



State Reforms Action Plan
2020-21



State Reforms Action Plan

Sr. No.	Area	Sub - Area	Reform	New Reform
1.	Investment Enablers	Access to Information and Transparency	Design and implement an online wizard/system with the following features: i. Where an investor can key in specific details (such as type of industry, number of employees, location etc.) and obtain information regarding all State approvals applicable to establishing (pre-establishment) & starting operations (pre-operations) of her/his business/industrial unit ii. The online wizard should provide links to online application forms for licenses/ NOCs required by users and their relevant notifications wherever necessary (pre-establishment & pre-operation). iii. The online wizard should provide details such as time taken, fees, procedures, comprehensive list of documents required, Departments involved for the applicable NOCs/registrations etc. iv. Mandate to include additional new regulation or license in the online wizard/system within 30 days	
2.		Access to Information and Transparency	Enact a legislation (e.g. Right to Services Act/Public Service guarantee Act) to mandate time-bound delivery of services to Industries/ Businesses. Ensure that the time-bound service delivery legislation defines punitive provisions for those violating the timelines guaranteed for services delivery to industry and businesses	
3.		Access to Information and Transparency	Mandate that each proposed regulation or license (before it is enacted) ensure coverage of 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	Yes
4.		Access to Information and Transparency	Mandate and make arrangements to publish draft business regulation online and invite public comments/ feedback on the same prior to enactment - The period of display should be at least 30 days	Yes

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5.		Access to Information and Transparency	Mandate and make arrangements to publish the comments/feedback received on the draft business regulation and how they were addressed in the final regulation	
6.		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. The Investors' Facilitation Center/ Investment Promotion Agency functions as the sole point of contact in the State/ UT for the purpose of setting up a business	
7.		Investors' Facilitation Center/ Investment Promotion	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: 1) Queries handling; 2) Grievance handling;	Yes
8.		Investors' Facilitation Center/ Investment Promotion	Mandate that all queries regarding the application from the investor to be recorded and addressed within a timeline of 15 days from the date of queries raised under the PSDG Act/ any equivalent Act	
9.		Investors' Facilitation Center/ Investment Promotion	Mandate that all queries/clarifications related to industrial applicants are sought once and within 7 days of receiving the application from the investor	
10.		Investors' Facilitation Center/ Investment Promotion	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for queries handled and grievances resolved by the Investors' Facilitation Center/ Investment Promotion Agency. The dashboard should clearly highlight the number of queries/ grievances and the time taken (Mean/ Median) to address them.	Yes
11.		Online Single Window System	Design and implement an online single window 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	
12.		Online Single Window System	Ensure that the Single Window System sends out SMS/e-mail notification to the	

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			applicant as and when the application is submitted and/or query is raised and/or application is approved/rejected	
13.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- Factories, Boilers & Labour (Registration & Renewals)	Ensure that the following services are 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.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- 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.		Online single window system Approvals/Renewals- 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,	

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21.		Online single window system Approvals/Renewals- 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	Yes
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	Yes
27.		Online single window system Approvals/Renewals (Land)	Ensure that the following services are provided through the online single window system - Allotment of land in Industrial Area	
28.		Online single window system Approvals/Renewals (Land)	Ensure that the following services are provided through the online single window system - Change in Land use	
29.		Online single window system Approvals/Renewals (Tax)	Ensure that the following services are provided through the online single window system - Registration under Profession Tax	

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30.		Online single window system Approvals/Renewals (Tax)	Ensure that the following services are provided through the online single window system - Registration under State Excise for Label Registration	Yes
31.		Online single window system Approvals/Renewals (Tax)	Ensure that the following services are provided through the online single window system - Registration under State Excise for Brand Registration	Yes
32.		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)	Yes
33.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Registration for Trade License	
34.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Fire License (Registration and Renewal)	Yes
35.		Online single window system Approvals/Renewals (Utilities)	Ensure that the following services are provided through the online single window system - Electricity Connection	
36.		Online single window system Approvals/Renewals (Utilities)	Ensure that the following services are provided through the online single window system - Water Connection	
37.		Online Single Window System	Publish an online dashboard available in public domain which is updated regularly (weekly/fortnightly/monthly) with regard to application submitted & approvals granted by each department/service on the online single window system. The dashboard should clearly highlight the number of registrations/ renewals and the time taken for approval (Mean/ Median)	Yes
38.		Online single window system- Incentives	Publish a comprehensive list of incentives applicable to all industry in the state (sorted by sector)	
39.		Online single window system- Incentives	Ensure that the single window provides clear timelines under the Public Service Guarantee Act (PSGA) or any equivalent act for incentive approvals and disbursement	
40.	Online single window system- Incentives	Ensure that incentives are provided as a service through the online single window		

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			system in a manner that allows online application, payments, tracking of status and approvals	
41.		Online single window system- Incentives	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for incentives application submission & approvals (incentives disbursed) on the online single window system. The dashboard should clearly highlight the number of companies that were provided incentives and the time taken for approval (Mean/ Median)	Yes
42.		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	
43.		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 Industrial Information System of DPIIT	Yes
44.		Online single window system- Land Allotment	Ensure that the GIS system provides details about available connectivity infrastructure (including road, rail, airports), utility infrastructure (including electrical substations) other infrastructure (including police station, fire station), hospitals and education institutions for all State-owned industrial estates	
45.		Online single window system- Land Allotment	Design and implement an online single window system for land allotment 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	
46.		Online single window system- Land Allotment	Define objective criteria, for evaluating land allotment application within industrial estates of State Government Ensure provision of land/ shed allotment for industrial units on rental/ lease model is provided as an option	
47.		Online single window system- Land Allotment	Ensure infrastructure and facilities are developed with all requisite clearances and permissions and offer plug and play option	Yes

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			for promoting sectoral investments of land earmarked for industrial purpose	
48.		Online single window system- Land Allotment	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for evaluating land allotment application for industrial use	
49.		Online single window system- Land Allotment	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for land allotment. The dashboard should clearly highlight the number of land allotments and the time taken for approval (Mean/ Median)	Yes
50.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Registration under Legal metrology/Weights & Measures	
51.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Signage License for advertisement (Registration and Renewal)	Yes
52.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - State Cinema Regulations Rules (Registration and Renewal)	Yes
53.	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 - Police and Traffic for Movie Shooting (Registration and Renewal)	Yes
54.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Municipal Corporation of State for Movie Shooting (Registration and Renewal)	Yes
55.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - State Protected Monument for Movie Shooting (Registration and Renewal)	Yes
56.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Permission from District Collector for Movie Shooting (Registration and Renewal)	Yes

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57.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Hotels (Registration and Renewal)	Yes
58.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Travel Agency (Registration and Renewal)	Yes
59.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Tourism Events- Performance License (Registration and Renewal)	Yes
60.		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)	Yes
61.		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)	Yes
62.		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)	
63.		Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Wholesale Drug License	
64.		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)	
65.	Land administration and Transfer of Land and Property	Property Registration	Digitize and publish online land transaction deeds (conveyance deed/property registry /Lease etc./-) of last 20 years at all sub-registrar offices. i. Transaction history for the last 20 years should be available ii. Soft copy of all registered deed should be available online. iii. The searchable metadata available should be: Property ID, Survey no., Registration number, Registration date etc. iv. The website should clearly state that the information provided online is updated,	

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			and no physical visit is required	
66.		Property Registration	Digitize and publish online the updated Records of Rights (ROR) at all land records offices i. Transaction history for the last 20 years should be clearly published on the website ii. The searchable metadata may include: - Survey no., Registration number, Registration date, Conveyance deed/property registry iii. The website should clearly state that the information provided online is updated, and no physical visit is required	
67.		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	
68.		Property Registration	Mandate that each property (Unique Property ID including vertical structures such as apartments etc.) and plot (survey number) should have a unique id for all rural and urban areas.	
69.		Property Registration	Design an online system which will have the facility to auto-calculate the levy area-wise and enable online payment of property tax	
70.		Property Registration	Digitize cadastral maps of all rural and urban areas in the State/UT on an integrated website and make the latest copy available in public domain	
71.		Property Registration	Integrate all land/property related records of ownership and encumbrances on one single online portal including: i. Data of land transaction deeds for last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.), ii. Updated Record of Rights at all Revenue department offices (Date of mutation), and iii. Data of Property Tax payment dues at all urban areas of the State/UT (Name of the Property Tax payer, Property Tax dues) iv. Revenue Court case data (Court case	

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			number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved] v. Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]) vi. Integrate with Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI) vii. Integrate with utilities (electricity & water) viii. Integrated with cadastral maps The website should be publicly accessible and should clearly mention that the website is updated, and no physical visit is required. The integration should be done for all areas of the State/UT.	
72.		Property Registration	Design and implement an online system and mandate the following features for registering property (for all types of land tenure) i. Online submission of information for property registration ii. Online Stamp duty calculator iii. Online payment of application fee - Stamp duty and registration fees	
73.		Property Registration	The online system should have the facility of auto generation of appointment (date and time) on making the required payment online at respective sub-registrar offices (SRO)	
74.		Property Registration	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for property registration. The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	Yes
75.		Property Registration	Mandate that the registered deed should be issued on the same day as the day of registration.	
76.		Property Registration	Publish fee details on the department website for the following: i. Registration of deed ii. Mutation at Land records office iii. Mutation/name change at ULB iv. Mutation/name change at electricity and water department	

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			v. Access to cadastral maps	
77.		Property Registration	Integrate starting process of mutation with the registration process and allow intimation of mutation as soon as the deed is registered (including land Records Office, ULBs, Utilities)	
78.		Property Registration	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for mutation (at land records, utilities, ULBs). The dashboard should clearly highlight the number of mutations done and the time taken for approval (Mean/ Median)	
79.		Change in Land Use	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for processing of application and decision (approval/ rejection) for conversion of land/ change in land use (from the date of application) for land outside of industrial parks/ Industrial Development Corporations (IDC)	Yes
80.	Change in Land Use	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	Yes
81.		Change in Land Use	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals. The dashboard should clearly highlight the number of applications and the time taken for approval (Mean/ Median)	Yes
82.		Environment Registration	Allow for renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification/ third party certification	
83.	Environment Registration Enablers	Environment Registration	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for number of companies that opted for self-certification/ third party certification.	
84.		Environment Registration	Allow validity period of Consent to Operate for period of 5 years and above.	
85.		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	

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		Control of Pollution) Act, 1974		
86.		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
87.		Consent to Establish under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974	Design and implement an online single window 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	
88.		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	
89.		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
90.		Consent to Operate under the Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1974	Design and implement an online single window 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	
91.		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	
92.		Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
93.		Authorization under the Hazardous and Other Wastes	Design and implement an online single window system and mandate the following	

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		(Management and Transboundary Movement) Rules, 2016	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	
94.		Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chap0074er 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	
95.		Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
96.		Registration/ Renewal under The E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012)	Design and implement an online single window 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	Yes
97.		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	
98.		Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
99.		Registration/ Renewal under Plastic Waste (Management and Handling) Rules, 2011	Design and implement an online single window 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	Yes
100.		Dashboard for Environment related approvals	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for Consent/registrations/renewals granted under the following acts: i. The Water (Prevention and Control of Pollution) Act, 1974	

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			ii. The Air (Prevention and Control of Pollution) Act, 1974 iii. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 iv. Plastic Waste (Management and Handling) Rules, 2011 v. E-waste (Management and Handling) Rules, 2011 (under Chapter III) (effective from May 2012). The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	
101.	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.	
102.		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	
103.		Registration of Factories under The Factories Act, 1948	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
104.		Registration of Factories under The Factories Act, 1948	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: <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 	
105.		Renewal of Factories Registration under The Factories Act, 1948	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
106.		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	
107.		Approval of plan and permission to construct/extend/or take into use any building as a factory	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
108.		Approval of plan and permission to construct/extend/or take into use any building as a factory	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: <ol style="list-style-type: none"> i. Submission of application ii. Payment of application fee 	

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			<ul style="list-style-type: none"> iii. Track status of application iv. Download the final signed certificate v. Third party verification 	
109.		Third party certification for boilers under Boilers Act 1923	<p>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:</p> <ul style="list-style-type: none"> 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 	
110.		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	
111.		Registration and Renewal of Boilers under The Boilers Act, 1923	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
112.		Registration and Renewal of Boilers under The Boilers Act, 1923	<p>Design and implement an online single window 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 	
113.		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	
114.		Registration of Boilers Manufactures under The Boilers Act, 1923	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
115.		Registration of Boilers Manufactures under The Boilers Act, 1923	<p>Design and implement an online single window 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 	
116.		Labour Regulation enabler	Mandate online filing of single integrated return under all the labour laws applicable	

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			in the State/UT	
117.		Labour Regulation enabler	Ensure provision for maintaining online / digital registers and records under all labour acts (applicable to all industries)	Yes
118.		Labour Regulation enabler	Registration under Shops & Establishment AND/OR Trade License to be given through a single form.	Yes
119.		Labour Welfare Act	Mandate that the contributions under Labour welfare act should be made through an online system	Yes
120.		License 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	
121.		License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
122.		License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Design and implement an online single window 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	
123.		Renewal of license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
124.		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	
125.		Registration under The Shops and Establishment Act (including 365 days license)	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
126.		Registration under The Shops and Establishment Act (including 365 days license)	Design and implement an online single window 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	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			v. Third party verification	
127.		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	
128.		Registration under The Shops and Establishment Act (including 365 days license)	Eliminate the requirement of Renewal of registration	
129.		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	
130.		Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
131.		Registration/Renewal of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Design and implement an online single window 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	
132.		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	
133.		Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
134.		Registration/Renewal under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Design and implement an online single window 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	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			iv. Download the final signed certificate v. Third party verification	
135.		Registration 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	
136.		Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
137.		Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act,1979	Design and implement an online single window 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	
138.		Renewal of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
139.		Labour Regulation	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations/renewals granted under the following acts: i. License for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 ii. Shops and Establishment Act iii. Principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970 iv. Building and Other construction workers Act v. Establishment under the Inter State Migrant Workmen (RE&CS) Act,1979 vi. Factories Act vii. Registration/renewals under Boiler Act viii. Registration/ renewals under Boiler Manufacturer The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	Yes
140.	Obtaining Utility Permits	Obtaining Electricity connection	Implement a system that allows online application submission, payment and tracking of status without the need for a physical touch point for document	

State Reforms Action Plan

Sr. No.	Area	Sub - Area	Reform	New Reform
			submission for new electricity connection and mandate that all applications are submitted online	
141.		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)	
142.		Obtaining Electricity connection	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain	
143.		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	
144.		Obtaining Electricity connection	Discoms notify customers of planned outages (maintenance and load shedding) for next 1 month in advance	
145.		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	
146.		Obtaining Electricity connection	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for all the new electricity connections provided in the state	Yes
147.		Obtaining Electricity connection	Design an online system for e-payment of bills on the portal of the discoms	
148.		Obtaining Water connection	Design and implement an online single window 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 v. Third party verification	
149.		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)	
150.		Obtaining Water connection	Develop an online system for e-payment of bills	

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Sr. No.	Area	Sub - Area	Reform	New Reform
151.		Obtaining Water connection	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for obtaining water connection	
152.		Obtaining Water connection	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for all the new water connections provided in the state	Yes
153.	Paying Taxes	GST	Set up service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act	
154.		GST	Establish a helpline providing basic services such as assisting users in preparing and filing returns under the State/Union Territory GST Act	
155.		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	
156.		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	
157.		Other Taxes / Levies	Publish a list of all state, municipal and panchayat levies and include the relevant information pertaining to the rates and tariff levied by the State and local bodies on the online portal	
158.		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	
159.		Profession tax	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
160.		Profession tax	Design and implement an online single window 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	
161.		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	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			rules thereunder	
162.		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	
163.		Profession tax	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.	
164.		State Excise	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	
165.		State Excise	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
166.		State Excise	Design and implement an online single window 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	
167.	State Excise	State Excise	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for State excise. The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	Yes
168.		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	Yes
169.		State Excise - Label Registration	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	

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Sr. No.	Area	Sub - Area	Reform	New Reform
170.		State Excise - Label Registration	Design and implement an online single window 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	Yes
171.		State Excise - Label Registration	Allow for renewal of registered label approval based on self-certification where there are no changes required in the label	Yes
172.		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	Yes
173.		State Excise - Brand Registration	Design and implement an online single window 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	Yes
174.		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	
175.		License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
176.		License for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	Design and implement an online single window 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	Yes
177.		State Excise	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for the following: i. Brand Registration from State Excise ii Label Registration from State Excise	Yes

State Reforms Action Plan

Sr. No.	Area	Sub - Area	Reform	New Reform
			iii. License for local sale, import and export permit of spirit and Indian-made foreign liquor (IMFL) from State Excise The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	
178.	Construction Permit Enablers	Uniform Building Code	Enact a comprehensive uniform building code/building by-law applicable to the entire State	
179.		Uniform Building Code	Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings	
180.		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	
181.		Uniform Building Code	Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT	
182.		Construction permit	Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain	
183.		Construction permit	Stipulate that construction permits are provided within 45 days I. Building Plan approval is provided within 15 days II. Plinth Inspection is done within 5 days of intimation III. Final completion/occupancy certificate is provided within 25 days	
184.		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	
185.		Construction permit approval	Design and develop an online single window system for granting construction permits with following functionalities: i. A common integrated application for all internal and external agencies required to provide NOCs/Approvals such as Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc.	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			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	
186.		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	
187.		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	
188.		Construction permit approval	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) of time taken for approvals provided by the department: i. Building Plan approval ii. Plinth Approval iii. Completion/Occupancy certificate The dashboard should clearly highlight the number of approvals and the time taken for them (Mean/ Median)	Yes
189.		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth	Inspection by Building Proposal Office/ relevant agency as part of obtaining construction permit: Publish a well-defined inspection procedure	

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Sr. No.	Area	Sub - Area	Reform	New Reform
		Level Inspection and obtaining completion/ occupancy certificate	and checklist on department's web site	
190.		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/completion certificate: Publish a well-defined inspection procedure and checklist on department's website	
191.		Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website	
192.		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: 1. Building plan approval. 2. Plinth level inspection. 3. Completion/Occupancy certificate.	
193.		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	
194.		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	
195.	Storage of Construction Material	Sanction for storage of construction material	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
196.		Sanction for storage of construction material	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
197.		Sanction for storage of construction material	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department:	Yes

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Sr. No.	Area	Sub - Area	Reform	New Reform
			i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	
198.		Sanction for storage of construction material	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
199.		Inspection	Mandate surprise inspection or inspections based on complaints are conducted with specific permissions from the respective Head of Department	
200.	Inspection Enablers	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	
201.		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	Institutionalize a Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned	

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Sr. No.	Area	Sub - Area	Reform	New Reform
		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		
202.		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	Design and develop an online inspection system for scheduling of inspections	
203.		Central Inspection Framework, Compliance Inspection under: Labour, Factories & Boilers:	Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS	

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Sr. No.	Area	Sub - Area	Reform	New Reform
		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		
204.		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	Differentiate compliance inspection requirements based on risk profile (such as High, Medium and Low risk) of industries under all the labour laws	

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Sr. No.	Area	Sub - Area	Reform	New Reform
		Control of Pollution) Act, 1974 xi. The Air (Prevention and Control of Pollution) Act, 1981 xii. Indian Boilers Act 1923		
205.		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	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	
206.		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	I Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist II Mandate online submission of inspection report within 48 hours to CIS III Mandate that the same inspector will not inspect the same establishment twice consecutively IV Allow users to view and download submitted inspection reports of at least past three years	

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Sr. No.	Area	Sub - Area	Reform	New Reform
		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		
207.		Compliance Inspection by Department of Labour/ Department of Factories	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	
208.		Compliance Inspection by Department of Labour/ Department of Factories	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for inspections including inspections conducted by third party/self-certificate	Yes
209.	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	
210.		Commercial Dispute Resolution Enablers	Establish a dedicated division/bench under the High Court to hear commercial disputes	
211.		Commercial Dispute Resolution Enablers	Ensure at least 90% of the vacancies in specialized Commercial courts been filled up	
212.		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	
213.		Paper-less Courts	Design and implement a system that allows: i. e-filing for commercial disputes in Commercial courts ii. issuance of e-summons for commercial disputes in Commercial courts	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			<ul style="list-style-type: none"> 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 	
214.	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	
215.		Trade License	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
216.		Trade License	Design and implement an online single window system and mandate 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 	
217.		Trade License	Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document	
218.		Trade License	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	
219.		Trade License	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
220.	Sector Specific- Healthcare	Retail Drug License (Pharmacy)	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	
221.		Retail Drug License (Pharmacy)	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
222.		Retail Drug License (Pharmacy)	Design and implement an online single window system and mandate 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 	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			iii. Track status of application iv. Download the final signed certificate v. Third party verification	
223.		Retail Drug License (Pharmacy)	Eliminate the requirement of renewal in Retail Drug License	
224.		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	
225.		Wholesale Drug License	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
226.		Wholesale Drug License	Design and implement an online single window 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	
227.		Renewal of Wholesale Drug License	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
228.		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	
229.		Granting of Drug Manufacturing License	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
230.		Granting of Drug Manufacturing License	Design and implement an online single window 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	
231.		Renewal of Drug Manufacturing License	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
232.		Granting of Drug Manufacturing License	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations granted under the following: i. Retail Drug License (Pharmacy) ii. Whole Sale License iii. Drug Manufacturing	

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Sr. No.	Area	Sub - Area	Reform	New Reform
			The dashboard should clearly highlight the number of registrations done and the time taken for approval (Mean/ Median)	
233.	Sector Specific- Legal Metrology	Registration/ Licenses under the Legal Metrology Act, 2009	Publish information about fees, procedure, guidelines and a comprehensive list of documents required on the Department's web site	Yes
234.		Registration/ Licenses under the Legal Metrology Act, 2009	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
235.		Registration/ Licenses under the Legal Metrology Act, 2009	Design and implement an online single window 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	
236.		Registration/ Licenses under the Legal Metrology Act, 2009	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations granted. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
237.		Renewal under the Legal Metrology Act, 2009	Eliminate the requirement of renewal of registration or allow auto-renewal	Yes
238.	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	Yes
239.		Fire License/ NoC	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
240.		Fire License/ NoC	Design and implement an online single window 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	Yes
241.		Fire License/ NoC	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals granted. The	Yes

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			dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	
242.	Sector Specific- Cinema Halls	Registration under State Cinema Regulations/ rules	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
243.		Registration under State Cinema Regulations/ rules	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
244.		Registration under State Cinema Regulations/ rules	Design and implement an online single window 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	Yes
245.		Registration under State Cinema Regulations/ rules	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
246.		Sector Specific- Hospitality	Signage License for advertisement	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site
247.	Signage License for advertisement		Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
248.	Signage License for advertisement		Design and implement an online single window 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	Yes
249.	Signage License for advertisement		Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes

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250.		Approval for DG set installation	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
251.		Approval for DG set installation	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
252.		Approval for DG set installation	Design and implement an online single window 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	Yes
253.		Approval for DG set installation	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
254.	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	Yes
255.		Mobile Tower Approval	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
256.		Mobile Tower Approval	Design and implement an online single window 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	Yes
257.		Mobile Tower Approval	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
258.	Sector Specific- Movie Shooting	Police and Traffic	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes

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259.		Police and Traffic	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
260.		Police and Traffic	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Online submission of application ii. Online payment of application fee iii. Allow applicant to track status of application online iv. Applicant can download the final signed certificate online v. Allow third party verification	Yes
261.		Police and Traffic	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
262.		Municipal Corporation of State	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
263.		Municipal Corporation of State	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
264.		Municipal Corporation of State	Design and implement an online single window 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	Yes
265.		Municipal Corporation of State	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
266.		State Protected Monument	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
267.		State Protected Monument	Define clear timelines mandated through the Public Service Delivery Guarantee Act	Yes

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			(or equivalent) legislation for approval of complete application	
268.		State Protected Monument	Design and implement an online single window 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	Yes
269.		State Protected Monument	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
270.		Permission from District Collector	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
271.		Permission from District Collector	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
272.		Permission from District Collector	Design and implement an online single window 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	Yes
273.		Permission from District Collector	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
274.	Sector Specific-Tourism	Registration of Hotels	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
275.		Registration of Hotels	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
276.		Registration of Hotels	Design and implement an online single window system and mandate the following	Yes

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			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	
277.		Registration of Hotels	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
278.		Travel Agency	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
279.		Travel Agency	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
280.		Travel Agency	Design and implement an online single window 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	Yes
281.		Travel Agency	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
282.		Tourism Events- Performance License	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
283.		Tourism Events- Performance License	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Yes
284.		Tourism Events- Performance License	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee	Yes

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			iii. Track status of application iv. Download the final signed certificate v. Third party verification	
285.		Tourism Events- Performance License	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Yes
286.	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	
287.		Registration of Partnership Firms	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
288.		Registration of Partnership Firms	Design and implement an online single window 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	
289.		Registration of Partnership Firms	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	
290.		Registration of Partnership Firms	A standard template of MoA and model bye-laws should be made available on the Department's website	
291.		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	
292.		Registration of Societies	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	
293.		Registration of Societies	Design and implement an online single window 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	

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			iv. Download the final signed certificate v. Third party verification	
294.		Registration of Societies	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	
295.		Registration of Societies	A standard template of MoA and model bye-laws should be made available on the Department's website	
296.	Procurement (Department of Industries)	Procurement	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Yes
297.		Procurement	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval at each stage during pre, during and post procurement process	Yes
298.		Procurement	Design and implement an online single window 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	Yes
299.		Procurement	Publish an online dashboard updated regularly (weekly/fortnightly/monthly) for procurement. The dashboard should clearly highlight the procurement done and the time taken (Mean/ Median)	Yes
300.		Procurement	Develop an independent Grievance Redressal Mechanism for handling cases related to complaints	Yes
301.		Procurement	Ensure all the records and documents covering entire procurement process should be kept in an electronic format	Yes