

BUSINESS REFORMS ACTION PLAN, 2022

Action Plan A - Business Centric Reforms

Sl. No.	Area	Sub - Area	Reform Details
1	National Single Window System	Integration - Information Dissemination	<p>Integrate Information Wizard/ System of State with National Single Window System to facilitate the following through single window system</p> <p>i. Ensure that investor can obtain information regarding all Central and State approvals/ Clearances/ NOCs applicable for establishing (pre establishment) & starting operations (pre operations) based on inputs such as type of industry, number of employees, location etc.</p> <p>ii. Mandate inclusion of any new services in the online wizard/system within 30 days after it is introduced</p>
2		Integration - Information Dissemination	<p>Ensure the following information are available for each approval (Central/ State) on the single window system</p> <ol style="list-style-type: none"> 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
3		Integration - Online single window system	<p>Integrate State Single Window System with National Single Window System for facilitating all required approvals at Central and State level. The integrated system to facilitate one-stop online delivery of services with following features</p> <ol style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification

4		Integration - Dashboard	<p>Integrate and Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken to grant 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
5		Investors' Facilitation Center/ Investment Promotion Agency	Establish an Investors' Facilitation Center/ Investment Promotion Agency in State through a legislation for investment promotion, industrial facilitation, regulatory reforms and obtaining user feedback
6		Investors' Facilitation Center/ Investment Promotion Agency	<p>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:</p> <ul style="list-style-type: none"> i) Queries handling and ii) Grievance handling <p>Ensure that the contact details of relationship managers is available on single window system</p>
7		Investors' Facilitation Center/ Investment Promotion Agency	<p>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 Act2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not meti. 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</p>

8		Investors' Facilitation Center/ Investment Promotion Agency	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 modification may be mentioned
9	Investment Enablers	Access to Information and Transparency	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
10		Access to Information and Transparency	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
11		Access to Information and Transparency	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
12		Access to Information and Transparency	Mandate online publishing of the comments/feedback received on the draft business regulation and how they were addressed in the final regulation
13		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration and renewal of license under The Factories Act, 1948
14		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following service is provided through the online single window system - Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
15		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration and Renewal of Boilers Manufactures under The Boilers Act, 1923

16		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration and Renewal of Boilers under The Boilers Act, 1923
17		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - License and renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
18		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration and renewal (if applicable) under The Shops and Establishment Act
19		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970
20		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system -Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996
21		Factories, Boilers & Labour (registration & Renewals)	Ensure that the following services are provided through the online single window system - Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979
22		Online single window system Approvals/Renewals (Environment)	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
23		Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981 & Water Act (Prevention and Control of Pollution) Act, 1974
24		Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016

25	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011
26	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011
27	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
28	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016
29	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
30	Online single window system Approvals/Renewals (Environment)	Ensure that the following services are provided through the online single window system - Registration for dealers under The Batteries (Management & Handling) Rules, 2001
31	Online single window system Approvals/Renewals (Land)	Ensure that the following service are provided through the online single window system - Allotment of land in Industrial Area
32	Online single window system Approvals/Renewals (Land)	Ensure that the following service is provided through the online single window system - Change in Land use
33	Online single window system Approvals/Renewals (Tax)	Ensure that the following service is provided through the online single window system - Registration under Profession Tax
34	Online single window system Approvals/Renewals (Tax)	Ensure that the following service is provided through the online single window system - Excise Verification Certificate

35	Online single window system Approvals/Renewals (Tax)	Ensure that the following service is provided through the online single window system - Registration under State Excise for Label Registration
36	Online single window system Approvals/Renewals (Tax)	Ensure that the following service is provided through the online single window system - Registration under State Excise for Brand Registration
37	Online single window system Approvals/Renewals (Tax)	Ensure that the following services are provided through the online single window system -License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)
38	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following service is provided through the online single window system - Registration for Trade License
39	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Fire License/ NOC (Registration and Renewal)
40	Online single window system Approvals/Renewals (Utilities)	Ensure that the following service is provided through the online single window system - Electricity Connection
41	Online single window system Approvals/Renewals (Utilities)	Ensure that the following service is provided through the online single window system - Water Connection
42	Online single window system- Incentives	Design an online system which provides a customized list of rebates, incentives, subsidies, and credit schemes applicable to the unit
43	Online single window system- Incentives	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
44	Online single window system- Incentives	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

45	Online single window system- Incentives	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 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
46	Online single window system- Land Allotment	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
47	Online single window system- Land Allotment	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
48	Online single window system- Land Allotment	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
49	Online single window system- Land Allotment	Integrate online system for land allotment and payment gateway with India Industrial Land Bank (IILB) for Investor to apply for land and purchase land
50	Online single window system- Land Allotment	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

51		Online single window system- Land Allotment	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
52		Online single window system- Land Allotment	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
53		Online single window system- Land Allotment	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 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
54		Online single window system- Plug & Play system	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 -the 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)
55	Online Single Window System (sectoral licenses)	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Registration, renewals, and verification under Legal metrology/Weights & Measures
56		Online single window system Approvals/Renewals (Sectoral Licenses)	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)

57		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Mobile Tower Approval (Registration and Renewal)
58		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Retail Drug License (Pharmacy) (Registration and Renewal)
59		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following service is provided through the online single window system - Wholesale Drug License (Registration and Renewal)
60		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Drug Manufacturing License (Registration and Renewal)
61	Land Administration and Transfer of Land and Property (Business)	Property Registration	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. Digital copy of all registered deed. iii. Searchable metadata with the help of Property ID, Survey no., Registration number, Registration date etc. iv. Website should clearly state that the information provided online is updated, and no physical visit is required
62		Property Registration	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. Digital copy of all RoR. 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

63		Property Registration	Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) 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
64		Property Registration	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.
65		Property Registration	Design an online system to auto-calculate and pay the property tax
66		Property Registration	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

67		Property Registration	<p>Integrate all land/property related records of ownership and encumbrances on one single online portal including:</p> <ul style="list-style-type: none"> 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 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 <p>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.</p>
68		Property Registration	<p>States to have an online system and ensure the following features for registering property (for all types of land tenure)</p> <ul style="list-style-type: none"> 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.
69		Property Registration	<p>Publish an online dashboard for property registration in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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

70		Property Registration	Mandate issuance of the registered deed to the applicant on the same day as the day of registration.
71		Property Registration	<p>Publish fee details on the department website for the following:</p> <ul style="list-style-type: none"> i. Registration of deed ii. Mutation at Land records office iii. Mutation/name change at ULB iv. Mutation/name change at electricity and water department v. Access to cadastral maps <p>The website should also provide schedule of fees under the Act.</p>
72		Property Registration	<p>Implement a system to trigger the mutation/name change as soon as the property is registered at sub registrar office for the following processes:</p> <ul style="list-style-type: none"> i. Mutation at land records office ii. Name change at Municipal Corporation for property tax iii. Name change in Electricity and Water bills
73		Property Registration	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted for mutation (at land records, utilities and ULBs), and the time taken 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
74		Property Registration	Implement an independent grievance mechanism for filing complaints related to property registration at Sub Registrar Office
75	Change in Land Use	Change in Land Use	<p>Mandate time-bound delivery through a legislation such as:</p> <ol style="list-style-type: none"> 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
76		Change in Land Use	Ensure information on fees, procedure and a comprehensive list of documents that need to be provided is available on the web site

77		Change in Land Use	<p>Publish an online dashboard in public domain with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p>
78	Environment Registration Enablers	Environment Registration	Allow for renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification and/or third party certification
79		Environment Registration	<p>Publish an online dashboard in public domain for renewal of Consent to Operate with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p>
80		Environment Registration	Allow validity period of Consent to Operate for period of 5 years and above.
81		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
82		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	Mandate time-bound delivery through a legislation such as: 1. Right to Services Act / Public Service guarantee Act2. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met

83		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	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
84		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
85		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	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
86		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981	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
87		Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

88	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	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
89	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	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
90	Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
91	Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	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
92	Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	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
93	Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

94	Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011	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
95	Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011	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
96	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
97	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	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
98	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	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
99	Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

100	Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016	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
101	Authorization under Solid Waste Management (processing, recycling, treatment and disposal of solid waste) Rules, 2016	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
102	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
103	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	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
104	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	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
105	Registration for dealers under The Batteries (Management & Handling) Rules, 2001	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

106		Registration for dealers under The Batteries (Management & Handling) Rules, 2001	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
107		Registration for dealers under The Batteries (Management & Handling) Rules, 2001	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
108		Dashboard for Environment related approvals	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 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 Dashboard should cover the following: <ul style="list-style-type: none"> • 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 and Handling) Rules, 2011 • 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 • The Batteries (Management & Handling) Rules, 2001
109	Labour Regulation Enablers	Registration of Factories under The Factories Act, 1948	Introduce a provision for allowing the validity of license under the Factories Act, 1948 to be 10 years or more.

110		Registration of Factories under The Factories Act, 1948	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
111		Registration of Factories under The Factories Act, 1948	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
112		Registration of Factories under The Factories Act, 1948	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
113		Registration of Factories under The Factories Act, 1948	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
114		Renewal of Factories Registration under The Factories Act, 1948	Eliminate the requirement of renewal of registration or allow auto-renewal
115		Approval of plan and permission to construct/extend/or take into use any building as a factory	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
116		Approval of plan and permission to construct/extend/or take into use any building as a factory	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
117		Approval of plan and permission to construct/extend/or take into use any building as a factory	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

118		Third party certification for boilers under Boilers Act 1923	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
119		Registration and Renewal of Boilers under The Boilers Act, 1923	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
120		Registration and Renewal of Boilers under The Boilers Act, 1923	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
121		Registration and Renewal of Boilers under The Boilers Act, 1923	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
122		Registration of Boilers Manufactures under The Boilers Act, 1923	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
123		Registration of Boilers Manufactures under The Boilers Act, 1923	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

124		Registration of Boilers Manufactures under The Boilers Act, 1923	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
125		Labour Regulation enabler	Mandate online filing of single integrated return under all the labour laws applicable in the State/UT
126		Labour Regulation enabler	Registration under Shops & Establishment AND/OR Trade License to be given through a single form.
127		Labour Welfare Act	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.
128		License/ Renewals for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
129		License/ Renewals for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Mandate time-bound delivery through a legislation such as: 1. Right to Services Act / Public Service guarantee Act for issuance of the licence 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

130	License/ Renewals for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	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 licence is issued electronically within forty five days of the receipt of application failing which the licence 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.
131	Registration under The Shops and Establishment Act (including 365 days license)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
132	Registration under The Shops and Establishment Act (including 365 days license)	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
133	Registration under The Shops and Establishment Act (including 365 days license)	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
134	Registration under The Shops and Establishment Act (including 365 days license)	Eliminate the provision which poses restrictions on women to work in night shift to ensure 24*7 working for females
135	Registration under The Shops and Establishment Act (including 365 days license)	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
136	Registration under The Shops and Establishment Act (including 365 days license)	Eliminate the requirement of Renewal of registration

137		Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
138		Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	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
139		Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	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.
140		Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
141		Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	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

142		Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	<p>States to have an online system* and ensure the following features without the requirement of physical visit to the department:</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification <p>*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</p>
143		Registration/ Renewal of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
144		Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	<p>Mandate time-bound delivery through a legislation such as:</p> <ul style="list-style-type: none"> 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
145		Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	<p>Design and implement an online system and mandate the following features without the requirement of physical visit to the department:</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification <p>*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.</p>

146		Labour Regulation	<p>Publish an online dashboard in public domain with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p> <p>The dashboard should cover the following acts:</p> <ul style="list-style-type: none"> • 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
147	Obtaining Utility Permits (Business)	Obtaining Electricity connection	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 new electricity connection and mandate that all applications are submitted online
148		Obtaining Electricity connection	Reduce the number of mandatory documents required for obtaining the electricity connection to: <p>i. proof of identity of the user</p> <p>ii. proof of ownership/occupancy (in case of owned/leased premise)</p> <p>iii. authorization document (in case of firm or company)</p>
149		Obtaining Electricity connection	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain
150		Obtaining Electricity connection	Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle
151		Obtaining Electricity connection	Discoms to notify customers of planned outages (maintenance and load shedding) for next 1 month in advance

152		Obtaining Electricity connection	Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies
153		Obtaining Electricity connection	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 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
154		Obtaining Electricity connection	Design an online system for e-payment of bills on the portal of the discoms
155		Obtaining Water connection	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
156		Obtaining Water connection	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)
157		Obtaining Water connection	Develop an online system for e-payment of bills
158		Obtaining Water connection	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
159		Obtaining Water connection	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 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
160	Paying Taxes	GST	Set up service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act

161		GST	Establish a helpline providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act
162		GST	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
163		GST	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
164		Other Taxes / Levies	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
165		Profession tax	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
166		Profession tax	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
167		Profession tax	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
168		Profession tax	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
169		Profession tax	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

170		Profession tax	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
171	State Excise	State Excise - Excise Verification Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
172		State Excise - Excise Verification Certificate	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
173		State Excise - Excise Verification Certificate	<p>States to have an online system and ensure the following features without the requirement of physical visit to the department:</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification
174		State Excise - Label Registration	Ensure information on fees, procedure, guidelines, and a comprehensive list of all documents that need to be provided are available on the Department's web site for label registration of products under state excise
175		State Excise - Label Registration	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
176		State Excise - Label Registration	<p>States to have an online system and ensure the following features without the requirement of physical visit to the department:</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification

177		State Excise - Label Registration	Allow for renewal of registered label approval based on self-certification where there are no changes required in the label
178		State Excise - Brand Registration	Ensure information on fees, procedure, guidelines, and a comprehensive list of all documents that need to be provided are available on the Department's web site for brand registration of products under state excise
179		State Excise - Brand Registration	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
180		State Excise - Brand Registration	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
181		License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
182		License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	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
183		License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	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

184		State Excise	<p>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 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</p> <p>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</p>
185	Construction Permit Enablers	Uniform Building Code	Enact a comprehensive uniform building code/building by-law applicable to the entire State
186		Uniform Building Code	Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings
187		Uniform Building Code	Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process
188		Uniform Building Code	Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT
189		Construction permit	Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain
190		Construction Permit	<p>Mandate time-bound delivery through a legislation such as:</p> <ol style="list-style-type: none"> 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 <p>For the following 3 stages of construction permits</p> <ol style="list-style-type: none"> 1. Building Plan Approval 2. Plinth Approval 3. Occupancy/Completion certificate <p>Ensure the time limit should not exceed 45 days</p>

191		Construction Permit	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 (prior to plinth and pre - occupancy) on the website
192		Construction permit approval	<p>Design and develop an online single window system for granting construction permits with following functionalities:</p> <ul style="list-style-type: none"> i. A common integrated application for all internal and external agencies required to provide NOCs/Approvals such as Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc. ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification iii. The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software iv. Ensure that the system issues digitally signed approved building plan v. Provision for e-intimation to authorities of plinth level completion vi. Provision for e-intimation of commencement of construction vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment viii. Provision for online issuance of signed occupancy cum completion certificate to the applicant
193		Construction permit approval	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
194		Construction permit approval	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

195		Construction permit approval	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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 <p>The dashboard should cover the following:</p> <ul style="list-style-type: none"> i. Building Plan approval ii. Plinth Approval iii. Completion/Occupancy certificate
196		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	<p>Inspection by Building Proposal Office/ relevant agency as part of obtaining construction permit:</p> <p>Publish a well-defined inspection procedure and checklist on department's web site</p>
197		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	<p>Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/completion certificate:</p> <p>Publish a well-defined inspection procedure and checklist on department's website</p>
198		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	<p>Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website</p>

199		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment: i. Building plan approval. ii. Plinth level inspection. iii. Completion/Occupancy certificate.
200		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Design and implement a system for computerized allocation of inspectors
201		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Mandate online submission of inspection report within 48 hours to the Department
202	Inspection Enablers	Inspection	Mandate surprise inspection or inspections based on complaints and ensure details are recorded in the system
203		Joint Inspection	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

204		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers:</p> <ul style="list-style-type: none"> i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules <p>Environment:</p> <ul style="list-style-type: none"> x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923 	<p>Institutionalize a Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned</p>
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205		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers: i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules Environment: x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923</p>	Design and develop an online inspection system for scheduling of inspections
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206		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers:</p> <ul style="list-style-type: none"> i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules <p>Environment:</p> <ul style="list-style-type: none"> x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923 	<p>Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS</p>
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207		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers: i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules Environment: x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923</p>	<p>Differentiate compliance inspection requirements based on risk profile (such as High, Medium, and Low risk) of industries under all the labour laws</p>
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208		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers:</p> <ul style="list-style-type: none"> i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules <p>Environment:</p> <ul style="list-style-type: none"> x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923 	<p>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</p>
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209		<p>Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers: i. The Equal Remuneration Act, 1976, ii. The Minimum Wages Act, 1948 iii. The Shops and Establishments Act iv. The Payment of Bonus Act, 1965 v. The Payment of Wages Act, 1936 vi. The Payment of Gratuity Act, 1972 vii. The Contract Labour (Regulation and Abolition) Act, 1970 viii. The Factories Act, 1948 ix. Legal Metrology Act, 2009 and Rules Environment: x. The Water (Prevention and Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1924</p>	<p>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</p>
210		<p>Compliance Inspection by Department of Labour/ Department of Factories</p>	<p>Allow self-certification/ third party certification instead of Departmental inspections under all the labour 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</p>

211		Compliance Inspection by Department of Labour/ Department of Factories	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
212	Contract Enforcement	Commercial Dispute Resolution Enablers	Establish dedicated commercial courts (in major towns/cluster of districts to cover the whole State) to hear and resolve the commercial disputes
213		Commercial Dispute Resolution Enablers	Establish a dedicated division/bench under the High Court to hear commercial disputes
214		Commercial Dispute Resolution Enablers	Ensure at least 90% of the vacancies in specialized Commercial courts been filled up
215		Commercial Dispute Resolution Enablers	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
216		Paper-less Courts	<p>States to have an online system for commercial courts that allows:</p> <ul style="list-style-type: none"> i. e-filing for commercial disputes in Commercial courts ii. issuance of e-summons for commercial disputes in Commercial courts iii. publishing of e-cause lists for commercial disputes in Commercial courts iv. e-payment of court fees and process fees for Commercial disputes in Commercial courts v. digitally signed certificate of court orders
217	Sector Specific- Trade License	Trade License	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
218		Trade License	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

219		Trade License	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
220		Trade License	Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document
221		Trade License	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 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
222		Trade License	Eliminate the requirement of renewal of registration or allow auto-renewal
223		Sector Specific- Healthcare	Retail Drug License (Pharmacy)
224	Retail Drug License (Pharmacy)		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
225	Retail Drug License (Pharmacy)		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).
226	Retail Drug License (Pharmacy)		Eliminate the requirement of renewal in Retail Drug License or allow auto-renewal
227	Wholesale Drug License		Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

228		Wholesale Drug License	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
229		Wholesale Drug License	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).
230		Renewal of Wholesale Drug License	Eliminate the requirement of renewal of registration or allow auto-renewal
231		Granting of Drug Manufacturing License	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
232		Granting of Drug Manufacturing License	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
233		Granting of Drug Manufacturing License	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).
234		Renewal of Drug Manufacturing License	Eliminate the requirement of renewal of registration or allow auto-renewal

235		Granting of Drug Manufacturing License	<p>Publish an online dashboard in public domain with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p> <p>The dashboard should cover:</p> <ul style="list-style-type: none"> • Retail Drug License (Pharmacy) • Wholesale License • Drug Manufacturing
236	Sector Specific- Legal Metrology	Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
237		Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009	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
238		Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009	States to have an online system and ensure the following features without the requirement of physical visit to the department: <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification
239		Renewal under the Legal Metrology Act, 2009	Eliminate the requirement of renewal of registration or allow auto-renewal

240		Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009	<p>Publish an online dashboard in public domain with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p> <p>The dashboard should cover the following:</p> <ul style="list-style-type: none"> • Registration/ License and renewals under the Legal Metrology Act, 2009 • Verification of Weights and Measures under the Legal Metrology Act, 2009.
241	Sector Specific- (Fire License/ NoC)	Fire License/ NoC	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
242		Fire License/ NoC	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
243		Fire License/ NoC	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 feeiii. Track status of applicationiv. Download the final signed certificate v. Third party verification
244		Fire License/ NoC	<p>Publish an online dashboard in public domain with following features:</p> <p>i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificate</p> <p>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</p>

245	Sector Specific- Hospitality	Approval for DG set installation from all concerned authorities (as applicable)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
246		Approval for DG set installation from all concerned authorities (as applicable)	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
247		Approval for DG set installation from all concerned authorities (as applicable)	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
248		Approval for DG set installation from all concerned authorities (as applicable)	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 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
249	Sector Specific- Telecom	Mobile Tower Approval	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
250		Mobile Tower Approval	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
251		Mobile Tower Approval	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

252		Mobile Tower Approval	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
253	Miscellaneous	Registration of Partnership Firms	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
254		Registration of Partnership Firms	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
255		Registration of Partnership Firms	<p>States to have an online system and ensure the following features without the requirement of physical visit to the department:</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification
256		Registration of Partnership Firms	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
257		Registration of Societies	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
258		Registration of Societies	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

259		Registration of Societies	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
260		Registration of Societies	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 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
261		Registration of Societies	A standard template of MoA and model bye-laws should be made available on the Department's website

Action Plan B - Citizen Centric Reforms

Sl. No.	Area	Sub - Area	Reform Details
262	Online Single Window System (Citizen)	Access to Information and Transparency	Design and implement a comprehensive online wizard/system with the features: i. Where a citizen can enter specific details (such as age, caste, qualification, address etc.) and obtain information regarding all schemes, services, entitlements applicable to him/ her ii. Provide following information for each: 1. Name of the scheme/ service/entitlement 2. Responsible department 3. Procedure details 4. Stipulated Time (days) 5. Fees (INR) 6. List of documents 7. Link to apply for the service

263		Access to Information and Transparency	Mandate time-bound delivery of services to citizens 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
264		Access to Information and Transparency	Mandate time-bound grievances redressal to citizens 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 All resolution of grievance within 15 days from the date of receiving details from the applicant
265		Access to Information and Transparency	Publish an online dashboard in public domain with following features: i. Clearly publish the data on number of 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 modification may be mentioned
266		Online Single Window system for citizens	States to have an online Single Window System for citizen services of the State 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 *Note: The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
267		Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Birth Certificate(Birth Registration)

268	Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Death Certificate
269	Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Income Certificate
270	Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Domicile Certificate
271	Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Caste Certificate
272	Online single window system (Certificates)	Ensure that the following service is provided through the online single window system - Marriage Certificate
273	Online single window system (Utility Permits)	Ensure that the following service is provided through the online single window system - Electricity Connection
274	Online single window system (Utility Permits)	Ensure that the following service is provided through the online single window system - Water Connection
275	Online single window system (LPG connection)	Ensure that the following service is provided through the online single window system - LPG cylinder/ connection
276	Online single window system (Food security)	Ensure that the following service is provided through the online single window system -Ration Card (all types)
277	Online single window system (Health Card)	Ensure that the following service is provided through the online single window system - PMJAY/ State Health Card
278	Online single window system (Transport)	Ensure that the following service is provided through the online single window system - Driving License
279	Online single window system (Employment Exchange)	Ensure that the following services are provided through the online single window system - Registration & Renewal of job seekers on employment exchange

280		Online single window system (Property Registration)	Ensure that the following service is provided through the online single window system - Encumbrance Certificate
281		Online Single Window system for citizens	Integrate Single Window System with Digi-Locker to enable uploading of certificates such as PMJAY/ State Health Card, Driving License directly through the Single Window System
282	Certificates (ULB)	Birth Certificate (Birth Registration)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
283		Birth Certificate (Birth Registration)	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
284		Birth Certificate (Birth Registration)	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 * For online system, State may adopt/ onboard Civil Registration System (CRS). ** The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
285		Birth Certificate (Birth Registration)	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
286		Death Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

287		Death Certificate	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
288		Death Certificate	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* For online system, State may adopt/ onboard Civil Registration System (CRS).** The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
289		Death Certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
290	Certificates (Department of Revenue)	Income Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
291		Income Certificate	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

292		Income Certificate	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 *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
293		Income Certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
294		Domicile Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
295		Domicile Certificate	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
296		Domicile Certificate	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 *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law

297		Domicile Certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificateii. 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
298		Caste Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
299		Caste Certificate	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
300		Caste Certificate	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 *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
301		Caste Certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
302	Certificates (Department of	Marriage Certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site

303	Registration & Stamps)	Marriage Certificate	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
304		Marriage Certificate	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. Scheduling of appointment iv. Track status of application v. Download the final signed certificate *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
305		Marriage Certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
306	Obtaining Utility Permits (Citizen)	Obtaining Electricity connection	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 new electricity connection and mandate that all applications are submitted online
307		Obtaining Electricity connection	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)
308		Obtaining Electricity connection	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain

309		Obtaining Electricity connection	Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle
310		Obtaining Electricity connection	Discoms to notify customers of planned outages (maintenance and load shedding) for next 1 month in advance
311		Obtaining Electricity connection	Stipulate that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies
312		Obtaining Electricity connection	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
313		Obtaining Electricity connection	Design an online system for e-payment of bills on the portal of the discoms
314		Obtaining Water connection	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
315		Obtaining Water connection	Display information on tariffs (in Rs. per kL) and notify customers of change in tariff ahead of the billing cycle
316		Obtaining Water connection	Develop an online system for e-payment of bills
317		Obtaining Water connection	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

318		Obtaining Water connection	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
319	Public Distribution System (Department of Food & Civil Supplies)	Ration Card	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
320		Ration Card	<p>Mandate time-bound delivery through a legislation such as:</p> <ul style="list-style-type: none"> 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
321		Ration Card	<p>States to have an online system for Ration Card under National Food and Security Act (NFSA) and Targeted Public Distribution System (TPDS) and ensure the following features without the requirement of physical visit* to the department</p> <ul style="list-style-type: none"> i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate <p>*The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law</p>
322		Ration Card	<p>Publish an online dashboard available in public domain with the following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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

323	Healthcare (Citizen)	PMJAY/ State Health Card	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
324		PMJAY/ State Health Card	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
325		PMJAY/ State Health Card	States to have an online system for Ayushman Card (PMJAY)/ State Health Card 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 *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
326		PMJAY/ State Health Card	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
327	Transport Department	Driving License	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
328		Driving License	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

329		Driving License	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. Scheduling of appointment for driving test *For online system, State may adopt/ onboard SARATHI (PARIVAHAN) **The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
330		Driving License	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken to grant approvals/certificateii. 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
331	Employment Exchange	Employment Registration & Renewal	Ensure information on procedure and a comprehensive list of all documents that need to be provided are available on the website
332		Employment Registration & Renewal	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
333		Employment Registration & Renewal	States to have an online system and ensure the following features without the requirement of physical visit* to the department: i. Submission of details/ application ii. Submission of documents iii. Track status of application iv. Download the final signed registration certificate *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law

334		Employment Registration & Renewal	<p>Publish an online dashboard available in public domain with the following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications (registration & renewal) received and granted, and the time taken 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
335	Land Administration and Transfer of Land and Property (Citizen)	Property Registration	<p>Digitize and publish online land transaction deeds including conveyance deed, property registry, Lease etc. kept at the sub-registrar offices and provide:</p> <ul style="list-style-type: none"> i. Transaction history for the last 20 years ii. Digital copy of all registered deed. iii. Searchable metadata with the help of Property ID, Survey no., Registration number, Registration date etc. iv. Website should clearly state that the information provided online is updated, and no physical visit is required
336		Property Registration	<p>Digitize and publish online land transaction deeds including Records of Rights (ROR) kept at all land records offices:</p> <ul style="list-style-type: none"> i. Transaction history for the last 20 years ii. Digital copy of all RoR. 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
337		Property Registration	<p>Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) in the State/UT. The searchable metadata available should be:</p> <ul style="list-style-type: none"> i. Name of the Property Tax payer ii Survey no. of land / Unique Identification no. of property iii. The website should clearly state that the information provided online is updated, and no physical visit is required

338		Property Registration	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.
339		Property Registration	Design an online system to auto-calculate and pay the property tax
340		Property Registration	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
341		Property Registration	<p>Integrate all land/property related records of ownership and encumbrances on one single online portal including:</p> <ul style="list-style-type: none"> 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 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 <p>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.</p>
342		Property Registration	<p>States to have an online system and ensure the following features for registering property (for all types of land tenure)</p> <ul style="list-style-type: none"> 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.

343		Property Registration	<p>Publish an online dashboard for property registration in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted, and the time taken 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
344		Property Registration	<p>Mandate issuance of the registered deed to the applicant on the same day as the day of registration.</p>
345		Property Registration	<p>Publish fee details on the department website for the following:</p> <ul style="list-style-type: none"> i. Registration of deed ii. Mutation at Land records office iii. Mutation/name change at ULB iv. Mutation/name change at electricity and water department v. Access to cadastral maps <p>The website should also provide schedule of fees under the Act.</p>
346		Property Registration	<p>Implement a system to trigger the mutation/name change as soon as soon as the property is registered at sub registrar office for the following processes:</p> <ul style="list-style-type: none"> i. Mutation at land records office ii. Name change at Municipal Corporation for property tax iii. Name change in Electricity and Water bills
347		Property Registration	<p>Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"> i. Clearly publish the data on number of applications received and granted for mutation (at land records, utilities and ULBs), and the time taken 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

348		Property Registration	Implement an independent grievance mechanism for filing complaints related to property registration at Sub Registrar Office
349		Encumbrance Certificate/ No dues certificate	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
350		Encumbrance Certificate/ No dues certificate	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
351		Encumbrance Certificate/ No dues certificate	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 *The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of applicant is mandated by law
352		Encumbrance Certificate/ No dues certificate	Publish an online dashboard available in public domain with the following features: i. Clearly publish the data on number of applications received and granted, and the time taken 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
<p>Disclaimer: (i) Any minor modification to the Action Plan can be made within a month of its first circulation. (ii) In case the new Labour Codes gets operationalized till the completion of assessment under BRAP, 2022, the same shall be considered accordingly.</p>			
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