commissioner of Industries as per the orders issued by Government vide G.O Ms. No 90 Dt 20/6/17 of Inds&Comm (P&I) Dept.

5. Ease of Doing Business (EoDB) 2017 Reform Implementation Feedback

The mechanism for obtaining feedback on the Ease of Doing Business implementation was presented by EoDB team. The Chairman invited the members to suggest action plan for ensuring positive feedback from the stakeholders of SDP. It was decided that the following initiatives shall be taken up immediately :

- Departments to immediately ensure that feedback reforms related services are fully functional and are available
- Departments shall compile list of stakeholders who have availed the feedback reform action point related services.
- Departments shall reachout to all stakeholders via various media such as SMS, Phone, email and appraise them about the feedback survey.
- Departments to carryout grassroot (district) level activities to sensitize the stakeholders about various ease of doing business services.

ACTION: All Concerned Depts.

6. Conclusion

The Chairman requested the stakeholder departments to clear all the pending cases for want of additional information and make all necessary efforts to reachout to all stakeholders to appraise them about EoDBservices and concluded the meeting.