

**THE PUDUCHERRY EASE OF DOING BUSINESS (SERVICE
DELIVERY) BILL, 2024**

BILL No. of 2024

**A
BILL**

to provide for speedy, transparent, efficient and time bound delivery of services by way of processing the application and issue of various clearances required to be issued by various Competent Authority or Authorities of the Government of Puducherry under various enactments for establishing an Industrial or service or business undertakings including renewals in time bound manner for the promotion of economic development and for an investment friendly environment in the Union Territory of Puducherry and for matters connected therewith or incidental thereto.

Be it enacted by the Legislative Assembly of Puducherry in the Seventy Fifth Year of the Republic of India as follows:-

**Short title,
extent and
commencement.**

1. (1) This Act may be called the “Puducherry Ease of Doing Business (Service Delivery) Act, 2024”.
- (2) It shall extend to the whole of the Union Territory of Puducherry.
- (3) It shall come into force at once.

Definitions.

2. In this Act, unless the context otherwise requires,-
 - (a) “Appellate Authority” means the authority referred to under section 9;
 - (b) “Applicant” means a person duly authorized by an enterprise to file an application on behalf of the enterprise through online or in person and the word “Application” shall be construed accordingly;

(c) "Checklist" means list of documents / evidences to be furnished by the applicant along with the Application Form as may be prescribed;

(d) "Clearances" means grant or issue of no-objection certificates, allotments, consents, approvals, permissions, registrations, enrolments, licenses and the like ones, by any Competent Authority or Authorities in connection with the setting up of an enterprise or expansion of an existing enterprise in the Union Territory of Puducherry and shall include all such approvals essentially required, till the enterprise starts commercial production and includes periodic renewals that may inevitably be required for such clearances;

(e) "Competent Authority" means Head of any Department or Agency of the Government, Corporation, Board, Local Body or other Authority established by the Government, which are entrusted with the powers or responsibilities to grant or issue of clearances or incentives;

(f) "Deemed Approval" means the approval as specified under section 6;

(g) "Department" means a Department of the Government of Puducherry;

(h) "Designated Officer" means an Officer identified by a Competent Authority for processing of clearances;

(i) "Enterprise" means an undertaking that intends to engage in or is engaged in any or all of the activities, namely, manufacturing, processing, providing services or engaging in business/trade;

(j) "Government" means the Administrator appointed by the President under Article 239 of the Constitution;

(k) "Nodal Agency" means the agency referred to in section 10;

(l) "Notification" means a notification published in the official Gazette of Government of Puducherry and the word "Notified" shall be construed accordingly;

(m) "Prescribed" means prescribed by the rules made under this Act;

(n) "Schedule" means the Schedule appended to this Act.

(o) "Service" means services, including functions, obligations, responsibility or duty, to be provided or rendered by a Public Authority for issue of clearance;

(p) "Stipulated time" means the maximum time excluding public holidays to provide the applied / requested service by the Public Authority;

(q) "Subordinate Public Servant" means an officer subordinate to the Designated Officer who is responsible for processing the Application.

Notification of Designated Officers, procedure and checklist for processing of applications.

3. (1) Notwithstanding anything contained in any law for the time being in force, the Competent Authority, within a period of three months from the date of commencement of this Act, with the approval of Government, shall notify the Checklist and the procedure for processing and disposal of applications and designate Officer/Officers for providing services under this Act.
- (2) The Checklist and the Procedure shall be made available on the website of the Department by the Competent Authority.

Application for Clearance.

4. (1) An applicant shall apply through online for clearance in the prescribed form with necessary particulars and supporting documents as prescribed in the checklist:

Provided that the Government may allow submission of physical application during transitional period, till such time, as it may notify.

- (2) Every application received, shall be given a number by the Designated Officer or by the online system to enable the applicant to monitor the status of the application in accordance with such procedure as may be prescribed.
- (3) If the application is submitted to an Authority other than the Competent Authority or Designated Officer or Subordinate Public Servant for clearance, then the Officer who received the application shall forward it to the concerned Designated Officer within 3 days on receipt of the application and for such application 5 days additional time shall be added to the stipulated time.

Disposal of application.

5. (1) The Designated Officer as notified under section 3 of this Act shall, on receipt of the application, consider and dispose it by passing an order either approving or rejecting the same within the stipulated time, as mentioned in the Schedule.
- (2) The Designated Officer or Subordinate Public Servant shall have the powers to seek additional information or clarification, if required, from the applicant:

Provided that the additional information or clarification shall be sought for only once before the expiry of the stipulated time prescribed in the Schedule.

- (3) The stipulated time shall start from the date of application excluding the days during which additional information or clarification is sought and received.
- (4) The Designated Officer shall give reasons in the order, in case, the application is rejected.

(5) The signed final order of approval or rejection shall be made available online to the applicant in downloadable format.

Deemed Approval.

6. (1) In case of failure to issue the required approval within the time limit specified in the Schedule, such approvals shall be deemed to have been issued and the entrepreneurs may proceed with the implementation of the project without contravening any of the provisions of the Act, rules, bye-laws, notifications, standing orders, executive instructions, guidelines and regulations made by the Competent Authority concerned for such clearances:

Provided if any deviations by the applicant with respect to the provisions of the relevant Statutes are detected, the Competent Authority shall take action as deemed fit against the applicant under the concerned Statutes.

(2) The deemed approval shall be made as an automatic process in the online system and made available to the applicant in downloadable format.

Appeal.

7. (1) Any applicant aggrieved by a decision of the Designated Officer within thirty days from the receipt of such decision, may prefer an appeal to the Competent Authority:

Provided that the Competent Authority may admit the appeal after the expiry of the period of thirty days, if it is satisfied that the Appellant was prevented by sufficient cause from filing the appeal in time.

(2) In its decision, the Competent Authority shall have the power to:-

- (a) Reject the appeal.
- (b) Give any suitable directions to the Designated Officer.
- (c) Impose any of the penalties provided under this Act;

Penalty and Procedure for deciding an Appeal.

8. (1) The Competent Authority at the time of deciding any appeal is of the opinion that the Designated Officer or Subordinate Public Servant, as the case may be, who has, without any reasonable cause, failed to deliver the service to an applicant within the stipulated time under section 5 or causes in issue of deemed approval under section 6, it shall impose a penalty of two hundred and fifty rupees each day till service is delivered:

Provided that the total amount of such penalty shall not exceed twenty-five thousand rupees.

Provided further that the penalty amount shall be increased by 10% after every three years from the commencement of this Act.

Provided also that no penalty shall be imposed on the Designated Officer or Subordinate Public Servant, as the case may be, before giving him a reasonable opportunity of being heard by way of a written notice, returnable within 15 working days.

Provided also that the burden of proof for acting reasonably and diligently, shall be on the Designated Officer or Subordinate Public Servant, as the case may be.

- (2) The Designated Officer or Subordinate Public Servant, as the case may be, who is aggrieved by the order passed by the Competent Authority in accordance with section 8(1) shall be entitled to file an appeal to the Appellate Authority against such order within a period not exceeding thirty days of the receipt of the impugned order.
- (3) For the purpose of this Act, the appeal against the order of the Appellate Authority shall lie with the Appointing Authority of the appropriate cadre of the Competent Authority / Designated Officer / Subordinate Public Servant.

Appellate Authority.

9. (1) For the purpose of this Act, the Government shall appoint an Appellate Authority to decide on the penalty against any Designated Officer or Subordinate Public Servant who fails to deliver the services within the stipulated time or causes in issue of deemed clearance, as the case may be.
- (2) The Appellate Authority shall comprise of the following members:-
- | | |
|---|---------------|
| Chief Secretary to Government | - Chairperson |
| Secretary to Government (Industries & Commerce) | - Member |
| Secretary to Government of the Department concerned | - Member |

Nodal Agency.

10. The Directorate of Industries and Commerce shall act as the Nodal Agency to facilitate the delivery of clearances that are required for setting up of new enterprises or expansion or renewal of existing enterprises.

Functions of the Nodal Agency.

11. The Nodal Agency under the superintendence, direction and control of the Government, shall be responsible in discharging the following functions, namely:-
- (a) act as a single point of contact for all enterprises that require clearances and as notified by the Government under section 3;
 - (b) assist the applicants in filing of applications online;
 - (c) arrange for pre-scrutiny of applications by convening meetings with representatives of Competent Authorities and address queries of investors;
 - (d) receive applications for clearances through single window portal;
 - (e) review and monitor the processing of applications by the Competent Authorities;

- (f) compile the number of applications processed outside the stipulated time and deemed approvals generated every quarter and place before the Appellate Authority;
- (g) act as Investor Facilitation Center for investment proposal, industrial facilitation, regulatory reforms and obtaining user feedback, queries and grievance handling.

Inspection.

12. (1) The Government may, by notification, specify the clearances for which inspections under the provisions of the applicable Acts, rules, orders or instructions shall be conducted by the Competent Authorities in accordance with such guidelines as may be prescribed.
- (2) The Government may, from time to time, by notification, specify the clearances for which exemption is granted from inspection and may also delegate the powers of inspection to any person or authority in respect of any specific clearance covered under this Act.

Developing culture to deliver services within fixed period.

13. (1) The defaults on the part of an Officer in the time bound delivery of services as defined in this Act shall not be counted towards misconduct, as the purpose and object is to sensitize the public servant towards the citizen and to enhance and imbibe a culture to deliver time bound services to the citizens.
- (2) In case of any Officer who is a habitual and willful defaulter, without any reasonable cause and persistently failed to receive an application or has failed to provide service within the stipulated time or intentionally denied the request for the service or delayed inordinately, appropriate disciplinary action shall be taken against the Officer under the relevant rules applicable to him.
- (3) To encourage and recognize superior performance of Designated Officer(s) having adhered to the stipulated timeline

without default, a suitable entry shall be made in the Annual Performance Report by the Reporting Officer concerned.

- Supplement.** 14. The provisions of this Act shall be supplemented to the disciplinary and financial rules and such other service rules and regulations as applicable to the employees of the Government or Local Authority or Public Authority concerned, as the case may be, and not in derogation to such service rules and regulations governing the service condition and conduct of the Government Employees or the employees of the other Public Authorities concerned.
- Protection of action taken in good faith.** 15. No suit, prosecution or other legal proceedings shall lie against any person for anything which is done in good faith or intended to be done under this Act or any rule made thereunder.
- Bar of jurisdiction.** 16. No Civil Court shall have jurisdiction in respect of any matter which the Competent Authority or Designated Officer or Subordinate Public Servant is empowered by under this Act to determine.
- Power to make rules.** 17. (1) The Government may, after previous publication, by notification, in the official Gazette, make rules to carry out the purposes of this Act.
- (2) Every rule made or notification issued under this Act, shall as soon as may be after it is made be laid before the Legislative Assembly, Puducherry, while it is in session for a total period of fourteen days, which may be comprised in one session or in two or more successive sessions, and if before the expiry of the session in which it is so laid, or the session immediately following, the Legislative Assembly makes any modification in the rule or notification or decide that any rule or notification should not be made or issued, the rule or notification shall thereafter have effect only in such modified form or be of no effect, as the case may be, so, however, that any such

modification or annulment shall be without prejudice to the validity of anything previously done under that rule or notification.

Power to amend the Schedule. 18. (1) The Government may by notification alter, add to or cancel the Schedule.

(2) All references made in the Act to the Schedule shall be construed as relating to that Schedule as in the time being amended in exercise of the powers conferred by this section.

Removal of difficulties. 19. (1) If any difficulty arises, in giving effect to the provisions of this Act, the Government may by order publish in the official Gazette, make such provisions not inconsistent with the provisions of this Act, as may appear to it, be necessary or expedient for removing the difficulty:

Provided that no such order shall be made under this section after the expiry of a period of two years from the date of commencement of this Act.

(2) Every order made under this section shall, as soon as it is made, be placed on the table of Legislative Assembly, Puducherry.

Power to Exempt. 20. The Government may, by notification, exempt any clearances from any of its provisions subject to such conditions as they deem fit and may cancel or modify any such notification, in this Act.

Act to override other laws. 21. Save as otherwise provided in this Act, the provisions of this Act shall have effect notwithstanding anything inconsistent therewith contained in any other law for the time being in force or any custom or usage or any instrument having effect by virtue of any such law.

Applicability. 22. Notwithstanding anything contained in the Act, it shall not apply to any other Authority, Department, Government other than Government of Puducherry.

SCHEDULE

(see Clause (n) of Section 2 readwith section 5(1))

List of Services, Competent Authority, Stipulated Time for Disposal of Application

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
Department of Science, Technology & Environment			
1	Consent to Establish/ Operate under Air (Prevention and Control of Pollution) Act, 1974 – Green Category	Member Secretary, Puducherry Pollution Control Committee	15 days from the date of receipt of application
2	Consent to Establish/ Operate under Water (Prevention and Control of Pollution) Act, 1974 – Green Category	Member Secretary, Puducherry Pollution Control Committee	15 days from the date of receipt of application
3	Consent to Establish/Operate under Air (Prevention and Control of Pollution) Act, 1974 – Orange /Red Category	Member Secretary, Puducherry Pollution Control Committee	30 days from the date of receipt of application
4	Consent to Establish/Operate under Water (Prevention and Control of Pollution) Act, 1974 – Orange / Red Category	Member Secretary, Puducherry Pollution Control Committee	30 days from the date of receipt of application
5	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 as amended time to time	Member Secretary, Puducherry Pollution Control Committee	30 days from the date of receipt of application complete in all respects
6	E-Waste (Management) Rules, 2022	Member Secretary, Central Pollution Control Board	30 days from the date of receipt of application complete in all respect or as per Guidelines/SOP issued under the E-Waste (Management) Rules, 2022 by the Central Pollution Control Board (CPCB) as amended, whichever is earlier

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
7	Plastic Waste Management Rules, 2016 as amended.	Member Secretary, Puducherry Pollution Control Committee	30 days from the date of receipt of application or as per Guidelines/SOP issued under Plastic Waste Management Rules, 2016, as amended whichever is earlier
Labour Department			
8	Approval of plan & permission to construct / extend / or take into use any building as a factory under the Factories Act, 1948	Chief Inspector of Factories & Boilers	30 days from the date of receipt of application
9	Registration of Factories under The Factories Act, 1948/License	Chief Inspector of Factories & Boilers	30 days from the date of receipt of application
10	Registration of Boilers under the Boilers Act, 1923	Chief Inspector of Factories & Boilers	30 days from the date of receipt of application
11	Registration of Boiler Manufacturers under the Boilers Act, 1923	Chief Inspector of Factories & Boilers	30 days from the date of receipt of application
12	License for contractors under provision of the Contracts Labour (Regulation and Abolition) Act, 1970	Labour Commissioner, Labour Department	21 days from the date of receipt of application
13	Registration under the Shops and Establishment Act, 1964 (including 365 days License)	Labour Commissioner, Labour Department	7 days from the date of receipt of application
14	Registration of Principal Employer's Establishment under provision of the Contracts Labour (Regulation and Abolition) Act, 1970	Labour Commissioner, Labour Department	7 days from the date of receipt of application
15	Registration under the Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Labour Commissioner, Labour Department	7 days from the date of receipt of application
16	Registration of Establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979	Labour Commissioner, Labour Department	7 days from the date of receipt of application
PIPDIC			
17	Allotment of Land in Industrial Estates / Parks	Managing Director - PIPDIC	30 days from the date of receipt of application

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
Town & Country Planning Department			
18	Change in Land Use	Chief Town Planner, TCP	71 days from the date of receipt of application
19	Certificate of Land Use	Chief Town Planner, TCP	45 days from the approval & final Notification of the Government
Planning Authority			
20	Building Plan Approval	Member Secretary, Planning Authority	15 days from the date of receipt of application
21	Plinth Level Inspection	Member Secretary, Planning Authority	5 days from the date of intimation
22	Completion/Occupancy certificate	Member Secretary, Planning Authority	7 days from the date of receipt of application
Public Works Department			
23	Water Connection	Chief Engineer, PWD	30 days from the date of receipt of application
24	Registration of Contractors for Works & Service	Chief Engineer, PWD	30 days from the date of receipt of application
25	Sewer Connection	Chief Engineer, PWD	30 days from the date of receipt of application
26	Certificate of non availability of Water	Chief Engineer, PWD	30 days from the date of receipt of application
Electricity Department			
27	Obtaining Electricity Connection - HT	Superintending Engineer, Electricity Department	As per the Electricity (Rights of Consumers) Rules, 2020, as amended from time to time
28	Obtaining Electricity Connection - LT	Superintending Engineer, Electricity Department	As per the Electricity (Rights of Consumers) Rules, 2020, as amended from time to time
29	Approval for DG set Installation	Superintending Engineer, Electricity Department	As per the Electricity (Rights of Consumers) Rules, 2020, as amended from time to time subject to condition that to switch over to cleaner technologies by 2025 as insisted in sub-rule(6) of rule 10 of the above Rules.

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
Local Bodies			
30	Issue of Permission to establish industry/service/business	Commissioner, Local Body	7 days from the date of receipt of clearances
31	Registration for Trade License /License	Commissioner, Local Body	10 days from the date of receipt of application
32	Registration under Professional Tax	Commissioner, Local Body	10 days from the date of receipt of application
33	Sanction for Storage of Construction material	Commissioner, Local Body	7 days from the date of receipt of application
34	Movie shooting Permission	Commissioner, Local Body	7 days from the date of receipt of application
35	Registration of Hotels	Commissioner, Local Body	10 days from the date of receipt of application
36	Water Connection	Commissioner, Local Body	30 days from the date of receipt of application
37	Road Cutting Permission	Commissioner, Local Body	7 days from the date of receipt of application
38	Inspection carried out for Road cutting permission & Verification to ensure proper restoration	Commissioner, Local Body	7 days from the date of receipt of application
39	Signage License for Advertisement	Commissioner, Local Body	30 days from the date of receipt of application
40	Travel Agency	Commissioner, Local Body	30 days from the date of receipt of application
41	Tourism Events-Performance License	Commissioner, Local Body	30 days from the date of receipt of application
Revenue & Disaster Management			
42	Property Registration – Appointment Date	District Registrar / Sub Registrar	7 days from the date of receipt of application
43	Property Registration – Issue of Registered Deed	District Registrar / Sub Registrar	3 days from the date of appointment
44	Property Registration – Mutation	District Registrar / Sub Registrar	30 days from the date of Registration
45	Encumbrance Certificate	District Registrar / Sub Registrar	30 days from the date of Registration
46	Measurement/Demarcation of Land	Director of Land & Survey	30 days from the date of Registration
47	Registration under State Excise	Deputy Commissioner – State Excise	15 days from the date of receipt of application

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
48	State Excise – Label Registration	Deputy Commissioner – State Excise	15 days from the date of receipt of application
49	License under State Excise for Local Sale, Import and Export permit of Spirit and Indian Made Foreign Liquor (IMFL)	Deputy Commissioner – State Excise	30 days from the date of receipt of application
50	Registration under Legal Metrology Act, 2009 / Weights & Measures	Controller of Legal Metrology	15 days from the date of receipt of application
51	Certificate for verification of Weights & Measures	Controller of Legal Metrology	15 days from the date of receipt of application
52	Registration under State Cinema Regulation Rules	District Collector	30 days from the date of receipt of application
53	State Protected Monument – Movie Shooting Permission	District Collector	30 days from the date of receipt of application
54	Permission from District Collector for Movie Shooting	District Collector	30 days from the date of receipt of application
55	Cinematograph License & License for Screening Films (as applicable)	District Collector	30 days from the date of receipt of application
56	State Excise License a. Wholesale vendor License b. Import Permits c. License for Retail Sale d. License for Setting up of Distilleries e. License for Setting up of Bottling Plant	Deputy Commissioner – State Excise	15 days from the date of receipt of application
57	NOC required for setting up of explosives manufacturing, storage, sale, transport	District Collector	30 days from the date of receipt of application
58	NOC required for setting up of petroleum, diesel, Naphtha storage, sale, transport	District Collector	30 days from the date of receipt of application
59	License for Sale of Crackers	District Collector	30 days from the date of receipt of application
60	Mining Lease/ Composite License/Non-exclusive Reconnaissance Permit	District Collector	30 days from the date of receipt of application
61	Issue of letter of Intent in case of fresh lease (for environmental clearance-category B2-Less than 5 acres)	District Collector	30 days from the date of receipt of application
62	NOC for Soil excavation /filling	District Collector	30 days from the date of receipt of application

Sl. No.	Service		Competent Authority	Stipulated Time for Disposal*
1	2		3	4
63	Licensing for Auditorium/Places of Public Amusement/ Performance for Public Amusement (as Applicable)		District Collector	30 days from the date of receipt of application
64	Resolution of Public Grievances		District Collector	30 days from the date of receipt of application
Health & Family Welfare Department				
65	Registration for Provisional/Permanent certificate for clinical establishment under Clinical Establishments (Registration & Regulation) Act, 2010		Director of Health And Family Welfare	30 days from the date of receipt of application
66	Registration under PC&PNDT Act,1994 (Amended,2003)(for 5 years)		Director of Health And Family Welfare	70 days from the date of receipt of application
Department of Drugs Control				
67	Retail License under the Provisions of Drugs & Cosmetics Act, 1940 & Rules made there under		Licensing Authority	15 days from the date of receipt of application
68	Wholesale License under the provisions of Drugs & Cosmetics Act, 1940 & Rules made there under		Licensing Authority	15 days from the date of receipt of application
69	Granting of Drug Manufacturing License		Licensing Authority	30 days from the date of receipt of application
Food Safety				
70	Grant of State License for Food Business	(a). First Response from Licensing Authority upon scrutiny application	Designated Officer	15 days from the receipt of the application. [Sub-clause 2.1.4 (2) of Food Safety and Standards (Licensing and Registration of Food Business) Regulations, 2011]
		(b). Generation of License	Designated Officer	60 days from the date of making the complete application. [Sub-clause 2.1.6 of Food Safety and Standards (Licensing and Regulation of Food Business) Regulations, 2011].

Sl. No.	Service		Competent Authority	Stipulated Time for Disposal*
1	2		3	4
71	Health NOC for Food Registration Certificate	(a). Grant of FSSAI Registration certificate, if inspection not required	Registering Authority	07 days from the date of the application. [Sub-clause 2.1.1 (3) of Food Safety and Standards (Licensing and Regulation of Food Business) Regulations, 2011].
		(b). Grant of FSSAI Registration certificate, if inspection required	Registering Authority	30 days from the date of the application. [Sub-clause 2.1.1 (4) of Food Safety and Standards (Licensing and Regulation of Food Business) Regulations, 2011].
Transport Department				
72	Registration of Vehicles		Transport Commissioner	2 days from the date of receipt of application
73	Transfer of vehicle registration		Transport Commissioner	10 days from the date of receipt of application
74	Issuing Vehicle fitness certificate		Transport Commissioner	5 days from the date of receipt of application
75	Grant of Permit – Taxi, Maxi Cab, Omni Bus		Transport Commissioner	15 days from the date of receipt of application
76	Goods Carriage Permit		Transport Commissioner	10 days from the date of receipt of application
Commercial Taxes Department				
77	Registration under GST		Commissioner, Commercial Taxes	As per Central GST Act
Fire Service Department				
78	Fire License/NOC		Divisional Fire Officer	30 days from the date of receipt of application
Forest & Wildlife Department				
79	Certificate of Non-Forest Land		Conservator of Forest	15 days from the date of receipt of application
80	Letter for Distance from Forest		Conservator of Forest	15 days from the date of receipt of application
Department of Information Technology				
81	Mobile Tower Approval		Director of Information Technology	30 days from the date of receipt of application

Sl. No.	Service	Competent Authority	Stipulated Time for Disposal*
1	2	3	4
Police Department			
82	Movie Shooting Permission	Director General of Police	30 days from the date of receipt of application
Registrar of Co-operative Societies			
83	Registration of Co-operative Societies	Registrar of Cooperative Societies	30 days from the date of receipt of application
Ground Water Authority			
84	NOC for Water abstraction from Puducherry Ground Water Authority	Member Secretary, Puducherry Ground Water Authority	30 days from the date of receipt of application
Department of Civil Supplies & Consumer Affairs			
85	Grant of License for 'Fair Price Shops' under the relevant act	Director of Civil Supplies & Consumer Affairs	30 days from the date of receipt of application
Department of School Education			
86	Approvals for setting up Hostel	Director of School Education	30 days from the date of receipt of application
87	Approvals for setting up and operating a Play school	Director of School Education	30 days from the date of receipt of application
88	Registration of schools under Right to Education	Director of School Education	30 days from the date of receipt of application
89	NOC for setting up of CBSE school	Director of School Education	30 days from the date of receipt of application
Directorate of Industries & Commerce			
90	Investor Facilitation Centre/ Investment Promotion - Queries to be addressed	Director of Industries & Commerce	15 days from the date of receipt of application
91	Incentives	Director of Industries & Commerce	30 days from the date of receipt of application
92	Procurement	Director of Industries & Commerce	30 days from the date of receipt of application

* **All queries / clarification related to the application has to be sought within 7 days from the date of receipt of application, in one go.**

Renewals, wherever applicable in the above services, shall be issued within 7 days from the date of application, across the board.

Mis-submitted applications shall be redirected within 3 days by the mis-received Authority / Officer to concerned Authority/Officer.