



सत्यमेव जयते

Government of India

Ministry of Commerce and Industry

Department for Promotion of Industry and Internal Trade



# **GOOD GOVERNANCE**

## Minimising Regulatory Compliance Burden

### - Few Case Studies

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# **STATE LEVEL INITIATIVES**

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## STATE LEVEL INITIATIVES:

1.

# ONLINE SINGLE WINDOW SYSTEM: TS-iPASS

INITIATIVE :  
TS-iPASS

STATE :  
TELANGANA

CAME INTO EFFECT:  
12.06.2015

### ACT/ NOTIFICATION:

**"Telangana State Industrial Project Approval and Self-Certification System (TS-iPASS) Act, 2014"**

## BACKGROUND :

BEFORE the introduction of TS-iPASS in the state of Telangana:

- Separate applications were required to be filled up and submitted before concerned Departments for each approval.
- The physical applications were bulky, and several documents were required to be submitted.
- Payments were only through cash/ demand draft/ challans that necessitated visits to various offices.
- The applicant was forced to make several visits to Government Departments to process his application.
- There were procedural delays in processing the application by various Departments since 'No Objection Certificates' were insisted upon from other Departments to process approval.
- There was minimal accountability of services and no traceability of status.
- Queries were asked by various Departments at different times and more than once by the same Department.
- There were numerous inspections of the factory premises by several Departments.
- There were no consequences for delay in the service delivery, and there was no penalty for official delay in according approval.

On 03.12.2014, the state of Telangana enacted the Telangana State Industrial Project Approval and Self Certification System Act, 2014 (TS- iPASS Act). The TS-iPASS Portal was implemented on 12.06.2015. It is a single-window system for issuance of clearances required for setting up of industries in the state of Telangana.

### OBJECTIVE :

**The objective of TS-iPASS is to provide a single point TS-iPASS approval on behalf of all relevant Departments.**

### AFTER introduction of TS-IPASS w.e.f. 12.06.2015:

- Applicants can now submit online a single common application form for all state-level approvals processed by all Departments.
- Only limited number of documents are required for all approvals.
- Applicants can now make easy and safe online payments.
- No physical visits are required.
- Approvals can be downloaded online.
- The entire process is initiated based on the basis of self-certification, and all Departments process the application simultaneously.
- The applicant can easily track the status of his application online. There is a toll-free number for queries pertaining to the application.
- Shortfalls/ queries can be raised only once by any Department, and the same has to be completed within the first three days of filing the online application.
- There is much higher departmental integration under the TS-iPASS portal.
- Departments carry out joint inspections of industry premises under various Acts.
- Under the TS-iPASS, there is an established grievance redressal system with clear penalties against officers causing delay.

### PROCEDURE :



### SALIENT FEATURES :





Telangana State Industrial Project Approval  
& Self Certification System ( TS-IPASS)  
GOVERNMENT OF TELANGANA

[Home](#) [About Us](#) [Services](#) [Related Departments](#) [Information Wizard](#) [Act & Rules](#) [Business Regulations](#) [Contact Us](#) [Login](#)

From Date:  To Date:

[Generate Report](#)

Report from 01-04-2016 to 17-02-2021

CFE Report

Total CFE Application Received : 34279

S No	Description	Total	Within Time Lines	Beyond Time Lines
1	Approved	27941	23677	4264
2	Pending	2088	1500	588
3	Rejected	3457	2995	472

CFO Report

Total CFO Application Received : 9516

S No	Description	Total	Within Time Lines	Beyond Time Lines
1	Approved	8155	3344	4811
2	Pending	807	50	757
3	Rejected	550	147	403

Source: <https://ipass.telangana.gov.in/>

STATE LEVEL INITIATIVES:

2.

## ONLINE SINGLE WINDOW SYSTEM: GO SWIFT

INITIATIVE :  
GO SWIFT

STATE :  
ODISHA

CAME INTO EFFECT:  
21.10.2017

ACT/ NOTIFICATION:

“Orissa Industries (Facilitation) Act, 2004”  
Notification No. IND-HI2-ACT 0002-2015-7311 dated 21.10.2017

### BACKGROUND :

BEFORE implementation of GO SWIFT Portal:

- Individual offline submission of industry applications was set up along with multiple manual interfaces.
- Offline processing and payment of fees for the applications caused procedural delays.
- There was a long turnaround time for clearances from various Departments.
- The Timelines for processes were undefined.
- There was no system in place to track the status of applications by the industry or the Government of India

In pursuance of Odisha Industries Act, 2004 and subsequent provision of Odisha Industries (Facilitation) Amendment Rules 2015, Government of Odisha passed a resolution, No. IND-HI2-ACT 0002-2015-7311 dated 21.10.2017 and introduced GO-SWIFT (Government of Odisha Single Window for Investor Facilitation and Tracking). GO SWIFT facilitates online application submission, payments, tracking of status, approvals, and issuance of the approved certificate for services of 15 Departments.

### OBJECTIVE:

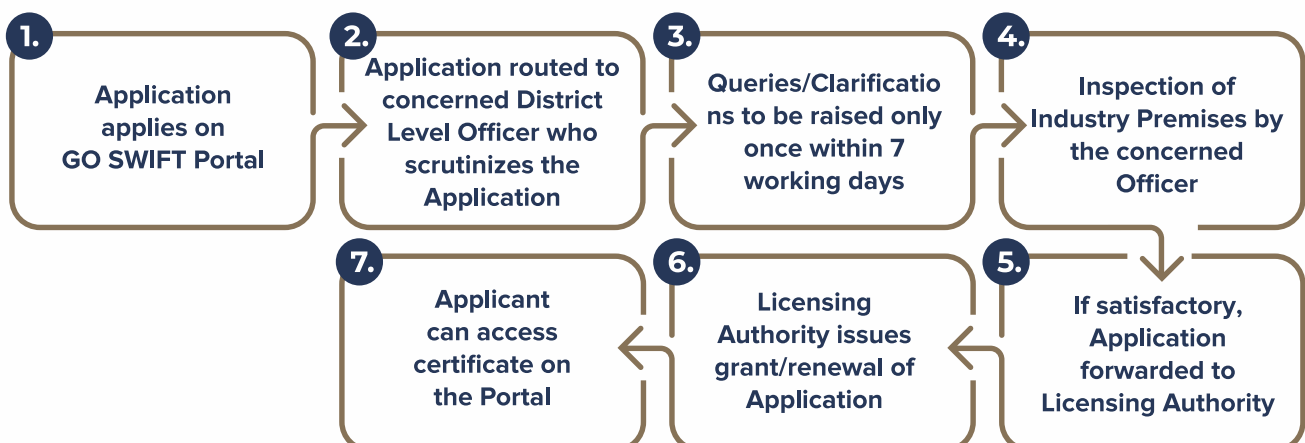
GO-SWIFT was launched to develop an effective and user-friendly online single window system. It is a dedicated, customised single window system covering services across 15 Departments.



## AFTER implementation of GO SWIFT w.e.f. 21.10.2017:

- New industrial units can obtain all necessary information regarding investible projects, applicable incentives and clearances required through an interactive tool called Info-Wizard.
- Units can select suitable industrial lands on a Geographic Information System (GIS)- based platform called GO PLUS (Government of Odisha – portal for land use and services).
- Other existing applications of the state including GO PLUS, GO iPAS, GO SMILE, GO CARE, Central Inspection Framework, Automated Post Allotment Application, CSR Portal and State Project Monitoring Group Portal have also been integrated with the GO SWIFT portal via the single sign-on framework. Access to all these services is now available through a single sign-on user credential.
- It facilitates time-bound, paperless and transparent approvals with a real-time dashboard.
- All applications of industrial units are routed through GO SWIFT to facilitate tracking and reporting the status to the State Level Single Window Committee.
- A standardised online common application form is used in the Single Window portal combining applications for all related services for project assessment and approval.
- The portal facilitates online application submission, payments, tracking of status, approvals and issuance of the certificate.
- Existing online systems of concerned Departments for rendering said services have been seamlessly integrated with the Single Window portal to ensure that applicants are not required to visit multiple portals and that no information or documents are sought twice.
- GO SWIFT has a Query Management System (QMS) that mandates that all queries/ clarifications be raised only once within seven working days from the date of submission of the application.
- It allows for the issuance of intent, sanction and disbursement letter for various incentives by concerned Departments.
- Queries/ clarifications related to an investor's application may be sought only once and within seven days of receiving the complete application.
- Timelines mandated by the Orissa Right to Public Services Act, (ORTPSA 2012) have been mapped for each service to ensure that all approvals are delivered in a time-bound manner to the investors.
- All Departments connected for the establishment and operation of an enterprise are brought under the purview of GO-SWIFT.
- Processing and approval by each approving department/agency is done online.
- Checking the progress of applications by business units and monitoring the status of clearances at senior levels of government through customised dashboards.
- SMS gateway/emails have been integrated with a portal to provide regular updates and notifications to the applicant.
- Once approved, the user can obtain the approval or registration certificate online.
- Existing investors can apply to regulatory agencies for renewal of services, can take advantage of risk-based synchronised inspections, resolve issues with government Departments, and dovetail CSR activities with the Government of Odisha's developmental goals.

## PROCEDURE



## SALIENT FEATURES



Online submission, processing & approval of Application



Online Tracking of Application



Pre scrutiny Query to be raised only once within first 3 days



SMS gateway & Emails integrated with Portal for Regular Updates



Third Party Verification



All Departments (establishment & operation) brought under TS-IPASS



Time limits set for each approval (1 to 30 days)



Applicant has the right to know reasons of delay



Penalty for Officers causing delay in processing Application



Time limits set for each approval (1 to 30 days)



Applicant has the right to know reasons of delay

## SUCCESSFUL IMPLEMENTATION

From Date - 01-Jan-2020  
To Date - 28-Dec-2020

Sl#	Department	Total Application Received	Approved	Rejected	Total Application Pending	Application Exceeds ORTPSA Timeline	Mean	Median
1	Commercial Tax Organization	0	0	0	0	0	0	0
2	Department of Energy	99	27	21	36	28	80	82
3	Department of Water Resources	37	8	3	14	0	227	280
4	Directorate of Factories & Boilers	3389	2713	7	813	516	42	29
5	Directorate of Labour	1997	1200	227	190	50	38	19
6	Food Supplies and Consumer Welfare (FS&CW) Department	1	0	0	1	1	0	0
7	Health and Family Welfare (H&FW) Department	0	0	0	0	0	0	0
8	Home Department	1	0	0	1	0	0	0
9	Housing and Urban Development Department (H&UD)	1	0	0	1	1	0	0
10	IDCO - Water Connection	0	1	0	5	5	64	64
11	Odisha State Pollution Control Board (OSPCB)	40	38	1	22	20	187	134
12	Revenue & Disaster Management (R&DM) Department	26	12	0	19	13	43	22
13	Works Department	572	119	214	306	284	86	42
	<b>Total</b>	<b>6,163</b>	<b>4,118</b>	<b>473</b>	<b>1,408</b>	<b>918</b>	<b>44</b>	



## STATE LEVEL INITIATIVES:

3.

# ENVIRONMENT ENABLERS: XGN

INITIATIVE :  
**XGN Software**  
(Extended Green Node)

STATE :  
**GUJARAT**

CAME INTO EFFECT:  
**05.06.2008**

### LAUNCH:

Launched by National Informatics Centre and Gujarat Pollution Control Board as Consent Management Tool for Environment Regulatory Compliances

### BACKGROUND :

BEFORE implementation of XGN (Extended Green Node) Software:

- Gujarat Pollution Control Board Personnel had to record everything manually in files.
- It was challenging to track the movement of application for consent or renewal.
- Inspections carried out by Gujarat Pollution Control Board officials required a lot of paperwork, and all information and data, post-inspection, had to be documented in files.
- Delayed response for queries raised by applicants.
- Offline processing and payment of fees for the applications caused procedural delays.

In June 2008, the XGN Software or the Extended Green Node Software was developed by the National Informatics Centre and Gujarat Pollution Control Board as Consent Management Tool for Environment Regulatory Compliances.

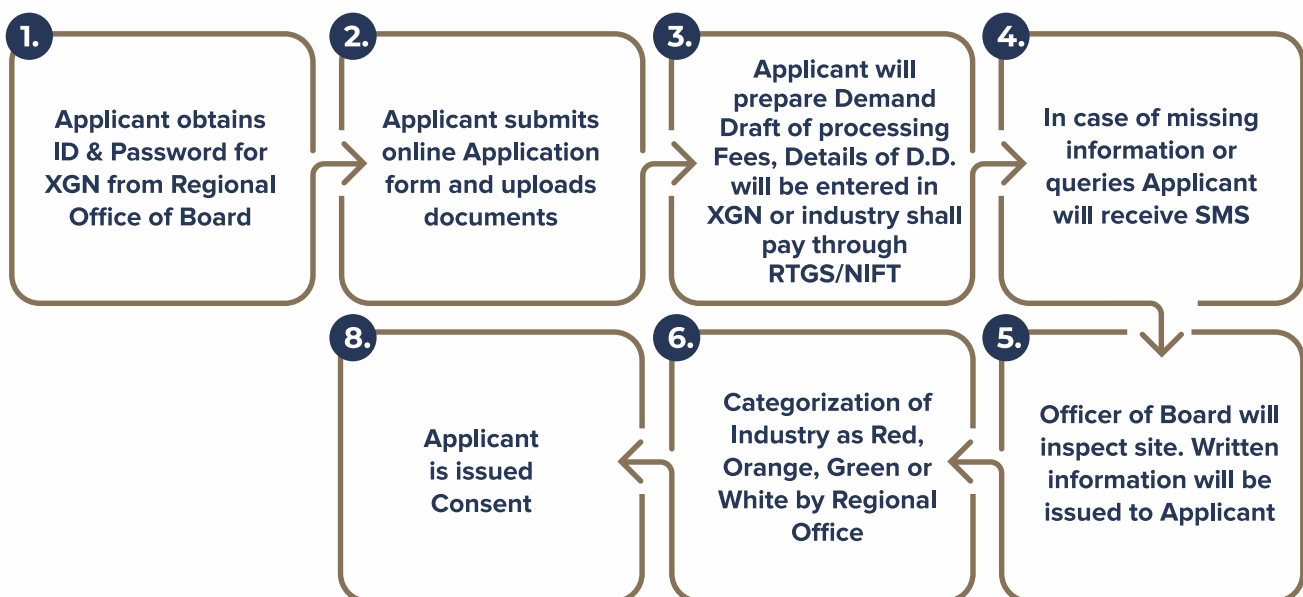
### OBJECTIVE:

Gujarat Pollution Control Board developed XGN software with the help of National Informatics Centre, Gandhinagar to bring transparency, uniformity and quick disposal of online applications under various environmental laws.

### AFTER implementation of XGN w.e.f. 05.06.2008:

- Regulatory services are available for the user on a single portal through a unique ID.
- It is a gateway for all-round facilities, including making applications and compliances of regulatory requirements.
- It has been instrumental in effective implementation of the Pollution Control Act, Rules and Notifications.
- XGN, as a common platform, caters to the environmental regulatory needs of the industries by bringing together stakeholders from Regional Office, Head Office, Vigilance Office, Laboratories, Auditors etc. Various stakeholders, including users at the Regional Head Office, Industries, Hospitals/ Clinics (Private, Govt.), TSDF, CETP, and BMW handlers are concurrent users of the portal.
- E-movement and online processing of e-files has greatly increased system efficiency.
- Users can submit their applications online.
- Robust monitoring mechanism by way of SMS alerts has been integrated into the system.
- Users are alerted through SMS at every stage of the eight stages of processing of an application.
- Users are alerted through SMS of consents/ payment due dates/ returns (annual or periodic).
- Effective web interaction and SMS are established with users relating to queries.
- Industries can print their bills/ payment receipts/ assessment orders/ results and inspection samples for any period.
- Industries Department of Government of Gujarat can access an extensive database of compiled data.
- Monitoring and sampling of various industries are done as per the designated frequency specified by CPCB and MoEF&CC, New Delhi.
- Pre-planning of work on a weekly/monthly basis by the Regional Officer.
- Immediate access to the efficiency/pendency of individual employees.
- Effective prioritisation of incoming visits.
- Reduced interference and influence from the stakeholders.
- XGN is now integrated with Investor Facilitation Portal, Government of Gujarat w.e.f. 07.12.2020 which now allows online submission of application, document submission and payment.

### PROCEDURE :



## SALIENT FEATURES :

- XGN -Online system- e-gvernance
- Monitoring-Innovative took (e.g. Written Instructions)
- Checks (Loth) in Me system fm. efficient operation
- Common Concents & Authorisation
- Third party Monitoring through academic institue
- Use of Technology
- Regional Office (26) & Vigilance Office (4) Concept
- Online Payment of Fees
- Usage of Common Facilities like CETP, Acid Disposal, Steam etc.
- Longer Consent Validity Period
- Use of Cleaner Production/Technology Tools
- Co-processing of Wastes
- Auto-Renewal of Consents
- Various Actions Plants like Air Action Plan, River Action Plan
- Research and Development work
- System Generated Provisional orders
- Environment Audit Scheme
- Re-engineering of Business Processes (Fast Tract Renewal)
- Manual for various activities of GPCB
- ISO and NABL Accreditation
- Promotion of Centre of Excellence
- Use of Non-Conventional Source of Energy like Wind, Solar etc. promoted/emphasized
- Clinical Approach
- Help Deck
- Citizen's Charter

## SUCCESSFUL IMPLEMENTATION :

The activity	Before XGN	2009-10	2016-17
Monitoring Visits in a Year	7,500	10,721	56,000+
Pollution Samples Drawn in a Year	7,100	8,900	25,500+
Samples Analysed in labs in a Year	3,250	7,516	25,000+
Profile Updations by Ind-HCUs / Month	No System	1,800	9,500+ Monthly
PDF Docs uploaded by stake holders	No System	21,000	80,500+ Yearly
e>Returns files by stake holders - Yearly	No Track	35,000	1,40,000+
Water Cess Returns Filed	1,900	6,289	34,500+
NOC-CCA Applications - Yearly	2,500	5,280	19,000+
Ratio of Rejection - Yearly	40 %	38 %	3%
LAB Charges defaulting Amt	Rs 3.2 Cr	Rs 78 lakhs	Almost Nil
Total Waste CO-PROCESSED (MT/yr)	Nil	15,693	43,00,000 +

Source: <https://eodb.dipp.gov.in/PublicDoc/Download/19+&cd=1&hl=en&ct=clnk&gl=in>

STATE LEVEL INITIATIVES:

4.

## CONSTRUCTION PERMITS: ONLINE SANCTION

CONSTRUCTION  
PERMITS:  
**ONLINE SANCTION**

STATE :  
**DELHI**

CAME INTO  
EFFECT:  
**2015**

ACT/ NOTIFICATION:

“Notification No. D/31/Addl. Cm.II/South DMC/2015/SE(B)HQ dt. 31.03.2015:  
Office of Additional Commissioner II, SDMC”

### BACKGROUND:

The Construction Permit cum Building Plan Sanction Online System of Delhi enables applicants to access all construction permit related services online, including all permits and inspection certificates and sewer and water connections.

### OBJECTIVE:

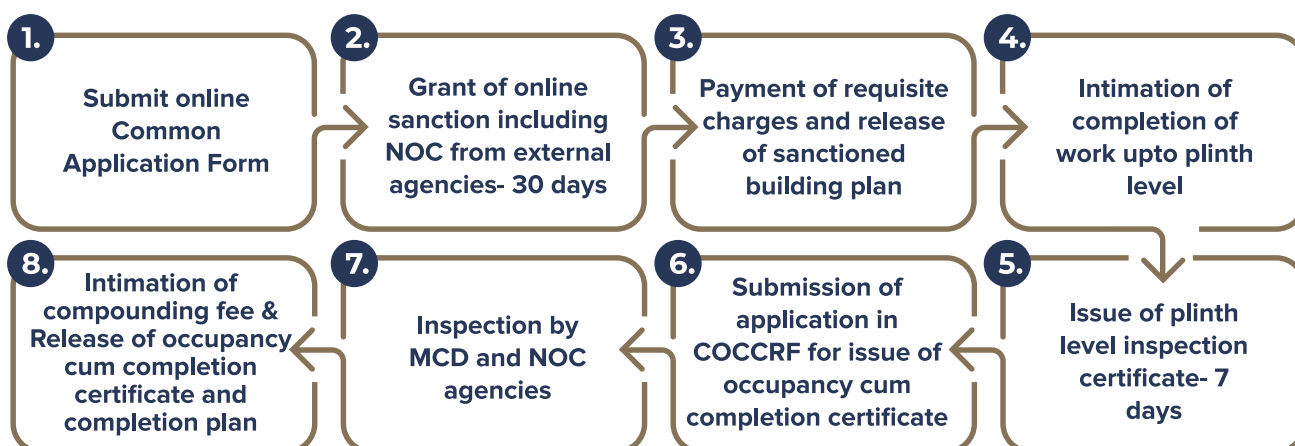
Construction permit cum Building Plan Sanction System of Delhi was launched in order to provide for expeditious sanction of building plans and grant of building permits under Single Window Clearance System.



## AFTER implementation of Construction permit cum Building Plan Sanction System: -

- Risk-based inspection regime has been introduced for approvals, and all necessary clearances from other agencies are integrated with the system.
- Mandatory online module for addition/alteration in existing residential properties.
- GIS system with colour coded Municipal Corporation of Delhi maps of external agencies has been implemented whereby architects can know the NOCs required for building plan approval for each plot.
- Online checklist is available in the public domain for the user to validate the requirements of applicable NOCs through GSDL superimposed CCZM - single interface under SWCS.
- Online registration of Architects / Structural Engineers.
- No physical interface of the applicant with external NOC agencies.
- Online provision to track application status, regular updates through SMS / E-mail.
- Online issuance of digitally signed sanction letter and approved plan / Plinth Level Certificate / Occupancy - cum - Completion certificate.
- Digital signatures have been incorporated so that there is no interaction between the applicant and the Department.
- All the requisite information regarding Building Byelaws, Master Plan of Delhi, Office Orders, Circulars, List of Building Plans, DMC Act are available on the MCD website.
- Check List and FAQs are available in the public domain.
- The affidavits have been converted into e-undertakings from the architects and applicants.
- Online single payment option is available through Net Banking / RTGS / NEFT / Debit-Credit Card.
- Online calculator to determine the Building Plan fee is available on the website.
- For awareness of general public, Facebook page (MCD Ease of Doing Business) has been launched.
- Day to day grievances / technical issues are also supported through a WhatsApp group.
- To streamline the sanction of Building plans, Common Application Form under Single Window Clearance System is now integrated with NOC Departments i.e., Delhi Fire Service , Chief Inspector of Factories, National Monuments Authority , Delhi Metro Rail Corporation , Delhi Urban Art Commission, Heritage Conservation Committee , Delhi Pollution Control Committee, Forest Department, Airports Authority of India and Delhi Jal Board etc. for sanction of building plan of residential, commercial, warehousing, institutional, industrial and all other types of buildings in Delhi. The subsequent procedures, i.e., Plinth Inspection and Completion Certificates, are also being done online.

## PROCEDURE



## SALIENT FEATURES

 <p>Online submission, processing &amp; approval of Application</p>	 <p>Risk based inspection for all clearances and all approvals</p>	 <p>Online Common Application Form includes info by external agencies</p>	 <p>Online Checklist in public domain-requirement of NOC through CCZM</p>
 <p>Online tracking of Application status and updates through email and SMS</p>	 <p>Online single payment option</p>	 <p>Facebook page for awareness of general public</p>	 <p>Grievances/ Technical issues supported through Whatsapp group</p>
 <p>Online calculator for Building Plan fee</p>	 <p>Checklist and FAQ in public domain</p>	 <p>Affidavits converted to e-undertakings</p>	 <p>Online module for addition/ alteration in existing residential properties</p>
 <p>GIS System with colour coded MCD Maps-NOCs for each plot</p>	 <p>Online Registration of Architects/Engineers</p>	 <p>Online issue of digitally signed sanction letter &amp; approved plan</p>	 <p>No physical interlace with external NOC agencies</p>

## SUCCESSFUL IMPLEMENTATION :

Number of applications accepted from 20.12.2019 to 20.12.2020 = 810  
Number of applications rejected from 20.12.2019 to 20.12.2020 = 301  
Number of applications pending from 20.12.2019 to 20.12.2020 = 54  
Average time taken in processing applications = Less than 34 days

Source: EODB (mcdonline.nic.in)





STATE LEVEL INITIATIVES:

5.

## INSPECTION ENABLERS: CENTRAL INSPECTION SYSTEM

INITIATIVE:  
CENTRAL INSPECTION  
SYSTEM

STATE :  
DELHI

CAME INTO  
EFFECT:  
2015

ACT/ NOTIFICATION:

“Notification No. CL 209 SPL 2017 dated 09.10.2017

### BACKGROUND:

BEFORE implementation of Central Inspection System, industrial establishments in Karnataka were being inspected multiple times by multiple authorities.

In 2017, the Government of Karnataka introduced the Central Inspection System for undertaking compliance inspection for establishments under various Acts/ Rules of the Labour Department, Factories and Boilers Department and Karnataka State Pollution Control Board. It provides for joint inspection for establishments governed by various Acts/ Rules by concerned Departments in the existing e-biz single-window portal.













### AFTER implementation of Central Inspection System:

- Well-defined inspection procedure and a comprehensive inspection checklist/form are available on the CIS website.
- Synchronised/joint inspection shall be carried out by inspectors of the Labour department and Department of Factories, Boilers, Industrial Safety and Health under the applicable laws.
- Computerized, randomised and system-generated (without any physical touchpoint) scheduling mechanism for inspections and the allocation of inspectors based on the officer's risk and level as notified by the concerned Departments.
- The inspector schedule shall be on a rotational basis, i.e., the same inspector shall not perform two inspections of the same establishment twice, consecutively.
- Inspections (except in case of complaint-based inspections) shall be limited to the checklist.
- Surprise inspections shall be conducted based on complaints only, with specific permission from the respective Head of Department.
- SMS and email alerts shall be sent to the concerned inspectors and establishments indicating the inspection details.
- Preparation of site inspection report by the inspectors in the proforma as prescribed in the departmental guidelines and mandatory uploading of the inspection report within 48 hours of the inspection.
- View and download of the inspection reports by the establishments/businesses through CIS portal. Inspections reports of the past three years shall be available.
- Facility for third party to view and verify inspection reports on the portal.
- Selection of establishments is conducted through applicable computerised risk assessment.
- Inspection procedure and checklist are standardised.
- It is a single inspection framework which is comprehensive and flexible to accommodate all stakeholders on-board.
- Investor friendly interface that eliminates the requirement of multiple interfaces for investors regarding inspection.
- Effective timeline monitoring and procedures.
- Comprehensive dashboard and analysis.
- Transparent regulatory framework.

### PROCEDURE



## SALIENT FEATURES

 <p><b>Well defined inspection procedure</b></p>	 <p><b>Risk based inspection for all clearances and all approvals</b></p>	 <p><b>Synchronized joint inspection</b></p>	 <p><b>Comprehensive inspection checklist</b></p>
 <p><b>SMS &amp; Email Alerts sent to Inspectors and Establishments</b></p>	 <p><b>Computerized, random scheduling of inspection</b></p>	 <p><b>Computerized, random allocation of Inspector &amp; selection of establishment</b></p>	 <p><b>Inspection Schedule on rotational basis</b></p>
 <p><b>View &amp; Download Inspection Report through CIS Portal</b></p>	 <p><b>Third party can view and verify Inspection Report</b></p>	 <p><b>Effective timeline monitoring</b></p>	 <p><b>Transparent Regulatory Framework</b></p>

## SUCCESSFUL IMPLEMENTATION :

Number of Inspections conducted by Factories and Boilers= 3218  
Number of Inspections conducted by Pollution Control Board = 6210  
Number of Inspections conducted by Labour Department = 7896  
Number of Inspections conducted by Legal Metrology = 3571

Source: CIS - Government of Karnataka

STATE LEVEL INITIATIVES:

6.

## BUILDING PERMISSION APPROVAL: TS-bPASS

INITIATIVE :  
**TS-bPASS (Telangana State  
Building Permission Approval &  
Self Certification System)**

STATE :  
**TELANGANA**

CAME INTO EFFECT:  
**16.11.2020**

ACT/ NOTIFICATION:  
**Telangana Municipalities Act, 2019**

### BACKGROUND:

BEFORE implementation of TS-bPASS:

- The physical applications were bulky and several documents were required to be submitted.
- Payments were only through cash/ demand draft/ challans that necessitated physical visits to various offices.
- The applicant was forced to make several visits to government Departments to process his application.
- There were procedural delays in processing the application by various Departments.
- There was very limited accountability of services and no traceability of status. Objection Certificates' were insisted upon from other Departments to process approval.
- There was very limited accountability of services and no traceability of status.

TS-bPASS was launched on 16.11.2020 under the Telangana Municipalities Act, 2019.

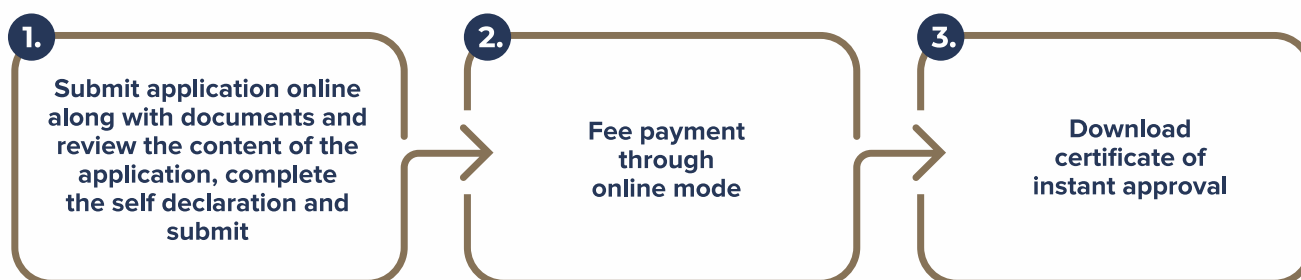
### OBJECTIVE:

- **TS-bPASS was launched on 16.11.2020 under the Telangana Municipalities Act, 2019. OBJECTIVE: TS-bPASS is a single integrated platform for processing of various permissions required during the development of land and construction of buildings through self-certification system. It is also designed to provide the services within stipulated timelines.**









### AFTER implementation of TS-bPASS:

- Citizens can submit application online with the required documents.
- Citizens can obtain NOC from all the line departments using a single Common Application Form.
- Citizens can obtain permission in three easy steps- applying, uploading, and paying.
- For plot size up to 75 square yards and the construction of ground or ground plus one floor (residential), no building permission and occupancy certificate is required. Applicant is required to register with token of Re.1.
- For plot size up to 500 square meters and height up to 10 meters (Residential) instant building permission approval through online self-certification.
- For plot size above 500 square meters and height above 10 meters (Residential and Non-Residential), there is a single-window system for obtaining multiple NOCs using Common Application Form and approval through online self-certification. Timeline for approving is 21 days.
- Processing of tentative layout approval applications through online self-certification.
- Processing of occupancy certificate for non-high-rise buildings constructed in plots above 200 square meters and less than 500 square meters and for high-rise buildings and buildings constructed in plots 500 square meters through online self-certification.
- Processing of land use certificates and land conversion certificates.
- Post verification of the permissions issued.

### PROCEDURE :



### SALIENT FEATURES :

 User can submit application online	 Online payment for instant approval	 Permission obtained in three steps- apply, upload and pay
 Single common application form for NOC from all line departments	 Plot size <75 sq yards- no building permit required	 Plot size <500 sq mtrs- instant approval
 Plot size >500 sq mtrs- common application form and self certification	 Processing of Land use and Land conversion certificates	

### SUCCESSFUL IMPLEMENTATION :

As the portal has been launched very recently on 16.11.2020, the implementation status will be updated shortly.

STATE LEVEL INITIATIVES:

7.

## FACTORY BUILDING PLAN APPROVAL: TS-iPASS

INITIATIVE :  
TS-iPASS

STATE :  
TELANGANA

CAME INTO EFFECT:  
12.06.2015

ACT/ NOTIFICATION:

“Telangana State Industrial Project Approval and Self-Certification System (TS-iPASS) Act, 2014”

### BACKGROUND

BEFORE the introduction of TS-iPASS in the state of Telangana:

- Separate applications were required to be filled up and submitted before concerned Departments for each approval.
- The physical applications were bulky, and several documents were required to be submitted.
- Payments were only through cash/ demand draft/ challans that necessitated visits to various offices.
- The applicant was forced to make several visits to government Departments to process his application.
- There were procedural delays in processing the application by various Departments since No Objection Certificates were insisted upon from other Departments to process approval.
- There was minimal accountability of services and no traceability of status.
- Shortfalls were asked by various Departments at different times and more than once by the same Department.
- There were numerous inspections of the factory premises by several Departments.
- There were no consequences for delays in the service delivery, and there was no penalty for official delay in according approval.

On 03.12.2014, the State of Telangana enacted the Telangana State Industrial Project Approval and Self Certification System Act, 2014 (TS- iPASS Act). The TS-iPASS Portal was implemented on 12.06.2015. It is a single-window system for issue of clearances required for setting up industries in the state of Telangana.

### OBJECTIVE:

The objective of TS-iPASS is to provide a single point TS-iPASS approval on behalf of all relevant Departments based on self-certification instead of individual departmental approval.











**AFTER introduction of TS-iPASS w.e.f. 12.06.2015,  
the approval for Factory Building Plan provides as follows:**

- Under the TS-iPASS, a person who wishes to construct, extend, or use any building as a factory has to get prior permission from the respective authority through online mode.
- Obtain Consent for Establishment – Approval of Plan and Permission to Construct / Extend / or take into use any building as a factory.
- Obtain Consent for Operation – Registration of factory and get a license under the Factories Act.
- Application procedure is published on the portal.
- Payment of fees is online.
- Applicant can submit documents online.
- The applicant can track the status of the application.
- The applicant can download the final certificate from the portal.
- Time limit for grant of approval is seven days.

**PROCEDURE**



**SALIENT FEATURES**

 User can submit Application online	 Online payment	 Application procedure is published on portal
 Single Common Application Form for NOC from all line Departments	 Documents can be submitted online	 Applicant can track status of Application
 Applicant can download final certificate from portal	 Timeline for grant of approval is 7 days	

## SUCCESSFUL IMPLEMENTATION

Data to be updated starting from 1st November 2020

From Date \*  To Date \*  [Get Report](#)

Sl.No	Particulars	Details
1	Time Limit Prescribed as per the Public Service Guarantee Act	7 Business Working days
2	Total Number of applications received	198
3	Total Number of applications approved	126
4	Average time taken to obtain Plan Approval (In days)	2
5	Median time taken to obtain Plan Approval (In days)	
6	Minimum time taken to obtain Plan Approval (In days)	1
7	Maximum time taken to obtain Plan Approval (In days)	14

Source: :: TS-iPASS: (telangana.gov.in)



## STATE LEVEL INITIATIVES:

8.

# PLUG AND PLAY MODEL: MAHARASHTRA

INITIATIVE :  
**PLUG AND PLAY MODEL**

STATE :  
**MAHARASHTRA**

CAME INTO EFFECT:  
**15.06.2020**

### LAUNCH:

**Launched as one of the features of Magnetic Maharashtra 2.0 by MIDC and Maharashtra Industry Department**

### BACKGROUND :

Maharashtra launched 'Magnetic Maharashtra 2.0' roadmap, featuring key investment promotion recovery initiatives under Magnetic Maharashtra 2.0 such as Plug and Play Infrastructure, Maha Jobs, automatic permissions in 48 hours through the MahaParwana, Investor First Program, capacity augmentation of MIDC land banks- an earmarked landbank of more than 40,000 acres and dedicated country desks.

The Industry Department of the State and Maharashtra Industrial Development Corporation have drafted the Plug and Play model. Maharashtra Industrial Development Corporation provides Built-up sheds for industrial use and galas for industrial and commercial use. These sheds and galas are allotted via E-bidding system. Sheds and Galas facilitate plug and play option for promoting sectoral investments of land earmarked for industrial purpose. Sheds are mainly available for manufacturing activities. Galas are allotted for manufacturing and service-related activities (e.g., microelectronics, textile, IT units etc.)

### AFTER implementation of the Plug and Play Model in Maharashtra:

- 4095 Built-up Sheds are allotted in 67 industrial areas, and 3003 Galas are allotted in 82 industrial areas.
- The 'Plug and Play' facility comes with the following preapproved clearances (wherever available)- Non- Agricultural permission, Building Plan Approval, Grant of Occupancy/ Completion Certificate and Water Connection.
- Remaining approvals as deemed necessary are to be applied through the Single Window System.
- Elegant design and sturdy construction as per standard IS Codes.
- Ready 100 kVA power supply connection.
- Ready water supply connection of 25 mm with a minimum flow of 10 cum/ day.
- Ready drainage connection.
- Gas connection as per availability.
- Road connectivity.
- Instant approvals.
- Social infrastructure and medical care facilities.
- All permissions will be issued from a single green channel, and production will be kick-started in the shortest possible time.
- The state has identified eight industrial locations with nearly 6000 acres of land for Plug and Play model.
- **The focus will be on the following sectors-** Engineering, Formulations, Food Processing, Pharmaceuticals and Chemical manufacturing, Gems and Jewellery Park, Defence and Aerospace, Technical Textile, Engineering System Design and Manufacturing (ESDM).
- Construction activity will be taken up depending on sectoral composition of the demand.
- **Shed - Rental Model:** Ready Plug and Play Shed will be allotted to the investor on a rental basis for a period of 10 years. Rent will be charged at (5% interest+ 5% depreciation+ 1.5% maintenance charges) on the total cost of land + shed investors will have to pay two years' rent in advance as a security deposit.
- Department to collaborate with the Housing Department to prevent haphazard growth in the periphery of greenfield industrial areas.
- The Government will also provide land to the industrial units that employ more than 1,000 workers to build hostels or residential houses on the premises of the unit or the company in the State.
- **Maha Parvana:** All the industrial proposals of foreign direct investment with Rs 50 crore and above will be permitted a single-window system within 48 hours after receiving the complete application. If the permissions are not granted within a stipulated time, then it will be considered as deemed permission. Permissions will be given within 48 hours to industries from the green and orange categories of the industrial sectors.
- **Investor First Programme:** A relationship manager and relationship executive will be assigned to investors for overall coordination.
- **Maha Jobs:** A dedicated industrial employment portal to connect skilled, semi-skilled and unskilled jobseekers with industries.
- It will help attract FDI from countries such as China, Japan, South Korea, the USA, Germany, Taiwan and the UK.
- Investors will be provided with land and ready-made sheds on a rental basis, where they can install machines and start production in three months.
- Provide approvals to investors within 48 hours.
- It is proposed to bring FDI in the State and help revive the economy.



## STATE LEVEL INITIATIVES:

9.

# REGISTRATION: SHOPS AND ESTABLISHMENTS

INITIATIVE :  
**Registration of Shops  
and Establishment**

STATE :  
**DELHI**

DEPARTMENT:  
**Labour Commissioner,  
Government of National  
Capital Territory of Delhi**

ACT/ NOTIFICATION:  
**“Delhi Shops and Establishments Act, 1954”**

## BACKGROUND :

A Shop and Establishment Act License is an essential license to run a shop or commercial establishment in Delhi. The Delhi Shops and Establishments Act was enacted in the year 1954. Section 5 of the Act mandates that the occupier of every establishment shall send to the Chief Inspector the prescribed form with fees detailing the category of establishment along with the name of employer, number of employees, name and postal address of the establishment etc. Upon satisfaction of correctness of the statement through inspection, the Chief Inspector shall register the establishment in the Register of Establishments and shall issue a registration certificate to the occupier.

However, several reforms have been introduced in the registration procedure under the Delhi Shops and Establishment Act. The website of Department of Labour, Government of National Capital Territory of Delhi, provides for online registration.

### **AFTER implementation of the online registration under Delhi Shops and Establishment Act, 1954:**

- The user can submit application (Form A) online.
- No visits required to the office of Chief Inspector.
- No fees levied for the registration.
- No documentary proof is required to be uploaded on the portal.
- No requirement for renewal of certificate. It is a one-time registration. Only annual fees to be paid every year.
- No inspection is carried out before grant of registration. However, future inspections of the shop or establishment may take place after registration.
- Acknowledgment slip and registration certificate would be issued automatically.
- The certificate of registration is displayed with the generated registration number. The user can download or print the certificate after the second step itself.
- The applicant will be able to download the final certificate from the portal.
- Public domain search on the website has been enabled for Shops, Commercial Establishment, Residential Hotels, Restaurants, Theatre, Public Amusement and Retail Trade or Businesses.
- User can search for details of any shop or establishment through its name, locality, category and nature of business.
- List of registered shops has been made available online.

STATE LEVEL INITIATIVES:

10.

## ONLINE LAND ALLOTMENT SYSTEM: MADHYA PRADESH

INITIATIVE :  
LAND ALLOTMENT  
SYSTEM

STATE :  
MADHYA PRADESH

CAME INTO EFFECT:  
12.06.2015

ACT/ NOTIFICATION:

“Madhya Pradesh Industrial Land and Building Management Rules, 2019”

### OBJECTIVE:

To bring transparency to the land allotment procedures for the industries.

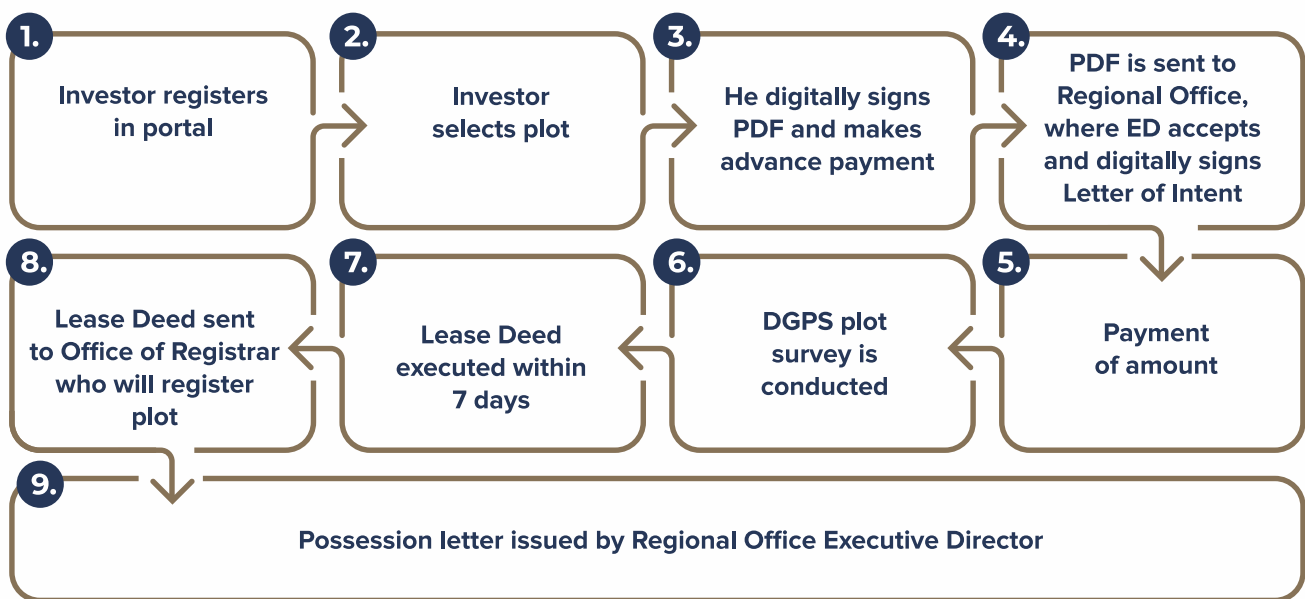
### AFTER the introduction of Online Land Allotment System in Madhya Pradesh:

- Investors and industries can search the land availability, file application, track applications and obtain necessary approvals online.
- It gives a time-bound mechanism of land allotment under the Public Service Guarantee Act.
- Aadhar based digital Signatures on system generated document.
- Online payment gateways for collection of payment.
- The implementation framework is based upon creating a web page linking therein the Local authorities, the revenue Department of the State, GIS system, survey mechanism and approval of the mechanism for administrative approvals.
- User registration for industries based upon email and phone number and bank account number.
- Land bifurcation based upon multi-layered GIS Mapping.
- User to provide basic details, select plot based upon GIS map, plot size, location and interactive user interface with multiple filters.
- After filing the same, the user is required to pay the basic fees as the booking amount.
- The approval with Letter of Intent is sent in soft copies to the applicant.
- The user is given 60 days for acceptance and balance amount with details and when the survey is allowed to be taken is also conveyed.
- Post completion of survey, the applicant is given seven days to execute lease deeds.
- On completion of the process, the Department issues possession letter.
- The portal minimises gaps between Government and investors.
- It provides consistency in uniform experience to users in terms of presentation, standards, design, layouts, navigation architecture.
- Freedom to investors from physical visits to Government offices.
- Paperless system, compliant with IT Act.

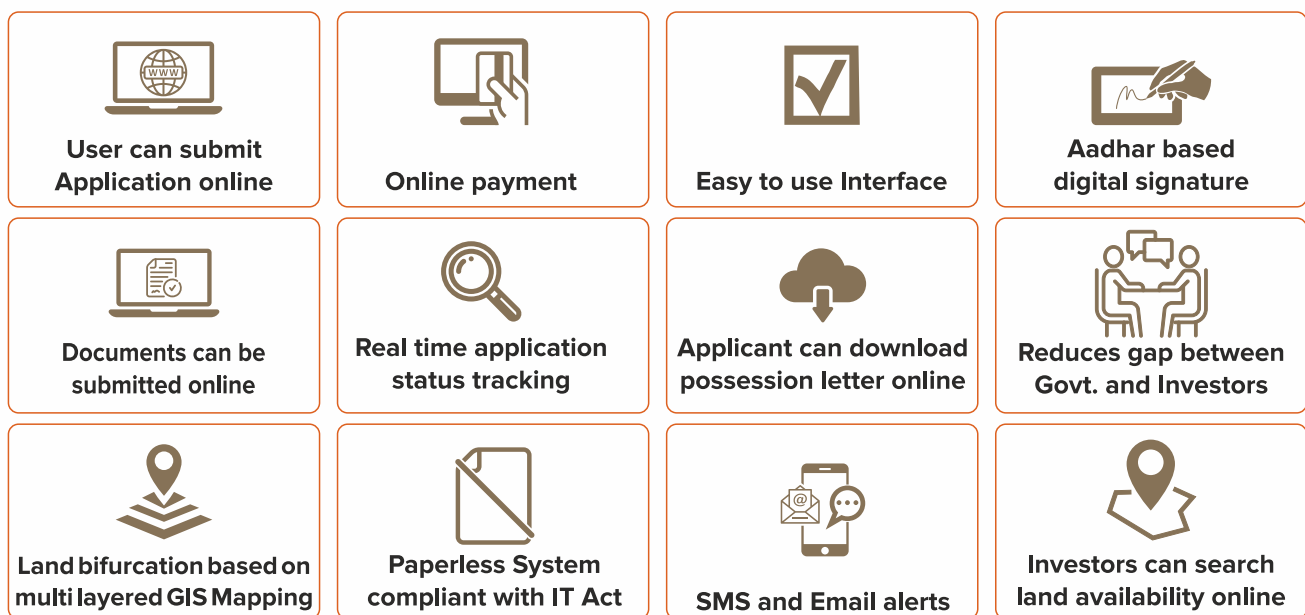
- Real-time application status tracking to investors at the click of a button.
- Search facility for the availability of industrial plots based on the requirement of the investors.
- Deemed approval for letter of intent within seven days, if it is not enacted by respective regional office.
- Use of icons or pictures or images and graphical interfaces to represent links and information to better understand the users.
- Consistent and easy to use interface. Consistent design of the webpages for impressive look and feel. They are

- designed in such a way that the desired document can be traced in minimum clicks.
- Provision for a user to receive SMS and email alerts, based on the preferences entered by him or her while registering on the portal.
- The system supports multiple layers on the GIS map and flexibility to add more layers as per the requirement.
- The Department is also evaluating options for receiving consolidated payment of registration fee and stamp duty to prevent the visit to Sub-Registrar office for registration of lease deed.

## PROCEDURE



## SALIENT FEATURES



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# **NATIONAL LEVEL INITIATIVES**

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## NATIONAL LEVEL INITIATIVES:

1.

# CENTRAL REGISTRY: CERSAI

INITIATIVE :  
**CERSAI**

STATE/CENTRE :  
**CENTRE**

CAME INTO EFFECT:  
**2011**

### ACT/ NOTIFICATION:

**Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI ACT)**

## BACKGROUND :

**BEFORE** the introduction of CERSAI:

- Information on the encumbrance on a property was known only to the borrower and the lender due to fragmented registration system.
- People could obtain multiple loans on the same property. Some people used to take one loan from one bank, which would hold the deed papers. They used to take several more loans from other banks using attested copies of the deed, by claiming that they had lost the originals. Some people also used to obtain loans using entirely fake title deeds or by using colour photocopies of the original title deed.
- Properties with unpaid loans were also being sold without informing the buyers of the existing liability on the property.

CERSAI or Central Registry of Securitisation Asset Reconstruction and Security Interest was set up in 2011 under Section 20 of SARFAESI Act (Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002)

### OBJECTIVE:

**CERSAI is the central online security interest registry of India. It was primarily created to check frauds in lending against equitable mortgages, in which people would take multiple loans on the same asset from different banks.**

### AFTER implementation of CERSAI:

- CERSAI contains information on the equitable mortgage taken on a property along with details of the financial institution that has extended the loan as well as details about the borrower.
- CERSAI allows lenders to register transactions of securitisation and asset reconstruction.
- The CERSAI registry platform can be accessed online by financial institutions and the general public for a fee.
- It allows prospective lenders to check the registry to ensure that the property against which they are extending a loan to a borrower is not encumbered by a pre-existing security interest created by another lender. Even if it is, with details of the previous loan available to them, they can examine if the collateral value is sufficient for them to extend another loan, given the existing liability on the property. For the general public, it enables them to check the registry's records to ensure that any property they are planning to purchase, is free of any loan/security interest created by a lender.
- Effect of registration - deemed to be public notice from date of registration, with such registration by secured creditor or other creditor having priority over subsequent claims.
- No secured creditor shall be entitled to exercise the rights of enforcement under the SARFAESI Act, 2002 unless the secured interest is registered with the central registry.
- After registration of security interest, secured creditors will get priority in payment of debts over all other debts, revenues, taxes, cesses, etc. payable to central/ state governments or any local authority.
- Land record registries of different states are now being integrated with CERSAI. All the mortgage information on any kind of property, vehicle or other movable assets can be found on the central portal further ensuring that there is no multiple financing involved.
- SMS and email notification are sent on the registered phone number and email ID of the concerned user of the entities and CERSAI, which has been made mandatory in CERSAI 2.0.



## NATIONAL LEVEL INITIATIVES:

2.

# LAND AVAILABILITY: INDUSTRIAL INFORMATION SYSTEM

INITIATIVE :  
**INDUSTRIAL  
INFORMATION  
SYSTEM INTEGRATED  
WITH STATE GIS**

STATE/CENTRE :  
**CENTRE**

DEPARTMENT:  
**DEPARTMENT FOR  
PROMOTION OF  
INDUSTRY AND  
INTERNAL TRADE**

MINISTRY :  
**MINISTRY OF COMMERCE**

### BACKGROUND :

**BEFORE** the introduction of CERSAI:

DPIIT (Department for Promotion of Industry and Internal Trade) has created the Industrial Information System (IIS) as a one-stop solution for all types of information related to industrial parks. It will be integrated with the state GIS system for plot-level information and other relevant information related to the state's local authorities and revenue department.

### OBJECTIVE:

To create a single portal where investors and policymakers can see all the clusters, all industrial parks, all economic zones in the country, and provide seamless information to entrepreneurs and policymakers about the availability of land for industrial use across the nation.

## AFTER the implementation of the Industrial Information System:

- User is provided with end-to-end integration to guide investors in scouting industrial land.
- It provides information on plot boundaries (allotted, reserved and vacant), nodal point of connectivity including access to land and connectivity to national highways and state highways, Railways, Ports (if any), availability of raw materials in the vicinity both minerals, agricultural produces, contour of the land, presence of river, forest, drainage etc.
- The system enables the investors and industries to search the land availability, file application, track applications and obtain necessary approvals online
- It gives a time-bound mechanism of land allotment under the Public Service Guarantee Act.
- Aadhar-based digital signatures on system generated document.
- Payment gateways for collection of payment.
- User registration for industries based upon email and phone number and bank account number.
- Land bifurcation based upon multi-layered GIS Mapping.
- User to provide basic details, select plot based upon GIS map, plot size, location, and interactive user interface with multiple filters.
- The application is digitally signed based upon Aadhar.
- After filing the same, the user is required to pay the basic fees as the booking amount.
- The approval with Letter of Intent is sent in soft copies to the applicant.
- The user is given 60 days within which the acceptance and balance amount with details, and the survey is allowed to be taken.
- Post completion of the survey the applicant is given seven days to execute lease deeds.
- On completion of the process, the department issues the possession letter.
- six states (Goa, Gujarat, Haryana, Odisha, Telangana, Uttar Pradesh) have been integrated with the Industrial Integration System.
- 3376 industrial parks/ estates/SEZs in 5 lakh hectares has been mapped with Industrial information System.
- Real-time updates of information on industrial parks/ estate/ SEZs at the park level, sector level and plot level.
- Ranking of industrial parks may be carried out easily.
- No need to visit government offices.
- Deemed approvals for investments up to Rs. 10 crores.
- It provides a consistent and uniform experience to users in terms of presentation standard design layouts and navigation architecture.
- GIS-enabled layers on connectivity, infrastructure and heat maps are available on raw materials, exhaustive information of 177 industrial parks considered for the pilot phase of industrial park rating system, dynamic dashboard, and statistics reports.
- Easy registration process.
- Advanced search option which sector, district, range of land size, connectivity filters.
- Contact details of plot owners with the line of activity available.
- Investor can have an overview of allotted and vacant plots.
- Layers of forest, drainage and natural terrain updated.
- Easy toggle button available for satellite imagery, private parks etc.





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# **INTERNATIONAL PRACTICES**

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## INTERNATIONAL PRACTICES:

1.

# REGISTRATION OF BUSINESS: REALME

INITIATIVE :  
**REALME**

COUNTRY:  
**NEW ZEALAND**

CAME INTO EFFECT:  
**2013**

ACT/ NOTIFICATION:

**Electronic Identity Verification Act, 2013**

## BACKGROUND :

In 2013, New Zealand introduced RealMe, a login service that adheres to New Zealand government security, identity, and privacy legislation. It allows customers to use one username and password to access a wide range of multiple services online.

After successful authentication, the login service returns only one element to the organisation - the Federated Logon Tag (FLT). The FLT is a unique 35-character string specific to the individual customer and the government agency's online service. The RealMe login service is available to organisations on the broader government sector. It is not currently offered to commercial organisations. Other participating agencies are Kiwi Saver providers, insurance providers, banks, and financial entities (including non-bank deposit takers or NBDTs), financial advisers, market services licence holders, education and training organisations, law and conveyancing providers, accountancy providers and real estate agencies.



## AFTER implementation of RealMe Login service:

- Customers can log in into multiple online services with one username and password.
- Easy for use.
- No need to develop, implement and maintain own authentication service.
- Customer self-service and help desk support provided by RealMe.
- Removes the need to invest in future authentication technologies such as biometrics.
- Two-factor authentications are available where the service requires a higher level of security.
- No separate identity checks or paper documents required.
- Verify an individual's identity and receive that information instantaneously.
- Identity information can only be shared with the explicit consent of the customer.
- Non-repudiation - customer consent and transaction audit records are provided.
- Reduces administration issues - reduces duplication, data entry errors and costs associated with manual identity checking processes.
- The RealMe verified identity meets the identity verification code of practice requirements under Part 3: Electronic Identity Verification "a single independent electronic source that can verify an individual's identity to a high level of confidence."
- Customers can complete the identity requirements within your registration or sign-up process in one go, entirely online. They don't need to receive, check or store sensitive customer identity documents.
- RealMe verifies an individual's identity against official government records, then matches that individual against their photo.
- Real Me is free for customers. The Real Me login service has charges related to help desk support and two-factor authentications. The Real Me verified operational pricing model is based on individual assertions of identity received by the user's business, rather than a 'pay per search' approach. This means that when the user receives a Real Me verified identity assertion, it is complete and accurate. It provides free integration project support. There are no ongoing licensing or software fees.
- Apart from RealMe Login ID, the user needs to secure his New Zealand Business Number (NZBN) to start any business in New Zealand.
- The New Zealand Business Number (NZBN) is a unique 13-digit identifier for all New Zealand businesses, including companies, sole traders, partnerships, registered charities, trusts and government agencies. The NZBN is a GS1 standard issued by the Ministry of Business, Innovation and Employment (MBIE) to help businesses better connect and interact through a network of shared services. NZBNs link to the core information businesses are most often asked to share, like their trading name and phone number which saves time and money when transacting with each other and the Government.
- The NZBN is a Global Location Number (GLN), globally unique and part of a credible international system with strong links to trade and supply chain logistics. The NZBN will make the user visible to overseas trading partners in the GS1 cloud, making it easier to exchange the user's legal status and product information.

## INTERNATIONAL PRACTICES:

# 2.

## ONLINE SINGLE WINDOW SYSTEM: TSW

INITIATIVE :  
**TSW (TRADE  
SINGLE WINDOW)**

COUNTRY:  
**NEW ZEALAND**

CAME INTO EFFECT:  
**August, 2013**

MINISTRY/ DEPARTMENT:  
**New Zealand Customs Service & Ministry  
For Primary Industries**

### BACKGROUND :

BEFORE implementation of Trade Single Window System:-

- All people, goods, and craft entering and leaving New Zealand was reported to NZCS, and was mainly done using electronic messages based on an early United Nations trade facilitation committee data model.
- Airlines and shipping lines submit information about the aircraft or ship, and its cargo, crew and passengers, in messages, including Inward and Outward Cargo Reports. Information about arriving ships and crew was provided in an emailed form which was shared with MPI and New Zealand's maritime safety agency and port health officers.
- Commercial importers and exporters or their agents had to submit more detailed information electronically to obtain Customs clearance, including import entries and export entries.
- Earlier, the Customs system managed this, identifying craft and cargo that could pose a risk, managing import and export permit controls, collating information for invoicing duty and tax, sending clearance notifications to cargo terminals, and recording the results of inspections and audits for analysis and learning.
- Information on export and import cargo that was required to manage biosecurity and food safety risks was also sent to MPI systems. Importers were required to submit a Biosecurity Authority Clearance Certificate (BACC) application to MPI for inbound shipping containers and many imported consignments which were sent electronically or by fax, and were supplemented by data passed from Customs' system.
- Importers of certain foods were required to email documents to a central processing office to obtain an import permit, and most animal and plant products exported from New Zealand was required to be accompanied by an approved export certificate which exporters applied for through MPI's export certification systems.
- The earlier NZCS and MPI systems lack the flexibility to respond to the increasing demands being placed on them to manage border risks while ensuring the smooth flow of trade and travel.
- The earlier systems and border processes were not well integrated, requiring the duplication of data and processing which slowed down the supply chain.
- While many commercial freight software products were able to join up information at the 'front end' for industry users, at the 'back end' the data was sent to the agencies separately, and updating software proved to be complex when there were changes.
- Clients were limited to using one mandated 'messaging gateway' for sending electronic messages to NZCS and MPI.



## OBJECTIVE:

The New Zealand Customs Service (NZCS) and Ministry for Primary Industries (MPI) developed the Joint Border Management System (JBMS). The JBMS modernizes the two agencies' border systems and allows them to better share processes, data and technology. The TSW is a key component of the JBMS, and was created with an objective to provide a single channel for New Zealand's international cargo industry to submit information and receive responses from border agencies

### AFTER implementation of Trade Single Window System (TSW):-

- The smarter, swifter 'Joint Border Management Systems' initiative modernizes the two agencies' border systems and brings a fundamental change to the way NZCS and MPI operate at the border.
- It enables the agencies to work more collaboratively, with shared processes, data and technology.
- The TSW provides a single channel for importers, exporters and their agents to provide information required by border agencies.
- It cuts out the duplication of data and connections required for submitting information to the agencies' separate systems. The richer information available in new messages is shared by NZCS and MPI to support New Zealand's border and revenue protection, and management of biosecurity and food safety risks.
- The country's maritime safety agency and port health officers can also access information about craft and crew, and give directions to ships via the TSW.
- New message formats- The new electronic craft and cargo reporting and clearance messages are one of three key changes as a result of the TSW. They are based on Version 3.2 of the WCO Data Model (WDM3), enabling information requirements to be harmonized across the border agencies as much as possible. These new WDM3 messages are shared by the border agencies, starting with NZCS, MPI, Maritime New Zealand and port health officers. For example, the WDM3-based Import Declaration combines the Customs, biosecurity and prescribed food information required for clearance, in one message.
- New connection options- The second key change with the TSW is the availability of new options for clients to submit messages, providing the opportunity to reduce transaction costs.
- Clients also have the option of connecting directly to the TSW, without having to use a messaging service provider. This provides cost savings, depending on the client's volume of messages and setup costs. It is ideally suited to clients with a reasonable level of information technology expertise to establish and maintain the connection, and to meet security requirements.
- For clients with lower message volumes, the TSW Online Website is an alternative to the current online service. TSW Online uses the WDM3-based cargo reporting and clearance messages, and is operated by NZCS and MPI.
- Self-managed registration NZCS issues client codes to importers, exporters and overseas suppliers, and to organizations or individuals who want to submit messages to the system.
- The third key change is that the TSW allows clients to register online for joint NZCS and MPI codes, and maintain their own details from thereon, improving efficiency and responses times.
- Piloting the TSW with a range of industry partners, including a large freight forwarder, a multi-national express courier, Customs and freight software providers, and TSW Online users. The involvement of these players has been vital for real-life testing of the direct connection facility and new WDM3 messages before the TSW was opened to the wider industry.
- As well as reducing the duplication of data and the need to connect to two systems, the ability of clients to provide more detailed information before the arrival of goods and craft means border agencies will be able to provide earlier confirmation of the clearance status to help with planning.
- Clients who comply with border requirements and present low risk faceless intervention.
- Wider benefits within New Zealand - the TSW enables more information to be shared electronically with industry partners, such as ports and transporters, to support logistics planning.
- In the longer term, the TSW sets up the foundation for better facilitation of trade through country-to-country data sharing, an objective of both the WCO and the Asia Pacific Economic Cooperation (APEC) bloc.
- The JBMS programme is also a key contributor to the New Zealand Government's goal for 'Better Public Services' through online services, and provides better value for money through multi-agency use of capital assets, and more efficient agency processes through joined-up systems.

## INTERNATIONAL PRACTICES:

## 3.

REGISTRATION OF BUSINESS:  
BUSINESS NUMBER

INITIATIVE :  
**BUSINESS NUMBER**  
[One Business,  
One Number]

COUNTRY:  
**CANADA**

CAME INTO EFFECT:  
**2010**

MINISTRY/ DEPARTMENT:  
**Ministry of Labour, Canada Revenue Agency**

**BACKGROUND :**

BEFORE implementation of Business Number, business owners had to keep track of many account numbers. There was no common number to identify businesses, which resulted in companies being registered under different numbers or with slightly different information.

In 2010 the Government of Canada developed a single Business Number (BN) system for businesses in Canada under the “One Business, One Number” project.

**OBJECTIVE:**

The primary objective for introducing Business Number was that a universal identifier for a company would make it simpler and more convenient for businesses to connect with the Ministry of Labour and other partners. The Ministry of Labour transitioned to the single Business Number to better communicate with business owners.

The Business Number (BN) is a nine-digit number that Canada Revenue Agency will assign to a business (or other organisation such as a charity) for tax matters related to business in Canada. Having a BN lets businesses and other organisations simplify their dealings with each other and all levels of the public sector. The BN is based on the idea that each organisation has one number.

An account number is a 15-digit number which consists of your unique 9-digit BN to identify your business, two letters to identify the government program, and four digits to identify a specific government account. CRA Business Numbers are linked to entity type. If you are no longer operating as the same entity type, you will be required to close the CRA Business Number associated with the former entity type. If you provide an email address during your registration, the BN is sent to the email address within 48 hours. If no email address is provided, the BN is mailed to the mailing address provided during registration within ten business days. CRA will keep your BN in active status if you close your business until all appropriate CRA program accounts (GST, payroll, etc.) are closed. Once your CRA account is clear, CRA will close your BN.





### AFTER registration of Business Number:

- Customers can access any of the linked services offered by different government program areas with just one Business Number.
- One number enables easier transactions for businesses within Canada.
- Various federal and provincial government organisations mandate business number. British Columbia, Manitoba, Ontario, Nova Scotia, New Brunswick, and now Saskatchewan, are all provincial BN partners with the CRA. In addition, the following federal programs require a BN: GST/HST, Payroll, Corporate Income Tax, Import/Export. If you decide to register for any one of them, you will need a BN.
- The BN simplifies user interactions with all levels of Government (federal, provincial, and municipal) by allowing their information to be safely and securely shared with other participating BN partners, as permitted by law. This reduces the need for re-entering the user's business information over and over again when completing common registrations.
- The BN saves time by providing one easy identification method so the user can spend less time resolving identity issues and receiving faster service from the Government.
- The BN works to minimise mistaken identity occurrences, which can sometimes be associated with using a business name as an identifier. BN provides certainty and consistency for the user's business and Government.
- There are no registration or maintenance fees and no renewal processes associated with the BN. The user's business will retain its BN throughout its business life cycle.
- Once a business number has been assigned for a new business corporation client, a corporate tax account is also created at Canada Revenue Agency. A tax information package will be mailed out within 45 days after registration. The business corporation will then be required to file corporate income tax within six months after its year-end.
- It makes it easier for businesses to communicate with certain provincial or federal ministries about the user's accounts. It simplifies Business-to-Government interaction, as business owners will eventually be recognised across various Government program areas by their Business Number.

INTERNATIONAL PRACTICES:

4.

## LICENSING: GO BUSINESS LICENSING

INITIATIVE :  
**GO BUSINESS  
LICENSING**

COUNTRY:  
**SINGAPORE**

CAME INTO EFFECT:  
**31.10.2019**

MINISTRY/ DEPARTMENT:  
**Ministry of Trade & Industry, Smart Nation and  
Digital Government Office, GovTech**

### BACKGROUND :

BEFORE implementation of Go Business Licensing, owners had to apply for many licenses, permits, and certificates under a range of Government agencies. The processes were often complicated and confusing, especially for first-time owners. Business owners would previously have to fill up to 845 data fields across 14 forms administered by different Government agencies.

The GoBusiness licensing portal was officially launched on 31 October 2019 and was jointly developed by the Ministry of Trade & Industry (MTI), Smart Nation and Digital Government Office (SNDGO) and GovTech.

### OBJECTIVE:

GoBusiness Licensing is a business licensing portal that aims to deliver a more user-friendly and efficient licensing experience for businesses. It is the result of a deep dive into the regulatory requirements for the food services sector, which reviewed how to streamline regulations and simplify and automate processes from the businesses' perspective. GoBusiness Licensing is a business licensing portal that aims to deliver a more user-friendly and efficient licensing experience for businesses.



## AFTER the implementation of Go Business Licensing:

- The one-stop portal simplifies the application and payment of license-related fees and allows businesses to simultaneously apply for multiple licences. Other features include the updating, renewal and termination of licences.
- Dashboard view of the user's on-going applications/licences and payments.
- Enhanced process to connect the user's business with licensing agencies.
- Complete tracking of the user's current/past transactions.
- 360-degree view of the user's licences with other Government agencies.
- One-stop communication with licensing officers during application process.
- Participating agencies include:- Early Childhood Development Agency (ECDA), Housing & Development Board (HDB), Hotels Licensing Board (HLB), Health Sciences Authority (HSA), Enterprise Singapore (Enterprise Singapore), Infocomm and Media Development Authority (IMDA), Ministry of Education (MOE), Ministry of Law (MINLAW), Ministry of Manpower (MOM), National Environment Agency (NEA), Public Utilities Board (PUB), Singapore Civil Defence Force (SCDF), Singapore Police Force (SPF), SkillsFuture Singapore Agency (SSG), Urban Redevelopment Authority (URA) etc.
- Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions.
- Business users will now have the option of using CorpPass as a login mechanism to access GoBusiness Licensing, when transacting with the Government online. By segregating login IDs used for corporate and personal transactions, CorpPass enhances personal privacy and protects sensitive business information.
- With the introduction of CorpPass in GoBusiness Licensing, CorpPass will eventually replace SingPass or GoBusiness Licensing ID for corporate transactions. SingPass and GoBusiness Licensing ID will remain available to support personal transactions by individuals.
- Business entities can now opt to activate CorpPass as the only choice of login method on GoBusiness Licensing. They will no longer be able to use their personal SingPass or GoBusiness Licensing ID. This encourages entities to start segregating login IDs used for corporate and personal transactions and enjoy the benefits of CorpPass enhancing personal privacy and protecting sensitive business information.
- After successful login with CorpPass, the user will be required to perform a one-time activation in GoBusiness Licensing. The user has to provide correspondence email and verify his corporate records in GoBusiness Licensing before proceeding with the activation.
- GoBusiness Licensing is a one-stop portal for businesses to apply for several licenses simultaneously, along with an easy application and effective payment process.
- A revamp to License One, GoBusiness Licensing now has a built-in "Guided Journey" feature, to help beginners navigate through the licensing process step by step. This feature allows owners in the F&B industry by setting up a personalised dashboard for their business's needs. GoBusiness also has a "Self-Service" feature for the applicants already familiar with the application process.
- Business owners will no longer have to fill up hundreds of data fields across too many forms requested by the various Government agencies. With GoBusiness Licensing, it will all be reduced to a single form with only 90 data fields.
- With one form, you can save up to 14 days' worth of waiting time as data will now be disseminated to all relevant agencies in one go.
- With the Guided-Journey feature, the portal can now detect the kind of business you are running based on your business concept and inform you of the licenses you need. The portal will also map out the order in which your licenses need to be applied in.
- With certain unnecessary steps removed, the user can save up to \$560 in application and processing fees.
- New business owners can now focus their efforts on other important areas such as operations and logistics.
- GoBusiness Licensing had a review process where the team collected feedback from business owners, both existing and new, and from RAS to ensure that the portal's features are beneficial to F&Bs.
- It tells the user which licences he will need and maps out the order in which to apply for them.
- The user can get all the licences he needs with a new and improved application form, streamlined to save him from the hassle of entering the same details again and again.
- With a personalised dashboard, the user can get a clear overview of his businesses and their applications. The intuitive interface is easy to use and alerts the user of upcoming deadlines and next steps.

INTERNATIONAL PRACTICES:

5.

**LICENSING:  
REVERSE LICENSING (OSS)**

INITIATIVE :  
**REVERSE  
LICENSING (OSS)**

COUNTRY:  
**INDONESIA**

CAME INTO EFFECT:  
**21.06.2018**

MINISTRY/ DEPARTMENT:  
**Government Regulation No. 24/2018**

**BACKGROUND :**

On 21.06.2018, the Indonesian government introduced the Online Single Submission (OSS) System to accelerate and facilitate licensing services in Indonesia.

**OBJECTIVE:**

To unify Indonesia's licensing system by creating an online integrated services system, so all licensing applications are processed through one online system, and thereby reduce the bureaucratic step needed to obtain business licenses, at both local and national levels as well as to promote transparency.



### AFTER implementation of OSS:

- The licensing process has been simplified and made paperless.
- Licenses and registrations will be issued "in reverse," meaning the OSS system will issue a "temporary" license after submitting the required information, and the license will only become effective once post-issuance requirements are met.
- A significant portion of capital investment licensing is transferred to the OSS system.
- Simplification of Licenses: GR 24 introduces new types of licenses and registrations through the consolidation and/or abolishment of older licenses.
- The new licenses and registrations introduced by GR24 are as follows: Business Identification Number (NIB), Import Identification Number (API), and Customs Access Right.
- Companies with a Business License may engage in the following activities: (i) land procurement; (ii) construction and operation of buildings; (iii) procurement of equipment and facilities; (iv) hiring employees; (v) completion of certification or quality testing; (vi) production testing (commissioning); and (vii) production.
- Commercial/Operational License- certain businesses must obtain a Commercial/Operational License before beginning commercial operations. The OSS system will generate a Business or Commercial/Operational License once a completed application is filed. However, the license will clearly state that it will only become effective once the required commitments are met.
- The OSS system has been developed in the spirit of deregulating and simplifying business licensing. Significant changes have been made to the previously applicable rules.
- Integrated and online: The OSS is a business licence processing system that will solely issue licences for and on behalf of ministries, heads of agencies and institutions, governors, regents, and mayors to investors, via an integrated electronic system.
- Through the OSS system, investors no longer need to process the required licences through different ministries and institutions. The OSS is also connected with local Governments throughout Indonesia; hence, licensing can be conducted anywhere, and not necessarily at the business location.
- Applicable for all businesses: The OSS system applies to all businesses, including those with existing licences. Non-individual investors may take the form of a legal entity.
- Single identity: The OSS system would enable the storage of all data related to the business licence under one sole identification, which is referred to as the business identification number (NIB). Once obtained, a NIB can be used to apply for business, commercial and operational licences under the OSS.
- Under the NIB concept, any change in business identity would automatically change all existing licences, so that there would be no need to do them one by one, as was the case with the previous system.
- Self-assessment principle: Under the OSS, investors are expected to conduct self-assessments and ensure the compliance and fulfilment of all licensing requirements, instead of government-monitored compliance. The required licence will not be issued or suspended until the applicant fulfils or complies with the specific obligation in question.
- The intent is that when obligations are fulfilled, it will be recorded in the OSS system so that relevant government agencies are aware of the compliance. The OSS system will not issue an additional document to confirm the effectiveness of any licence.

## INTERNATIONAL PRACTICES:

## 6.

**ONLINE SINGLE WINDOW SYSTEM:  
NACCS**

INITIATIVE :  
**NACCS (NIPPON  
AUTOMATED CARGO AND  
PORT CONSOLIDATED  
SYSTEM)**

COUNTRY:  
**JAPAN**

CAME INTO EFFECT:  
**JULY, 2003**

ACT/ NOTIFICATION:  
**NACCS SPECIAL RULES, 1977**

**BACKGROUND :**

In 1978, Japan introduced Air-NACCS as an electronic system covering air cargo import declarations and other related procedures. The coverage of Air-NACCS was expanded later to include export procedures, and extended to other major airports throughout Japan. Then, Sea-NACCS was introduced in 1991 and the coverage of Air-NACCS and Sea NACCS was expanded to all the seaports and airports in Japan in 1999.

The Finance Minister of Japan proposed on August 28 2001, as part of the Shiokawa initiative, Reforms of International logistics, which included incorporating already existing Nippon Automated Cargo Clearance System (NACCS) and other already computerized trade related administrative procedure system into a comprehensive computer interface system, which would enable the submission of all trade related documents with a single transition. The System was thereafter renamed Nippon Automated Cargo and Port Consolidated System, having been enabled to process various border procedures under the laws and regulations of the relevant ministries' jurisdictions. The system provides for online processing of regulatory procedures of customs and other related administration as well as related private sector services for arriving/departing ships and aircrafts or import/ export cargos in Japan.

**OBJECTIVE:**

To provide a One Stop Service to realize more expeditious and simplified import processing and to bring great benefits for customs brokers and importers



### AFTER implementation of Nippon Automated Cargo and Port Consolidated System:

- Japan's Single Window System enables users to implement all the necessary procedures of the relevant Ministries by single entry and transmission of data.
- For import/ export procedures, Single Window Service has greatly contributed to the reduction of cargo clearance time
- The number of the import declarations has tripled in 20 years. On the other hand, time needed for the customs clearance of import goods has been shortened to less than a third in this period. Interfaces between NACCS and systems of the relevant Ministries were initiated in 2003, and have contributed to shortening of processing time for procedures related to the trade and international logistics since then
- In connection with designing of a Single Window, administrative procedures were reviewed and simplified, with subsequent harmonization of forms, terms and data. This work has freed users from inputting data repeatedly and has allowed reuse of the inputted data. For instance, for port related procedures, Single Window Service has reduced the necessity of submitting same message several times since such users (e.g. ocean carriers and agents) can send data, such as port entry, to the relevant Ministries with one submission
- The help desk of the Single Window Service is operational 24 hours/day and 365 days/year for user inquiries which has been merged with the NACCS Centre
- The Common Portal plays the role of an entrance for the Single Window Service. The Common Portal implements the function to issue "Common Registration Number" that links customs declaration and other trade procedures of relevant Ministries for declaration/ application status management. The Common Portal is capable of delivering messages to each administration in a common format and protocol using one single message transmission made by users
- The applications to use each administrative system were integrated into one single procedure, and private sector user may apply for the use of Single Window through a function of the Common Portal. The users can utilize all the connected systems with a single ID and password provided as a function of the Common Portal. The Common Portal timely provides users of private sectors with information related to operation of relevant systems in a single website.
- 16 IMO FAL based forms were reduced to 8 forms. In the case of 8 non-IMO FAL based electronic forms (Application for Berth Assignment, Application for Berth Charge, Application for Moorings, Report on the Financial Security Information, Report on Security Information of Ship, Application for the Night Entrance to the Port, Entry Notification, Additional Report), they were reduced to a single form (Pre-arrival Procedure Form). As a result, around 600 data were reduced to 200 in total

INTERNATIONAL PRACTICES:

7.

## CUSTOMS CLEARANCE SINGLE WINDOW: AL-NADEEB

INITIATIVE :  
**AL-NADEEB**

COUNTRY:  
**QATAR**

CAME INTO EFFECT:  
**September, 2013**

MINISTRY/ DEPARTMENT:  
**General Directorate of Customs**

### BACKGROUND :

BEFORE implementation of Al-Nadeeb, Qatar Customs started using a computerized customs clearance system in 1994. That system was designed in COBOL programming language. A new customs clearance system in the name of "Binneima", launched in January 2004, was implemented in line with technological developments at that time to meet the requirements of the GCC Customs Union and requirements of the World Customs Organization.

Due to considerable progress in information technology world in terms of speed and modern technologies, the limitations of the Binneima system was severely felt.

A global consultancy company (BOOS ALLEN HAMILTON) was engaged to evaluate the system after four years of operation. Its results lead officials to create a new system which meets State officials' expectations to connect all ministries and Government agencies with an electronic system, with the view of simplifying and organizing customs procedures and fulfilling regional and international requirements. Accordingly, it was agreed to establish a new system to achieve the desired goals and meet the international standards.

### OBJECTIVE:

The electronic system of Al Nadeeb was designed to facilitate commercial and customs operations and focus on customer satisfaction in accordance with the standards of the World Customs Organization and the World Trade Organization agreements, without harming security or revenues of the state.



### AFTER the implementation of Al Nadeeb:

- The one-stop portal has transformed Qatar into an active partner in facilitating global trading by providing a fully transparent customs environment while ensuring security and safety through unique system for risk management and selectivity
- The Portal helps review and improve all customs operations and procedures to build an integrated community ready to work on electronic single window system and conforms to international and regional standards
- It is integrated with all government agencies and private sector involved in customs procedures through a Qatar single window system as well as to develop import and export services with business partners
- Promote high level of human and technology capabilities to reach a record time in completing customs procedures and reach to inspection stage.
- Provide high quality value added services to the commercial community.
- It helps customs facilitating flow of goods into Qatar by imposing different sets of rules, such as:
  - Information authenticity validation rules
  - Tariff management rules
  - Value management rules
  - Risk management rules
  - Selectivity rules
  - Post Clearance audit rules
- Identify all types of customs risk for consideration, analysis, and taking necessary actions to monitor and reduce instances of commercial circumvention related to customs procedures and warding off dangers
- Raise the proportion of commitment to regulations, laws and regulations related to risk management in particular and customs work in general
- Balance between facilitation and commitment with provision of appropriate customs facilities to companies and establishments committed to customs procedures
- Create general standards designed to speed up completion of the procedures in accordance with selectivity criteria and customs lanes system
- Possibility of following up and analyzing consignments, target dangerous points and extract statistics and information.
- Assists in implementing policies in a better and consolidated manner;
- Provides operational information for government agencies, which helps in improving the operations performance;
- Consolidated and joint operations provide efficiency in performance and commitment to reduce errors and time of work cycles; and
- Internal reports help improving the Authority vision regarding workflow and setting up of future development plans.
- The system provides several statistical and query reports used for multiple purposes in order to set development plans
- The system is integrated with:-
  - Concerned government authorities (Ministries-authorities-establishments)
  - Shipping and navigation lines/companies.
  - Clearance agencies
  - Importers and exporters