DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE

MINISTRY OF COMMERCE AND INDUSTRY

GOVERNMENT OF INDIA

BUSINESS REFORMS ACTION PLAN 2024

Implementation Guide for Central Ministries/ Departments/States/UTs

Contents

Introduction

The Business Reforms Action Plan (BRAP) exercise spearheaded by DPIIT since 2014 in coordination with States and Union Territories (UTs) has been instrumental in bringing a paradigm shift to the regulatory environment in the country through reforms.

The objective of the Action Plan is to layout a series of reforms targeted at increasing transparency and improving the efficiency and effectiveness of the regulatory framework and services for businesses in India.

BRAP, true to its nature of being a dynamic exercise has constantly evolved to internally include additional reforms, focus sectors and adoption of ICT towards providing quality and efficient services to businesses. It is thus, proposed to enhance the BRAP framework for 2024 edition through inclusion of next generation of reforms converging other key initiatives introduced by Government of India to grant impetus to ease of doing business in India such as Reducing Compliance Burden (RCB), Decriminalization and including elements of B-READY (upcoming World Bank initiative).

BRAP 2024 has 344 reforms, divided into two parts – Part A comprises of 57 Central ministry/ Departments related reforms covering 11 Central Ministries/ Departments while Part B comprises of 287 business centric reforms pertaining to State/ UTs.

The key highlights of Business Reforms Action Plan (BRAP) 2024 are provided below:
- **Part A (Central Ministries/ Departments):**
  ‣ Integration of Central Ministries/Department to widen the scope of National Single Window System(NSWS)
  ‣ Focus on smart Information dissemination & enhanced Transaction capabilities by Central portals
  ‣ Action Plan covers reform areas for 11 Central Ministries/Department included for the 1st time
  ‣ Adoption of PAN based Single Business ID
  ‣ Compliance Scorecard

- **Part B (States/ UTs):**
  ‣ Initial phase to cover 6 chapters from B- READY: Business Entry, Business Location Utility Services, Labour, Taxation, Dispute Resolution
  ‣ Introduction of new reform Areas - Decriminalisation & Reducing Compliance Burden
  ‣ Reforms modified to incorporate 3 pillars of B- READY
  ‣ Focus on smart Information dissemination & enhanced transaction capabilities
  ‣ Adoption of PAN based Single Business ID
  ‣ Inclusion of approvals related to PM Gati Shakti
  ‣ Compliance Dashboard

Central Ministries/ Departments and States/ UTs are required to implement the reforms, upload evidence and user data on the BRAP Portal (https://eodb.dpiit.gov.in/) as per the timelines mentioned in **Annexure - I.**

A. Instructions for uploading evidence on BRAP Portal (PART - A)

1. While submitting evidence of implementation of Online Systems, Central Ministries/ Departments are encouraged to provide the following (at least one of the following):

    a. Links to uploaded videos of user walkthrough.

    b. Screenshots to prove the functionality of the system.

    c. User ID & Password to check the functionality of the system.

2. The URLs/ links submitted as evidence should direct to the exact link on the portal and not to the homepage of the portal.

3. Scanned copy of other relevant documents/ notifications/ government orders/ circulars in PDF format (only) clearly highlighting the reform and description in the beginning of the PDF.

4. In case multiple documents have to be included as evidence for a single reform, they must be combined into a single PDF document and uploaded on the BRAP Portal.

5. Central Ministries/ Departments are requested to check all the evidence (i.e., links and documents), before and after uploading, to make sure they are complete and functional.

6. Only fully operational ICT systems will be considered and systems in pilot phase will not be considered as implemented. **A reform will be considered implemented, only when the system is fully functional** and **t**he same may be validated during evidence assessment by DPIIT.

7. Since each Reform will be evaluated individually, the evidence for one reform must not refer to evidence/ remarks submitted for any other reform.

8. Evidence should be submitted only in English (preferably) or Hindi. In case of usage of other languages, translation in either of the two languages should be provided.

9. The Implementation Guide has been provided by DPIIT to assist Central Ministries/ Departments in the implementation of the Action Plan for 2024.

B. Instructions for uploading evidence on BRAP Portal (PART - B)

1. Evidence of those reforms which are carried forward from BRAP 2022 and were approved as 'Yes' by DPIIT under BRAP 2022 will be retained on the BRAP Portal for the purpose of assessment under BRAP 2024. However, States/ UTs have the option to upload fresh evidence on the portal, incase deemed necessary.

2. If the evidence submitted previously under BRAP 2022 does not reflect the current status due to modifications in the regulatory regime in the State/ UT, new evidence must be submitted for evaluation.

3. If fresh evidence is uploaded against a carry forward reform which was approved as "Yes" under BRAP 2022 for the State/UT, it will undergo fresh assessment under BRAP 2024.

4. While submitting evidence of implementation of online systems, State Governments/UT Administrations are encouraged to provide the following (at least one of the following):

5. Links to uploaded videos of user walkthrough.

6. Screenshots to prove the functionality of the system.

7. User ID & Password to check the functionality of the system.

8. Scanned copy of other relevant documents/ notifications/ government orders/ circulars in PDF format (only) clearly highlighting the reform and description in the beginning of the PDF.

9. The URLs/ links submitted as evidence should direct to the exact link on the portal and not to the homepage of the portal.

10. In many instances, DPIIT has noted that the URLs/ links provided by States/ UTs as evidence did not work. Hence, all States/UTs are requested to check all the evidence (i.e., links and documents), before and after uploading, to make sure they are complete and functional.

11. Only fully operational ICT systems will be considered and systems in pilot phase will not be considered as implemented. **A reform will be considered implemented, only when the system is functional across the State.** The same may be validated during evidence assessment by DPIIT.

12. In case multiple documents have to be included as evidence for a single reform, they must be combined into a single PDF document and uploaded on the BRAP Portal.

13. Since each Reform will be evaluated individually, the evidence for one reform must not refer to evidence/ remarks submitted for any other reform.

14. Evidence should be submitted only in English (preferably) or Hindi. In case of usage of other languages, translation in either of the two languages should be provided.

15. The Implementation Guide has been provided by DPIIT to assist States/ UTs in the implementation of the Action Plan for 2024.

PART A

Implementation Guide for Central Ministries/ Departments

Area 1: National Single Window System (NSWS) - Central

i.   Information Dissemination (KYA)

Reform 1

Ensure Information Wizard (KYA) on the National Single Window System has the following details of approvals pertaining to your Ministry/ Department

i.   Ensure all Business-related Approvals/ Registrations/ NOC/ Renewals/ Amendments/ Compliance Requirements/ Schemes given by your respective Ministry/ Department are available on Information Wizard (KYA) of NSWS based on inputs such as type of industry, number of employees, risk category, size of firm, business location, Foreign/ Domestic investor etc.

ii.   Mandate inclusion of any new services (as mentioned in Point i) in the online wizard system within 30 days after it is introduced

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 1: • Investors/ businesses often suffer from uncertainty about the exact number and type of compliances required for setting up and starting a business. Regulatory compliances required by Central, State authorities and local bodies range from being sector agnostic to sector and industry specific. In order to ensure that all this information is readily available to an applicant, information wizard will act as an interactive tool that provides comprehensive information about the whole range of compliances applicable (licenses/ registrations/ NoCs required) at the pre-establishment and pre-operation stages of establishing a business including fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/ certificates. • The Reform intends to make available all information on the National Single Window System thereby providing a unique one-point source for accessing all business-related services. ‣ Central Ministries/ Departments to ensure integration/ onboarding of Information Wizard of their existing systems with Know Your Approval module of the NSWS in such a way that investors are able to obtain information regarding all Central Government Approvals/ Registrations/ Clearances/ NOCs applicable for establishing (pre-establishment) & starting operations (pre operations) and Renewals/ Amendments Compliance requirements/ Schemes applicable to the industrial unit	• URL of the KYA module of NSWS • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots. • Copy of GO/ Notification mandating inclusion of new services in the online wizard/ system of the Central Ministries/ Departments within 30 days after it is introduced.

based on inputs such as type of industry, number of employees, risk category (classification of industry basis various parameters at Central Ministries/ Departments level such as provisions under pollution, labour amongst others.), size of firm, business location, Foreign/ Domestic investor etc. ‣ Approvals of all Central Ministries/ Departments to be displayed on the Know Your Approval module with clear information of whether they are available to apply on the NSWS or not. • Central Ministries/ Departments to mandate through Govt. order/ Notification to include any new services in the online wizard/system within 30 days after it is introduced.	

ii. Information Dissemination (Approval Details)

Reform 2
Ensure the following information are available for each approval (Central) on the National Single Window System:
1. Name of the service
2. Responsible Ministry/ Department
3. Procedure details
4. Average Processing Time (days)
5. Fees (INR)
6. List of documents
7. Acts & Rules

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 2:
 • Central Ministries/ Departments to ensure availability of following information for each approval (Central) on the National single window system:
    1. Name of the service
    2. Responsible Ministry/ Department
    3. Procedure details
    4. Average Processing Time (days)
    5. Fees (INR)
    6. List of documents
    7. Acts & Rules
	• URL of the online system
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	
	 • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

iii. Enabling Single Business User ID - PAN

Reform 3: To enable PAN based Single Business User ID, the respective Ministry/ Department should ensure the following points:
1. Their existing IT Systems to mandatorily capture PAN for each Profile/ Business Approval related Transaction

> 2. Establish linkage/ integrate with NSWS using PAN as the unique identifier for enabling all Approvals/ Registrations/ NOC/ Renewals/ Amendments/ Compliance Requirements/ Schemes related transactions

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 3: • In India, businesses are provided separate identification at the time of incorporation for starting a business and then during operations of business, i.e., while registering with various authorities and during various approvals/ clearances from government. The IDs are issued both at the Central as well as State level. This has created barriers for information sharing amongst the regulators and businesses are required to visit multiple portals to provide similar/ same information and documents. • A unique single business ID number for all interactions with Government agencies would facilitate compliance reduction throughout the lifecycle of a business, as well as reduce the administrative burden of submitting information multiple times to different agencies. • Considering the ease of generation and coverage, PAN has been chosen to adopt as Unique Single Business User ID and to realize the intended objective, Central Ministry/ Department are to ensure that their existing IT Systems mandatorily capture PAN for each Profile/ Business Approval related Transaction across all departments/ agencies. • The objective is to establish a linkage and integration with the National Single Window System using PAN as the unique identifier, enabling all transactions including Approvals, Registrations, No Objection Certificates (NOCs), Renewals, Amendments, Compliance Requirements, and Scheme related transactions. The System should be enabled with the feature of data transfer between systems, building user-friendly interfaces that facilitate easy transfer of documents and efficient status updates, and implementing robust error-checking protocols to ensure data accuracy.	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module of NSWS. • Notification/ G.O. clearly highlighting establishment of linkage/ integration with NSWS has been accomplished using PAN as the unique identifier for enabling all Approvals/ Registrations/ NOC/ Renewals/ Amendments/ Compliance Requirements/ Schemes related transactions. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

iv.   Investors' Facilitation Center - Centralized Query Management System

> **Reform 4:** Implement an online Centralized Query Management System for filing complaints within the Respective Ministry/ Department. The mechanism to ensure the following:
> i. Integrated Query resolution through NSWS
> ii. Define Service Timelines for resolving queries

> iii. Name of dedicated Nodal Officers
> iv. Define Workflows and Escalation Matrix within the Ministry/ Department
> v. Define SOP for Query Resolution
> Contact Details of Nodal Officers should be shared with the NSWS Team. A dedicated support team to be provided by respective ministry for establishing integrated query resolution

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 4: • Mandate to establish an online Centralized Query Management System for query resolutions • The system to have timelines for resolving query, name of dedicated Nodal Officers and defined Workflows, SOP and Escalation Matrix within the Ministry/ Department and to be integrated with National Single Window System to assist the users.	• Copy of the Legislation/ Cabinet Note/ G.O. or a Notification through which the service desk is established for Investors' Facilitation Center/ Investment Promotion Agency. • Clearly highlight the relevant clauses for working procedures, service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc. • URLs/ Links of the NSWS as well as State/ UT Single Window System where the contact details of relationship managers have been made available.

v.   Investors' Facilitation Center - Centralized Grievance Mechanism

> **Reform 5:** Implement an online Centralized Grievance Redressal Mechanism for filing complaints within the Respective Ministry/ Department. The mechanism to ensure the following:
> i. Integrated grievance resolution through NSWS
> ii. Define Service Timelines for resolving grievance
> iii. Name of dedicated Nodal Officers
> iv. Define Workflows and Escalation Matrix within the Ministry/ Department
> v. Define SOP for Grievance Resolution
> Contact Details of Nodal Officers should be shared with the NSWS Team. A dedicated support team to be provided by respective ministry for establishing integrated grievance resolution

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 5: • The objective of the reform is to ensure that Ministries/ Departments have a mechanism for grievance redressal which will simultaneously act as an enabler for users while bringing about accountability for actions of the concerned authorities. • The system to have timelines for resolving grievance, names of dedicated Nodal Officers, define Workflows & Escalation Matrix and to be integrated with National Single Window System to assist users.	• Copy of the Legislation/ Cabinet Note/ G.O. or a Notification through which the service desk is established for Investors' Facilitation Center/ Investment Promotion Agency. • Clearly highlight the relevant clauses for working procedures, service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc. • URLs/ Links of the NSWS where the contact details of relationship managers have been made available. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

vi.   Compliance Scorecard

Reform 6: Develop a compliance scorecard for all businesses on NSWS, based on:
    i. All applicable compliances/ approvals/ licenses/ NOCs, and business track record in timely adherence of the same.
    ii. Enable system to trigger intimation at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses.
    iii. Scorecard to provide unit wise compliance details and the observations to include lapses and delays, if any.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 6:	
• The objective of implementing a compliance scorecard for all business units is to streamline operations and enhance efficiency. Every business has several licenses, NoCs, approvals, and compliances to adhere to, and non-compliance or delay in compliance can lead to severe consequences, including legal actions and substantial fines. By consolidating all the necessary information into a single dashboard, businesses can easily track their compliance status, ensuring timely adherence and reducing the risk of accidental negligence. Furthermore, this dashboard can provide an overview of the business's performance, effectiveness, and regulatory compliance.	• URL of the online scorecard • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online scorecard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Notification/ GO/ Circular regarding the development of online Compliance Scorecard and system enablement to trigger intimation at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses as per the reform requirement
• In addition, the scorecard aims to provide meaningful insights on upcoming/ pending compliance activities like renewals or return filings, therefore acting as an active reminder system. By highlighting areas where compliance is due or pending, it aids businesses to prioritize their actions, thereby avoiding the last-minute rush and possibility of non-compliance.	
• The Central Ministries/ Departments to develop a trigger mechanism for intimating users at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses. The system to send notifications at least 30 days prior to the due date for all compliances, approvals, licenses, and No Objection Certificates (NOCs) to businesses. The system to further send automatic reminders, setting up a tracking for all due dates, and integrating it with the communication tools to facilitate auto-generated, pre-scheduled notifications. The automated notification to users comprising of reminders, date among others should get reflected in the user's scorecard..	
• The reform further requires Central Ministries/ Departments to detail out the area	

wise compliance (such as labour, environment, legal metrology, factories and boilers) and observations of any lapses and delays through the smart scorecard.	

Area 2: Central Ministries: Business Centric Reforms

i.   Department for Promotion of Industry and Internal Trade

Reform 7: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- Foreign Investment Approval
- Industrial Entrepreneur's Memorandum
- Industrial License - IDR Act/ Arms Act
- All IPR related registrations including Copyright, Trademark, Design, Patents
- All PESO related approval/ licenses/ certificates
- SCO related approvals
- Startup registration

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of Query
v. Download the final signed certificate

Reform 8: Design and implement an online wizard/ system with the following features/information:
i.   List of criminal provisions under various Acts including section/ rule
ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
iii.   Type of offence and punishment

Reform 9: Mandate time-bound delivery of services through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 10: Mandate to Publish an online dashboard in public domain with following features:
i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 7: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates. • Ministries/ Departments to ensure that the following services (registrations and renewals) are provided through the National single window system:	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

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‣ Foreign Investment Approval
‣ Industrial Entrepreneur's Memorandum
‣ Industrial License - IDR Act/ Arms Act
‣ All IPR related registrations including Copyright, Trademark, Design, Patents
‣ All PESO related approval/ licenses/ certificates
‣ SCO related approvals
‣ Startup registration

- Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates

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Reform 8:

- Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment.

- Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them.

- The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments.

- A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is

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- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.

- Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

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accurate, up-to-date, and easily comprehensible for users.	
Reform 9: • Ensure timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 10:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

details along with statutory fees paid by the User.	

ii.   Department for Commerce (DGFT)

Reform 11: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
  - Import Export Code (IEC)

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
  i. Submission of application
  ii. Payment of application fee
  iii. Track status of application
  iv. Response of Query
  v. Download the final signed certificate

Reform 12: Design and develop an online Trade Information Portal with integrated KYC (Know Your Compliances) and ensure the following information are available for businesses in public domain and searchable based on risk category, type of firm, size of firm and business location:

  a.   Laws, decrees, regulations, instructions, notifications, and any other legal instruments relating to trade and compliance
  b.   Commodity classification and associated tariffs
  c.   Agreements with any country or countries, as well as unilateral agreements, including status and updates
  d.   Special measures applicable to specific commodities or products (for example, sanitary or phytosanitary measures or technical standards required of specific categories of products)
  e.   Penalty provisions for breach of formalities and procedures for appeal or review
  f.   Instructions and forms used to apply for permits, licenses, and Customs clearance and lists of codes required in various documents (for example, country codes, units of measurement, currency codes, etc.)
  g.   Contact information for enquiry points

Reform 13: Ensure an integrated Grievance Redressal mechanism in place to address all grievances faced by an exporter in its entire life cycle including logistics, transport, freight forwarders, custom duties, financial services.
  The online system to address grievances related to:
  i.   Rejections, suspension & cancellations related to Freight Transport services/ licenses
  ii.   Rejections, suspension & cancellations related to Logistics services (cargo handling; storage and warehousing; Customs brokers; freight forwarders)
  iii.   Rejections, suspension & cancellations related to financial services (commercial banking; insurance)

Reform 14: Design and implement an online wizard/ system with the following features/information:
  i.   List of criminal provisions under various Acts including section/ rule
  ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
  iii.   Type of offence and punishment

Reform 15: Mandate time-bound delivery of services through a legislation such as:
  i.   Right to Services Act / Public Service guarantee Act
  ii.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 16: Mandate to Publish an online dashboard in public domain with following features:
  i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.
  ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 11: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates. • Ministries Departments to ensure that the following services (registrations and renewals) are provided through the National single window system: ○ Import Export Code (IEC) • Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 12: • Businesses often suffer from uncertainty in information on criminal provisions under various Acts including section/ rule applicable to him/ her. In order to ensure that all this information is readily available to citizens, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where citizen/businesses can enter specific details (such as unit turnover, area of operation, number of workers) and obtain information regarding all criminal provisions under various Acts including section/ rule applicable to him/ her. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to him/ her to be compiled	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 13: • Ensure legal mandate to establish online grievance Management System to address all grievances faced by an exporter in its entire life	• Copy of the Legislation/ Cabinet Note/ G.O. or a Notification through which the service desk is established for Investors' Facilitation Center/

cycle including logistics, transport, freight forwarders, custom duties, financial services, contact details of nodal officers, workflows and escalation Matrix within the Ministry/ Department. The system may ensure to address the grievance of rejections, suspension & cancellations related to Freight Transport services/ licenses, Logistics services and financial services.	Investment Promotion Agency. • Clearly highlight the relevant clauses for working procedures, service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc.
Reform 14: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.
Reform 15: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/

	Rules/ Notification/ GO.

Reform 16:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure – II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

iii.   Department of Telecommunication

Reform 17: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- Authorisation to provide In Flight and Maritime Connectivity (IFMC) or IFMC service
- All WPC related approvals/ licenses/ certificates (Network, Non-network, Satellite, Mobile)
- Equipment Type Approval (ETA), Import / Manufacturing/ Export license

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:

    i.   Submission of application

    ii.   Payment of application fee

    iii.   Track status of application

    iv.   Response of Query

    v.   Download the final signed certificate

Reform 18: Mandate that information on effective tariffs provided by Telecom operators/ Internet service providers are available online, and that customers are notified of a change in tariff ahead of the billing cycle through facilities such as email/ SMS

Reform 19: Mandate that information on quality of Internet service provided by Telecom operators/ Internet service providers is intimated to the consumers with following information on monthly basis (through facilities such as SMS/ email):

    i.   Download & upload speed (Average speed)

    ii.   Uptime (Uninterrupted internet supply)

    iii.   Reasons for supply disruptions/ reduced supply quality

Reform 20: Introduce a provision in governing statutes/ Business Facilitation Act for inclusion of credit facilities as a compensative measure for any irregularities or lapses in service delivery by Telecom operators/ Internet Service Providers other than force majeure situations

Reform 21: Telecom service providers/ Internet Service Providers to notify customers of planned outages (maintenance and repair) for next 1 month in advance

Reform 22: Ensure an integrated online Grievance Redressal mechanism in place to address all grievances faced by businesses. The mechanism to ensure the following:

    i.   Define Service Timelines for resolving grievance

    ii.   Name of dedicated Nodal Officers

    iii.   Define Workflows and Escalation Matrix within the Ministry/ Department

    iv.   Define SOP for Grievance Resolution

Reform 23: Design and implement an online wizard/ system with the following features/information: -

    i.   List of criminal provisions under various Acts including section/ rule

    ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector

    iii.   Type of offence and punishment

Reform 24: Mandate time-bound delivery of services through a legislation such as:

    1.   Right to Services Act / Public Service guarantee Act

    2.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 25: Mandate to Publish an online dashboard in public domain with following features:

    i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate

    ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 17: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate

source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
• Department to ensure that the following services (registrations and renewals) are provided through the National single window system:
  ○ Authorisation to provide In Flight and Maritime Connectivity (IFMC) or IFMC service
  ○ All WPC related approvals/ licenses/ certificates (Network, Non-network, Satellite, Mobile)
  ○ Equipment Type Approval (ETA), Import / Manufacturing/ Export license
• Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates
	the availability of required information on the website.
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 18: • Ensure online availability of tariffs, advance notification of tariff changes, and transparency of tariff determination mechanisms are three important elements of transparent service provision that allow firms to calculate costs, anticipate expenses, and, thus, plan operations efficiently for users through facilities such as email/ SMS.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 19: • Ensure quality of internet services since it is a critical element for businesses. Service disruptions as well as other issues, such as high latency, throughput, jitter, or recovery times, lead to firms losing a competitive edge in their industries. Interruptions of internet supply also impede firms' ability to expand customer base, use data intensive applications or engage with clients and suppliers. Ensure information on quality of Internet service provided by Telecom operators.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 20: • Service interruptions and delays in service restoration are disruptive and costly to	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been

businesses as well as local economies. Hence, established mechanisms on quality assurance help protect consumers from inadequate utility service supply and hold utilities accountable, with utilities facing penalties when failing to meet minimum performance standards. • The Ministry/Department may introduce a provision in governing statutes/ Business Facilitation Act for inclusion of credit facilities as a compensative measure for any irregularities or lapses in service delivery by Telecom operators/ Internet Service Providers other than force majeure situations.	complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 21: • Ensure reliable Internet services to enable predictable production processes and business planning as well as boost firms' productivity.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 22: • Ensure legal mandate to establish online Grievance Redressal mechanism for query resolutions, contact details of nodal officers, workflows and escalation Matrix within the Ministry/ Department.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 23: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

• The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	
Reform 24: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 25:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ It should clearly mention the "Average fee" taken by the Department for
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

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completion of entire process of obtaining approval.

- ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

- ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

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iv.   Department of Consumer Affairs

Reform 26: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- BIS - Product certification & Recognition
- All central approvals/ licenses/ certificates related to Legal metrology

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of query
v. Download the final signed certificate

Reform 27: Design and implement an online wizard/ system with the following features/information:
  i.   List of criminal provisions under various Acts including section/ rule
  ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
  iii.   Type of offence and punishment

Reform 28: Mandate time-bound delivery of services through a legislation such as:
  1. Right to Services Act / Public Service guarantee Act
  2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 29: Mandate to Publish an online dashboard in public domain with following features:
  i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
  ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 26:
 	
• The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
• Ministries Departments to ensure that the following services (registrations and renewals) are provided through the National single window system:
   o BIS - Product certification & Recognition
   o All central approvals/ licenses/ certificates related to Legal metrology
• Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 27: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	
Reform 28: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 29:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ The dashboard should clearly display or have provision to display complete list of
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

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all associated fee corresponding to the particular service.

‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

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v. Ministry of Corporate Affairs

Reform 30: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- All approvals/ certificates for incorporation of a company
- All approvals/ certificates for incorporation of a LLP

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of Query
v. Download the final signed certificate

Reform 31: Design and implement an online wizard/ system with the following features/information:
  i.   List of criminal provisions under various Acts including section/ rule
  ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
  iii. Type of offence and punishment

Reform 32: Mandate time-bound delivery of services through a legislation such as:
  1. Right to Services Act / Public Service guarantee Act
  2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 33: Mandate to Publish an online dashboard in public domain with following features:
  i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
  ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 30: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the

services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
• Ministries Departments to ensure that the following services (registrations and renewals) are provided through the National single window system:
   o All approvals/ certificates for incorporation of a company
   o All approvals/ certificates for incorporation of a LLP
• Ensure that the Ministry's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates
	website.
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 31: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	
Reform 32: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 33:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
   ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

• A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

vi.   Ministry of Finance- CBDT

Reform 34: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- PAN/ TAN registration

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of Query
v. Download the final signed certificate

Reform 35: Design and implement an online wizard/ system with the following features/information:
   i.   List of criminal provisions under various Acts including section/ rule
   ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
   iii. Type of offence and punishment

Reform 36: Mandate time-bound delivery of services through a legislation such as:
   1.   Right to Services Act / Public Service guarantee Act
   2.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 37: Mandate to Publish an online dashboard in public domain with following features:
   i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
   ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 34: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates. • Ministries Departments to ensure that the following services (registrations and renewals) are provided through the National single window system:	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

‣ PAN/ TAN registration • Ensure that the Ministry's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates	
Reform 35: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.
Reform 36: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in

	the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 37: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

vii.   Ministry of Finance- CBIC

> **Reform 38:** Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
> - GSTIN registration

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of Query
v. Download the final signed certificate

Reform 39: Design and implement an online wizard/ system with the following features/information:

     i. List of criminal provisions under various Acts including section/ rule

     ii. Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector

     iii. Type of offence and punishment

Reform 40: Mandate time-bound delivery of services through a legislation such as:

    1. Right to Services Act / Public Service guarantee Act

    2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 41: Mandate to Publish an online dashboard in public domain with following features:

     i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate

     ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 38: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates. • Ministries Departments to ensure that the following services (registrations and renewals) are provided through the National single window system: • GSTIN registration • Ensure that the Ministry's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 39:	
• Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.
• Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them.	
• The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments.	
• A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	
Reform 40:	
• Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 41:	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the

editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.

- The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.

  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made

  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.

  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

- Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.

- Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

viii. Department of Health and Family Welfare - FSSAI

Reform 42: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- License for food business
- License for importing food items including food ingredients and additives for commercial use
- Registration for recognition as a notified food laboratory
- Registration of Petty Food Business

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Response of Query
v. Download the final signed certificate

Reform 43: Design and implement an online wizard/ system with the following features/information: -

> i. List of criminal provisions under various Acts including section/ rule
> ii. Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
> iii. Type of offence and punishment
>
> **Reform 44:** Mandate time-bound delivery of services through a legislation such as:
> 1. Right to Services Act / Public Service guarantee Act
> 2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met
>
> **Reform 45:** Mandate to Publish an online dashboard in public domain with following features:
> i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 42:
 	
• The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
• Department to ensure that the following services (registrations and renewals) are provided through the National single window system:
  ‣ License for food business
  ‣ License for importing food items including food ingredients and additives for commercial use
  ‣ Registration for recognition as a notified food laboratory
  ‣ Registration of Petty Food Business
• Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 43: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate

applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.
Reform 44: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 45: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of

• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

ix.   Department of Water Resources

Reform 46: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- NOC for abstraction of ground water for Industrial Projects
- NOC for abstraction of ground water for infrastructure projects
- NOC for abstraction of ground water for mining / mining de-watering projects

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
  i. Submission of application
  ii. Payment of application fee
  iii. Track status of application
  iv. Response of Query
  v. Download the final signed certificate

Reform 47: Design and implement an online wizard/ system with the following features/information: -
  i.   List of criminal provisions under various Acts including section/ rule
  ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
  iii.   Type of offence and punishment

Reform 48: Mandate time-bound delivery of services through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 49: Mandate to Publish an online dashboard in public domain with following features:
i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 46:
 	
• The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
• Department to ensure that the following services (registrations and renewals) are provided through the National single window system:
  ‣ NOC for abstraction of ground water for Industrial Projects
  ‣ NOC for abstraction of ground water for infrastructure projects
  ‣ NOC for abstraction of ground water for mining / mining de-watering projects
• Ensure that the Department's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 47: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with

business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	trigger/ event point for incidence of liability for business and relevant sector.
Reform 48: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 49: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/

‣ The dashboard will give clear picture of how many applications are submitted and approvals made ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	Notification/ GO.

x.   Ministry of Micro, Small and Medium Enterprises

Reform 50: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- Udyam Registration for MSME

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
  i. Submission of application
  ii. Payment of application fee
  iii. Track status of application
  iv. Response of Query
  v. Download the final signed certificate

Reform 51: Design and implement an online wizard/ system with the following features/information: -
  i.   List of criminal provisions under various Acts including section/ rule
  ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
  iii. Type of offence and punishment

Reform 52: Mandate time-bound delivery of services through a legislation such as:
  1.   Right to Services Act / Public Service guarantee Act
  2.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

> **Reform 53:** Mandate to Publish an online dashboard in public domain with following features:
> i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 50: • The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates. • Ministry to ensure that the following services (registrations and renewals) are provided through the National single window system: ‣ Udyam Registration for MSME • Ensure that the Ministry's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 51: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

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indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments.

• A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.
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Reform 52:

• Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.
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• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement.

• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
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Reform 53:

• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.

• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.

   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made

   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

   ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
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• URL of the online dashboard available in public domain

• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**

• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.

• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
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- The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

  - The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

xi.   Ministry of Power

Reform 54: Ensure the list of services below are integrated with National Single Window System for facilitating all required Approvals/ Registrations/ NOCs:
- All approvals/ grants of access or connectivity under Central Transmission Utility of India Ltd (CTU)
- All approvals/ registrations/ grants of access under Grid Controller of India Ltd (GRID-India)

The integrated system to facilitate one-stop online delivery of services with following features ensuring data transfer to necessary portals without necessity for user/investor to move between various portals:
- i. Submission of application
- ii. Payment of application fee
- iii. Track status of application
- iv. Response of Query
- v. Download the final signed certificate

Reform 55: Design and implement an online wizard/ system with the following features/information: -
- i.   List of criminal provisions under various Acts including section/ rule
- ii.   Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
- iii.   Type of offence and punishment

Reform 56: Mandate time-bound delivery of services through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 57: Mandate to Publish an online dashboard in public domain with following features:
- i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
- ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 54:

- The Reform intends to make available all information on National Single Window System thereby providing a unique one-point source for accessing all business-related services. Information relating to fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/certificates.
- Ministry to ensure that the following services (registrations and renewals) are provided through the National single window system:
  ‣ All approvals/ grants of access or connectivity under Central Transmission Utility of India Ltd (CTU)
  ‣ All approvals/ registrations/ grants of access under Grid Controller of India Ltd (GRID-India)
- Ensure that the Ministry's online System be integrated with National Single Window System for facilitating all required approvals through the NSWS. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates

- URL of the online system
- Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
- Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 55:

- Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment.
- Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them.
- The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly

- URL of the online system
- Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
- Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	
Reform 56: • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 57:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed thus far have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the Central Ministries/ Departments having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

PART B

Implementation Guide for States/UTs

Area 1: National Single Window System - States

i.   Integration- Information Dissemination

Reform 1: Ensure that required information is provided by State/ UT for Know Your Approval module on the National Single Window System to facilitate the following:

    i.   Ensure that investor can obtain information regarding all State approvals/ Clearances/ NOCs applicable for establishing (pre-establishment) & starting operations (pre operations) based on inputs such as type of industry, number of employees, risk category, size of firm, business location, Foreign/ Domestic investor etc.

    ii.   Mandate inclusion of any new services in the online wizard/system within 30 days after it is introduced.

Reform 2: Ensure the following information are available for each State/District level approval on the National single window system:
1. Name of the service
2. Responsible Ministry/ Department
3. Stage (Pre-establishment /Pre-operation/ Operation)
4. Procedure details
5. Stipulated Time (days)
6. Fees (INR)
7. List of documents
8. Link to apply for the service

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 1: • Investors/ businesses often suffer from uncertainty about the exact number and type of compliances required for setting up and starting a business. Regulatory compliances required by Central, State authorities and local bodies range from being sector agnostic to sector and industry specific. In order to ensure that all this information is readily available to an applicant, information wizard will act as an interactive tool that provide comprehensive information about the whole range of compliances applicable (licenses/ registrations/ NoCs required) at the pre-establishment and pre-operation stages of establishing a business including fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for receiving final approvals/ certificates. • The Reform intends to make available all information on the National Single Window System thereby providing a unique one-point source for accessing all business-related services. • States/ UTs to ensure integration/ onboarding of Information Wizard of their Single Window	• URL of the KYA module of NSWS • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots. • Copy of GO/ Notification mandating inclusion of new services in the online wizard/ system of the State/ UT within 30 days after it is introduced.

System with the Know Your Approval module of the NSWS in such a way that investors are able to obtain information regarding all State approvals/ Clearances/ NOCs applicable for establishing (pre-establishment) & starting operations (pre operations) based on inputs such as type of industry, number of employees, risk category (classification of industry basis various parameters at State/ UT level such as provisions under pollution, labour amongst others.), size of firm, business location, Foreign/ Domestic investor etc. • Approvals of all departments to be displayed on the Know Your Approval module with a clear information of whether they are available to apply on the State SWS or not. • States/ UTs to mandate through Govt. order/ Notification to include any new services in the online wizard/system within 30 days after it is introduced.	

Reform 2:
 	
• States/ UTs to ensure availability of following information for each State/ District level approval on the National single window system:
   1. Name of the service
   2. Responsible Ministry/ Department
   3. Stage (Pre-establishment /Pre-operation/ Operation)
   4. Procedure details
   5. Stipulated Time (days)
   6. Fees (INR)
   7. List of documents
   8. Link to apply for the service
	• URL of the KYA module of NSWS
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

ii.   Integration- Online single window system

Reform 3: Integrate State Single Window System with National Single Window System for facilitating all required approvals at State/UT level. The integrated system to facilitate one-stop online delivery of services with following features:
  i.   Submission of application*
  ii.   Payment of application fee
  iii.   Track status / query of application
  iv.   Download the final signed certificate
  v.   Third party verification
*Submission of application to include auto-population of investor data collected on NSWS and access to documents submitted on NSWS

Reform 4: Integrate State Single Window System with National Single Window to ensure that investors are landing on post login page of state SWS after redirection from NSWS.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 3: • Ensure that the State/ UT Single Window System be integrated with National Single Window System for facilitating all required approvals at State/ UT level. The integrated system to facilitate one-stop online delivery of services such as submission of online application form, payment of fees, enabling tracking of applications online and allow applicant to download final signed certificates. • States/ UTs to ensure that the details of investors collected on NSWS are auto-populated in all application forms, and documents which are already uploaded on the NSWS should be accessible to investors while applying for any service.	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 4: • States/ UTs to integrate Single Window System with National Single Window to ensure that once the investors are logged-in to the NSWS and intend to avail any State/ UT level service (for instance application for clearance/ NOC/ certificate/ approval), they are redirected to the post login page of State/ UT's SWS, without the need to authenticate again through login ID and Password	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the KYA module. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

iii.   Integration - Sectoral Information Dissemination

> **Reform 5:** States/ UTs to identify consolidated list of approvals (Central / State specific) for setting up of a new business for the following sectors to build sectoral journey on the National Single Window System.
>
> Priority Sectors:
>
> 1. Medical Devices
> 2. Drugs and pharmaceuticals
> 3. Electronic / technology products
> 4. Textiles
> 5. Auto components
>
> Service Sectors:
>
> 1. IT & ITES
> 2. Retail & E-Commerce
> 3. Tourism and Hospitality
> 4. FinTech
>
> Note: For sectors which are not applicable for a State, the same may be mentioned as "NA" issued by competent authority.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 5: • India's economy has witnessed strong growth since the pandemic and its performance has been much stronger than most developed economies. • India has set a goal to become a five trillion-dollar economy by 2025. The Government of India, among various initiatives, is also focusing on identifying priority sectors as a way to achieve the intended goal. • Accordingly, the reform is envisaged to identify focus sectors. The reform also intends to provide a consolidated list of approvals (Central / State specific) for setting up of a new business through a streamlined information dissemination mechanism along with expediting the process of setting-up businesses across the country in the identified sectoral areas.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website as per the reform requirement • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots • Policy document/ Notification/ Circular clearly highlighting the priority sectors of the State/ UT

iv.   **Enabling Single Business User ID - PAN**

Reform 6: To enable PAN based Unique Single Business User ID, respective States / UTs should ensure the following:

The State / UT existing IT Systems to mandatorily capture PAN for each Profile/ Business Approval related Transaction

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 6: • In India, businesses are provided separate identification at the time of incorporation for starting a business and then during operations of business, i.e., while registering with various authorities and during various approvals/ clearances from government. The IDs are issued both at the Central as well as State level. This has created barriers for information sharing amongst the regulators and businesses are required to visit multiple portals to provide similar/ same information and documents. • A unique single business ID number for all interactions with Government agencies would facilitate compliance reduction throughout the lifecycle of a business, as well as reduce the administrative burden of submitting information multiple times to different agencies.	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate that PAN is captured for each Profile/ Business Approval related Transaction across all State/ UT departments/ agencies. • Notification/ G.O. clearly highlighting establishment of linkage/ integration with NSWS has been accomplished using PAN as the unique identifier for enabling all Approvals/ Registrations/ NOC/ Renewals/ Amendments/ Compliance Requirements/ Schemes related transactions • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• Considering the ease of generation and coverage, PAN has been chosen to adopt as Unique Single Business User ID and to realize the intended objective, States/ UTs are to ensure that their existing IT Systems mandatorily capture PAN for each Profile/ Business Approval related Transaction across all State/ UT departments/ agencies. • The objective is to establish a linkage and integration with the National Single Window System using PAN as the unique identifier, enabling all transactions including Approvals, Registrations, No Objection Certificates (NOCs), Renewals, Amendments, Compliance Requirements, and Scheme related transactions. The System should be enabled with the feature of data transfer between systems, building user-friendly interfaces that facilitate easy transfer of documents and efficient status updates, and implementing robust error-checking protocols to ensure data accuracy	

v. Dashboard

Reform 7: Mandate to Integrate and Publish an online dashboard in public domain with following features:
  i. Clearly publish the data on number of applications received and granted, time taken and fee incurred to grant approvals/certificate
  ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 7: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

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‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.

‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

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vi.   Compliance Dashboard

Reform 8: Design a compliance dashboard for all businesses units based on:
  i.   All applicable compliances/ approvals/ licenses/ NOCs and units track record in timely adherence.
  ii.   Dashboard to highlight approaching or pendency in compliance like renewals, returns/ filings.
  iii.   Enable system to trigger intimation at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses
  iv.   Dashboard to include area wise compliance details and the observations to include lapses and delays, if any.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 8: • The objective of implementing a compliance dashboard for all business units is to streamline operations and enhance efficiency. Every business has several licenses, NoCs, approvals, and compliances to adhere to, and non-compliance or delay in compliance can lead to severe consequences, including legal actions and substantial fines. By consolidating all the necessary information into a single dashboard, businesses can easily track their compliance status, ensuring timely adherence and reducing the risk of accidental negligence. Furthermore, this dashboard can provide an overview of the business's performance, effectiveness, and regulatory compliance.	• URL of the online dashboard • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Notification/ GO/ Circular regarding the development of online Compliance Scorecard and system enablement to trigger intimation at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses as per the reform requirement

- The dashboard aims to provide meaningful insights on upcoming/ pending compliance activities like renewals or return filings, therefore acting as an active reminder system. By highlighting areas where compliance is due or pending, it aids businesses to prioritize their actions, thereby avoiding last-minute rush and possibility of non-compliance.

- The States/ UTs to develop a trigger mechanism for intimating users at least 30 days prior to the due date for all compliances/ approvals/ licenses/ NOCs to businesses. The system to send notifications at least 30 days prior to the due date for all compliances, approvals, licenses, and No Objection Certificates (NOCs) to businesses. The system to further send automatic reminders, setting up a tracking mechanism for all due dates, and integrating it with the communication tools to facilitate auto-generated, pre-scheduled notifications. The automated notification to users comprising of reminders, date among others should get reflected in the user's scorecard

- The reform further requires States/ UTs to detail out the area wise compliance (such as labour, environment, legal metrology, factories and boilers) and observations of any lapses and delays through this smart dashboard.

- The States/ UTs to provide ratings/ grades to the business basis their attainment of compliances through the matrix as illustrated below. The dashboard is expected to serve as a powerful tool for continuous performance improvement.

    - **Illustrative example:**

Rating/ Grade	Compliance Score
AAA	95% to 100%
AA	90% to 94%
B+	80% to 89%
B	Below 79%

Area 2: Logistics - PM Gati Shakti

i. PM Gati Shakti - State & District Level institutional framework

Reform 9: Mandate Constitution of institutional framework in line with PM Gati Shakti guidelines at State and District Level

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 9: • The GatiShakti initiative aims at facilitating the laying down of standardized procedures/ timelines by all the agencies providing such clearances, in order to reduce delays considerably. • Execution of projects requires a host of regulatory approvals and environmental clearance, land acquisition proceedings, shifting of utilities, specifications and drawings etc. . Absence of any one such approval adversely impacts the timely completion of the project which has been happening quite frequently in the past. • The plan will provide the public and business community information regarding the upcoming connectivity projects, other business hubs, industrial areas and surrounding environment. This will enable the investors to plan their businesses at suitable locations leading to enhanced synergies.	• Notification/ G.O./ copy of legislation mandating institutional framework in line with PM Gati Shakti guidelines at State and District Level

Area 3: Business Entry

i. Registration of Partnership Firms

Reform 10: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step

Reform 11: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 12: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i.   Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v.   Third party verification

Reform 13: Mandate to Publish an online dashboard in public domain with following features:
i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of modification may be mentioned.

Reform 14: Ensure that any changes in firm's information (such as change in partners, firm's name, address) are automatically updated for all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 10: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (either rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

to start business or existing businesses who are looking to expand or diversify into newer areas.	
Reform 11: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 12:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	   o Online tracking system of application status through the single window system
	
	   o SMS gateway and emails integrated with online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate through the single window system

Reform 13: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the

States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 14: • The objective of the reform is to ensure that any changes in firm's information (such as change in partners, firm's name, address) are automatically updated across all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning).	• Notification/ G.O./ copy of legislation clearly highlighting that any changes in firm's information (such as change in partners, firm's name, address) are automatically updated across all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning).

ii.   Registration of Societies

Reform 15: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step

Reform 16: Mandate time-bound delivery through a legislation such as:

1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 17: States to have an online system and ensure the following features without the requirement of physical visit to the department:
- vi. Submission of application
- vii. Payment of application fee
- viii. Track status of application
- ix. Download the final signed certificate
- x. Third party verification

Reform 18: Mandate to Publish an online dashboard in public domain with following features:
- i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
- iii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 19: A standard template of MoA and model bye-laws should be made available on the Department's website

Reform 20: Ensure that any changes in society's information (such as change in constitution, society name, address) are automatically updated for all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 15: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 16:	
• The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 17:	

• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	   o Online tracking system of application status through the single window system
	
	   o SMS gateway and emails integrated with online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate through the single window system

Reform 18:	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the

successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
Reform 19: • A standard template of MoA and model byelaws should be made available on the Department's website.	• URL of the online template available in public domain • Links to uploaded video of user walkthrough/ screenshots of the standard template of "Memorandum of Association (MoA)" and "Model bye laws" available in public domain
Reform 20: • The objective of the reform is to ensure that any changes in society's information (such as change in constitution, society name, address) are automatically updated across all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning).	• Notification/ G.O./ copy of legislation clearly highlighting that any changes in society's information (such as change in constitution, society name, address) are automatically updated across all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning).

Area 4: Investment Enablers

i. Investors' Facilitation Center/ Investment Promotion Agency

Reform 21: Establish an Investors' Facilitation Center/ Investment Promotion Agency in State through a legislation for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback

Reform 22: Establish a service desk and define working procedures (including service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc.) for Investors' Facilitation Center/ Investment Promotion Agency for:
   i) Queries handling and
   ii) Grievance handling
   Ensure that the contact details of relationship managers is available on National single window system & State's Single Window System

Reform 23: Mandate time-bound delivery of queries and grievances handling to Industries/ Businesses through a legislation such as:
   1. Right to Services Act / Public Service guarantee Act
      2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met
   i.   All queries to be sought once within 7 days from the date of receiving details from the investor
   ii. All resolution of query and grievance within 15 days from the date of receiving complete details from the investor

Reform 24: Mandate to Publish an online dashboard in public domain with following features:
   i.   Clearly publish the data on number of queries / grievances handled and the time taken to resolve
   ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 21:
 	
• It is envisaged that an Investors Facilitation Centre/ Investment Promotion Agency is set-up in the State/ UT with a clear legal mandate to facilitate businesses and improve the investment climate. It should do the following to qualify as an investor facilitation center, namely –
  ‣ Have a mandate to:
    - simplify regulatory procedures, and
    - reduce the regulatory compliance burden
  ‣ Do extensive stakeholder consultations regularly to understand issues faced by industry/ Businesses.
	• Copy of the Legislation/ Cabinet Note/ G.O. or a Notification through which the Investors' Facilitation Center/ Investment Promotion Agency is established in the State/ UT as a sole point of contact for the purpose of setting up a business.
	
	• Clearly highlight the mandate of the Investors' Facilitation Center/ Investment Promotion Agency as per the reform requirements, in the uploaded evidence.

Reform 22: • The primary objective of establishing a service desk is to enhance the investor experience by providing timely, efficient, and expert assistance. By having clear timelines for service and dedicated relationship managers, the	• Copy of the Legislation/ Cabinet Note/ G.O. or a Notification through which the service desk is established for Investors' Facilitation Center/ Investment Promotion Agency.

agency aims to personalize the support provided to the investors, effectively address their queries, and efficiently resolve any grievances. The provision for in-built sectoral expertise further ensures that the investors receive informed and accurate advice, promoting investor confidence. • Availability of contact details of relationship managers on NSWS and State/ UT's SWS would enhance accessibility and facilitate improved communication, ultimately fostering a more favourable environment for investment and business growth.	• Clearly highlight the relevant clauses for working procedures, service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc. • URLs/ Links of the NSWS as well as State/ UT Single Window System where the contact details of relationship managers have been made available.
Reform 23: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met. • Also, ensure query/ clarification raised by the officials after submission of the application should be raised only once and the timeline for raising the query should be within 7 days from the date of submission of the application. The resolution of query and grievance pertaining to the application to be completed as per timelines prescribed in the reform.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence • Notification/ G.O./ copy of legislation mandating that all queries/ clarifications related to industrial applicants are sought once and within 7 days of receiving the application from the investor. • Copy of Right to Services Act/ PSG Act/ any equivalent Act mandating provisions for all queries and grievances regarding the application from the investor are recorded and addressed within a timeline of 15 days from the date of receiving complete details from the investor.
Reform 24: • The objective behind creating a dashboard is to bring transparency in the system and to help applicants to know the minimum time in which their Query/ clarification will be answered. • The dashboard will give clear picture of how many Queries/ Grievance have been answered. • It should clearly mention the average time taken for redressal. • The dashboard should be updated preferably on real time basis or updated regularly (daily/ weekly/ fortnightly/ monthly). • The last updated date (along with time) should be displayed on the portal.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating

	implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

ii. Access to Information and Transparency

Reform 25: Mandate time-bound delivery of services to Industries/ Businesses through a legislation such as
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 26: Mandate each proposed/new regulation (before it is introduced) following criteria displayed on the website:
i.   Legal Basis - Does it have a basis in law/act/policy
ii.   Necessity - Does the license help government achieve its objectives
iii.   Business-friendly - Does it impose minimum burden on businesses to achieve the government's objectives.

Reform 27: Mandate online publishing of draft business regulation and invite public comments/ feedback on the same prior to enactment - The period of display should be at least 30 days.

Reform 28: Mandate online publishing of the comments/feedback received on the draft business regulation and how they were addressed in the final regulation.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 25: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 26: • The objective of this reform is to ensure transparency, necessity, and ease of compliance in the formulation and introduction of new regulations. This proactive approach not only facilitates stakeholder understanding and compliance but also invites constructive feedback, thereby fostering a participatory and effective regulatory process. • States/ UTs to mandate each proposed/new regulation (before it is introduced) following criteria displayed on the website: i. Legal Basis - Does it have a basis in law/ act/ policy ii. Necessity - Does the license help government achieve its objectives	• Notification/ G.O./ copy of legislation mandating that each proposed regulation or license (before it is enacted) is displayed on the website. • Screenshots of the online system displaying the coverage of following criteria of the proposed regulation: ‣ Legal basis ‣ Necessity ‣ Business friendly

iii. Business-friendly - Does it impose minimum burden on businesses to achieve the government's objectives.	
Reform 27: • Allowing stakeholders an opportunity to provide feedback on draft regulations before they are enacted, thereby enabling Government Authorities to understand the issues from the perspective of the industry and trade bodies. • States/ UTs to mandate online publishing of draft business regulation and invite public comments/ feedback on the same prior to enactment - The period of display should be at least 30 days	• Notification/ G.O./ copy of legislation that mandates publishing of draft business regulation online and inviting public comments/ feedback and the period of display of draft regulation would be at least 30 days. • URL of the online system
Reform 28: • It is recommended to introduce a mechanism for providing transparency on the comments that have been received, as well as how they were addressed in the final draft of the regulation before they are enacted. • States/ UTs to mandate online publishing of the comments/feedback received on the draft business regulation and how they were addressed in the final regulation	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of capturing public comments/ feedback on draft regulation prior to enactment. • Notification/ G.O./ copy of legislation that mandates publishing of draft business regulation online and inviting public comments/ feedback and how they were addressed in the final regulation. • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system that publishes the comments/ feedback received on the draft business regulation and evidence to substantiate that how it has been addressed in the final regulation

iii. Online single window system - Approvals/Renewals (Factories, Boilers & Labour)

Reform 29 to 37: Ensure that the following services are provided through the online single window system:
- Registration and renewal of license under The Factories Act, 1948
- Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
- Registration and Renewal of Boilers Manufactures under The Boilers Act, 1923
- Registration and Renewal of Boilers under The Boilers Act, 1923
- License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- Registration and renewal (if applicable) under The Shops and Establishment Act
- Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
- Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
- Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 29 to 37:
 	
• States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system:
  ‣ Registration and renewal of license under The Factories Act, 1948
  ‣ Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
  ‣ Registration and Renewal of Boilers Manufactures under The Boilers Act, 1923
  ‣ Registration and Renewal of Boilers under The Boilers Act, 1923
  ‣ License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
  ‣ Registration and renewal (if applicable) under The Shops and Establishment Act
  ‣ Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
  ‣ Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
  ‣ Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979
	• URL of the online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of all the services (separately) mentioned from Reform 29-37 are integrated with the Single Window System
	
	• Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline.
	
	• In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

iv. Online single window system - Approvals/Renewals (Environment)

Reform 38 to 46: Ensure that the following services are provided through the online single window system:
- Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981 &Water (Prevention and Control of Pollution) Act, 1974
- Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981 & Water Act (Prevention and Control of Pollution) Act, 1974
- Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
- Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011
- Registration/ Renewal under Plastic Waste Management Rules, 2016 for manufacturer
- Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
- Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016
- Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
- Registration for Refurbishers & Recyclers under Battery Waste Management Rules 2022

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 38 to 46:
 	
• States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system:
  ‣ Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981 &Water (Prevention and Control of Pollution) Act, 1974
  ‣ Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981 & Water Act (Prevention and Control of Pollution) Act, 1974
  ‣ Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
  ‣ Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011
  ‣ Registration/ Renewal under Plastic Waste Management Rules, 2016 for manufacturer
  ‣ Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
  ‣ Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016
  ‣ Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
  ‣ Registration for Refurbishers & Recyclers under Battery Waste Management Rules 2022
	• URL of the online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of all the services (separately) mentioned from Reform 38-46 are integrated with the Single Window System
	
	• Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline.
	
	• In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

v. Online single window system - Approvals/Renewals (Land)

Reform 47 to 48: Ensure that the following services are provided through the online single window system:
- Allotment of land in Industrial Area
- Change in Land use

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 47 to 48:
 	
• States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system:
  ‣ Allotment of land in Industrial Area
  ‣ Change in Land use
	• URL of the online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of the services (separately) mentioned in Reform 47 and 48 are integrated with the Single Window System
	
	• Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online

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with no requirement for submissions of a hard copy and no applications would be accepted offline.
In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

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vi.   Online single window system - Approvals/Renewals (Tax)

Reform 49: Ensure that the following service is provided through the online single window system:
- Registration under Profession Tax

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 49: • States/ UTs to ensure that the following service (registrations and renewals) is provided through the online single window system: ‣ Registration under Profession Tax	• URL of the online single window system • Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of the services is integrated with the Single Window System • Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline. • In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

vii.   Online single window system - Approvals/Renewals (Excise)

Reform 50 to 53: Ensure that the following services are provided through the online single window system:
- Excise Verification Certificate
- Registration under State Excise for Label Registration
- Registration under State Excise for Brand Registration
- License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 50 to 53: • States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system: ‣ Excise Verification Certificate ‣ Registration under State Excise for Label Registration ‣ Registration under State Excise for Brand Registration	• URL of the online single window system • Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of all the services (separately) mentioned from Reform 50 and 53 are integrated with the Single Window System • Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard

‣ License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	copy and no applications would be accepted offline. • In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

viii. Online single window system - Approvals/Renewals (Sectoral Licenses)

Reform 54 to 55: Ensure that the following services are provided through the online single window system:
- Registration for Trade License
- Fire License/ NOC (Registration and Renewal)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 54 to 55:
 	
• States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system:
  ‣ Registration for Trade License
  ‣ Fire License/ NOC (Registration and Renewal)
	• URL of the online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of the services (separately) mentioned in Reform 54 and 55 are integrated with the Single Window System
	
	• Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline.
	
	• In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

ix. Online single window system - Approvals/Renewals (Utilities)

Reform 56 to 59: Ensure that the following services are provided through the online single window system:
- Obtaining Electricity Connection
- Obtaining Drawing Approval from Electrical Inspectorate
- Obtaining Power feasibility certificate or sanction of power supply
- Water Connection
- Permission to draw water from river/public tanks
- Certificate of non-availability of water from Water Supply Agency

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 56 to 59:
 	
• States/ UTs to ensure that the following services (registrations and renewals) are provided through the online single window system:
  ‣ Obtaining Electricity Connection
  ‣ Obtaining Drawing Approval from Electrical Inspectorate
	• URL of the online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the system for both registrations and renewals of all the services (separately) mentioned from Reform 56 and 59 are integrated with the Single Window System

‣ Obtaining Power feasibility certificate or sanction of power supply ‣ Water Connection ‣ Permission to draw water from river/public tanks ‣ Certificate of non-availability of water from Water Supply Agency	• Notification/ G.O./ copy of legislation mentioning that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline. • In case of renewals, if any of the renewal of these services have been eliminated by the State/ UT, Notification/ G.O./ copy of legislation highlighting the same is to be provided

x. Online single window system - Incentives

Reform 60: Design an online system which provides a customized list of rebates, incentives, subsidies, and credit schemes applicable to the unit

Reform 61: Mandate time-bound delivery of rebates, incentives, subsidies and credit schemes to Industries/ Businesses through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 62: Ensure that rebates, incentives, subsidies, and credits are provided through the online single window system in a manner that allows online application, payments, tracking of status and approvals

Reform 63: Mandate to Publish an online dashboard in public domain with following features:
i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 60: • The objective of such online system/ utility is to encourage investment, foster growth, and enhance productivity by providing comprehensive and tailored information on available financial schemes. It aims to save time, reduce complexities, and aid businesses in making informed decisions regarding financial planning and sustainability. States/ UTs to design an online system which provides a customized list of rebates, incentives, subsidies, and credit schemes applicable to the industrial unit	• URL of the online single window system/ utility • Links to uploaded video of user walkthrough/ screenshots highlighting that the customized list of incentives applicable to an industrial unit basis • Clearly highlight the customized list of rebates, incentives, subsidies, and credit schemes applicable to the industrial unit
Reform 61: • The absence of clear timelines for processing of applications for incentives, subsidies and credit schemes to Industries/ Businesses may delay the process. • States/ UTs to ensure that timelines are mandated for delivery of rebates, incentives,	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive**

subsidies and credit schemes to Industries/ Businesses through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	**provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 62:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website
	
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	   o Online tracking system of application status through the single window system
	
	   o SMS gateway and emails integrated with online single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate through the single window system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate through the single window system

Reform 63: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

xi.   Online single window system – Land Allotment

Reform 64: Provide data of all land banks (vacant plots) in State/UT-owned industrial estates (estate-wise) on one online system/ portal in public domain. The land bank should provide details/industries/sectors for which the land can be used

Reform 65: Design and implement a GIS system to provide details about the land earmarked for industrial use across the State and integrate with India Industrial Land Bank (IILB) (erstwhile, Industrial Information System) of DPIIT

Reform 66: Implement GIS system for all State-owned industrial estates/ parks to provide details of infrastructure and facilities with all requisite clearances and permissions, including:
- Details of available connectivity infrastructure (including road, rail, airports)
- Details of utility infrastructure (including electrical substations)
- Details of other infrastructure (including police station, fire station), hospitals and education institutions

Reform 67: Integrate online system for land allotment/ e-auction and payment gateway with India Industrial Land Bank (IILB) for Investor to apply for land and purchase land

Reform 68: States to have an online system for land allotment and ensure the following features without the requirement of physical visit to the department:

i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 69: Define objective criteria, for evaluating land allotment application within industrial estates of State Government along with provision of land/ shed allotment for industrial units on rental/ lease model

Reform 70: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 71: Mandate to Publish an online dashboard in public domain with following features:
i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/ certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 64: • Numerous studies cite access to land as a constraint faced by business in India, and the first step in solving this problem is to ensure access to information on the availability of land for industry. • Many states have already established land banks to provide serviced land to investors – however, this information is often not publicly available. A necessary step would be to first, list the number of land banks available in the state for industrial use, along with their respective areas. The list should be as comprehensive as is possible and should cover all the available land banks in the state. Second, this information should be made available online. • To ensure more effective investor enquiry, it would be useful to allow users to filter the data of the land banks by the type of industry that is permitted to be established on the land	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots highlighting that the data of all land banks (vacant plots) in State/UT-owned industrial estates (estate-wise) are available in the public domain and the land bank should provide details/industries/sectors for which the land can be used
Reform 65: • Information on industrial land availability should be available on GIS maps. • Department for Promotion of Industry and Internal Trade (DPIIT) has built a centralized system of industrial park information which is available at Industrial Information System (IIS). The GIS system developed by the State must be integrated with the IIS. In order to ensure the	• URL of the GIS system • Links to uploaded video of user walkthrough/ screenshots to substantiate the reform requirements

state scores fully – State/ UT should have GIS system populated with complete data (As mentioned above) which is integrated with IIS system.	
Reform 66: • The GIS system should provide information on road infrastructure, water pipelines, sewerage systems, electricity connections and gas pipelines that are available or accessible to each plot of land. The system should also clearly highlight the type of industries that are permissible and the common facilities that are available for the industries.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the GIS system functionality: ‣ Details of available connectivity infrastructure ‣ Details of utility infrastructure (including electrical substations) ‣ Details of other infrastructure (including police station, fire station), ‣ Details of hospitals and education institutions for all State-owned industrial estates
Reform 67: • Integrate online system for land allotment/ e-auction and payment gateway with India Industrial Land Bank (IILB) for Investor to apply for land and purchase land	• Links to uploaded video of user walkthrough/ screenshots to substantiate that the online system for land allotment/ e-auction as well as the payment gateway are integrated with India Industrial Land Bank (IILB) which facilitate Investors to apply for land and purchase land
Reform 68: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal.	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website • Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application through the single window system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee through the single window system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: o Online tracking system of application status through the single window system o SMS gateway and emails integrated with online single window system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the

• Verification by third party about the authenticity of the approval or registration granted by competent authority	functionality to download the approval certificate through the single window system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval certificate through the single window system
Reform 69: • Once an applicant has identified a plot of land which meets the requirements of his intended venture, he requires clarity on how he can access the land. Each state should define the criteria for land allocation through a notification or legislation and make this information available online. It is essential that the notification or legislation on land allocation has specific provision of land/ shed allotment for industrial units on rental/ lease model.	• Notification/ G.O./ copy of legislation highlighting the objective criteria, for evaluating land allotment application within industrial estates of State Government • Notification/ G.O./ copy of legislation highlighting that the provision of land/ shed allotment for industrial units on rental/ lease model is provided as an option
Reform 70: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 71:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
   ‣ It should clearly mention the average time taken by the Department for
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

xii.　Online single window system-Plug & Play system

Reform 72: Ensure infrastructure and facilities are developed and offer plug and play option for promoting sectoral investments of land earmarked for industrial purpose, and to have following (as applicable):
- i. Pre-approved clearances and permissions at park level, aligned to sectoral/ manufacturing requirements like for red category products
- ii. Water and power utility infrastructure (including electrical substations)
- iii. Gas pipeline infrastructure
- iv. Optical Fibre Cable (OFC) connectivity
- v. Sewage treatment plant (with required permissions)
- vi. Effluent treatment plant (with required permissions)
- vii. Common facilitation center (CFC)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 72: • It is increasingly realized that in order to provide further impetus to 'Make in India' program, 'Plug and Play' option is offered to intending sectoral investments in State/UT. The essential features of 'Plug and Play' option are given below: 　i. Land earmarked for industrial purpose is developed with adequate infrastructure 　ii. Pre-approved clearances for the entire industrial park/estate aligned to sectoral/ manufacturing requirements like for red category products 　iii. Water and power utility infrastructure (including electrical substations) 　iv. Gas pipeline infrastructure	• URL of the Plug and Play option • Notification/ G.O./ copy of legislation highlighting procedures, timelines and rules for obtaining the land and all requisite clearances • Notification/ G.O./ copy of legislation of Plug and Play option being integrated with the online single window system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting Plug and Play option and below functionality: 　‣ Pre-approved clearances for the entire industrial park/estate

| v. Optical Fibre Cable (OFC) connectivity
vi. Sewage treatment plant (with required permissions)
vii. Effluent treatment plant (with required permissions)
viii. Common facilitation center (CFC)

• For the remaining approvals required to be taken by the manufacturing unit for starting his unit. Procedures and rules for obtaining the same are to be clearly notified with applicable timelines and brought into the Single Window System. | ‣ Land earmarked for industrial purpose is developed with adequate infrastructure

‣ All other approvals required to be taken by the manufacturing unit for starting its unit |

xiii. Online single window system-Decriminalization

Reform 73: Design and implement an online wizard/ system with the following features/information: -
   i. List of criminal provisions under various Acts including section/ rule
   ii. Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector
   iii. Type of offence and punishment

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 73: • Businesses often suffer from uncertainty regarding information on criminal provisions under various Acts including section/ rule applicable to them. In order to ensure that all this information is readily available to businesses, information wizard will act as an interactive tool that provide comprehensive information on descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector and type of offence and punishment. • Provision to be provided on online wizard/ system where businesses can enter specific details (such as unit turnover, area of operation, number of workers and other relevant details) to obtain information regarding all criminal provisions under various Acts including section/ rule applicable to them. • The online wizard should provide descriptions of provisions with trigger/event points indicating the incidence of liability for businesses in the relevant sectors, as well as the type of offence and associated punishment. This includes designing an intuitive and user-friendly online wizard a comprehensive database that details offences, event and corresponding punishments. • A comprehensive list of all applicable Acts including section/ rule with criminal provisions applicable to businesses needs to be compiled and displayed online in public domain. It is	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Copy of Act/ Rules/ Notification/ G.O/ Circular regarding the development of online system providing the detail descriptions of provisions with trigger/ event point for incidence of liability for business and relevant sector.

paramount to ensure that the system operates smoothly and that the information it provides is accurate, up-to-date, and easily comprehensible for users.	

Area 5: Online Single Window System (sectoral licenses)

i. Online single window system Approvals/Renewals (Sectoral Licenses)

Reform 74: Ensure that the following services are provided through the online single window system - Registration, renewals, and verification under Legal metrology/Weights & Measures

Reform 75: Ensure that the following services are provided through the online single window system - Approval for DG set installation (Registration and Renewal) from all concerned authorities (as applicable)

Reform 76: Ensure that the following services are provided through the online single window system - Mobile Tower Approval (Registration and Renewal)

Reform 77: Ensure that the following services are provided through the online single window system - Retail Drug License (Pharmacy) (Registration and Renewal)

Reform 78: Ensure that the following service is provided through the online single window system - Wholesale Drug License (Registration and Renewal)

Reform 79: Ensure that the following services are provided through the online single window system - Drug Manufacturing License (Registration and Renewal)

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 74:
 	
An effective online single window should have the following features:
• Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
• The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly
• Applicants should be able to fill up, upload documents, submit the application form and make payment online
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process
• Online tracking system of application status
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  o Online tracking system of application status.
	  o SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal

• Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 75:
 	
An effective online single window should have the following features:
• Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
• The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly
• Applicants should be able to fill up, upload documents, submit the application form and make payment online
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process
• Online tracking system of application status
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
• Once approved, the user should obtain the approval or registration certificate online through the portal.
• Verification by third party about the authenticity of the approval or registration granted by competent authority.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  o Online tracking system of application status.
	  o SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 76: An effective online single window should have the following features: • Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system

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- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly
- Applicants should be able to fill up, upload documents, submit the application form and make payment online
- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process
- Online tracking system of application status
- SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
- Once approved, the user should obtain the approval or registration certificate online through the portal.
- Verification by third party about the authenticity of the approval or registration granted by competent authority.

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- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
  - Online tracking system of application status.
  - SMS gateway and emails integrated with online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

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Reform 77:

An effective online single window should have the following features:
- Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
- The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly
- Applicants should be able to fill up, upload documents, submit the application form and make payment online

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- Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

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• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process • Online tracking system of application status • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority.	o Online tracking system of application status. o SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 78: An effective online single window should have the following features: • Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline. • The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly • Applicants should be able to fill up, upload documents, submit the application form and make payment online • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process • Online tracking system of application status • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: o Online tracking system of application status. o SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the

• Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority.	functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 79:
 	
An effective online single window should have the following features:
• Ensure through a legislation that all the applications are submitted online with no requirement for submissions of a hard copy. Ensure that applications cannot be accepted offline.
• The detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly
• Applicants should be able to fill up, upload documents, submit the application form and make payment online
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process
• Online tracking system of application status
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
• Once approved, the user should obtain the approval or registration certificate online through the portal.
• Verification by third party about the authenticity of the approval or registration granted by competent authority.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	    ○ Online tracking system of application status.
	    ○ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Area 6: Land Administration and Transfer of Land and Property

i. Property Registration

Reform 80: Mandate to Digitize and publish online land transaction deeds including conveyance deed, property registry, Lease etc. kept at the sub-registrar offices and provide:

i. Transaction history for the last 20 years
ii. The Transaction history of 20 years to be displayed in tabular/dashboard form with access to relevant documents in downloadable forms for each transaction and Availability of Statistics Gender-Disaggregated Data* on Property Ownership
iii. Searchable metadata with the help of Survey no./ Registration number, Registration date, Conveyance deed/ property registry, etc..
iv. Website should clearly state that the information provided online is updated, and no physical visit is required

*States & UTs to ensure capturing Gender-Disaggregated Data for all land transactions from 1st April 2024

Reform 81: Mandate to Digitize and publish online land transaction deeds including Records of Rights (ROR) kept at all land records offices:

i. Transaction history for the last 20 years
ii. The Transaction history of 20 years to be displayed in tabular/dashboard form with access to relevant documents in downloadable forms for each transaction
iii. Digital copy of all RoR.
iv. Searchable metadata with the help of Survey no./ Registration number, Registration date, Conveyance deed/ property registry, etc..
v. Website should clearly state that the information provided online is updated, and no physical visit is required

Reform 82: Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) and Panchayats in the State/UT. The searchable metadata available should be:
i. Name of the Property Tax payer
ii Survey no. of land / Unique Identification no. of property
The website should clearly state that the information provided online is updated, and no physical visit is required

Reform 83: Mandate each property/plot has a Unique ID across the State
1. Rural Land / Plot: Survey no., etc.
2. Urban Land: Survey or CTS no., etc.
3. Urban Property – Including Vertical property such as Apartments, Condos, etc.

Reform 84: Design an online system to auto-calculate and pay the property tax for both ULB and Panchayats

Reform 85: Integrate all the cadastral maps across rural and urban areas in the State/UT on a single website and make the latest copy available in public domain

Reform 86: Integrate all land/property related records of ownership and encumbrances on one single online portal including:
i. Data of land transaction deeds for last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.),
ii. Updated Record of Rights at all Revenue department offices (Date of mutation), and
iii. Data of Property Tax payment dues at all urban and rural areas of the State/UT (Name of the Property Tax payer, Property Tax dues)

iv. Revenue Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]

v. Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]

vi. Integrate with Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI)

vii. Integrate with utilities (electricity & water)

viii. Integrated with cadastral maps

The website should be publicly accessible and should clearly mention that the website is recently updated, and no physical visit is required. The integration should be done for all areas of the State/UT.

Reform 87: States to have an online system and ensure the following features for registering property (for all types of land tenure)

i. Online submission of information for property registration

ii. Online generation of the appointment (date and time)

iii. Online Stamp duty calculator

iv. Online payment of application fee - Stamp duty, registration fees, etc.

Reform 88: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate

ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 89: Mandate issuance of the registered deed to the applicant on the same day as the day of registration.

Reform 90: Publish fee details on the department website for the following:

i. Registration of deed

ii. Mutation at Land records office

iii. Mutation/name change at ULB and Panchayats

iv. Mutation/name change at electricity and water department

v. Access to cadastral maps

The website should also provide schedule of fees under the Act

Reform 91: Implement a system to trigger the mutation/name change as soon as the property is registered at sub registrar office for the following processes:

i. Mutation at land records office

ii. Name change at Municipal Corporation and Panchayats for property tax

iii. Name change in Electricity and Water bills

Reform 92: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted for mutation (at land records, utilities, ULBs and Panchayats), time taken and fee incurred to grant approvals/certificate

ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 93: Implement an independent grievance mechanism for online filing complaints related to property registration at Sub Registrar Office

Reform 94: Mandate to Publish an online dashboard in public domain with following features:

> i. Clearly publish the data on number and type of land disputes, average time taken and fee incurred to resolve land disputes under Revenue Court
> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 80:
 	
• Ensure through a legislation that land records across various State Government agencies such as land transaction deeds including conveyance deed, property registry, Lease etc. were digitized and published online at the sub-registrar offices.
 	
• Digitized land records across various State Government agencies can be beneficial in increasing the efficiency and effectiveness in property registration and maintenance:
 	
• Digitized land ownership records at the sub-registrar i.e. land transaction deeds including sale deeds, transfer deeds, lease deeds, etc. so that:
 	
• prospective land-buyers can easily verify land ownership when new transactions are initiated on the land. In addition,
 	
• prospective land-buyers with a single point of contact to determine land ownership by checking the required historical documentation.
 	
• Digitized land records (Records of Rights (textual), Khatoni, Khasra, Mutation Register, Village/ Tehsil / District Notebook) at all the land records office in the State can help ensuring that the requisite information on ownership is available when issuing Property Cards to citizens, and for pre-mutation verification of land transactions. In case the name of buyer and seller are not available, the record should reflect the current ownership details.
 	
• Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted.
 	
Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property.
	• Notification/ G.O./ copy of legislation mandating that that land records across various State Government agencies such as land transaction deeds including conveyance deed, property registry, Lease etc. were digitized and published online at the sub-registrar offices.
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	
	  • transaction history of last 20 years
	
	  • soft copies of all registered deeds.
	
	  • searchable features with the required functionalities
	
	  • the information is updated, and no physical visit is required

Reform 81: • Ensure through a legislation that land transaction deeds including Records of Rights	• Notification/ G.O./ copy of legislation mandating that that land records across various State

(RoR) were digitized and published online at all land records offices.
 	
• Digitized land records across various State Government agencies can be beneficial in increasing the efficiency and effectiveness in property registration and maintenance:
 	
• Digitized land ownership records at the sub-registrar i.e. land transaction deeds including sale deeds, transfer deeds, lease deeds, etc. so that:
 	
• prospective land-buyers can easily verify land ownership when new transactions are initiated on the land. In addition,
 	
• prospective land-buyers with a single point of contact to determine land ownership by checking the required historical documentation.
 	
• Digitized land records (Records of Rights (textual), Khatoni, Khasra, Mutation Register, Village/ Tehsil / District Notebook) at all the land records office in the State can help ensuring that the requisite information on ownership is available when issuing Property Cards to citizens, and for pre-mutation verification of land transactions. In case the name of buyer and seller are not available, the record should reflect the current ownership details.
 	
• Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted
	Government agencies such as land transaction deeds including conveyance deed, property registry, Lease etc. were digitized and published online at the sub-registrar offices.
	• URL of the online system
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website.
	    ○ transaction history of last 20 years
	    ○ soft copies of all registered deeds.
	    ○ searchable features with the required functionalities
	    ○ the information is updated, and no physical visit is required

Reform 82: • Reform aims to digitized land records covering compliance history of property tax, at the local municipality office and panchayat office in the State/ UT, would clearly indicate the encumbrances on the property.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of searchable features with the required information on the website that is updated, and no physical visit is required by the investor
Reform 83: • Assigning and mandating a unique number will help buyers to identify the property and to know about the encumbrances on the property. It can also help in tracing the details of all previous owners of a plot of land. • This will bring greater transparency in the system and end uncertainty about the land ownership.	• Notification/ G.O./ copy of legislation mandating that each property and plot have a unique ID for all rural and urban area • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate that each property including vertical structures such as apartments etc. and plot in rural and urban areas have a unique ID

• Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted. Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property.	
Reform 84: • Reform aims to design an online system where the application should be able to auto calculates fee, stamp duty and other charges based on the value of the property, circle rate, etc.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required functionality of online system
Reform 85: • The main aim is to digitalize cadastral maps (spatial records) of all rural areas in the State/UT so that actual land may be matched with the ownership/occupancy record. • Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted. Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the Digitize cadastral maps of all rural and urban areas in the State/ UT

Reform 86:
 	
• The objective of having a single integrated portal is to have a real-time access of updated data from all relevant land related Agencies. All the 8 categories of information should be made available through a single portal.
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of all land/property related records of ownership and encumbrances on one single online portal including:
	  ○ transaction data for last 20 years
	  ○ updated Records of Rights (RoR)
	  ○ data of Property Tax payment dues
	  ○ revenue court case data
	  ○ civil court case data
	  ○ integration with CERSAI
	  ○ integration with utilities
	  ○ integration with cadastral maps

Reform 87:
 	
• The objective of the reform is to have an online system for enabling ease of property registering which should have features such as submission of information for property registration, generation of the appointment, stamp duty calculator and payment of application fee
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required functionality of online system including:
	  ○ online information for property registration
	  ○ online stamp duty calculator
	  ○ online payment of application fee

Reform 88:	

• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for
     - Retail Drug License (Pharmacy)
     - Wholesale License
     - Drug Manufacturing
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Reform 89:	
• States to ensure through a legislation that the registered deed is issued on the same day of registration.	• Notification/ G.O./ copy of legislation mandating that all the registration deeds are issued on the same day as the day of registration
Reform 90:	
	• URL of the online system

• Publish fee details on the website for the following:
   i. Registration of deed
   ii. Mutation at Land records office
   iii. Mutation/name change at ULB and Panchayats
   iv. Mutation/name change at electricity and water department
   v. Access to cadastral maps
• The website should also provide schedule of fees under the Act.
• Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted.
 	
Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property.
	• Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information in the public domain

Reform 91: • Integration between registration at the sub-registrar office and mutation at the land records office allows newly registered deeds for property sales to automatically intimate the mutation process to the relevant agency (Land records office, electricity department, water department, other utility department, etc.). • States are required to provide evidence highlighting the features of the integrated system for triggering mutation/ name change of the commercial/ industrial property at all relevant departments/ agencies • Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted. Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property.	• Notification/ G.O./ copy of legislation mandating that the process of mutation starts as soon as the deed is registered (including land Records Office, ULBs, Utilities) • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the required functionality of the online system
Reform 92: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.

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- The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.

  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for

    - Retail Drug License (Pharmacy)
    - Wholesale License
    - Drug Manufacturing

  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.

  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

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- Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

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Reform 93:

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- The objective of the reform is to ensure that users who wish to get their property registered have a mechanism for grievance redressal which will simultaneously act as an enabler for users while bringing about accountability for actions of the concerned authorities.

  Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial property.

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- Notification/ G.O./ copy of legislation mandating that an independent online grievance mechanism for filing complaints related to property registration at Sub Registrar Office

- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the required functionality of the online system

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Reform 94:

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- The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through

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- URL of the online dashboard available in public domain

- Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**

- Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the

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successive BRAP editions and need to be evolved further. It is thus decided to transit from a 'voluntary disclosure' approach to a 'mandatory disclosure' through legislative backing, based on consultation with various stakeholders.

- The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.

  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for

    - Retail Drug License (Pharmacy)
    - Wholesale License
    - Drug Manufacturing

  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.

  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

- Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.

- Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Area 7: Change in Land Use

i. Change in Land Use

Reform 95: Mandate time-bound delivery through a legislation such as:
  1. Right to Services Act / Public Service guarantee Act
  2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 96: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 97: Mandate to Publish an online dashboard in public domain with following features:
  i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
  ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 95: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 96: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 97: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It hasthus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for - Retail Drug License (Pharmacy) - Wholesale License - Drug Manufacturing ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

Area 8: Environment Registration Enablers

i. Environment Registration

Reform 98: Allow for renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification and/or third party certification

Reform 99: Mandate to Publish an online dashboard in public domain for renewal of Consent to Operate with following features:
i. Clearly publish the data on number of applications received and granted, and the time taken and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 100: Allow validity period of Consent to Operate for period of 5 years and above.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 98: • The objective of the reform is to remove this cost is to issue Consent to Operate for longer durations, especially in cases pertaining to green and orange industries. State resources can then be geared toward randomly auditing to ensure compliance with the terms of the certificate. Additionally, the state can mandate auto renewal of the Consent, subject to self or third-party certification, if there are no changes in pollution levels or activities. This will require the issuance of a notification in this regard, as well as systems to process the submission of auto-renewal filings.	• Notification/ G.O./ copy of legislation for allowing renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/ third party certification. • Links to uploaded video of user walkthrough/ screenshots highlighting the renewal of certificate of Consent to Operate through the online system based on self-certification or third-party certification
Reform 99: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for - Retail Drug License (Pharmacy) - Wholesale License	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

- Drug Manufacturing ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	
Reform 100: • For state governments, annual renewals imply paperwork, costs associated with recruiting and maintaining sufficient manpower to carry out the annual checks and renewals. However, in many cases, there are no changes in pollution levels or activities – therefore, validity period of Consent to Operate for period of 5 years and above	• Notification/ G.O./ copy of legislation wherein period of validity of Consent to Operate is clearly mentioned to be five years and above

ii.   Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981

Reform 101: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 102: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 103: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 104: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 105: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 106: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 101: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 102: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 103: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system

application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 104: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 105: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance

are not met.	mechanism **escalation matrix** must be provided as evidence

Reform 106:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  ‣ Online tracking system of application status.
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

iii. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016

Reform 107: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 108: Mandate time-bound delivery through a legislation such as:
    1. Right to Services Act / Public Service guarantee Act
    2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 109: States to have an online system and ensure the following features without the requirement of physical visit to the department:
    i. Submission of application
    ii. Payment of application fee
    iii. Track status of application
    iv. Download the final signed certificate

v. Third party verification	

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 107: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 108: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 109: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted

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the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.

- Applicants should be able to fill up, upload documents, submit the application form and make payment online.

- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.

- Online tracking system of application status.

- SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.

- Once approved, the user should obtain the approval or registration certificate online through the portal.

- Verification by third party about the authenticity of the approval or registration granted by competent authority

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offline

- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

  ‣ Online tracking system of application status.

  ‣ SMS gateway and emails integrated with online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

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iv. Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)

Reform 110: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 111: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 112: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 110: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 111: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 112: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline

supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• URL of the online system
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
• Online tracking system of application status.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.	‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
• Once approved, the user should obtain the approval or registration certificate online through the portal.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
• Verification by third party about the authenticity of the approval or registration granted by competent authority	

v. Registration/ Renewal under Plastic Waste Management Rules, 2016 for manufacturer

Reform 113: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 114: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 115: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 113: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate

clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	the availability of required information on the website.
• The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
• "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 114: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 115: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/

through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

vi. Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016

> **Reform 116:** Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor
>
> **Reform 117:** Mandate time-bound delivery through a legislation such as:
> 1. Right to Services Act / Public Service guarantee Act
> 2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met
>
> **Reform 118:** States to have an online system and ensure the following features without the requirement of physical visit to the department:
> i. Submission of application
> ii. Payment of application fee
> iii. Track status of application
> iv. Download the final signed certificate
> v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 116: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 117: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 118: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/

submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

vii.   Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016 & Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016

Reform 119: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 120: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 121: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 122: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 123: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 124: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 119: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 120: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 121: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline

supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 122: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution,	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 123: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 124: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

viii.   Registration for Refurbishers & Recyclers under Battery Waste Management Rules 2022

Reform 125: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise

> details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor
>
> **Reform 126:** Mandate time-bound delivery through a legislation such as:
> 1. Right to Services Act / Public Service guarantee Act
> 2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met
>
> **Reform 127:** States to have an online system and ensure the following features without the requirement of physical visit to the department:
> i. Submission of application
> ii. Payment of application fee
> iii. Track status of application
> iv. Download the final signed certificate
> v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 125: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 126:	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of

• The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 127: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

ix. Dashboard for Environment related approvals

Reform 128: Mandate to Publish an online dashboard in public domain with following features:

> i. Clearly publish the data on number of applications received and granted, and the time taken and fee incurred to grant approvals/certificate
> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned
> Dashboard should cover the following:
> • The Water (Prevention and Control of Pollution) Act, 1974

> • The Air (Prevention and Control of Pollution) Act, 1981
> • Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
> • Plastic Waste Management Rules, 2016
> • E-waste (Management and Handling) Rules, 2011
> • Bio medical waste Management Rules, 2016
> • Solid waste Management Rules, 2016
> • Construction and demolition waste management rules 2016
> • Registration for Refurbishers & Recyclers under Battery Waste Management Rules 2022

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 128:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
‣ The dashboard will give clear picture of how many applications are submitted and approvals made for
 	
  - Retail Drug License (Pharmacy)
  - Wholesale License
  - Drug Manufacturing
 	
‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

Area 9: Labour Regulation Enablers

i.   Registration of Factories under The Factories Act, 1948

Reform 129: Introduce a provision for allowing the validity of license under the Factories Act, 1948 to be 10 years or more.

Reform 130: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 131: Mandate time-bound delivery through a legislation such as:
   i.   Right to Services Act / Public Service guarantee Act
   ii.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 132: Design and implement an online system and mandate the following features without the requirement of physical visit to the department:

   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate
   v. Third party verification

Reform 133: Ensure safety conditions are prescribed in line with the provision made in the OSH Code which permits women to work at night and in all occupations subject to their consent

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 129: • The Factories Rules in various States/UTs grant license only for a year thus requiring renewal of license on year-on-year basis which creates another layer of regulatory and cost burden on a factory owner/occupier. • To ease the burden, factory license and its renewal can be issued for a period of 10 years. This will also reduce the cost associated with seeking annual renewal	• Notification/ G.O./ copy of legislation which clearly mentions that the validity of license for Factories is 10 years or more
Reform 130: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating

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with the standard operating procedure if available; in any case, the details should be published explicitly.

- The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.

- "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.

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implementation of all reform requirements in the uploaded screenshots.

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Reform 131:

- The absence of clear timelines for processing of applications for license may delay the process. - States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	- **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision - **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. - In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 132:

- The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
- Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
- Online tracking system of application status.
	- Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	- URL of the online system
	
	- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	   ‣ Online tracking system of application status.
	
	   ‣ SMS gateway and emails integrated with

• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 133: • States are required to ensure safety conditions are prescribed in line with the provision made in the OSH Code which permits women to work at night and in all occupations subject to their consent.	• Copy of Notification/ G.O./ legislation of rules under OSH Code which permits women to work at night and in all occupations subject to their consent.

ii.   Renewal of Factories Registration under The Factories Act, 1948

Reform 134: Eliminate the requirement of renewal of registration or allow auto-renewal

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 134: • It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non- discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner	• Notification/ G.O./ copy of legislation whereby requirement of renewal has been eliminated • Alternatively, in case of Auto renewal, links to uploaded video of user walkthrough/ screenshots highlighting detailed process flow of mode of payment of fee and ability to download renewal certificate online • URL of the online system

iii.   Approval of plan and permission to construct/extend/or take into use any building as a factory

Reform 135: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 136: Mandate time-bound delivery through a legislation such as:
   1. Right to Services Act / Public Service guarantee Act
   2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 137: Design and implement an online system and mandate the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application

iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 135: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 136: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 137:

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- The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.

- Applicants should be able to fill up, upload documents, submit the application form and make payment online.

- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.

- Online tracking system of application status.

- SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.

- Once approved, the user should obtain the approval or registration certificate online through the portal.

- Verification by third party about the authenticity of the approval or registration granted by competent authority

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- Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline

- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

  ‣ Online tracking system of application status.

  ‣ SMS gateway and emails integrated with online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

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iv. Third party certification for boilers under Boilers Act 1923

Reform 138: Introduce a provision for third party certification for boilers during use u/s 34 (3) of the Boilers Act, 1923, by authorizing Boiler Operation Engineer (BoE) having the following qualification:
1. Graduate in Mechanical/ Production/ Power Plant/ Metallurgical engineering from a recognized institution; and
2. Minimum 5 years of experience in the field related to boilers

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 138: - In the case of inspections of boilers, Departmental inspections can be substituted with third-party certifications. To enable this, the State/UT must not only issue a notification, but also lay out criteria for accreditation and empanelment of third-party service providers, as well as clearly lay out that, in the event of an accident, the liability falls equally upon the applicant and the	- Notification/ G.O./ copy of legislation on self-certification/ third party certification to allow for renewal - List of empanelled Third party for certification - Evidence highlighting that required qualifications for Third Party certifiers as specified in the reform are met

certifying authority. A draft notification with reference to third-party certification of boilers has already been circulated to States/UTs by Department for Promotion of Industry and Internal Trade so that States/UTs can easily adapt and issue the notification.

v. Registration and Renewal of Boilers under The Boilers Act, 1923

Reform 139: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 140: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 141: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 139: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 140: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 141:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  ‣ Online tracking system of application status.
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

vi.   Registration of Boilers Manufactures under The Boilers Act, 1923

Reform 142: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 143: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 144: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 142: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 143:	
• The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 144:	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

vii. Labour Regulation enabler

Reform 145: Mandate online filing of single integrated return under all the labour laws applicable in the State/UT

Reform 146: Registration under Shops & Establishment AND/OR Trade License to be given through a single form

Reform 147: Legally mandate social consultation during the process of setting and updating the minimum wage

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 145: • Labour departments are tasked with implementing and ensuring compliance under various labour laws, and most, if not all, of these laws require the submission of returns and payments annually. If these returns are not integrated and made online, the burden on both, the business and the Labour department can be very high. The business may have to submit multiple returns containing the same information and make payments at different points of time. Simultaneously, the department must manage multiple returns for the same firm every year and keep account of payment against each return. From the business owner's perspective, a single online integrated return under all Labour laws would greatly reduce the regulatory burden. From the department's perspective, a single online integrated return will make it easier to capture data on the firm, while also ensuring that it can use the data more effectively for developing effective risk profiles for inspections.	• Notification/ G.O./ copy of legislation mandating online filing of single integrated return under all the labour laws applicable in the State/UT • URL of online system • Links to uploaded video of user walkthrough/ screenshots highlighting the functionality of online filing of single integrated return under all the labour laws
Reform 146: • The registration under Shops and Establishment Act and Trade License of the State are often a prerequisite to start a business and to truly begin their operations. Businesses are under a burden to comply with the mandatory requirement to submit the same documents under two different laws. The compliance to submit similar documents can be eliminated by introducing a single form which can allow registration under both the acts through an online system.	• Links to uploaded video of user walkthrough/ screenshots highlighting that single form is sought for Registration under Shops and Establishments AND/ OR Trade license
Reform 147: • The objective of this reform is to harmonize Labour -Business relations and proposes a mandatory social consultation to ensure no adverse legislations are enacted. Such action will ensure no break/ obstacle to operations due to regulatory uncertainty	• Notification/ G.O./ copy of legislation mandating social consultation during the process of setting and updating the minimum wage

viii.   Labour Welfare Act

Reform 148: Ensure rules are prescribed under the Code on Social Security, 2020 regarding manner of collection of cess from every employer undertaking building or other construction work for the purposes of social security and welfare of building workers.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 148: • The objective of the reform is that the specific purpose of welfare of building or other construction workers. • The Code on Social Security 2020 specifies that States must notify rules under the code to specify the exact form and manner and quantum of cess which is to be collected for any such welfare measures	• Notification/ G.O./ copy of legislation mandating rules are prescribed under the Code on Social Security, 2020.

ix. License/ Renewals for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970

Reform 149: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 150: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act for issuance of the license electronically within forty-five days of the receipt of application
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 151: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

*The system to ensure that the license is issued electronically within forty-five days of the receipt of application failing which the license shall be deemed to be issued and shall be auto generated. An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 149: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

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category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.

- "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.

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Reform 150:

- The absence of clear timelines for processing of applications for license may delay the process.

- States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

- **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision

- **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**.

- In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 151:

- The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.

- Applicants should be able to fill up, upload documents, submit the application form and make payment online.

- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.

- Online tracking system of application status.

- SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by

- Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline

- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

  - Online tracking system of application status.

  - SMS gateway and emails integrated with online system

- Links to uploaded video of user walkthrough/

department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority • Ensure that the license is issued electronically within forty-five days of the receipt of application failing which the license shall be deemed to be issued and shall be auto generated. An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period.	screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

x.   Registration under The Shops and Establishment Act (including 365 days license)

Reform 152: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 153: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 154: States to have an online system and ensure the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate
   v. Third party verification

Reform 155: Eliminate the provision which poses restrictions on women to work in night shift to ensure 24*7 working for females.

Reform 156: i. Eliminate the requirement of Inspection prior to registration
   ii. Ensure that the final registration is granted within one day from the date of application.

Reform 157: Eliminate the requirement of Renewal of registration

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 152: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the

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with the standard operating procedure if available; in any case, the details should be published explicitly.

- The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.

  - "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.

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uploaded screenshots.

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Reform 153:
- The absence of clear timelines for processing of applications for license may delay the process.

- States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

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- **Copy of PSDG Act/ any equivalent Act clearly highlighting the timeline for processing of application and decision**

- **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**.

- In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

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Reform 154:
- The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.

- Applicants should be able to fill up, upload documents, submit the application form and make payment online.

- Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.

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- Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline

- URL of the online system

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

- Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

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• Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 155: • Any provision that may have existed in the respective State Acts that barred women from being employed in any shift 24/7 must be removed to enable women workers to be able to work at any time based on their convenience	• Notification/ G.O./ copy of legislation eliminating the provision which poses restrictions on women to work in night shift to ensure 24*7 working for females
Reform 156: • Delay in issuing registration certificate leads to delay in starting business operations, thereby hampering their ability to access bank loans, employ workers and generate income. Eliminating the requirement of inspection prior to registration and providing registration in a single day is a significant step in the right direction	• Notification/ G.O./ copy of legislation which clearly mentions that requirement of Inspection prior to registration has been eliminated and specific mandate in same Notification/ G.O./ copy of legislation which ensures that final registration is granted within one day from application. • Links to uploaded video of user walkthrough/ screenshots highlighting that the final registration is granted within one day of application
Reform 157: • It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license obtained by applicants for various activities from the authorities at the State Level.	• Notification/ G.O./ copy of legislation whereby requirement of renewal has been eliminated • Alternatively, in case of Auto renewal, links to uploaded video of user walkthrough/ screenshots highlighting detailed process flow of mode of payment of fee and ability to download renewal certificate online • URL of the online system

xi. Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 & Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996

Reform 158: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise

details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 159: Mandate time-bound delivery through a legislation such as:
  1. Right to Services Act / Public Service guarantee Act for issuance of Registration/ Renewal within such time as would be prescribed through rules by the Central Government.
  2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 160: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
  i. Submission of application
  ii. Payment of application fee
  iii. Track status of application
  iv. Download the final signed certificate
  v. Third party verification

  *The system to ensure that the Registration/Renewal is issued electronically within such time as would be prescribed through rules by the Central Government failing which the licence shall be deemed to be issued and shall be auto generated.

Reform 161: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 162: Mandate time-bound delivery through a legislation such as:
  1. Right to Services Act / Public Service guarantee Act for issuance of Registration/Renewal within such time as would be prescribed through rules by the Central Government.
  2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 163: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
  i. Submission of application
  ii. Payment of application fee
  iii. Track status of application
  iv. Download the final signed certificate
  v. Third party verification

  *An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period. The system to ensure that the Registration/Renewal is issued electronically within such time as would be prescribed through rules by the Central Government failing which the licence shall be deemed to be issued and shall be auto generated. Any certificate given in furtherance of such deemed approval shall carry a clear signature/seal of authorized official to give it equal status as a regular approval.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 158: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the

of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 159: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 160: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/

• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 161: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Reform 162: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 163:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
 	
• Ensure that the license is issued electronically within forty-five days of the receipt of application failing which the license shall be deemed to be issued and shall be auto generated. An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

xii. Registration/ Renewal of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979 & Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979

Reform 164: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 165: Mandate time-bound delivery through a legislation such as:
   1. Right to Services Act / Public Service guarantee Act for issuance of Registration/Renewal within such time as would be prescribed through rules by the Central Government.
   2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 166: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate
   v. Third party verification

*An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period. The system to ensure that the Registration/Renewal is issued electronically within such time as would be prescribed through rules by the Central Government failing which the licence shall be deemed to be issued and shall be auto generated. Any certificate given in furtherance of such deemed approval shall carry a clear signature/seal of authorized official to give it equal status as a regular approval.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 164: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 165: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 166:
 	
 • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
 • Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
 • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
 • Online tracking system of application status.
 	
 • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
 • Once approved, the user should obtain the approval or registration certificate online through the portal.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	 • URL of the online system
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	   ‣ Online tracking system of application status.
	
	   ‣ SMS gateway and emails integrated with online system
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	 • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

• Verification by third party about the authenticity of the approval or registration granted by competent authority • Ensure that the license is issued electronically within forty-five days of the receipt of application failing which the license shall be deemed to be issued and shall be auto generated. An establishment shall be deemed to have been registered under this Code immediately on the expiration of such period.	

xiii.   Labour Regulation

Reform 167: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, and the time taken and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of modification may be mentioned

The dashboard should cover the following acts:
• License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
• Shops and Establishment Act
• Principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
• Building and Other construction workers Act
• Establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979
• Factories Act
• Registration/renewals under Boiler Act
• Registration/ renewals under Boiler Manufacturer

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 167: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It hasthus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

‣ The dashboard will give clear picture of how many applications are submitted and approvals made for - Retail Drug License (Pharmacy) - Wholesale License - Drug Manufacturing ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service. ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

Area 10: Obtaining Utility Permits

i. Obtaining Electricity Connection

Reform 168: States to have a system that allows online application submission, payment and tracking of status without the need for a physical touch point for document submission for:
i. Obtaining New electricity connection
ii. Obtaining Drawing Approval from Electrical Inspectorate
iii. Obtaining Power feasibility certificate or sanction of power supply and mandate that all applications are submitted online.

Reform 169: Reduce the number of mandatory documents required for obtaining the electricity connection to:
i. proof of identity of the user
ii. proof of ownership/occupancy (in case of owned/leased premise)
iii. authorization document (in case of firm or company)

Reform 170: Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain

Reform 171: Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle

Reform 172: DISCOMS to notify customers of planned outages (maintenance and load shedding) for next 1 month in advance

Reform 173: Ensure 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

Reform 174: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 175: Design an online system for e-payment of bills on the portal of the discoms

Reform 176: Mandate DISCOMS to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis:
i. Average Hours of Steady supply voltage supplied to consumers per week
ii. Number and hours of disruptions/ power cuts per week
iii. Reason for power disruptions

Reform 177: Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling

Reform 178: i. Mandate external electricity installation works typically carried out by a licensed professional/ company
ii. Mandate the frequency of the following:
a. Inspection by contractor/company that performed external installations
b. Issuance of certificate of compliance by contractor/company
c. Check quality of external installation works by contractor/company

iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of external electricity installations

Reform 179: i. Mandate internal electricity installation works typically carried out by a licensed professional/ company
ii. Mandate the frequency of the following:
a. Inspection by contractor/company that performed internal installations
b. Issuance of certificate of compliance by contractor/company
c. Check quality of external installation works by contractor/company
iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations

Reform 180: Mandate qualification of third party carrying-out the electrical wiring installation works:
a. Minimum number of years of experience
b. Education qualification (for example, university degree/ diploma/ certificate in the relevant field)
c. Pass a qualification exam

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 168: • An online application form can make applications for connections easier and, by enabling tracking of applications online, can also introduce transparency into the process. If connections are provided by private distribution companies, energy regulators can also use the system to obtain data and track performance in terms of the time it takes to obtain an electricity connection. The online system should have provision for obtaining new electricity connection, drawing approval from electrical Inspectorate, Power feasibility certificate or sanction of power supply and mandate that all applications are submitted online	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
Reform 169: • A large number of documents are generally required to obtain an electricity connection for businesses to prove that the applicant is authorized to apply for the electricity connection. This can be streamlined significantly by requiring only documents mentioned in the reform.	• Notification/ G.O./ copy of legislation through which the mandatory documents required for obtaining the electricity connection has been made limited to the documents as suggested in the reform
Reform 170: • Data on total duration and frequency of outages is to be displayed on a portal	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the data regarding total duration and frequency of outages is published online in public domain
Reform 171: • Transparency around tariffs is also important for customers, to enable them to forecast the cost of their energy consumption and deal effectively with future price increases.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle

Publishing this information and notifying users of changes in tariffs (for businesses) ahead of time is a mandatory requirement.	
Reform 172: • Data on past outages and planned outages is to be displayed on a portal so that the businesses can plan their work accordingly.	• Links to uploaded video of user walkthrough/ screenshots highlighting that the Discoms notify customers of planned outages (maintenance and load shedding) for next 1 month in advance
Reform 173: • The States/UTs should endeavour to reduce the time required to provide the electricity connection (up to 150 KVA) within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required (including 'Chief Electrical Inspectorate to Government' (CEIG) and 'Right of Way' (RoW) approval).	• Notification/ G.O./ copy of legislation mandating 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

Reform 174:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for
 	
     - Retail Drug License (Pharmacy)
     - Wholesale License
     - Drug Manufacturing
 	
   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal. • A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	
Reform 175: • There should be a facility for users to pay the electricity bill online. Note: While uploading evidence, States should ensure that the evidence is related to commercial/ industrial connection	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of e-payment of bills on the portal of the Discoms
Reform 176: • The objective behind creating a dashboard in public domain to provide information on quality of electricity service is to bring in transparency to the users.	• Notification/ G.O./ copy of legislation mandating DISCOMS to design dashboard to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis
Reform 177: • For effective redressal of grievances states need to develop an online grievance mechanism system with a detailed SOPs including escalation matrix and timelines	• Notification/ G.O./ copy of legislation mandating working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling • URL of the system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online Grievance Mechanism
Reform 178: • Safety in electrical installations and connections needs to be of highest standards and any system must ensure that safety regulations are clear and unambiguous. mandating regulations relating to external installations alongside inspection procedures, issuance of certificates with clear specifications on regarding the necessary qualifications for the professionals undertaking such works have to be defined in law to ensure a fearless business environment	• Notification/ G.O./ copy of legislation mandating external electricity installation works typically carried out by a licensed professional/ company • Notification/ G.O./ copy of legislation mandating frequency of Inspection by contractor/company that performed internal installations, Issuance of certificate of compliance by contractor/company, check quality of internal installation works by contractor/company and also the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations
Reform 179: • Safety in electrical installations and connections needs to be of highest standards and any system must ensure that safety regulations are clear and unambiguous. mandating regulations relating to internal installations alongside inspection procedures, issuance of certificates with clear	• Notification/ G.O./ copy of legislation mandating Internal electricity installation works typically carried out by a licensed professional/ company • Notification/ G.O./ copy of legislation mandating frequency of Inspection by contractor/company that performed internal installations, Issuance of certificate of compliance by contractor/company, check quality of internal

specifications on regarding the necessary qualifications for the professionals undertaking such works have to be defined in law to ensure a fearless business environment	installation works by contractor/company and also the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations
Reform 180: • Rule 3 under Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, specifies that a designated person needs to carry out electrical installation works and further specifies that no person shall be designated to carry out such works without possessing a certificate of competency or electrical work permit, issued by the Appropriate Government • Hence this reform aims to regularise and make such information readily available in a clear legislation to ensure unambiguous application of the rule	• Notification/ G.O./ copy of legislation mandating qualification of third party carrying-out the electrical wiring installation works covering Minimum number of years of experience, Education qualification (for example, university degree/ diploma/ certificate in the relevant field)

ii.   Obtaining Water Connection

Reform 181: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Third party verification

Reform 182: Display information on tariffs (in Rs. per kL) and notify customers of change in tariff ahead of the billing cycle (for commercial and industrial users)

Reform 183: Develop an online system for e-payment of bills

Reform 184: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 185: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 186: Mandate Water Supply authority (Such as ULB, Panchayats among others) to design and publish an online dashboard in public domain to provide information on quality of Water being supplied* to consumers area wise having following parameters and updated on real time basis:
i. Water Pressure
ii. Water Quality – TDS (Total Dissolve Solids), PPM
* Water quality to be monitored at the Central Water Supplying Station/ point of distribution

Reform 187: Recommend/ Mandate ULB's to include sustainable water use practices such as Rainwater harvesting as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings

Reform 188: Recommendation/Mandate ULB's to include sustainable water use practices such as Solid waste/ bio-sludge management as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings

Reform 189: Mandate Water Supply Authority to notify customers of planned outages (maintenance and repair) for next 1 month in advance

Reform 190: Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling

Reform 191: i. Mandate external water installation works typically carried out by a licensed professional/ company
ii. Mandate the frequency of the following:
a. Inspection by contractor/company that performed external installations
b. Issuance of certificate of compliance by contractor/company
c. Check quality of external installation works by contractor/company
iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of external water installations

Reform 192: i. Mandate internal water installation works typically carried out by a licensed professional/ company
ii. Mandate the frequency of the following:
a. Inspection by contractor/company that performed internal installations
b. Issuance of certificate of compliance by contractor/company
c. Check quality of internal installation works by contractor/company
iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of internal water installations

Reform 193: Mandate qualification of third party carrying-out the water installation works:
a. Minimum number of years of experience
b. Education qualification (for example, university degree in the relevant field)
d. Pass a qualification exam

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 181: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 182: • Transparency around tariffs is also important for domestic customers, to enable them to forecast the cost of their energy consumption and deal effectively with future price increases. Publishing this information and notifying users of changes in tariffs (for domestic consumers) ahead of time is a mandatory requirement.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle
Reform 183: • There should be a facility for users to pay the water bill online.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of e-payment of bills on the portal
Reform 184: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 185: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

provide legislative backing to the dashboards to ensure transparency and appropriate implementation.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.
‣ The dashboard will give clear picture of how many applications are submitted and approvals made for	
- Retail Drug License (Pharmacy) - Wholesale License - Drug Manufacturing	
‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.	
‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.	
‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.	
‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	
Reform 186: • The purpose of introduction of the reform is to act as a deterrent from provision of deficient services by the service provider as well as to create an environment of partnership between service providers and Users wherein both parties shall have accountability. • The reform shall be applicable for all business connections inside or outside the Industrial area.	• Notification/ G.O./ copy of legislation mandating Water Supply authority (Such as ULB, Panchayats among others) to design and publish an online dashboard in public domain to provide information on quality of Water on real time basis covering Water Pressure and Water Quality – TDS (Total Dissolve Solids),PPM
Reform 187: • Inclusion of sustainable practices as mandatory regulations during the construction process is an effective manner of achieving sustainable development. Thus, inclusion of such practices as a necessity for	• Notification/ G.O./ copy of legislation mandating ULB's to include sustainable water use practices such as Rainwater harvesting as a mandatory requirement while providing construction permits for new buildings and as a mandatory

obtaining of construction permits is a step towards ensuring uniform adherence to sustainable practices	requirement for availing utility connections in existing buildings
Reform 188: • Inclusion of sustainable practices as mandatory regulations during the construction process is an effective manner of achieving sustainable development. Thus, inclusion of such practices as a necessity for obtaining of construction permits is a step towards ensuring uniform adherence to sustainable practices	• Notification/ G.O./ copy of legislation mandating ULB's to include sustainable water use practices such as Rainwater harvesting as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings
Reform 189: • Data on past outages and planned outages is to be displayed on a portal so that the businesses can plan their work accordingly.	• Links to uploaded video of user walkthrough/ screenshots highlighting that the Water Supply Authority notify customers of planned outages for next 1 month in advance
Reform 190: • For effective redressal of grievances states need to develop an online grievance mechanism system with a detailed SOPs including escalation matrix and timelines	• Notification/ G.O./ copy of legislation mandating working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling • URL of the system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online Grievance Mechanism
Reform 191: • Safety in water installations and connections needs to be of highest standards and any system must ensure that safety regulations are clear and unambiguous. mandating regulations relating to external installations alongside inspection procedures, issuance of certificates with clear specifications on regarding the necessary qualifications for the professionals undertaking such works have to be defined in law to ensure a fearless business environment	• Notification/ G.O./ copy of legislation mandating external water installation works typically carried out by a licensed professional/ company • Notification/ G.O./ copy of legislation mandating frequency of Inspection by contractor/company that performed internal installations, Issuance of certificate of compliance by contractor/company, check quality of internal installation works by contractor/company and also the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations
Reform 192: • Safety in water installations and connections needs to be of highest standards and any system must ensure that safety regulations are clear and unambiguous. mandating regulations relating to Internal installations alongside inspection procedures, issuance of certificates with clear specifications on regarding the necessary qualifications for the professionals undertaking such works have to be defined in law to ensure a fearless business environment	• Notification/ G.O./ copy of legislation mandating Internal water installation works typically carried out by a licensed professional/ company • Notification/ G.O./ copy of legislation mandating frequency of Inspection by contractor/company that performed internal installations, Issuance of certificate of compliance by contractor/company, check quality of internal installation works by contractor/company and also the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations

Reform 193:	
• The objective of the reform is that a designated person needs to carry out water installation works and that no person shall be designated to carry out such works without possessing a certificate of competency issued by an authority	• Notification/ G.O./ copy of legislation mandating qualification of third party carrying-out the electrical wiring installation works covering Minimum number of years of experience, Education qualification (for example, university degree/ diploma/ certificate in the relevant field)

iii. Permission to draw water from river/public tanks

Reform 194: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 195: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 196: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 194: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 195: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 196:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  ‣ Online tracking system of application status.
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

iv.   Certificate of non-availability of Water from Water Supply Agency

Reform 197: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 198: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 199: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Third party verification

Reform 200: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

The dashboard should cover the following services:
• Permission to draw water from river/public tanks
• Certificate of non-availability of water from Water Supply Agency

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 197: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 198: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 199:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration

• Verification by third party about the authenticity of the approval or registration granted by competent authority	certificate

Reform 200:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   - The dashboard will give clear picture of how many applications are submitted and approvals made for
 	
   - Retail Drug License (Pharmacy)
   - Wholesale License
   - Drug Manufacturing
 	
   - It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   - It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
   - The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
   - The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
 	
• The dashboard should cover the following services:
   - Permission to draw water from river/public tanks
   - Certificate of non-availability of water from Water Supply Agency	

Area 11: Paying taxes

i. GST

> **Reform 201:** Set up service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act
>
> **Reform 202:** Establish a helpline providing basic services such as assisting users in GST registration, preparing and filing returns under the GST Act
>
> **Reform 203:** Constitute an authority for advance ruling under the State Goods Service Tax and publish details of application procedure and checklist on the Department's website
>
> **Reform 204:** Constitute an appellate authority for advance ruling under the State Goods Service Tax and publish details of application procedure and checklist on the Department's website

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 201: • E-filing service centers can be an effective mechanism to assist taxpayers in e-filing and payment. These centers can assist taxpayers for e-filing of returns under the State/Union Territory GST Act, thereby allowing greater use of the online system. Wide availability of such centers can also increase adoption of online filing and payment mechanism.	• Notification/ G.O./ copy of legislation substantiating that State/UT has setup service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act • In case multiple documents have to be included as evidence for a single reform, they must be combined into a single PDF document and uploaded.
Reform 202: • A helpline number can provide real-time information and support to users in GST registration. The State/UTs should establish a helpline providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act.	• Notification/ G.O./ copy of legislation/ circular substantiating that State/UT has established a helpline for providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act supported by adequate evidence. • Details of Standard operating procedure for assistance in preparing and filing returns under the State/Union Territory GST Act
Reform 203: • Authority for Advance Ruling (AAR) and Appellate Authority for Advance Ruling (AAAR) is an effective mechanism to provide certainty in the tax liability and help reduce the risk of litigation in future. In accordance with the provisions of the State/UT GST Act [1], all States/UTs are required to set up AAR for seeking advance ruling over GST levy and AAAR to hear appeals of the applicant aggrieved by any advance ruling pronounced by AAR. **Act reference:** Chapter XVII on 'Advance Ruling' of State/UT GST Act.	• Notification/ G.O./ copy of legislation clearly highlighting that an authority for advance ruling under the State Goods Service Tax has been constituted. • Links to uploaded video of user walkthrough/ screenshots of the details of application procedure and checklist for advance ruling under the State Goods Service Tax

Reform 204: • Authority for Advance Ruling (AAR) and Appellate Authority for Advance Ruling (AAAR) is an effective mechanism to provide certainty in the tax liability and help reduce the risk of litigation in future. In accordance with the provisions of the State/UT GST Act [1], all States/UTs are required to set up AAR for seeking advance ruling over GST levy and AAAR to hear appeals of the applicant aggrieved by any advance ruling pronounced by AAR. **Act reference:** Chapter XVII on 'Advance Ruling' of State/UT GST Act.	• Notification/ G.O./ copy of legislation clearly highlighting that an authority for advance ruling under the State Goods Service Tax has been constituted. • Links to uploaded video of user walkthrough/ screenshots of the details of application procedure and checklist for advance ruling under the State Goods Service Tax

ii.   Other Taxes / Levies

Reform 205: Publish a list of all state, municipal and panchayat levies on one portal and include the relevant information pertaining to the rates and tariff levied by the State and local bodies

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 205: • To improve access to information and improve tax compliance, the State/UT should publish a list of all State/UT, Municipal and Panchayat levies other than GST and include the relevant information pertaining to the rates and tariffs comprehensively for all levies.	• Links to uploaded video of user walkthrough/ screenshots of the 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.

iii.   Profession Tax

Reform 206: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step

Reform 207: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 208: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 209: Design and implement a system for online filing of returns and for online payment of tax as provided under the State Act and rules thereunder

Reform 210: Mandate that the final profession tax registration certification (where applicable) will be issued within at most one (1) working day from the date of submission of application form

> **Reform 211:** Mandate to Publish an online dashboard in public domain with following features:
>> i. Clearly publish the data on number of applications received and granted, and the time taken and cost incurred to grant approvals/certificate
>
>> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 206: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 207: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 208:

• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	• URL of the online system
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
• Online tracking system of application status.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.	‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system
• Once approved, the user should obtain the approval or registration certificate online through the portal.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
• Verification by third party about the authenticity of the approval or registration granted by competent authority	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 209:

• The State/UT must design and implement a system for online filing of returns and for online payment of Profession Tax as provided under the State/UT Act and Rules thereunder	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the system for online filing of returns and for online payment of tax as provided under the State Act and rules thereunder

Reform 210:

• The absence of clear timelines for processing of applications for license may delay the process.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision
• States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**.
	• In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 211:	

• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It hasthus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Area 12: State Excise

i.   State Excise - Excise Verification Certificate

Reform 212: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 213: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 214: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 212:	
• The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
• The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.	
• "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	

Reform 213:	
• The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify • the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 214:	

• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

ii.   State Excise - Label Registration

Reform 215: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 216: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 217: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 218: Allow for renewal of registered label approval based on self-certification where there are no changes required in the label

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 215: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 216: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 217:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 218: • States may allow renewal of registered label based on the on self-certification where there are no changes required in the label	• Notification/ G.O./ copy of legislation which allows for renewal of registered label approval based on self-certification where there are no changes required in the label • Links to uploaded video of user walkthrough/ screenshots highlighting detailed process flow of

	renewal of registered label approval based on self-certification
	• URL of the online system

iii.   State Excise - Brand Registration

Reform 219: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 220: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 221: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i.   Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v.   Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 219: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 220: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 221: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

iv. License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)

Reform 222: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise

details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 223: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 224: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 222: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 223: • The absence of clear timelines for processing of applications for license may delay the process.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision

• States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 224: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

v. State Excise

Reform 225: Mandate to Publish an online dashboard in public domain with following features:

   i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
   ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

The dashboard should cover the following:
   • Excise Verification Certificate
   • Brand Registration from State Excise
   • Label Registration from State Excise
   • License for local sale, import and export permit of spirit and Indian-made foreign liquor (IMFL) from State Excise

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment

Reform 225:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for
 	
    - Excise Verification Certificate
    - Brand Registration from State Excise
    - Label Registration from State Excise
    - License for local sale, import and export permit of spirit and Indian-made foreign liquor (IMFL) from State Excise It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Area 13: Construction permit Enablers

i.   Uniform Building Code

Reform 226: Enact a comprehensive uniform building code/building by-law applicable to the entire State

Reform 227: Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings

Reform 228: Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities and penalties, where applicable, for professionals including architects and engineers engaged in the construction process

Reform 229: Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT

Reform 230: Ensure building regulation /code/standard have provisions to dispute the decision of the local authority

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 226: • Construction projects are subject to a wide variety of regulations and controls, often spanning a multitude of laws, regulations and notifications which are not available in a single document. A comprehensive formal building code outlining all the requirements would be step in the right direction	• Notification/ G.O./ copy of legislation clearly highlighting that a uniform building code/ building by-law is applicable to entire State
Reform 227: • A risk-based building classification enables the introduction of a fast-track mechanisms for low-risk buildings, thereby allowing ULB officials to spend more time thoroughly reviewing and ensuring structural and public safety of high-risk buildings. • Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted.	• Notification/ G.O./ copy of legislation clearly highlighting that a uniform building code/ building by-law includes provision for risk-based classifications of buildings
Reform 228: • A risk-based building classification enables the introduction of a fast-track mechanisms for low-risk buildings, thereby allowing ULB officials to spend more time thoroughly reviewing and ensuring structural and public safety of high-risk buildings. • Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted.	• Notification/ G.O./ copy of legislation clearly substantiating the reform requirements
Reform 229: • The objective of the reform is that a designated person needs to carry out water installation	• Notification/ G.O./ copy of legislation clearly defining mandatory qualifications for architects

works and that no person shall be designated to carry out such works without possessing a certificate of competency issued by an authority	and structural engineers in the uniform building by-law applicable in State/UT
Reform 230: • The objective of the reform is to ensure a dispute redressal mechanism to be inbuilt and as a first step the option to challenge and dispute decisions by local authorities has been mandated to be introduced through this reform in order to improve investor and buyer confidence	• Notification/ G.O./ copy of legislation clearly highlighting building regulation / code/ standard have provisions to dispute the decision of the local authority

ii.   Construction Permit

Reform 231: Develop legally valid master plans/zonal plans/land use plans for all urban and Panchayat areas and make it available online in public domain

Reform 232: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

For the following stages of construction permits
1. Building Plan Approval
2. Permission for Alteration and Addition/Revision/Revalidation of Building Plan
3. Permission for Demolition and Reconstruction of Building
4. Plinth Approval
5. Occupancy/Completion certificate
Ensure the time limit should not exceed 45 days

Reform 233: Publish information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals

Reform 234: Ensure formal land use planning/zoning regulations incorporate the following:
iii. Requirements for trunk infrastructure availability (water, electricity, sanitation)
iv. Hazard maps that identify areas in which construction is not permitted due to natural hazards
v. Hazard maps that identify minimum separation between residential and hazardous occupancies
vi. Maps that identify areas in which construction of buildings is not permitted in relation to natural resources

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 231: • Master Plans/Zonal Plans/land use Plans can provide all parties in construction projects with information on the type of buildings that can be built.	• Notification/ G.O./ copy of legislation clearly substantiating the reform requirements • URL of the online system • Links to uploaded video of user walkthrough/ screenshots highlighting that legally valid master Plans/zonal Plans/land use Plans for all urban areas are available in the public domain

Reform 232:	
• The time-bound grant of the approvals/ NOCs in the three key stages of construction of the building i.e., building Plan approval, plinth level inspection and grant of completion/ occupancy certificate will ease Planning for construction. • Respective Departments/ Agencies will be bound to follow timelines, since not following the timelines will initiate penal action as mandated in the relevant legislation/ regulation. • A comprehensive list of the documents that need to be submitted as part of the application is to be included on the website. • Ensure timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• Notification/ G.O./ copy of legislation clearly stipulating the timelines as suggested in the reform Note: The States are required to follow the 45-day timeline for issuing construction permits, however a slight variation in terms of timelines associated with sub-processes can be considered as long as the overall timeline of 45 days is being adhered to
Reform 233:	
• Reform aims to Publish information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals for transparency	• Notification/ G.O./ copy of legislation clearly substantiating the reform requirements • Links to uploaded video of user walkthrough/ screenshots highlighting information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals
Reform 234:	
• Safety and precautionary measures are of paramount importance and should not be compromised in any manner. Thus, restrictions to constructions and marking of hazardous regions need to be integrated as part of zoning or master plans to ensure that investors and buyers are aware in advance regarding any probable restrictions or limitations that may exist	• Notification/ G.O./ copy of legislation clearly substantiating the reform requirements • URL of the online system • Links to uploaded video of user walkthrough/ screenshots highlighting that formal land use planning/ zoning regulations are incorporated as per reform requirement

iii. Construction Permit Approval

Reform 235: Design and develop an online single window system for granting construction permits with following functionalities:

    i. A common integrated application for all internal and external agencies required to provide NOCs/Approvals such as Fire Services, Water and Sewerage Department, Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building, DISCOMS, AAI, NMA, Forest, labour, Factory Directorate Environmental etc.

    ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification

<table>
<tr><td>iii.</td><td>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</td></tr>
<tr><td>iv.</td><td>Ensure that the system issues digitally signed approved building plan</td></tr>
<tr><td>v.</td><td>Provision for e-intimation to authorities of plinth level completion</td></tr>
<tr><td>vi.</td><td>Provision for e-intimation of commencement of construction</td></tr>
<tr><td>vii.</td><td>Provision for online common completion request form cum Occupancy Certificate Application with online payment</td></tr>
<tr><td>viii.</td><td>Provision for online issuance of signed occupancy cum completion certificate to the applicant</td></tr>
</table>

Reform 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

Reform 237: 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

Reform 238: Mandate to Publish an online dashboard in public domain with following features:

i. Clearly publish the data on number of applications received and granted, and the time taken and fee incurred to grant approvals/certificate

ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

The dashboard should cover the following:
i. Building Plan approval
ii. Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building
iii. Plinth Approval
iv. Completion/Occupancy certificate

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 235: • The time-bound grant of the approvals/ NOCs in the three key stages of construction of the building i.e., building Plan approval, plinth level inspection and grant of completion/ occupancy certificate will ease Planning for construction. Since they are granted by different Departments/ Agencies, the applicant may be required to submit documents and make payments for each separately. • An online single window for construction permits will help in streamlining the process for numerous approvals/ registrations/ NoCs that are required at various stages in the construction process. It will bring out overall efficiency in the process and provide clarity to	• URL of the online single window system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the reform requirements • Each of the sub-points would be evaluated and it is essential that the user walkthrough/ screenshots of the online system clearly highlight the functionality provided in the sub-points and supported by adequate evidences

applicants by bringing all requirements and applications on one-to-one portal.	
Reform 236: • At each stage during construction, inspections are conducted by multiple Departments and Agencies. Each additional inspection creates a compliance burden. A single, joint inspection by the concerned Departments and Agencies will help in reducing compliance burden and help speed up the construction process.	• Notification/ G.O./ copy of legislation clearly substantiating the reform requirements and supported with adequate evidences
Reform 237: • To reduce burden on ULBs of reviewing structural design and architectural drawings prior to approval, allow them to rely on the accredited professionals to ensure that the building by-laws are complied with in the construction process. • Once the State/UT has sufficiently strong accreditation systems for architects and engineers that allows the ULBs to monitor quality of building processes, the State/UT can move to a more advanced model where building Plans may be submitted on the basis of self-certification by these accredited professionals.	• Notification/ G.O./ copy of legislation clearly substantiating the approval based on third party certification • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the implementation of a system to allow approval based on third party certification (during construction and/or completion stage, as applicable)

Reform 238:
 	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for
 	
     - Building Plan approval
     - Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building
     - Plinth Approval
     - Completion/Occupancy certificate
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.	
‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.	
‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.	
‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	
• Ensure that the reform has been implemented across the State and evidence for the same needs to be submitted.	

iv. Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate

Reform 239: Inspection by Building Proposal Office/ relevant agency as part of obtaining construction permit & for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building
Publish a well-defined inspection procedure and checklist on department's web site

Reform 240: Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/completion certificate:
Publish a well-defined inspection procedure and checklist on department's website

Reform 241: Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website

Reform 242: Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment:
i. Building plan approval.
ii. Permission for Alteration and Addition/Revision/Revalidation of Building Plan
iii. Permission for Demolition and Reconstruction of Building
iv. Plinth level inspection.
v. Completion/Occupancy certificate.

Reform 243: Design and implement a system for computerized allocation of inspectors

Reform 244: Mandate online submission of inspection report within 48 hours to the Department

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 239: • The detailed procedure covering all applicable steps and the comprehensive inspection checklist/form is published online on department's website. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly and should not merely refer to Acts or rules.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website
Reform 240: • A specific provision must be made by the state government or by the associated agencies that inspection reports must be submitted within 48 hours through a notification or circular.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website
Reform 241: • The objective of the reform is to implement an online inspection system and mandate through a legislation that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website	• Notification/ G.O./ copy of legislation clearly mandating that the inspection is limited to the checklist published on the Department's website • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of inspection checklist on the website
Reform 242: • Inspectorates should define risk criteria to ensure that they are programmed into the system to make sure that inspections occur only for certain high-risk categories, instead of in 100% of the applications. This can reduce burden on the limited inspectors, while increasing the efficiency and effectiveness of inspections and the available human resources by reducing the burden on low-risk buildings while ensuring that high-risk buildings are adequately monitored.	• Notification/ G.O./ copy of legislation mandating risk-based classification of building/area • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the implementation of a computerized system for identifying building/area that needs to be inspected based on risk assessment
Reform 243: • The inspector allocation system must be linked to the online application and approval system, and the system should be able to allocate inspectors once applications are submitted either by jurisdiction or randomly. The inspector should also have an online workspace within the system where	• Notification/ G.O./ copy of legislation mandating computerized allocation of inspectors • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the reform requirements

they can see their inspection workflows and submit their reports.	
Reform 244: • The signed inspection report – either digitally signed or signed manually and scanned – should be made available for viewing and downloading by the user on the portal or the website.	• Notification/ G.O./ copy of legislation mandating submission of inspection reports withing 48 hours

Area 14: Inspection Enablers

i.   Inspection

> **Reform 245:** Mandate surprise inspection or inspections based on complaints and ensure details are recorded in the system

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 245: • The objective of the reform is to mandate surprise inspection based on complaints with details of it to be recorded in the system to ensure a good regulatory practice for business	• Notification/ G.O./ copy of legislation mandating surprise inspection or inspections based on complaints • Links to uploaded video of user walkthrough/ screenshots highlighting that the details of surprise inspection or inspections based on complaints are recorded in the CIS

ii.   Joint Inspection

> **Reform 246:** Mandate joint- inspection under all 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
> IX.   Inspection under The Payment of Gratuity Act, 1972
> X.   Inspection under The Contract Labour (Regulation and Abolition) Act, 1970

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 246: • The States should develop and implement a Central Inspection System (integrated risk based shared inspection system) covering Labour, Factories and Boilers, Legal Metrology, State Pollution Control Board of the State. In this context, inspections refer to periodic compliance inspections under various Acts and rules. The Central Inspection System (CIS) shall be responsible for inspections whereby inspectorates will directly report online in the system to synchronize Joint inspections.	• Notification/ G.O./ copy of legislation mandating joint- inspection under all 10 acts as suggested in the reform • Links to uploaded video of user walkthrough/ screenshots highlighting the functionality of scheduling of joint-inspection under all 10 acts • URL of the online system

iii.   Central Inspection Framework

    Compliance Inspection under: Labour, Factories & Boilers:

      vii.   The Equal Remuneration Act, 1976,

     viii.   The Minimum Wages Act, 1948

       ix.   The Shops and Establishments Act

       x.   The Payment of Bonus Act, 1965

      xi.   The Payment of Wages Act, 1936

     xii.   The Payment of Gratuity Act, 1972

    xiii.   The Contract Labour (Regulation and Abolition) Act, 1970

    xiv.   The Factories Act, 1948

     xv.   Legal Metrology Act, 2009 and Rules

          Environment:

    xvi.   The Water (Prevention and Control of Pollution) Act, 1974

    xvii.   The Air (Prevention and Control of Pollution) Act, 1981

   xviii.   Indian Boilers Act 1923

Reform 247: Institutionalize a Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned

Reform 248: Design and develop an online inspection system for scheduling of inspections

Reform 249: Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS

Reform 250: Differentiate compliance inspection requirements based on risk profile (such as High, Medium, and Low risk) of industries under all the labour laws

Reform 251: Publish a well-defined inspection procedure and a comprehensive inspection checklist/form on the CIS website which should be strictly followed by the inspector. No inspections should be done beyond that checklist

Reform 252:
    I.   Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist
   II.   Mandate online submission of inspection report within 48 hours to CIS
  III.   Mandate that the same inspector will not inspect the same establishment twice consecutively
  IV.   Allow users to view and download submitted inspection reports of at least past three years

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Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 247: • Form a Central Inspection System (CIS): Integrate the independent inspection systems of various departments to form a Central Inspection System. CIS will be responsible for synchronization of multiple inspections and all inspections will be directed through the system. • Few key benefits of Central Inspection Framework are as follows:	• Notification/ G.O./ copy of legislation through which Central Inspection System (CIS) has been institutionalized for undertaking all inspections (including compliance inspection) of Labour, Factories & Boilers, Legal Metrology and Environment (under all 12 Acts mentioned in the Reform)

‣ A central inspection system will streamline the inspection procedures in the States/UTs ‣ It will ensure timely and synchronized inspections ‣ It will bring clarity in inspections, its frequency and reduce duplications ‣ It will enable Unified review of information about past inspections and compliance	
Reform 248: • CIS system should have functionality to synchronize multiple inspections and all inspections will be directed through the system.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots highlighting scheduling of inspections of the department concerned through the online system of CIS
Reform 249: • Generate computerized list of units to be inspected based on risk levels of the businesses (depends on sector, history of compliance, etc.) and allocation of the inspection should be through the CIS System	• Notification/ G.O./ copy of legislation that defines the criteria for risk based classification of establishments • Links to uploaded video of user walkthrough/ screenshots highlighting the system functionality of selecting establishments for inspection based on computerized risk assessment and allocation of inspectors under the CIS
Reform 250: • Reform aims to build a system that differentiate compliance inspection requirements based on risk profile (such as High, Medium, and Low risk) of industries under all the labour laws	• Notification/ G.O./ copy of legislation through which inspection requirements are differentiated based on the risk profile (such as High, Medium and Low risks) of industries under all the labour laws • Links to uploaded video of user walkthrough/ screenshots highlighting differentiated compliance inspection requirements based on risk profile of industries/ establishments under all the labour laws
Reform 251: • The objective of the reform is to publish a well-defined inspection procedure and a comprehensive inspection checklist/form on the CIS website which should be strictly followed by the inspector and no inspections should be done beyond that checklist	• Notification/ G.O./ copy of legislation mandating that inspections should not be done beyond the checklist • Links to uploaded video of user walkthrough/ screenshots highlighting that well-defined inspection procedure and a comprehensive inspection checklist/ form are published on the CIS website • URL of the online system
Reform 252:	• Notification/ G.O./ copy of legislation mandating

• The objective of the reform is to mandate through Notification/ G.O./ copy of legislation that
   ‣ The inspection report is to be submitted within 48 hours to the CIS
   ‣ Inspector scheduling on rotational basis i.e. mandate that same inspector cannot perform two consecutive inspections of the same business. The states may empanel qualified third-party individual/agencies and ensure the department is not conducting consecutive inspections in case of shortage of inspectors.
   ‣ CIS system should have provision to view, and download submitted inspection reports of at least past three years
	that inspections (except in case of complaint-based inspections) shall be limited to the checklist
	
	• Notification/ G.O./ copy of legislation mandating submission of inspection report online within 48 hours to CIS
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that inspections reports are submitted to CIS within 48 hours
	
	• Notification/ G.O./ copy of legislation mandating that the same inspector will not inspect the same establishment twice consecutively
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that inspection reports of at least past three years are available for download from the online system of CIS

iv. Compliance Inspection by Department of Labour/ Department of Factories

Reform 253: Allow self-certification/ third party certification instead of Departmental inspections under all the labor laws and The Factories Act, 1948. Define the criteria for recognition of third-party agencies/individuals and publish a list on the Department/board portal

Reform 254: Mandate to Publish an online dashboard in public domain with following features:
  i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
  ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 253: • Reform aims to allow third party inspections and introduce self-certification under all the labour laws and The Factories Act, 1948 and also publish criteria for recognition of third-party agencies/ individuals on the portal	• Notification/ G.O./ copy of legislation allowing for self-certification/ third party certification under all the labour laws and The Factories Act, 1948 • Notification/ G.O./ copy of legislation defining criteria for recognition of third-party agencies/ individuals • Links to uploaded video of user walkthrough/ screenshots highlighting that list of third-party agencies/individuals is published
Reform 254: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the

evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.

- The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.

  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for

    - Retail Drug License (Pharmacy)
    - Wholesale License
    - Drug Manufacturing

  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.

  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.

  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.

  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)

- Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.

- Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Area 15: Contract Enforcement

i.   Commercial Dispute Resolution Enablers

Reform 255: Establish dedicated commercial courts (in major towns/cluster of districts to cover the whole State) to hear and resolve the commercial disputes

Reform 256: Establish a dedicated division/bench under the High Court to hear commercial disputes

Reform 257: Ensure at least 90% of the vacancies in specialized Commercial courts been filled up

Reform 258: Each Commercial Court, Commercial Division, Commercial Appellate Division shall maintain, publish, and update every month, statistical data regarding the number of suits, applications and appeals filed and pendency of such cases, status of each case and number of cases disposed off

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 255: • Specialized commercial courts at High Courts and District Courts can focus on commercial disputes exclusively, thereby reducing the time taken compared to the regular court system. This can reduce the time and the cost of enforcing contracts. The District courts are to be established across the State covering districts that have significant commercial activity and disputes.	• G.O./Notification/Ordinance issued by State/ UT in consonance with High Court clearly mentioning establishment of specialised commercial courts in major towns/cluster of districts to cover the whole State
Reform 256: • Dedicated division/bench under the High Courts which focus on commercial disputes exclusively, thereby reducing the time taken compared to the regular court system.	• Notification issued by respective High Court mentioning the establishment of a special bench in the High Court to hear commercial disputes
Reform 257: • Recruiting judges and ensuring that vacancies are filled up can help ensure that there are sufficient judges in place to deal with disputes, thus tackling the backlog as well as rendering judgments more efficiently in future cases.	• Supporting evidence to highlight that more than 90% of vacancies in commercial courts have been filled up
Reform 258: • The reform point seeks enforcement of Section 17 of The Commercial Courts, Commercial Division and Commercial Appellate Division of High Courts Act, 2015 to examine redressal of commercial disputes on an on-going basis. Such periodic data will help in assessing pendency of cases and correspondingly take measures to reduce the time taken to enforce contracts.	• Evidence highlighting that the data as suggested in the reform is published and updated every month by commercial court in the State/ UT

ii.   Paper-less Courts

Reform 259: States to have an online system for commercial courts that allows:
      xix.   e-filing for commercial disputes in Commercial courts
      xx.   Issuance of e-summons for commercial disputes in Commercial courts
      xxi.   Publishing of e-cause lists for commercial disputes in Commercial courts

xxii. Track status of commercial case online

xxiii. e-payment of court fees and process fees for Commercial disputes in Commercial courts

xxiv. digitally signed certificate of court orders/ view decisions in a particular case

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 259: • The above reform seeks to put emphasis on development and introduction of e-courts system for Commercial Courts to enable management of court cases in a more systematic manner. Globally such systems have been found to significantly reduce the time and cost associated with filing, administering, tracking legal disputes; further, they allow for a more efficient record management in courts and thereby reduce the administrative costs associated with judicial administration. • The recommendations seek to examine whether an electronic case management system exists or has been developed, and, if so, whether it includes features that allow e-filing facility, e-summons, e-payments for court fees and process fee, cause lists etc., thereby increasing the transparency of court's functioning. Online payment should also be integrated with the payment gateway.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the required functionality of the paper-less court • Notification issued by respective High Court which enables e-filing, e-summons, and e-payment of court fee and process fee and issuance of digitally signed court order • Links to uploaded video of user walkthrough/ screenshots highlighting that e-cause list for commercial disputes is published online

Area 16: Sector Specific- Trade License

i.   Trade License

Reform 260: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor

Reform 261: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 262: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i. Submission of application
ii. Payment of application fee
iii. Track status of application
iv. Download the final signed certificate
v. Third party verification

Reform 263: Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document

Reform 264: Mandate to Publish an online dashboard in public domain with following features:
xxv. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
xxvi. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform 265: Eliminate the requirement of renewal of registration or allow auto-renewal

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 260: • Ensure through a legislation that all the The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 261: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 262:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration

• Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority	certificate
Reform 263:	
• The objective of the reform is to enhance Ease of Doing Business through reducing the required document for obtaining Trade Licence	• Notification/ G.O./ copy of legislation mandating that all the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document
Reform 264:	

• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
   ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for Trade license.
 	
   ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
   ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
   ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and
	• URL of the online dashboard available in public domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

application-wise details along with statutory fees paid by the User.	
Reform 265: • It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license to be obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non-discretionary and automatic manner.	• Notification/ G.O./ copy of legislation mandating that all the requirement of renewal of registration is eliminated or auto-renewal • URL of online system in case of auto-renewal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of reasonable fees • Links to uploaded video of user walkthrough/ screenshots highlighting that auto-renewal is automatic non- discretionary deemed renewal done in a transparent online, non- discretionary and automatic manner

Area 17: Sector Specific- Healthcare

ix. Retail Drug License (Pharmacy)

Reform 266: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 267: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 268: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate
   v. Third party verification

*For online system, State may adopt/ onboard Online Drug Licensing System (ONDLS).

Reform 269: Eliminate the requirement of renewal in Retail Drug License or allow auto-renewal

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 266: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 267: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 268: • The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • Applicants should be able to fill up, upload documents, submit the application form and make payment online. • Processing and approval by each approving department/ agency is done online, and not through an offline/manual process. • Online tracking system of application status. • SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc. • Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority • It is pertinent to note that for the purpose of implementation of all reforms under the sub area of Retail Drug License (Pharmacy), the States may either develop their own state specific portal or onboard themselves onto the Online Drug Licensing System (ONDLS).	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline • URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities: ‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 269:	
• It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license to be obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.	• Notification/ G.O./ copy of legislation mandating that all the requirement of renewal of registration is eliminated or auto-renewal • URL of online system in case of auto-renewal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of reasonable fees • Links to uploaded video of user walkthrough/ screenshots highlighting that auto-renewal is automatic non- discretionary deemed renewal done in a transparent online, non- discretionary and automatic manner

ii. Wholesale Drug License

Reform 270: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 271: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 272: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate
   v. Third party verification
   *For online system, State may adopt/ onboard Online Drug Licensing System (ONDLS).

Reform 273: Eliminate the requirement of renewal of registration or allow auto-renewal

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 270:	
• The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

(rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 271: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 272:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/

• Once approved, the user should obtain the approval or registration certificate online through the portal. • Verification by third party about the authenticity of the approval or registration granted by competent authority • It is pertinent to note that for the purpose of implementation of all reforms under the sub area of Wholesale Drug License, the States may either develop their own state specific portal or onboard themselves onto the Online Drug Licensing System (ONDLS).	screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
Reform 273: • It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license to be obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.	• Notification/ G.O./ copy of legislation mandating that all the requirement of renewal of registration is eliminated or auto-renewal • URL of online system in case of auto-renewal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of reasonable fees • Links to uploaded video of user walkthrough/ screenshots highlighting that auto-renewal is automatic non- discretionary deemed renewal done in a transparent online, non- discretionary and automatic manner

iii.   Granting of Drug Manufacturing License

Reform 274: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 275: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 276: States to have an online system* and ensure the following features without the requirement of physical visit to the department:
   i.   Submission of application
   ii.   Payment of application fee
   iii. Track status of application
   iv.   Download the final signed certificate
   v.   Third party verification
*For online system, State may adopt/ onboard Online Drug Licensing System (ONDLS).

Reform 277: Eliminate the requirement of renewal of registration or allow auto-renewal

Reform 278: Mandate to Publish an online dashboard in public domain with following features:
   i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate

> ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned
> The dashboard should cover:
> • Retail Drug License (Pharmacy)
> • Wholesale License
> • Drug Manufacturing

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 274: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 275: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 276:	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	• URL of the online system
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
• Online tracking system of application status.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.	‣ Online tracking system of application status. ‣ SMS gateway and emails integrated with online system
• Once approved, the user should obtain the approval or registration certificate online through the portal.	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
• Verification by third party about the authenticity of the approval or registration granted by competent authority	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate
• It is pertinent to note that for the purpose of implementation of all reforms under the sub area of Granting Drug Manufacturing License, the States may either develop their own state specific portal or onboard themselves onto the Online Drug Licensing System (ONDLS).	
Reform 277:	
• It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license to be obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non- discretionary and automatic manner.	• Notification/ G.O./ copy of legislation mandating that all the requirement of renewal of registration is eliminated or auto-renewal
	• URL of online system in case of auto-renewal
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of reasonable fees
	• Links to uploaded video of user walkthrough/ screenshots highlighting that auto-renewal is automatic non- discretionary deemed renewal done in a transparent online, non- discretionary and automatic manner

Reform 278:	
• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.	• URL of the online dashboard available in public domain
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
‣ The dashboard will give clear picture of how many applications are submitted and approvals made for	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

- Retail Drug License (Pharmacy)
   - Wholesale License
   - Drug Manufacturing	

‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.	
‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.	
‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.	
‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.	

Area 18: Sector Specific- Legal Metrology

i.   Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009

Reform 279: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 280: Mandate time-bound delivery through a legislation such as:
1.   Right to Services Act / Public Service guarantee Act
2.   Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

Reform 281: States to have an online system and ensure the following features without the requirement of physical visit to the department:
i.   Submission of application
ii.   Payment of application fee
iii.   Track status of application
iv.   Download the final signed certificate
v.   Third party verification

Reform 282: Eliminate the requirement of renewal of registration or allow auto-renewal

Reform 283: Mandate to Publish an online dashboard in public domain with following features:
i.   Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate
ii.   Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned
The dashboard should cover the following:
• Registration/ License and renewals under the Legal Metrology Act, 2009
• Verification of Weights and Measures under the Legal Metrology Act, 2009

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 279: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas. • "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 280: • The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence

Reform 281:
 	
• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	
	  ‣ Online tracking system of application status.
	
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration

• Verification by third party about the authenticity of the approval or registration granted by competent authority	certificate
Reform 282: • It is envisaged that the requirement for renewals is eliminated altogether for renewal of registration/ approval/ license to be obtained by applicants for various activities from the authorities at the State Level. However, mere collection of reasonable fees with automatic non-discretionary deemed renewal will be permissible if done in a transparent online, non-discretionary and automatic manner.	• Notification/ G.O./ copy of legislation mandating that all the requirement of renewal of registration is eliminated or auto-renewal • URL of online system in case of auto-renewal • Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of reasonable fees • Links to uploaded video of user walkthrough/ screenshots highlighting that auto-renewal is automatic non- discretionary deemed renewal done in a transparent online, non- discretionary and automatic manner
Reform 283: • The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. • The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service. ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for - Registration/ License and renewals under the Legal Metrology Act, 2009 - Verification of Weights and Measures under the Legal Metrology Act, 2009. ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval. ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval. ‣ The dashboard should clearly display or have provision to display complete list of	• URL of the online dashboard available in public domain • Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II** • Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) • Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

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all associated fee corresponding to the particular service.

   ‣   The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.

- A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.

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</table>

Area 19: Sector Specific- (Fire License/ NoC)

i. Fire License/ NoC

Reform 284: Ensure that information is available on website on all necessary components for availing a service such as comprehensive list of documents required, fee, procedure with stage wise details and time for completion of each procedure/ step, searchable based on risk category, size of firm, business location and Foreign/ Domestic investor.

Reform 285: Mandate time-bound delivery through a legislation such as:
1. Right to Services Act / Public Service guarantee Act
2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.

Reform 286: States to have an online system and ensure the following features without the requirement of physical visit to the department:
   i. Submission of application
   ii. Payment of application fee
   iii. Track status of application
   iv. Download the final signed certificate.
   v. Third party verification

Reform 287: Mandate to Publish an online dashboard in public domain with following features:
   i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.
   ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 284: • The details of statutory fees and procedure covering all applicable steps from application submission to application approval, are published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department along with timelines for completion of each step/ procedure. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly. • The intention is to allow users to access information that is relevant to their respective category (i.e., Small, Medium or Large), location (rural or urban), investor type (whether Foreign or Domestic). These divisions are to ensure that specific information such as variance in fees or steps involved for different categories, location wise or investor type is clearly displayed in the public domain. Such display will act as an aid for businesses looking to start business or existing businesses who are looking to expand or diversify into newer areas.	• URL of the online system • Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. • Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

• "Risk category" refers to the classification of industry basis various parameters at State level such as provisions under pollution, labour amongst others. States/ UTs may define "Risk category" basis their own assessment as per the provisions of Rules/ Acts as may be applicable in the State/UT.	
Reform 285:	
• The absence of clear timelines for processing of applications for license may delay the process. • States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	• **Copy of PSDG Act/ any equivalent Act** clearly highlighting the timeline for processing of application and decision • **Highlight** the provisions of the Act which specify the **timeline for the particular service**, **punitive provisions** and **grievance mechanism**. • In order to substantiate the details of grievance mechanism **escalation matrix** must be provided as evidence
Reform 286:	

• The detailed fee and procedure covering all applicable steps, from application submission to application approval, is published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.
 	
• Applicants should be able to fill up, upload documents, submit the application form and make payment online.
 	
• Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.
 	
• Online tracking system of application status.
 	
• SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.
 	
• Once approved, the user should obtain the approval or registration certificate online through the portal.
 	
• Verification by third party about the authenticity of the approval or registration granted by competent authority
	• Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for submissions of a hard copy and no applications would be accepted offline
	
	• URL of the online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:
	  ‣ Online tracking system of application status.
	  ‣ SMS gateway and emails integrated with online system
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal
	
	• Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

Reform 287:	• URL of the online dashboard available in public

• The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and to help applicants know the minimum time in which their application will be approved by the Department. The dashboards developed by States and UTs have matured through successive BRAP editions and need to be evolved further. It has thus, been decided to provide legislative backing to the dashboards to ensure transparency and appropriate implementation.
 	
• The Fee herein refers to the statutory fees paid by enterprise / applicant to government for accessing a particular service.
 	
  ‣ The dashboard will give clear picture of how many applications are submitted and approvals made for change in land use.
 	
  ‣ It should clearly mention the average time taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ It should clearly mention the "Average fee" taken by the Department for completion of entire process of obtaining approval.
 	
  ‣ The dashboard should clearly display or have provision to display complete list of all associated fee corresponding to the particular service.
 	
  ‣ The dashboard should be updated on real time basis or regularly (daily/ weekly/ fortnightly/ monthly) with the last updated date (along with time) being displayed on the portal.
 	
• A smart dashboard is envisaged to be developed by the States/UTs having utility to further drill down and display day-wise and application-wise details along with statutory fees paid by the User.
	domain
	
	• Dashboard should be in the prescribed format as provided by DPIIT at **Annexure - II**
	
	• Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly)
	
	• Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement.
	
	• Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Annexure – I

BRAP 2024 - Important Timelines

Sl. No.	Activity	Details	Tentative Timeline
1	Action Plan	Release of Integrated BRAP 2024 Action Plan	31st January, 2024
2	BRAP 2024 Implementation	Implementation Period	1st February, 2024 – 15th September, 2024
3	Evidence submission	Uploading of evidence on DPIIT portal by Central Ministries/ Departments and States/UTs	1st February, 2024 – 15th October, 2024
4	User data	Uploading of user data by States/UTs	16th September, 2024 – 15th October, 2024
5	Assessment of BRAP 2024	Assessment of BRAP 2024 evidence	16th October, 2024 – 30th November, 2024
6	User Survey	Period for feedback	1st December, 2024 – 31st January, 2025
7	Assessment result	Report preparation & Release of final assessment result	February, 2025

Annexure - II

Format for Dashboards

A.   Dashboard Format for Reform No. 7 (PART – B)

States/ UTs to publish all Department wise Service wise fees details regularly on the State Single Window portal as per the Dashboard Format provided below:

Sl. No.	Name of Department/ Authority/ Agency	Name of Service	Fee Description	Fee	*Slab rate (as may be applicable)	Total Fee

* *States/ UTs may choose format for providing slab rate details in case they find it difficult to provide fee details in the format provided above.*

B.   Dashboard Format for all PART – A & B reforms

States/ UTs to publish all data regularly on their respective department's website as per the Dashboard Format provided below:

Particulars	Details
Time Limit prescribed as per the Public Service Guarantee Act	
Total Number of applications received	
Total Number of applications approved	
Average time taken to obtain registration/renewal	
Median time taken to obtain registration/renewal	
Minimum time taken to obtain registration/renewal	
Maximum time taken to obtain registration/renewal	
*"Average fee" taken by the Department for completion of entire process of obtaining approval/ certificate	

*States/ UTs to publish all application data regularly on their respective department's website as per the Dashboard Format for providing application wise breakup of Average fee of provided below through a separate utility:

Sl. No.	Application No.	Application Date	Approval Date	Fee Details	Total Fee charged
				i. A charge…. ii. B charge… iii. …….. iv. Z charge…	(A+B+..Z)