



Government of India
Ministry of Commerce and Industry
Department for Promotion of Industry
and Internal Trade



A Progress Report on Reduction of Compliance Burden

For Ease of Living of Citizens of India





“ Across the globe there is a growing realization that such a large and developing country as India, can dream big and make such a big leap. ‘Ease of Doing Business’ seems just a milestone; however, my ultimate objective is to achieve ‘Ease of Living’, where a common man does not have to go through painful exercise himself to get clearances from Government, he gets his due rights easily and thus there is a need for us to proceed in that direction. ”

Shri Narendra Modi
Prime Minister
(Independence Day Speech, 2019)

“ Good and Smart governance is needed to implement transformational reforms. World is witnessing how India is writing a new chapter on governance. There is no dearth of political will for implementation of high impact reforms in India. ”

“ More than 15,000 compliances have been reduced to give impetus to Ease of Living and Ease of Doing Business. Citizens and Businesses have experienced the reforms such as faceless tax assessment, rationalized labour codes, liberalized regulations for geospatial data and BPO-ITeS industry, etc. ”

Shri Narendra Modi, Prime Minister
(Independence Day Speech 2021)

पीयूष गोयल
PIYUSH GOYAL



वाणिज्य एवं उद्योग,
उपभोक्ता मामले, खाद्य और सार्वजनिक
वितरण तथा वस्त्र मंत्री, भारत सरकार
MINISTER OF COMMERCE & INDUSTRY,
CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION AND
TEXTILES, GOVERNMENT OF INDIA

Foreword

Hon'ble Prime Minister, Shri Narendra Modi ji's vision of ensuring 'Ease of Doing Business' along with 'Ease of Living' to citizens, especially to the poorest of the poor, can be enabled through innovation and use of technology. This involves simplification of processes and rationalising compliances. It is under his leadership that the Government is committed to ensure policy-based governance.

Department for Promotion of Industry and Internal Trade (DPIIT) has commenced an important exercise to reduce burdensome compliances impacting lives of citizens since the last two years. I am happy to share that we have received an overwhelming and enthusiastic response from all stakeholders to identify such compliances and reduce them in a time-bound manner.

Hon'ble Prime Minister has directly supervised this exercise and Cabinet Secretary has provided continuous guidance and conducted review meetings for the successful implementation of this initiative. This report presents some shining examples of the ongoing exercise towards creating a conducive business environment. Also, notable reforms undertaken are presented in the subsequent chapters.

I would like to express my gratitude to the Ministries and the various State/UT Governments, which have actively participated in this unique initiative. I would like to thank industry associations such as CII, FICCI and ASSOCHAM, and all other stakeholders who have actively participated in the consultation process to ensure that the voice of citizens and industry is heard.

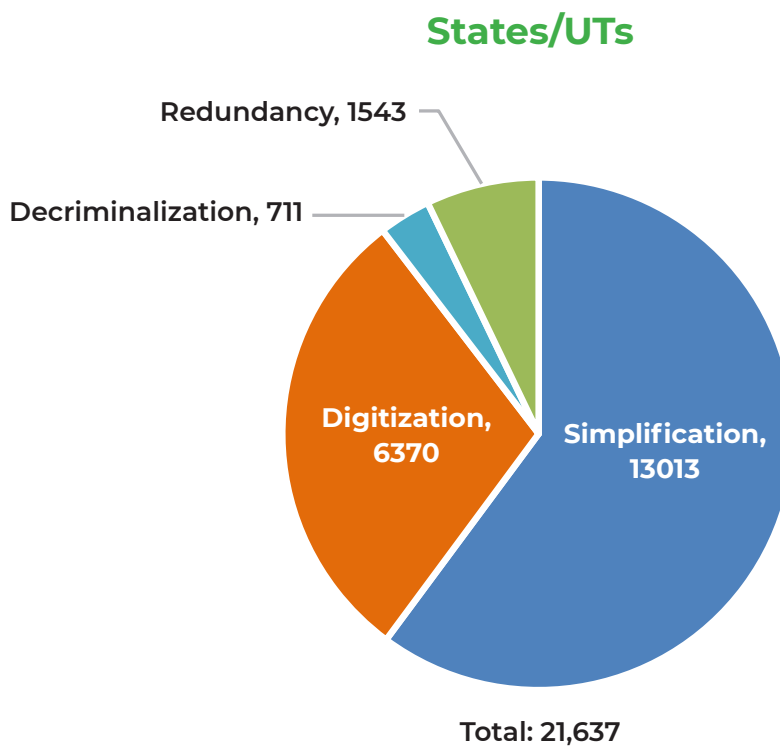
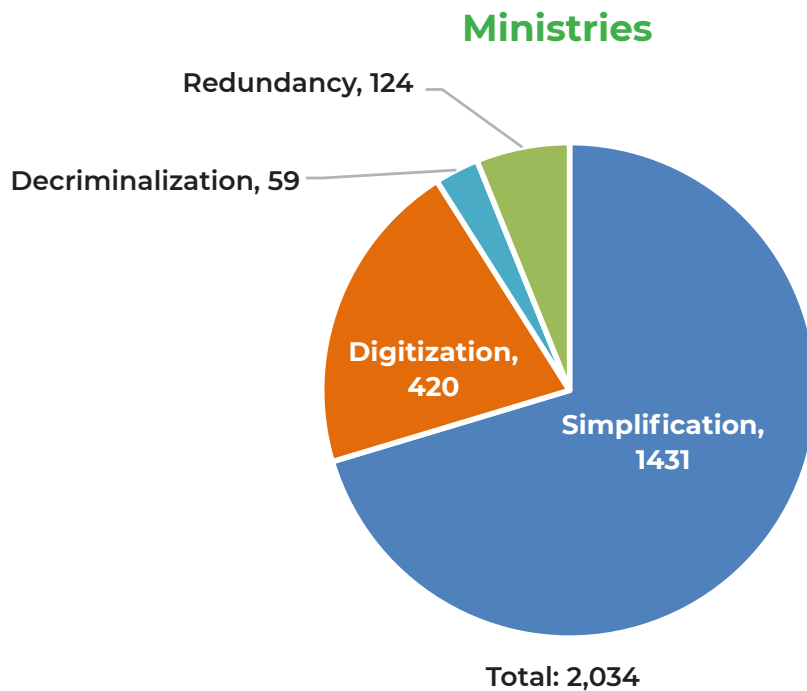
The journey so far has been truly inspiring and challenging. I want to use this opportunity to place my highest appreciation for Late Dr. Guruprasad Mohapatra, Secretary DPIIT for his immense contribution to this exercise. He provided the required thrust and leadership to the initiative by involving all stakeholders.

Citizens are paramount to all initiatives of the Government of India. Reduction in compliance is now envisaged as a continuous consultative process. We welcome your observations and suggestions to help us serve you better.

Piyush Goyal

Status of Reduction of Compliance Burden

(Across focus areas, as on 09th September 2021)



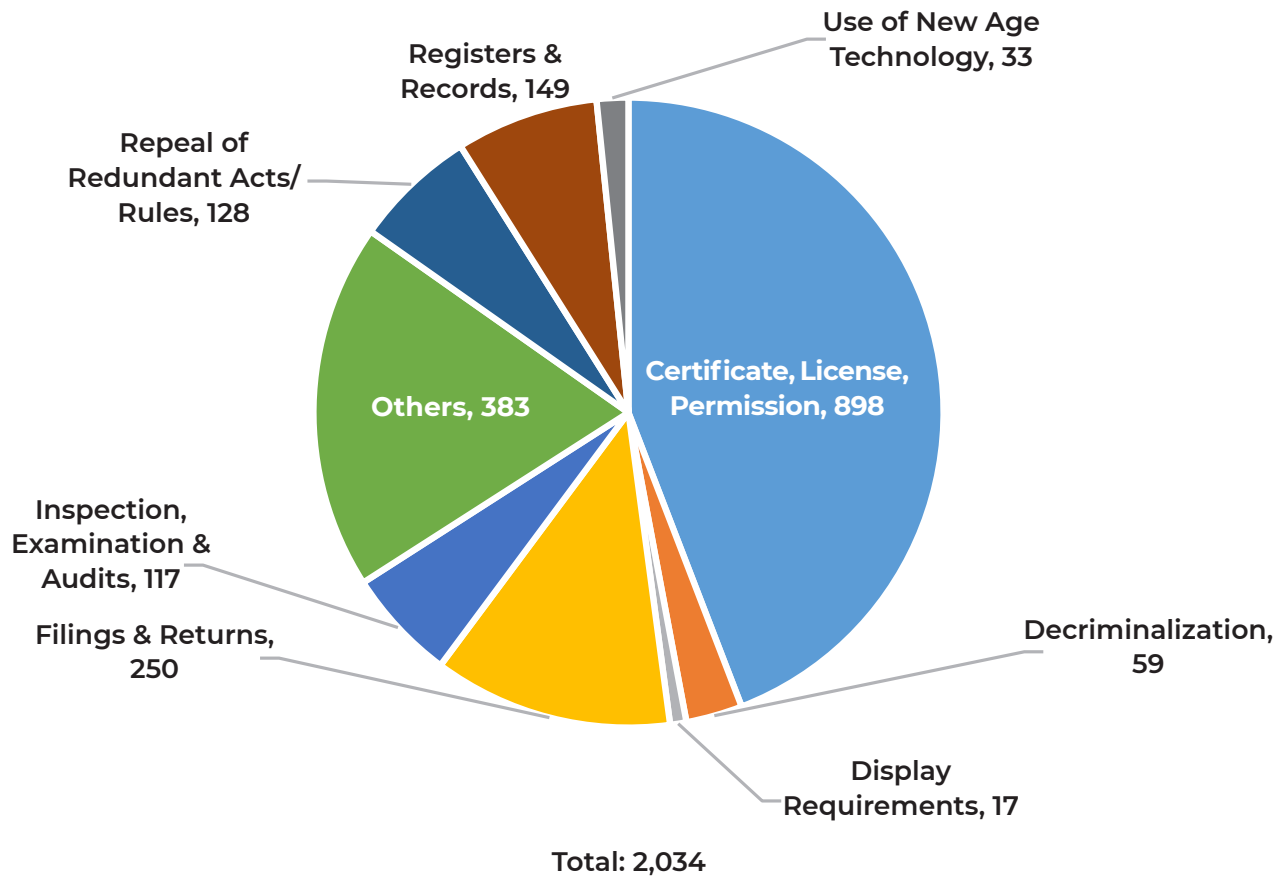
- Simplification: Reduction of compliances related to Procedures, Rules, Notifications, etc.
- Digitization: Creation of Online Portals and Interfaces
- Decriminalization: Removal of penal provisions for technical and minor non-compliance issues
- Redundancy: Repeal, amend or subsume redundant Laws

| | Simplification | Digitization | Decriminalization | Redundancy | Total |
|--------------|-----------------------|---------------------|--------------------------|-------------------|---------------|
| Ministries | 1,431 | 420 | 59 | 124 | 2,034 |
| States/UTs | 13,013 | 6,370 | 711 | 1,543 | 21,637 |
| Total | 14,444 | 6,790 | 770 | 1,667 | 23,671 |

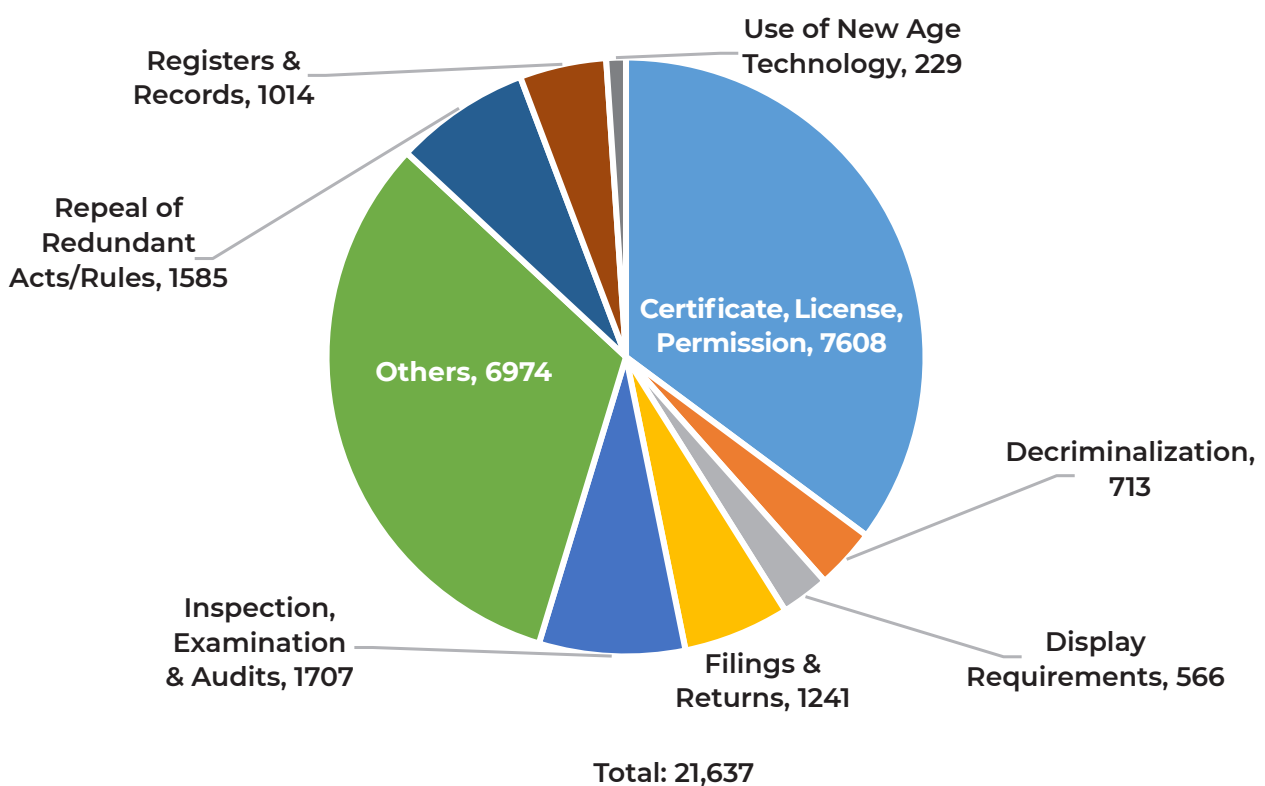
Status of Reduction of Compliance Burden

(Across compliance categories, as on 09th September 2021)

Compliance Categories - Ministries



Compliance Categories - States/UTs



*Others include Digitization, Frequency of reporting, Intimation, number of documents, etc.

EXECUTIVE SUMMARY

With the clarion call of “Minimum Government, Maximum Governance” in 2014, the Hon'ble Prime Minister of India, Shri Narendra Modi, pioneered a revolutionary mission to improve the regulatory and governance model. His firm belief that “government has no business to do business” has led to a paradigm shift in the perception of government’s role now as an architect of delivering quality living environment and as a catalyst for businesses.

It is with this intent that the Government of India embarked on an ambitious journey to reduce burdensome compliances. Central Ministries, Departments, States and Union Territories carried out a comprehensive exercise to analyze all Acts, Rules, regulations, notifications along with schemes, subsidies, grants, etc., administered by them, identify burdensome compliances and prepared a time-bound action plan to reduce them.

Every Ministry/Department and State/UT was asked to conduct a comprehensive review of compliances under their purview to understand their relevance and rationale and undertake a complete process re-engineering to eliminate burdensome compliances through:-

- **Removal of unnecessary licenses, certifications and permissions, introduction of one-time registrations**
- **Rationalization of renewals, extending their periodicity, etc.**
- **Introducing provisions for self-certifications, deemed approvals, etc.**
- **Undertaking comprehensive inspection reforms (reducing frequency, third-party inspections, standardization)**

Digitization has been leveraged for implementation of reforms for reducing compliance burden with effective risk management. **Creation of online interfaces** to promote service delivery to citizens and businesses; digitization of records; online disbursement of incentives, approvals and certifications have led to time and cost savings and made the entire interface seamless for stakeholders. Due attention has been accorded to removing compliances that negatively impact quality of living and business sentiments.

Some of the iconic reforms undertaken to ease compliance burden on citizens and businesses are removal of distinction between Domestic and International **OSP (other service provider)**, liberalized access to **geospatial data**, introduction of **'Mera Ration'** mobile app, introduction of single step online Aadhaar validation process for 18 services associated with Driving License (DL), Registration Certificate (RC), etc.

Government of India is focused on decriminalization of minor offences to remove fear of prosecution for law abiding corporates and boost

investment. 46 penal provisions of the Companies Act, 2013 have been decriminalized.

It has given immense boost to investors' confidence with more than 1,55,000 companies incorporated in 2020-21, which is a 27% increase as compared to 2019-20.

Through business process re-engineering, States/UTs have reduced time for granting approvals/licenses, eliminated physical touch-points and brought transparency in inspections. Single window clearances for new investors have reduced the time to start operations across businesses. State Governments have maintained the momentum of continued reforms by implementing licensing reforms, computerized central random inspection system, labour reforms, initiatives to support Medium, Small and Micro Enterprises (MSME) and promote industrial development in the true spirit of cooperative federalism.

The intent doesn't stop here! Exercise of reducing compliance burden will continue to create a more citizen and business friendly regulatory regime.

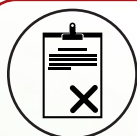
Strategic Approach Towards Reduction of Compliance Burden

Institutional approach to the reform agenda

The agenda for reforms and reduction of compliance burden to "Ease of Living" and "Ease of Doing Business" was firmly set by Hon'ble Prime Minister of India, Shri Narendra Modi, during his speech on Independence Day, 15th August 2019.

To spearhead the mission, Department for Promotion of Industry and Internal Trade was appointed to act as the **nodal department for coordinating the exercise of minimizing compliance burden for citizens and businesses** on 13th July 2020.

The objective set for this comprehensive exercise was to improve ease of living and ease of doing business by simplifying, rationalizing, digitizing and decriminalizing government to business and citizen interfaces across all Ministries/Departments and States/UTs, by following a 4-pronged strategy:



Eliminate compliance burden across all procedures, rules, notifications, circulars, office memorandums, etc. which merely add to time and cost without achieving any tangible improvement in governance



Digitization: Creation of Online Interfaces



Repeal / amend / subsume redundant laws



Decriminalize laws pertaining to technical and minor non-compliance issues to eliminate constant fear of being prosecuted for trivial defaults, while retaining strict criminal enforcement for serious fraudulent offences that jeopardize and prejudice public interest

The systematic exercise across departments and states was envisaged in **two phases**:

Phase I (31st March 2021): Compliance burden was targeted to be reduced in six areas that did not require amendments to any laws. This included removal of renewal requirements for licences; implementing third party or joint inspections with government authorities; standardizing and simplifying return filing and reducing the number of filings; rationalizing or removing maintenance of registers and records; minimizing or eliminating display requirements for licenses and digitizing and simplifying all manual records and procedures.

Phase II (15th August 2021): Compliance burden had to be reduced in three areas that required amendments to existing laws. It included identifying and decriminalizing regulations which prescribe imprisonment as punishment for minor offences; identifying and repealing archaic laws and rules; and intensive use of new-age technologies such as blockchain, artificial intelligence and chat-bots.

DPIIT adopted a coordinated approach to closely interact, liaison and monitor progress of reforms across all Central Ministries and States/UTs. Each Department and State/UT appointed a nodal officer for coordinating the exercise for reduction of compliance burden.



Marking the significance of the ongoing reform process, **a comprehensive review was chaired by the Hon'ble Prime Minister, Shri Narendra Modi in December 2020.** During the review it was emphasized that citizens should be the focus of this exercise and all efforts should be made to reduce citizen centric compliances.

Cabinet Secretary regularly monitored the progress of the exercise. DPIIT facilitated **monthly review meetings** with Central Ministries and States/UTs to discuss progress of the reforms and requests raised across Central Ministries and States/UTs.

In order to streamline and accurately record all activities, DPIIT conceptualized and launched an online platform – **Regulatory Compliance Portal on 1st January 2021.** The portal is accessible to all Ministries/Departments and States/UTs, working towards reducing compliance burden. Major industry associations have access to the portal and are encouraged to transmit the voice of industry and raise requests for reduction of burdensome compliances. For effective utilization of the portal, the department **conducted more than 70 capacity building sessions** along with providing full-fledged support to all stakeholders in identification of burdensome compliances, preparation of action plan and uploading of necessary details. Specially trained resources of DPIIT maintained **continuous interactions** with all Nodal Officers across all Ministries/Departments and States/UTs.

Through a simple, transparent, and time-bound exercise various government agencies have rationalized or **reduced more than 23,000 compliances** on citizens and business activities. The States and Central Government proactively supported each other in driving these reforms across Central Ministries and State Governments.

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Iconic Reforms



Ministries/ Departments

Department of Food and Public Distribution

- Migrant beneficiaries have been empowered to get their entitled quota of food grains from any electronic point of sale (e-PoS) enabled **fair price shops across the country**. This has been achieved by making the Ration cards portable for nearly **75 Crore beneficiaries**. To improve the transparency for Citizens, **'Mera Ration'** mobile app has been launched with features to identify the nearest fair price shop and check entitlement details.

Ministry of Road Transport and Highways

- **Single step online Aadhaar validation** process has been introduced for 18 services associated with Driving License, Registration Certificate, etc. This has **eliminated** the need for **physical visits by Citizens** to Road Transport Offices. In addition, **vehicle registration** has been enabled at the **dealer** end at any location across the State.

Ministry of Education

- **Free access** to NCERT, CBSE and SCERT curricula has been **provided to learners and teachers** across the country through a DIKSHA portal. 1.85 lakh pieces of e-content have been onboarded on the portal and **~2,400 crore hits** have been recorded since lockdown. The portal has also enabled training of over 25 lakh teachers.

Department of Science and Technology

- In a path-breaking move, **access to geospatial data and services** has been provided to private, public and research entities in India. This has opened opportunities for **Indian firms to offer world class services** like maps. Moreover, this will enable

stakeholders to improve their planning for infrastructure projects, provide protection from natural calamities and also help protect the environment.

Ministry of Micro, Small and Medium Enterprises

- Comprehensive digitization has been implemented across different stages in the lifecycle of MSMEs. **Registration process for MSMEs** has been fully **digitized** using Aadhaar and PAN. **Recruitment** process has been facilitated through a **portal** for job seekers (4.73 lakh registered) and recruiters (6,228 onboarded). In addition, a portal has been launched for MSMEs to avail speedy redressal of grievances.

Department of Consumer Affairs

- **BIS Care App** has been launched empowering consumers to check authenticity of the Indian Standards Institution (ISI) and hallmarked products. Citizens can also lodge complaints against fraudulent products using the App. In addition, **online portal** has been introduced for businesses to avail services **for product certification** such as grant, and renewal of licenses.

Department of Telecommunications

- **Single emergency number "112"** has been launched for availing lifesaving emergency services for Citizens in situations of distress. Initiatives have been taken to provide a thrust to BPO, BPM and ITeS organizations providing voice-based services in India. The distinction between domestic and international service providers has been removed, **easing the registration requirements for Indian Telecom Service** Providers serving foreign counterparts.

States

Gujarat

- **U-WIN portal** launched for registration of **unorganized workers** and **e-Nirman portal** launched for registration of building and other construction workers. These databases enable faster transfer of scheme benefits. In addition, **enterprises employing less than 50 contract labour** have been **exempted** from obtaining license which resulted in relaxation for payment of license fee, renewal of license and temporary license for contract labour.

Madhya Pradesh

- Technology driven **land allotment system** has been implemented for industrial parks in the State. To benefit the Citizens, more than **3 Crore land and revenue records** across 316 tehsils have been **digitized**. In addition, a web-based e-governance portal has been developed for citizens to register and track progress of cases related to mutation, partition and demarcation of property.

Rajasthan

- Initiatives have been taken to facilitate small as well as large businesses. **MSMEs** have been enabled **to start and operate** business for 3 years **without any State license or registration** after obtaining acknowledgement certificate. This

facility has been used by more than 11,000 MSMEs. In addition, **investment proposals** have been **fast-tracked** by digitizing more than 135 clearances across 16 departments through a single window portal. Over 510 investors with investments over INR 11,800 Crores have been facilitated.

Punjab

- **Punjab Anti-Red Tape Act, 2021** has been enacted to ensure all Departments undertake re-engineering of processes & systems for **reducing compliance burden by at least 50%**. Initiatives such as deemed approval and online delivery of Government to Business and Government to Citizen services are being taken up to achieve the objective. In addition, **Sewa Kendras** have been expanded to offer over **250 citizen centric services** (e.g., Birth, Marriage, Income, Death Certificates, etc.) under one roof to over 2.7 Crore citizens.

Assam

- **Ease of Doing Business Act, 2020** has been implemented to do away with the system of renewal of certificates, licenses, permissions, etc. The existing processes have been substituted by **auto-renewal of clearances based on self-declaration** and upon payment of prescribed fee through an online portal.





**Initiatives
of Central
Ministries/
Departments**



Ministry of Road Transport and Highways



RTO services at the doorstep of Citizens

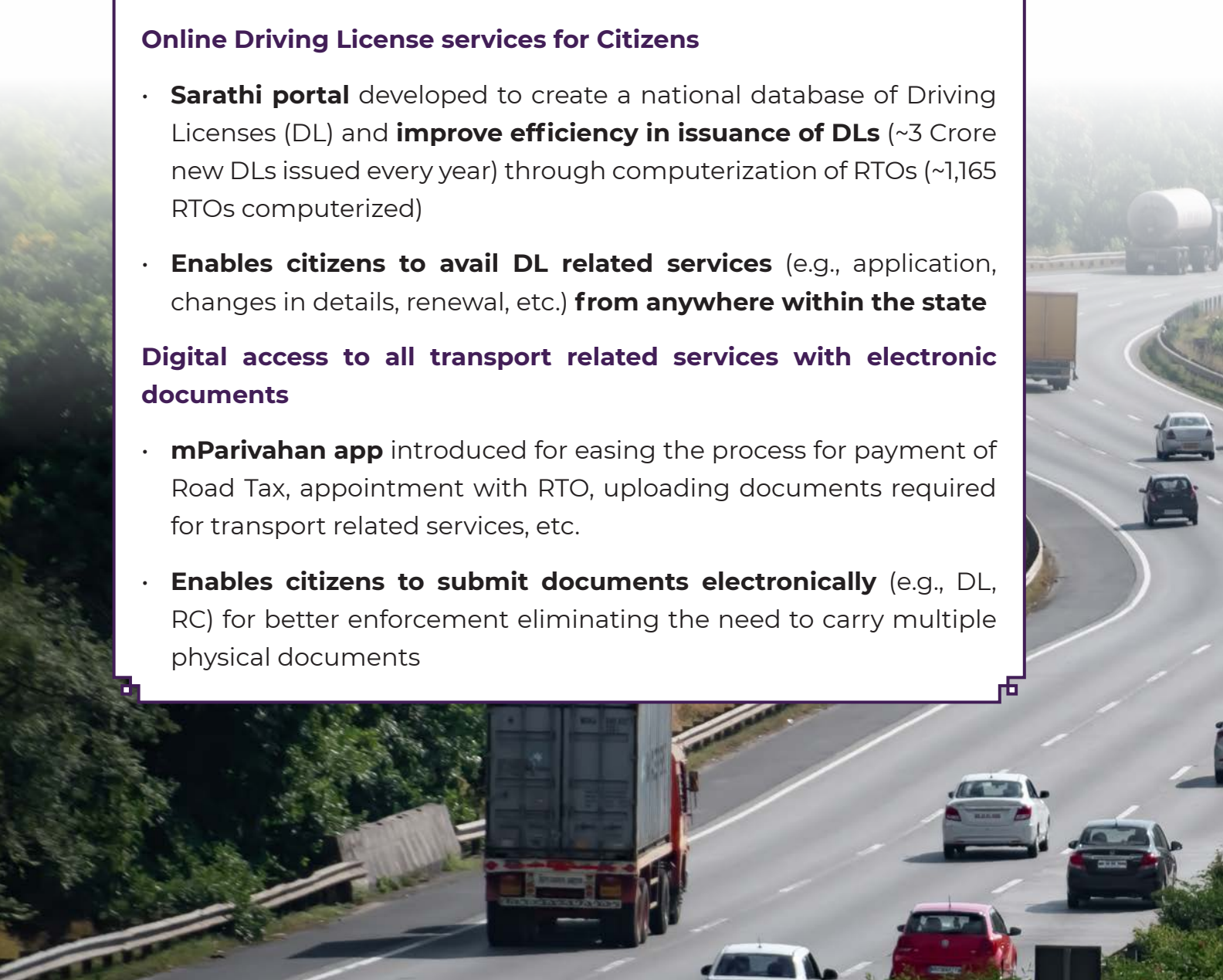
- **Single step online Aadhaar validation** process introduced for **18 services** associated with Driving License (DL), Registration Certificate (RC), Transfer of Ownership, International Driving Permit, Hire-Purchase, etc.
- Eliminated the **need for citizens to visit the Road Transport Offices (RTO)** and led to hassle free delivery of services at the doorstep of citizens

Online Driving License services for Citizens

- **Sarathi portal** developed to create a national database of Driving Licenses (DL) and **improve efficiency in issuance of DLs** (~3 Crore new DLs issued every year) through computerization of RTOs (~1,165 RTOs computerized)
- **Enables citizens to avail DL related services** (e.g., application, changes in details, renewal, etc.) **from anywhere within the state**

Digital access to all transport related services with electronic documents

- **mParivahan app** introduced for easing the process for payment of Road Tax, appointment with RTO, uploading documents required for transport related services, etc.
- **Enables citizens to submit documents electronically** (e.g., DL, RC) for better enforcement eliminating the need to carry multiple physical documents



Ministry of Road Transport and Highways



Vehicle registration simplified

- **Registration Certificate** now issued at **dealer location itself**
- **Vehicle registration** can be done **anywhere in the state** vis-a-vis earlier process wherein it could be done only at respective RTO

FASTags and Monthly Passes delivered at doorstep with online application and processing

- Issuance of FASTags and monthly passes made available online
- **Hassle-free online application for FASTag**, monthly pass and exempted FASTags

Direct disbursement of compensation to landowners' bank account via Bhoomi Rashi portal

- **Acquisition of more than 71,100 ha land has been facilitated** through this portal **in more than 52,900 villages**
- **Eliminated the need for landowners to visit the office of Competent Authority for Land Acquisition (CALA)** and **reduced delays in payment** of compensation to landowners

Department of Land Resources, Ministry of Rural Development



Reducing land disputes and land transaction frauds

- **ILIMS**¹ introduced to provide **real-time land related information** to citizens
- Citizens can **search for information** on local **taxes, unpaid utility bills** and **encumbrances** on land titles across 283 districts (more districts being onboarded)
- **Ensures** optimized land use, **reduction in land disputes** and a **check** against **fraudulent transactions**

Property registration made easy for everyone

- **NGDRS**¹ developed **to address variations** in formats, languages & processes **across states / UTs** (already implemented in 12 States / UTs)
- Software **digitizes property registration process** including application for mutation, property valuation, stamp duty calculation, etc. **reducing the need for physical visits** and **saving cost and time** for citizens
- **Single inspection** implemented **for registration** (where needed) **and mutation** to remove duplicate processes

Unique Id for land records across the nation based on geo-coordinates

- 14-digit alpha-numeric **unique ID (ULPIN)**¹ for **each land parcel** across the nation based on geo-coordinates of vertices of the parcel in alignment with international standards
- Enabled **single-window sharing of land records across stakeholders** (government departments, financial institutions, citizens), cross-validation of records and standardization of data (already launched in 12 States / UTs)

1. ILIMS: Integrated Land Information Management System; NGDRS: National Generic Document Registration Software; ULPIN: Unique Land Parcel Identification Number

Department of Agriculture, Cooperation and Farmers' Welfare, Ministry of Agriculture and Farmers Welfare



Improving business continuity for Agri-market players through process rationalization

- **Requirement for assessment/ inspection of laboratory** by DMI¹ officers **removed** for laboratories that are NABL¹ accredited/ ISO certified
- **Validity of approval of printing press for Agmark extended from 2 to 5 years** and application process for renewal of approval made simpler under APGM Act¹, 1937

Promoting insecticide industry through easier registration process and reduced compliance burden

- **Data requirement rationalized for registration of insecticides** with respect to seed treatment products, post harvest use insecticides, pesticides used on non-edible crops and household pesticides
- **Relaxation in requirement of educational qualification of retailers/ dealers** and **provision of deemed license** if not granted within 90 days time to all household insecticides

1. APGM - Agricultural Produce Grading and Marketing Act; DMI - Directorate of Marketing and Inspection; NABL - National Accreditation Board for Testing and Calibration Laboratories

Department of Food and Public Distribution, Ministry of Consumer Affairs, Food and Public Distribution



Hassle free access to subsidized ration for the underprivileged beneficiaries anywhere in the country under through 'One Nation One Ration Card (ONORC)'

- **Migrant beneficiaries under National Food Security Act** empowered to **get their entitled quota of subsidized food grains from** any electronic point of sale (e-PoS) enabled **fair price shops** across the country
- **'Mera Ration'** mobile app introduced to help users **identify nearest fair price shop**, check entitlement details, and recent transactions, etc.
- Ration cards **made portable** minimizing **compliance pain** of migrant beneficiaries in availing their food grain quota
- Facility enabled in **34 States/UTs** covering about **75 Crore beneficiaries** under NFSA, i.e. almost 94.3% of NFSA population of the country (up to August 2021) population



Boosting vegetable oil availability through fast tracked registration and approval of edible oil manufacturers

- **Vegetable Oil** Products Production and Availability (VOPPA) **registrations** now **issued electronically** and merged with National Single Window System (NSWS)
- Augmented **production of edible oil in the country** by fast tracking approvals in a transparent manner

Department of Posts, Ministry of Communications



Banking services for citizens in remote parts of the country through Post Office Savings Bank

- **Extended Saving Bank Schemes** (e.g., National Savings Scheme) to branch post offices in small towns/ rural areas to promote **financial inclusion** and **reduce cost & time incurred in travel** by citizens
- **Removed requirement of manual receipts** for Post Office Savings Bank transactions, making the process paper-less
- Improved **transparency in deceased claim settlement process** and reduced time for payment (1 day with nomination, 7 days without nomination) and improvement in **service quality for citizens**

No need for physical visits to post offices by life insurance customers or pensioners

- **Digital life certificates** (DLCs) issued at Head Post Offices in lieu of physical life certificates; **status of DLCs sent via SMS obviating the need for physical visit by the elderly to avail pension.** More than 2.75 lakh messages regarding the success/failure of the DLC have been sent to the Pensioners since the start of the service
- Enabled **online mode for** procurement and payment of **Postal Life insurance** improving convenience and access for citizens

Efficient and speedy postal services for citizens and businesses

- Defined **turn around time of 30 days** for providing **postal registration to publishers of magazines/ newspapers** helping them avail concessional postage
- Reduced time period for **compensation of lost Speed Post articles** from **150 to 60 days**

Ministry of Housing and Urban Affairs



Enabling RWAs¹ to deliver direct service benefits to 3.5 lakh families

- Enabled **online registration, provision of maintenance services and allocation of office space to RWAs¹ by DDA¹** leading to time and resource savings for residents

Providing relief to DDA¹ flat and commercial plot owners

- Digitized conversion of flats from **lease-hold to free-hold** and permissions for **additions / alterations** in flats **eliminating need for visit** to DDA¹ offices
- Introduced **online** process for **payment of license fee** (for retail properties) and restoration of lease (for leasehold plots) reducing time taken for businesses and citizens



Timebound inspections and faster award of public works under CPWD¹

- **Automatic approval provided after 21 days** of inspection request from enlisting authority
- Developed **authenticated list of key personnel and competent contractors** available for work, **accelerating credential verification** during tenders
- **Online process for enlistment of contractors** in CPWD¹ launched introducing provision of deemed inspection

1. RWA: Residents' Welfare Association; DDA: Delhi Development Authority; CPWD: Central Public Works Department

Ministry of Tribal Affairs



Faster and easier disbursement of scholarships to students through direct benefit transfer

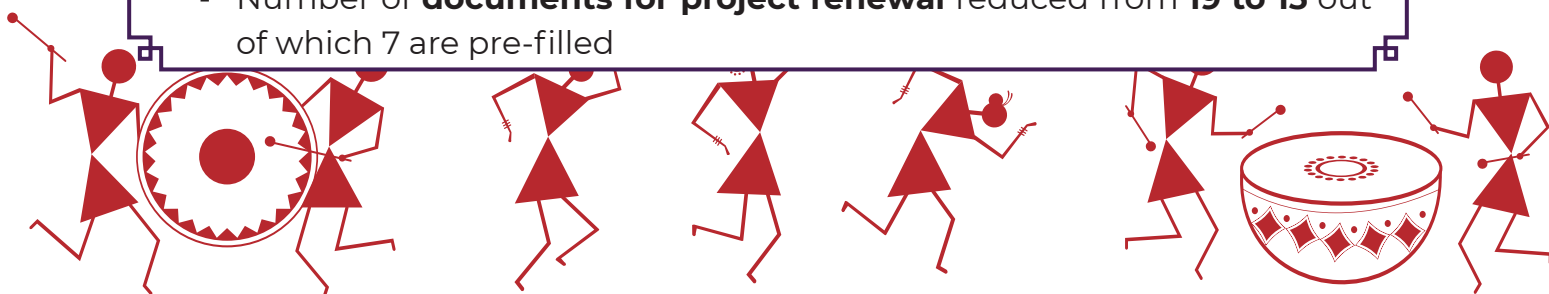
- **Application process** to avail benefits under **scholarship schemes** for marginalized communities **fully digitized relieving students from cumbersome paper procedures**
- **Direct transfer of scholarship** to plug leakages and improve transparency
- **National Fellowship and Overseas Scholarship portal** integrated with **DigiLocker** enabling direct access to all key documents
- **Compliance burden substantially reduced** for scholarship holders:
 - **One time income certificate for** entire duration of **scholarship** course introduced
 - **No bond requirement** for students going abroad
 - **Condition of returning to India** after completion of course **removed**

Empowering Tribals through online Performance dashboard

- Service delivery to Tribal Community has been digitized ensuring benefits reach tribal areas directly. Initiatives include scholarship programs, health and nutrition, monitoring grants to NGOs, etc.,
- New-age technology (Power BI Analytics) tools are being used for effective implementation of all schemes. It has database of 50 lakh scholarship students, gap analysis of 1,17,000 villages, and tribal health data of 177 districts and performance of 41 ministries for more than 300 schemes

Enhancing financial assistance to NGOs through swift sanctioning of grants

- **Single point portal introduced for online application, filing, sanction and release of grants** to NGOs with provisions for status tracking and grievance redressal
 - **Documents for applications** regarding new/ ongoing projects reduced
 - **Pre-fill feature** introduced capturing previous year's data – **only 5 fields out of 74** required to be filled additionally
 - Number of **documents for project renewal** reduced from **19 to 15** out of which 7 are pre-filled



Department of Telecommunication, Ministry of Communications



Encouraging BPO/BPM¹ services by reducing cost of doing business

- Distinction between domestic OSP and international OSP removed allowing the Indian Other Service Providers (OSPs) serving domestic or foreign clients/customers to serve them from common OSP centers
- Replaced **the earlier cumbersome process** of submitting detailed network diagrams of legitimate use of circuits
- **Allowed sharing** of EPABX¹ and PSTN¹ **lines by domestic and international centers**
- Provided **massive growth thrust to BPO, BPM and ITeS¹ organizations** providing voice-based services in India

One stop shop for all compliances of Telecom Sector

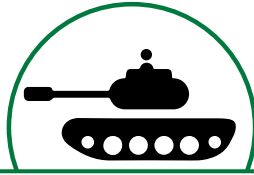
- Introduced **Saral Sanchar portal** as one stop shop **for issuing telecom licenses and registration** certificates, **eliminating physical visits** to the department by applicants
- **Equipment type approval** provided through **self-declaration** on the portal. Around **15,000 equipment type approvals** (ETAs) issued
- **Import licenses** for consumer products (wireless modules, etc.) **introduced on the portal** through self-declaration
- SACFA² **clearance made online** allowing applicants to upload documents with digital signature **bringing in transparency and efficiency in frequency allocation**. Around 3,25,000 clearances issued since the launch of SACFA

Availing life saving services made easy through a single emergency number

- Launched a **single emergency number “112”** eliminating multiple emergency communication numbers such as “100,101,102 & 108” for availing life saving emergency services in situations of distress

1. EPBAX: Electronic Private Automatic Branch Exchange | PSTN: Public switched telephone network | BPO: Business Process Outsourcing | BPM: Business Process Management | ITeS: IT enabled services
2. SACFA: Standing Advisory Committee for Frequency Allocation

Department of Defence, Ministry of Defence



Streamlining defence equipment procurement

- **Simplified procedures, waivers and delegated powers for defence equipment acquisition leading to reduction in procurement time by 10 weeks**
- **Standardized payment process for vendors** thereby improving cash flows of vendors
- **Optimized time taken for inspection** by reducing number of stages in product quality testing (Acceptance Test Procedure) thereby encouraging competition in defence procurement processes



Easing access to services offered by Cantonment Board through e-Chawanni portal

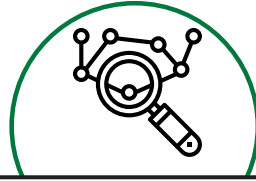
- **Standardized forms across 62 cantonments, reduced document requirement** (from 15 to 4) and **timeline to 15 days** (from 60 days earlier) for issuance of **trade licences**
- **Rationalized document requirement and timeline of 15 days** (instead of 30 days earlier) for **new water connection**
- **Standardized form for lease renewal & reduced inspection time** by cantonment board from 15 to 5 days
- **Single page online application form for birth and death registration**

Streamlining information dissemination to 32 lakh ex servicemen

- **All circulars and information** (e.g., circulars on pension, health, welfare schemes) **uploaded** on DESW¹ website for **easy access to information** for **32 lakh ex servicemen** including **6.5 lakh widows**

1. DESW: Department of Ex-Servicemen Welfare

Department of Defence Production, Ministry of Defence



Promoting Atmanirbharta in national security through indigenous production of defence equipments

- Indigenization portal (SRIJAN) launched connecting defence MSMEs & startups with defence PSUs and OFB¹ for support in development of defence items
- More than 14,000 defence items, earlier imported, now displayed on the portal
- 209 items placed on import embargo lists to promote indigenization

Boosting research & technological capabilities of defence sector through corporatization of OFBs

- Corporatization of Ordnance Factory Board (OFB) undertaken to enhance autonomy & efficiency and unleash new growth potential and innovation

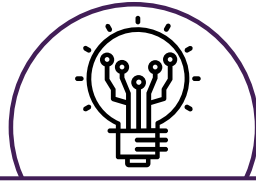
Promoting defence exports

- End-to-end online portal launched for faster grant of export authorizations
- Average time to grant export authorizations reduced from 86 days to 35 days in case of systems/ sub-systems and from 24 days to 12 days in case of parts/components



1. OFB: Ordnance Factory Board

Department of Defence Research & Development Organisation, Ministry of Defence



Fostering technological innovation by sharing patented technical know how with industries

- All **DRDO patents** made available to **Indian industry free of cost** to **augment** their **technological capabilities** and competitiveness
- **Access of DRDO test facilities to Indian industries**
- **Guidelines for inspection of DRDO products** developed by industry released to reduce inspection and clearance time

Facilitating industry partners

- Promulgated industry friendly new procurement policy eliminating/ reducing performance security deposit, earnest money deposit, bank guarantee for free issue material
- Participation of industry as Development cum Production Partner (DcPP) / Production Agency (PA) in major projects, thus incorporating ease of absorption of technology upfront
- Mentoring of MSMEs and startups through technical handholding and financial support through Technology Development Fund (TDF)
- Waiver of Transfer of Technology (ToT) fee for the systems/ products being made by Development Partners for Indian Defence Forces



Department of Justice, Ministry of Law and Justice



Bringing transparency in judicial process through easy access to information for all stakeholders

- Developed real-time data repository of 19.16 crore cases and 15.15 crore judgements through National Judicial Data Grid with open access.
- Environmentally friendly, paperless adjudicatory mechanism of Virtual Courts set up for petty traffic offences - handled 81 lakh cases and Rs.168 crore online fine. Global leaders in Virtual Hearings - 1.25 crore cases virtually heard.
- Other citizen-centric initiatives include computerization of 18735 courts; end to end digitization through Case Information Software and e-filing; versatile e-court services portal and Mobile app; online payments of court fees; e-technology enabled process serving; eSewa Kendras to mitigate digital divide; Divyang friendly court websites, etc. – promoting justice to all.

Dispute resolution for common citizens made faster through E-Lok Adalats

- E-Lok Adalat launched for online dispute resolution through virtual court hearings reducing cost of delivering justice and eliminating physical visits to court by common citizens.
- 5.36 lakh cases disposed till date.

Bringing legal services to marginalized sections of society through Tele-law

- On successful completion of pilot stage, Pan-India launch of Tele-law was initiated from 2019 onwards to digitally connect the needy and disadvantaged to seek pre-litigation advice from Panel Lawyers.
- The legal advice is delivered through use of Tele/Video conferencing facilities available at Common Service Centers in villages.
- Tele-law has benefitted 11.06 lakh citizens till date with pre-litigation advice.

Faster Resolution of commercial disputes

- Dedicated commercial courts established with facilities for electronic service of processes and random automated allocation of cases.
- Monetary limit for admission of commercial disputes reduced from INR 1 crore to 3 lakhs.
- Electronic Case Management tool made available for judges and lawyers - over 62.41 lakh downloads of eCourts Services mobile application recorded.



Fostering employment creation in private security sector through licensing reforms

- Single window **Private Security Agency (PSA) licensing portal** introduced for granting license to PSAs after on-line **character / antecedent verification through CCTNS/ICJS¹ database**
- **Eliminated manual and physical processes** including manual police verification **for granting license** to PSAs
- Introduced online payment of licensing fees thereby **eliminating physical visits**
- Validity of character & antecedent verification of **private security guards extended from 3 years to 5 years** benefitting around 90 lakh guards



Simplifying registration of overseas citizens

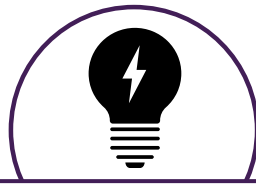
- Removed specific rules **regarding registration of Overseas Citizen of India (OCI) card holders** such as **filing of quarterly returns, surrender of certificates of registration on departure**, etc.
- All **services** related to foreigners' registration from **application stage to final grant/ refusal** of services **migrated online**
- Registration rules for **Person of Indian Origin (PIO) cardholders** and **surrender of certificate of registration** by foreigners on departure are being removed

Speedy disbursal of benefits under various beneficiary schemes

- Various schemes run by MHA, e.g., the Border Areas Development Programme (BADP), Security Related Expenditure (SRE) scheme for Left Wing Extremism (LWE) areas and **Freedom Fighter Pension scheme** now **made online**
- **Online tracking** of applications and uploading of progress of schemes on the portal enabled ensuring **speedy disbursement of benefits**

Easier reporting and tracking of cyber frauds

- **National cyber crime reporting portal** launched enabling citizens to **report complaints** pertaining to all types of cyber crimes with special focus on cyber **crimes against women and children**
- **Citizen Financial Cyber Fraud Reporting and Management System** launched to withhold fraud amount in the financial system. **1,663 cases registered** in the ongoing pilot with Delhi Police, 38 banks and 5 payment intermediaries.



Leaping ahead in renewable energy (RE) generation

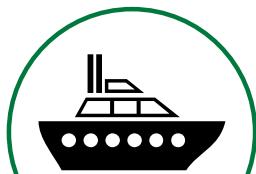
- **Waived levy of inter-state transmission charges on transmission** of electricity generated from **solar and wind power plants** for 25 years from date of commissioning
- Led to reduced cost of operation for business and cheaper renewable energy for consumers
- Introduced Green Term-Ahead Market contracts **on competitive prices, providing** transparent and flexible procurement for **RE buyers** and **access to a pan-India market for sellers**

Empowering electricity consumers through digitization

- Notified Electricity (Rights of Consumers) Rules, 2020 to ensure **digital provision of services** such as application submission, status monitoring, payment of bills, etc. by Discoms



Ministry of Ports, Shipping and Waterways



Boosting trade and economic growth by unlocking potential of country's waterways

- Allowed free movement of inland vessels across state boundaries ensuring seamless, safe and economical trade and transportation through inland waterways
- Reduced compliance requirements by introducing digital registration and survey certificates.
- Removed restrictions on issue of certificate of registration to ships trading abroad.
- Made the issuance of maritime course certificates easier by introducing digitally signed Certificates for 71 Maritime Courses.
- Revised legal framework in marine aids to navigation and vessel traffic services for improving safety and efficiency of marine navigation and for protecting environment

Time-bound digital certificates for Shipowners saving time and cost

- Introduction of 28 digitally signed ship certificates by the Government and Recognized Organizations resulting in time and cost saving for industry

Digital record keeping & access to key registers for shipping businesses

- Enabled digital record keeping and ease of access to documents for shipping business - Ship's Register & Passenger Ship Certificate Register
- 4 Filings -Life Saving Appliances (LSA) service station returns, towing permission returns, casualty returns and MTI performance report with analytics.
- LSA Boosting trade and economic growth by unlocking potential of country's waterways

Ease of Doing Business at ports to reduce the burden regarding cost and time of trade

- Digitized register-records for facilitating the Trade documentation such as Vessel Profile, E- Delivery Order



Department of Science & Technology, Ministry of Science & Technology



Impetus to indigenous geo spatial services

- **Private, public entities and research institutes now allowed to** collect, process, store, publish and share **geospatial data and services** including maps
- Enabled **Indian firms to offer world class** geo spatial **services** such as Google maps
- Liberalized access to geospatial data **helps stakeholders plan better** for **infrastructure** projects, **protection** from natural **calamities** and enables **environment protection**
- **Reduced reliance** on **foreign resources** and technology for geo spatial mapping

Promoting research endeavors with streamlined digital processes

- **e-PMS¹ portal** launched for scientists and researchers **to submit project proposals** for various schemes; **improved transparency through real time tracking** of proposals
- **PRISM¹ Portal** launched to provide **easy access** to latest research related information **to the scientific/ research community** and **general public**

Boosting technology-based startup ecosystem with robust support systems

- **NIDHI¹ Digital platform** introduced to **seek innovative technological solutions to address basic societal issues** by **connecting all the components** of **innovation chain** (talent scouting – idea nurturing – scaling – showcasing)
- **150+ Technology Business Incubators** in academic and R&D space housing **3000+ startups** across **incubation ecosystem** have given the much-needed impetus to easy investment climate

1. ePMS: Electronic Project Management System; PRISM: Project Information System & Management; NIDHI: National Initiative for Development and Harnessing Innovations

Department of Financial Services, Ministry of Finance



Eliminating need for physical visits for management of funds

- **Various fund related processes** such as National Automated Clearing House (NACH), auto debit process, etc. automated to avoid physical visits
- **Duplication of data removed** and data collection modes automated for accurate data consolidation

Faster return filing for regulated entities through digital mode

- Large number of **returns** required from **regulated entities** automated and completely done away with in many cases

Consolidation of separate instructions

- Multiplicity of circulars reduced by consolidating guidelines and issuing Master Directions and Circulars by various regulatory bodies such as RBI, IRDA, PFRDA, etc.





Fostering a conducive business environment through decriminalization of minor procedural defaults

- **46 penal provisions** of the Companies Act, 2013 for minor and procedural offences **decriminalized, freeing business owners** from constant fear of **prosecution**
- **In-house adjudication** mechanism under **civil proceedings** proposed as an alternative giving a **boost to investor confidence**

Unshackling small companies from compliance burden

- **Introduced higher thresholds** for classification as a **small company** (e.g. threshold for turnover increased from INR 2 crore to INR 20 crore)
- More than **2 lakh additional companies to benefit** from **decreased penalties and filing fees**, easier **filing of returns**, and simplification of **audit requirements**

Incentivizing incorporation and growth of One Person Companies (OPCs)

- OPCs made easy to incorporate and allowed to **grow without any restrictions on paid up capital and turnover**
- **Conversion of an OPC** into any other type of company (private or public) **at any time permitted** providing flexibility to business owners
- **NRIs allowed** to incorporate **OPCs** allowing flow of overseas investments. Period for being considered as a **resident in India** reduced to **120 days from 182 days**.

Starting a business made easy through an integrated web-based application form

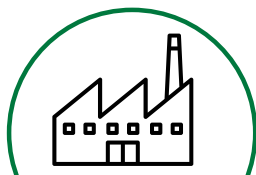
- **Integrated web-based SPICe+¹ and AGILE PRO¹ forms** for company incorporation, **easing the process for starting a business**
- No fee charged for incorporating a company with authorized capital up to Rs 15 Lakhs. **More than 1,55,000 companies incorporated in 2020-21, 27% increase** as compared to 2019-20

Boosting operational efficiency of small businesses through fast-track mergers

- Fast track process for mergers extended to startups and small companies enhancing operating flexibility

1. SPICe+ – Simplified Proforma for Incorporating Company electronically Plus; AGILE PRO - AGILE PRO: Application for Goods and Services Tax Identification Number, Employee State Insurance Corporation Registration plus Employees provident fund organization registration, Profession Tax Registration, Opening of bank account

Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry



Helping industries grow freely through simpler licensing process

- **Digitized** application and issuance process **for industrial licenses**
- **Reduced number of documents** (from 11 to 9) **for industrial license** and eliminated submission of ownership proof and FDI details
- **Removed requirement of clearance** from Ministry of Environment, Forest & Climate Change **for issuance of chemical sector licenses**

Simplifying the use of petroleum and explosives by businesses

- **Digitized** application and issuance processes **for all 47 central level licenses** in petroleum and explosives sector
- **Requirement of physical application and obtaining inspection results** for issuance of NOCs to PESO¹ by district authorities **eliminated** with launch of “Licensing System for District Authorities”
- Time period for issuance of NOCs **reduced from 50 days to 21 days**

Easing access to registered copyright works through a digitized register

- **Introduced digitized Register of Copyrights** on the website of Copyright Office to provide easy access to registered copyright works
- Copyright holders can easily **seek change in particulars** entered in the Register of Copyrights through **online application and fee payment**
- **Registration of Copyright Societies** (legal bodies protecting copyrights) made available **online**

1. PESO – Petroleum and Explosives Safety Organisation

Central Board of Direct Taxes (CBDT), Department of Revenue, Ministry of Finance



Enhancing convenience in Income Tax Return filing for taxpayers

- **Pre-filled Income Tax Return (ITR) forms introduced** for salaried individuals - Information on salary, capital gains from listed securities, etc. with provision for taxpayers **to edit** the forms as needed reducing the **time taken to fill ITRs**
- **Monetary threshold for tax audit** increased from **INR 1 crore to INR 10 crore** directly benefitting 78,353 taxpayers
- **18 compliance procedures for claiming deductions eliminated**
- **ITR filing by senior citizens above 75 years age eliminated** benefitting over **2 lakh senior citizens**
- **Instant PAN facility** for Aadhaar card holders introduced driving the issuance of 73.7 lakh PAN cards

Smoothing of tax filing and related processes for businesses

- **Applications for PAN and TAN** (Tax deduction and collection Account Number) **enabled online** with more than **3.56 lakh PAN** and **3.54 lakh TAN issued** from Aprl'18 till May'2021. Common application form for application of PAN and TAN cards to corporates introduced
- **Faceless assessment, appeal scheme and penalty proceedings launched** obviating the need to visit tax office
- **Dividend Distribution Tax (DDT) removed** benefitting ~6,000 companies in FY 2020-21



Central Board of Indirect Taxes and Customs (CBIC), Department of Revenue, Ministry of Finance



Anonymizing Customs Assessment & facilitating ease of GST filing

- **Faceless assessment in Customs** rolled out bringing efficiency in assessment and reducing the need for businesses to have face-to-face interaction with Customs officers
- **Auto populating GST returns enabled** easing the return filing process with steps such as auto drafted input tax credit statement in form GSTR-2B, filing of nil returns through SMS, etc.
- **Self-certified annual reconciliation statement** for taxpayers enabled and automated monitoring of import of goods introduced

Simplifying incentive disbursal and audit processes for exporters/importers

- **Digitized** process for **registration of bank account** for remittance & export benefit and **quarterly return filings** under the IGCR¹ rules
- **Audit at importer premises** enabled through **video conferences** eliminating cumbersome and manual processes

Streamlining processes for importers & logistics operators

- **Reduced processing time for Authorized Economic Operator (AEO) application** from 30 days to 15 days for Tier-1 AEOs and from 90 days to 30 days for Tier-2 AEOs
- **Integrated application for bonded warehouse** with single window portal of **Invest India**
- **Abolished renewal process** to operate as **authorized cargo operator for international cargo**, customs brokers, or authorized carrier for delivery of goods, allowing firms to operate without regulatory constraints

1. IGCR: Import of Goods at Concessional Rate

Department of Commerce, Ministry of Commerce and Industry



Driving national exports by helping exporters compete globally

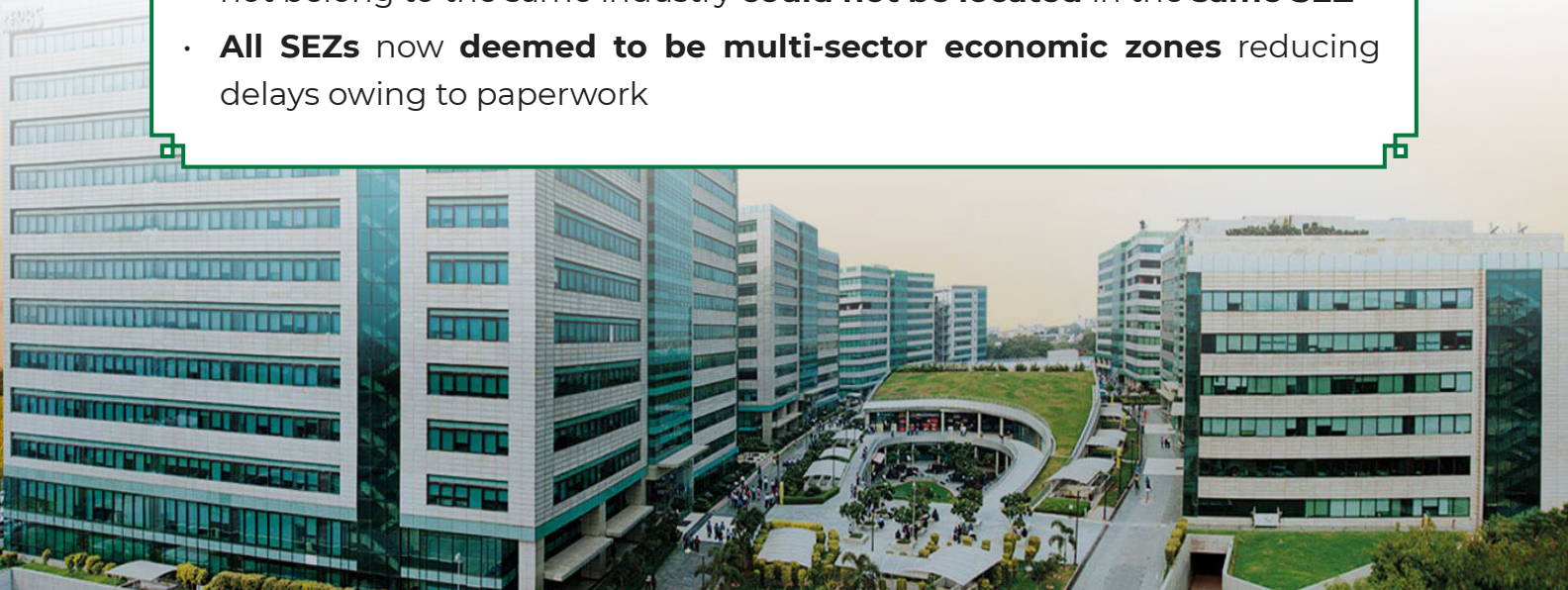
- **Importer-Exporter Code (IEC)**, a mandatory business identification number for pursuing export-import business in India, **now issued online** through automated processing
- **IEC now data made available at the Customs within a few hours** for clearing the EXIM (export – import) consignments
- **Digital platform** introduced for **issuing electronic Certificates of Origin (eCoO)** helping Indian exporters obtain preferential market access to foreign markets without the need of physical visits
- Exporters using **duty free imported inputs for export production** can now submit relevant documents through an **advanced electronic authorization process** reducing delays owing to paperwork

Measures to reduce compliance burden on Agriculture and Marine products exporters

- **Enhanced authorization validity and decreased inspection frequency** reducing compliances burden on exporters
- Process of registration, license issuance, renewal etc. made online and number of documents required for online registration, renewal of license, etc, brought down substantially

Boosting utilization of SEZs by bringing in ecosystem players

- **Single product Special Economic Zones (SEZs)** provide specialized ecosystem for a select industry. However, **many ecosystem firms** that did not belong to the same industry **could not be located** in the **same SEZ**
- **All SEZs** now **deemed to be multi-sector economic zones** reducing delays owing to paperwork



Department of Economic Affairs, Ministry of Finance



Regulatory revamp of SEBI (Mutual Funds) Regulations, 1996

- Comprehensive review of SEBI (Mutual Funds) regulations carried out for the first time since 1996 to **remove ambiguities in language** to align with the existing applicable Acts and other SEBI Regulations
- **To remove redundant provisions and also to address certain operational difficulties**

Reducing compliance burden for investors and brokers via online verification of e-PAN

- Facility introduced for **online verification of e-PAN of investors** (in commodity derivative segment) by their brokers
- Promoted **digitization of records** and **ease of compliance** for **all stakeholders**

Boosting Public Offers by large issuers via relaxation of Minimum Public Offer (MPO) requirements

- **Reduction in the requirement of MPO** for companies with market capital (valuation) exceeding INR 1,00,000 Crore
 - ❖ Earlier MPO requirement: 10% of post issue market capital
 - ❖ Revised MPO requirement: INR 5,000 Crore + 5% of post issue market capital
- **Relaxed time period** to achieve minimum **25% of public shareholding** from **3 years to 5 years**
- Facilitated **large issuers** to access **Indian securities markets** instead of exploring option of raising moneys abroad. This in turn, allows Indian investors to participate early in the growth potential of large issuers.

Department of Expenditure, Ministry of Finance



Timely transfer of funds to educational institutes

- **Eased funds transfer to education institutes through PFMS¹ portal** by improving processing speed, adding e-Payment Advice and customized reports in downloadable format
- PFMS can now also be used to track **historical transactions**, create **real time accounting records**, for advance settlement and **expenditure filing**
- This has ensured transparency in funds disbursement to education institutes

Expeditious claims tracking by vendors and suppliers

- **E-bill module** being developed in PFMS¹ for **paperless processing of bills** raised by **vendors**
- This has ensured real time tracking of claim status with faster processing at the backend



Ministry of Environment, Forest and Climate Change



Environment clearances made faster while taking care of environment

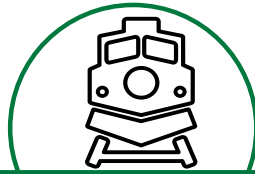
- Environmental clearances (EC) processes simplified for 7 activities including EC for **new projects**, expansion of existing projects, etc. through **PARIVESH portal** leading to **reduced clearance time** for businesses
- Application **process for EC transfer made online** and **frequency of EAC meeting increased** to twice a month
- Exempted prior environmental clearance in case of change of product mix, raw material, etc. provided there is no increase in pollution load

Compliance made easy for businesses engaged with Ozone depleting substances

- Simplified compliance provisions across production/ sale/import/export / use of ozone depleting substances (ODSs) and ODS based products/ equipment by instituting one-time registration under Ozone Depleting Substance (Regulation and Control) Rules, 2000 as amended from time to time and migrating all returns and filings (annual / quarterly) online

Freedom provided to businesses in e-waste and fly ash management

- **Online e-waste management system being implemented** to optimize collection of e-waste by manufacturers
- **Eliminated** requirement of **separate account for fly ash sale** proceeds and **use of proceeds for infrastructure development** providing greater operational **flexibility to thermal power plants**



Making access to freight services easy for customers

- Introduced provision to upload **signed application document** in FBD¹ portal for availing **freight services** (e.g., stacking permission, diversion, etc.) to **ease process for freight customers**
- **Enabled online payment of freight and ancillary charges** such as premium, siding & shunting charge

Increasing the vendor base of railways by complete overhaul of approval process

- Created a **unified vendor approval** module for online filing and assessment of applications, evaluation of capabilities, payment of registration & testing charges and access to key documents
- Enabled information access to vendors **improving the pace of approval** and **reducing need for physical** visits by manufacturers and vendors

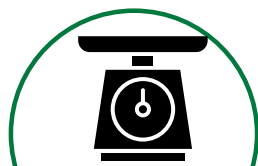
Expediting civil works through faster tendering and leasing processes

- **Contract management services** (such as signing of agreement, billing and payment) enabled through IR-WCMS¹ system **shortening tender award and approval timelines** for businesses and railways
- Eliminated **requirement of technical and financial credentials** for tenders up to **INR 50 Lakhs**
- **Developed e-module** for **leasing of railway land** in Indian Railways Land Management System



1. FBD: Freight Business Development; IR-WCMS: Indian Railways Works Contract Management System

Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution

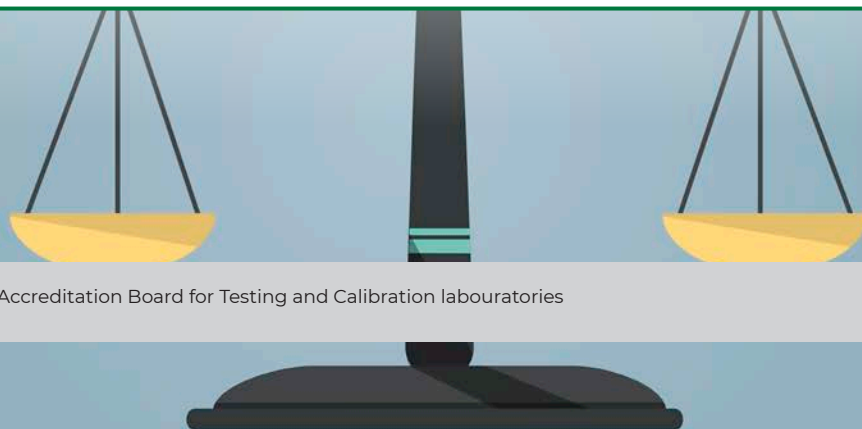


Facilitating small traders through transparent approval of weights & measures

- Promoting flexibility for businesses in choosing between third-party NABL accredited laboratories or State Government Legal Metrology Offices for verification of weights & measures: this will reduce time taken for businesses and remove fear of being booked for violation of mandatory provisions.
- All services/ certificates - for license approval, model approval, etc.- that are issued to industries/enterprises under the Legal Metrology Act, 2009, have been made fully online, thus bringing in transparency
- Reduction in the time taken for testing and approval of equipment used in consumer transactions from 6-9 months to 3-4 months. Number of models approved between Jan-Mar 2021 more than doubled in comparison with the period Jan-Mar' 2020
- Elimination of the requirement for re-verification of weights and measures that are not used in transactions with consumers

Streamlining product certification and ensuring safety of consumer products

- **BIS Care app launched empowering consumers to check authenticity** of ISI marked and hallmarked products. Citizens can also **lodge complaints** against fraudulent products using the App.
- **All activities** required for **product certification** such as grant, and renewal of **license automated** through an online portal (www.manakonline.in) enabling **real time monitoring** of product certification process





Enhancing operational efficiency of aviation industry

- **eGovernance (e-GCA) project** initiated by Directorate General of Civil Aviation (DGCA) to **eliminate paper-based processes enabling provision of all types of pilot licenses (45) and associated medical assessments (13)** online under single window platform
- **Aerodrome entry permit** procedures digitized leading to **faster processing of renewal and issuance benefitting all service providers involved in airport operations** (arrival and departure halls, terminal building, security, baggage handling, apron area, cargo terminal, boarding gates, etc.)

Reducing cumbersome legal process for penalty through decriminalization of penalties

- Introduced imposition of **penalties by designated officers** (safety and security regulator) leading to **faster disposal of punitive procedures and time saving** for businesses
- **Offences** brought under the purview of the **Compounding Authority** facilitating expeditious disposal of punitive process





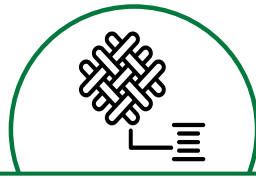
Simplifying transfer of statutory clearances & mining concessions by businesses

- **Statutory clearances to remain valid** after **expiry or termination** of mining **lease** and would be **transferred to next lessee ensuring hassle free transfer** of all **clearances** and continuity in mining operations
- **Transfer of mining concessions to new lessee** allowed without any additional cost

Promoting business flexibility by removal of distinction between captive & merchant mines

- **Distinction** between **captive and merchant mines removed**; captive mines now **allowed to sell up to 50% of minerals** after meeting requirement of attached plant
- **No end-use restrictions** to be applied in future auctions ensuring **greater flexibility to mine operators**





Assisting business stakeholders through real-time information on key schemes

- **“My Handloom” online portal launched** enabling processing of applications under various government schemes **with no physical submission of documents**
- **All stakeholders** (weavers, state agencies, apex societies, cooperative societies and other organizations) **connected on a single platform** enabling easy access to information on promotion schemes

Accelerating growth of textiles businesses via simplified access to funds under sectoral schemes

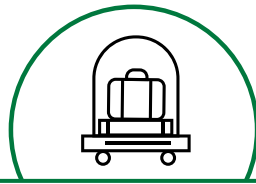
- **Disbursal of funds** under **ATUFS¹ digitized** through auto-generation of unique identification number, use of digital signature, online tracking of applications through ATUFS¹ portal, etc.

Providing growth thrust to players in silk ecosystem

- Online registration launched for silkworm seed sector reducing **issuance time of registration certificate from 45 days to only 2-5 days**
- **2592* players** received **online registrations** since the reform

Enhancing competitiveness of textile exporters through compliance requirement simplification

- Major Labs (JNPT, Chennai, New Delhi, Kolkata) of Textiles Committee (TC) migrated to Customs Single Window System **enabling online issuance of test reports. Also 100% Cashless System introduced**
- Facilitated emergency testing (TATKAL) for Regulatory and Non-Regulatory testing and discount for Non-Regulatory testing for bulk customers introduced
- Complete digitalization of the Handloom Mark Scheme done by launching 3 Mobile Apps and back end web portal. Enabled online registration for weavers, online tracking, indenting of labels, online payments and verification of genuinity of handloom products by consumers



Empowering hospitality & tourism industry with NIDHI portal

- **National Integrated Database of Hospitality Industry (NIDHI)** portal launched to ensure **electronic delivery of various services and benefits** to the hospitality industry such as **star classification** to promote quality of services, **project approval** to avail financial assistance, **listing on IRCTC hotel booking portal**, etc.
- **Portal integrates all hospitality organizations on one platform** thereby facilitating adoption of best practices
- **As on date 43,885 accommodation units registered** on NIDHI portal since launch

Making hospitality industry pandemic proof and ensuring customer safety

- **SAATHI¹ portal introduced** to facilitate **implementation of COVID related guidelines/ SOPs¹** and safety norms by hospitality organizations helping instil confidence in travellers and personnel
- Registered hospitality units receive a **self-generated certificate** post training their personnel on COVID guidelines
- **10,869 hospitality organizations self-certified** on SAATHI portal since launch

Department of Health and Family Welfare, Ministry of Health and Family Welfare



Promoting pharma businesses through simplified compliance procedures

- **Online National Drug Licensing System (ONDLS)** launched to facilitate online **application and issuance of licence** for manufacturing and sale of pharmaceutical products (drugs, vaccines, etc.) ensuring **uniformity, traceability and accountability** in disbursement of licenses
- **Auto-renewal of licenses** for Drugs and Cosmetics introduced

Boosting food processing sector while ensuring quality of products

- **Registration of FSSAI¹ licenses** for food business operators and **submission of return** under Food Safety and Standards made **online**
- **Frequency of online filling of return for dairy sector reduced** from twice a year to once a year

Improving operational efficiency of manufacturers & importers through digitization of compliance requirements

- **Digitized end-to-end process** from application to approval for drugs, clinical trials, medical devices, vaccines and cosmetics through **SUGAM portal**
- **Issuance of duplicate license or registration certificate** for import of drugs and cosmetics **enabled online**
- **Enabled paperless grant** of product **clearances** by CDSCO¹ leading to increased transparency in regulatory processes

1. CDSCO: Central Drugs Standards Control Organization; FSSAI: Food Safety and Standards Authority of India

Department of Health Research, Ministry of Health and Family Welfare



Ensuring adherence to high ethical standards in health research without stifling processes

- **NAITIK portal** launched to facilitate **online registration of ~4,000 ethics committees for biomedical and health research across the country**
- Health Ministry Screening Committee portal simplified, and submission requirements reduced for ease of users
- **Redundant requirements removed** by ICMR¹ from the **National Ethical Guidelines** for research involving human participants:
 - ❖ Introduced **common forms** to simplify submissions to Ethics Committee
 - ❖ Guidelines and SOP¹ released for **virtual ethics committee** review of biomedical and health research during the pandemic saving time, cost and efforts



Putting citizens' health first via real-time monitoring of COVID-19 testing & availability of diagnostic commodities

- **Real-time COVID-19 testing portal** launched to facilitate collection of testing data from all States/UTs. Over **46 crore** test data reported on the portal, helping scientists analyze the pandemic dynamics
- **Real-time procurement updates of COVID-19 testing commodities** by States/ UTs and ICMR depots to ensure uninterrupted availability of testing kits
- **Online COVID-19 testing kit validation portal launched** for enabling smooth, fast and transparent validation process

Single point access to clinical trials being conducted in India for citizens and researchers

- **Broad-based Clinical Trial Registry-India (CTRI)** for generating free and online public record of clinical trials

1. ICMR: Indian Council of Medical Research; SOP: Standard Operating Procedure



Increasing access to higher education through portal-based approval of educational institutes

- Portal introduced AICTE¹ for granting approval to technical institutes with provision of **deemed approval** (“light but tight”) **based on self disclosure** by institutes
- **9,225 online applications by technical institutes** for AICTE¹ **approval during COVID; 6,225 approved**
- **Deemed to be University Portal launched** for online submission of applications/ proposals by higher education institutes

Improving efficiency in school and university administration

- **Autonomous bodies** under Department of School Education & Literacy set up to make the **process of admissions, teacher recruitment and teacher transfer online**
- **University Activity Monitoring Portal** launched to facilitate sharing of information on events and activities by higher education institutes to University Grants Commission
- Student management information systems implemented for easier access to student related information



1. AICTE - All India Council for Technical Education



Enabling remote learning for students during COVID through DIKSHA

- Digital Infrastructure for Knowledge Sharing (DIKSHA) user interface developed to **enable learners and teachers** across the country to **access curricula** of NCERT, CBSE and SCERTs online
- **1.85 lakh** pieces of **e-content onboarded and high traffic on portal** (~2,400 crore hits since lockdown) showcases its increased usage
- **Training** of teachers enabled online on DIKSHA with about **25 lakh teachers** already covered at elementary level. NISHTHA 2.0 for training of secondary level teachers and NISHTHA 3.0 for training of foundational level teachers have been launched

Online access to academic documents for students

- **Digi-locker** facility introduced by CBSE for **accessing certificates and mark sheets** has benefitted around **4 crore students**
- National Academic Depository (NAD) established to provide a **24X7 online depository** to Academic institutions to **store and publish** their **academic awards**
- **Online access to academic awards eliminating** the need for persons/ students to visit educational institutions for receiving and verifying transcripts

Widening access to quality school education through simpler CBSE affiliation processes

- **Online processing of applications for CBSE affiliation** introduced benefitting more than **25,000 CBSE affiliated schools in India and abroad**
- Application for extension of affiliation, upgradation, introduction of additional subjects made easier

Ministry of Petroleum and Natural Gas



On-demand doorstep delivery of new LPG connections with online booking

- **Single page KYC** form introduced replacing a cumbersome KYC form used earlier
- **Online mode** introduced for **booking and payment for new LPG connections**; New connections are now provided **on demand** to customers, instead of visiting a distributor

Expanding the access to piped and city gas network across the country

- **Eliminated the requirement of advance security deposit**, security payments on EMI, registration fee for Domestic Piped Natural Gas (DPNG) and promoted DPNG through free gas for 1-2 months, referrals and rent of INR 1/ day etc.
- **Priority given to domestic gas under no-cut category** enabling fast execution of DPNG projects
- DPNG connections increased **from 25 lakh** in 2014 to **more than 79.79 lakh** (as on 1st Jul 2021)



Hassle-free setup of new petrol pump and promoting digital payments

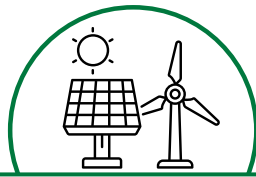
- **Digital payment infrastructure** expanded to promote ease of doing business -**3,28,292 POS terminals and 1,02,458 e- wallet** facilities provided at **65,468 petrol pumps** across the country (as on 1st Aug 2021)
- **66,532 retail outlets** enabled with **BHIM UPI** (as on 1st Aug 2021)

Providing a thrust to O&G Exploration and Production in India with process reforms

- **47 processes** facilitating **Exploration and Production (E&P) companies** reduced to **20 processes** and made online
- **12 processes** involved in application and processing of **Essential Certificates¹ (ECs)** digitized
- **Simplified process** for approval requests, data exchange, and contract management for PSC (Production Sharing Contract) for blocks/fields

1. ECs required for multiple activities such as import of goods for E&P operations

Ministry of New & Renewable Energy



Putting renewable energy sector on a high growth trajectory

- Single Window Online portal* has been developed to facilitate information on Rooftop Solar scheme, implementation guidelines of scheme and details of state implementing agencies etc., under one platform
- **Lock-in period** of solar power projects reduced from **3 years to 1 year** to promote solar energy and provide greater business flexibility to energy producers
- **Dispute Resolution Mechanism** has been set-up to effectively resolve disputes between Renewable Energy (RE) developers and intermediary procurers

Providing growth thrust to wind energy projects with nationwide uniform policy guidelines

- **Online submission of RLMM¹ applications** introduced for enlisting of wind turbine models in 2 – 3 months
- Tender and development **guidelines for wind power projects standardized**, ensuring **consistent bids across States** and improving business viability
- Single window online portal for **issuance of Concessional Customs Duty Certificate (CCDC)** to manufacturers of equipments for wind energy generation reducing the time taken to issue such certificate

Easing liquidity restrictions in Renewable Energy sector

- **Reduced Performance Security** (to be submitted by successful tenderer) from **prevailing 4 - 5 % to 3 % of the project cost**
- Introduced alternative Instruments like Letter of Undertaking to Pay and Payment of Order in lieu of Bank Guarantee

1. RLMM: Revised list of models and manufacturers, *www.solarrooftop.gov.in

Ministry of Information and Broadcasting



Promoting citizens' access to Direct-to-Home (DTH) services through license reforms

- **Extended license validity of DTH** broadcasting services from **10 to 20 years** and **allowed one-time license renewal for 10 years** thereby **reducing uncertainty** and cost of operations for DTH providers



Simplifying compliance norms for newspaper publishers

- **Annual statement filing by publishers registered under Registrar of Newspapers for India (RNI) made online**, eliminating physical visits
- Online registration, self declaration and downloading of relevant certificates (registration, self declaration, etc.) made online

Promoting film industry growth through streamlined film certification

- **Central Board of Film Certification (CBFC) introduced single form** and reduced the number of steps for certificate issuance process





Preserving national monuments while promoting the construction sector

- **Colour-coded zonal maps (CCZM)** of all **Centrally Protected Monuments (CPMs)** developed demarcating the protected/ prohibited/ regulated areas
- **Application** process for NOC under **AMASR¹ Act 1958** migrated online under **NMA¹ online portal ensuring faster NOC process for construction projects around national monuments**
- Leveraged **space-based technology** for **verification of distance of construction project from the monument**
- Reduced total **processing time for 90 to 15 days in Delhi. 643 out of 719 applications** submitted online for construction activities in regulated areas approved/ **recommended for NOCs**

1. AMASR: Ancient Monuments and Archaeological Sites and Remains Act; NMA: National Monuments Authority



Ministry of External Affairs



Expeditious delivery of passport and consular services

- **Rules and regulations for passport related services** (e.g., issuance of passport, renewal of passport, etc.) **simplified (e.g., online police verification)** and compliance burden on citizens substantially reduced
- **Discontinued penalties** earlier imposed on activities such as furnishing false information while obtaining a passport or allowing other person to use issued travel documents
- **Online platform launched** by MEA (under SEWA project) for availing **consular services** at Indian Missions/ Posts abroad; pilot being implemented in 9 Missions/ Posts

Facilitating emigration of citizens for employment purposes

- **eMigrate project** launched for **facilitating emigration** of Emigration Check Required (ECR) category citizens going to notified countries (18) for employment purpose thereby **mitigating the scope for malpractices**
- Project has created a **comprehensive online database** of all stakeholders (emigrants, missions, recruiting agents, foreign employers and insurance agencies) with digital authentication of credentials making the entire **emigration cycle faster and transparent**



Ministry of Micro, Small and Medium Enterprises



Boosting MSME sector through simplified registration and wider access to G2B services

- **Registration process** for MSME **made fully online** under **Udyam registration portal** through Aadhaar/ PAN number
- Created **database of investment and turnover details of enterprises** using PAN and GST linkage allowing government agencies to directly seek data from the database
- **Eased access to Government e-marketplace (GeM) portal** for procurement of materials through integration with Udyam portal

Making voices of MSMEs heard through online grievance redressal portal

- **Samadhaan portal** launched empowering MSMEs across the country to **register and track grievances** related to delayed payment and settlement of disputes
- **CHAMPIONS portal** launched by Hon'ble Prime Minister for speedy redressal of grievances of MSMEs. **Over 37,000 grievances redressed** (by August' 21) with a **reply rate of more than 99%**



Connecting MSMEs with jobseekers boosting employment & business productivity

- **Sampark portal launched** to help connect jobseekers (passed out trainees/ students of MSME Technology Centers) to recruiters
- **4,73,258 jobseekers and 6,228 recruiters registered** on the portal as on 9 September 2021

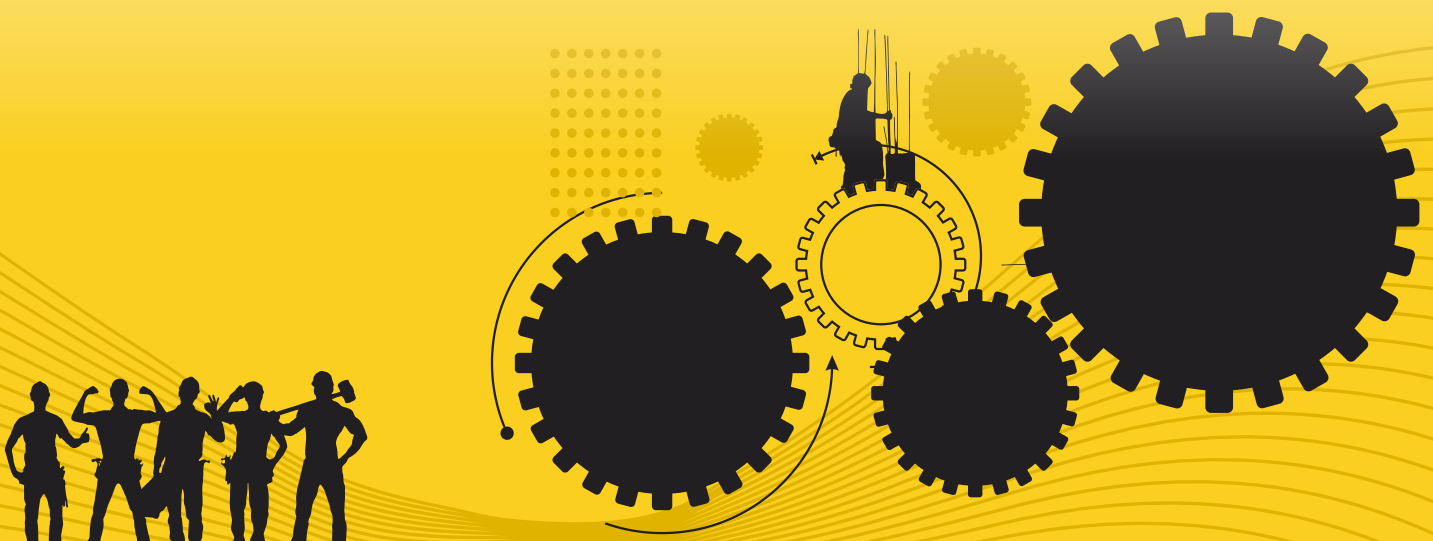


Unshackling business operations through rationalization of Labour Codes

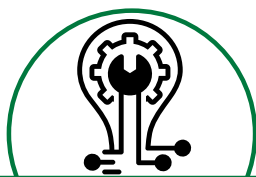
- **Enacted 4 Labour Codes subsuming 29 Central Labour Acts** such as Code on Wages, 2019; Industrial Relations Code, 2020; Occupational Health and Safety Working Conditions Code, 2020, Code on Social Security, 2020, etc.
- **Reduced compliance touch points** through forms (from 181 to 55), registers (from 84 to 10) and registrations (from 8 to 1) and reduced rules (from 1,436 to 362) leading to easier compliance by for businesses
- **Increased headcount threshold** for prior permission:
 - Regarding retrenchment, layoff and closure (from 100 to 300 workers)
 - For contract labour licensing (from 20 to 50 workers)
 - For factory licensing (from 10 to 20 workers for factories with power and from 20 to 40 workers for factories without power) reducing procedural burden on small businesses

Increasing transparency in audit and inspection by authorities

- **Web-based inspection introduced** with digitally generated **unique number enabling timely upload of reports and jurisdiction free inspection** leading to expedited inspection services for businesses



Ministry of Skill Development and Entrepreneurship



Providing upskilling opportunities to trainers and learners through Skill India Portal

- **Launched Skill India Portal** - a unified platform to **manage end to end skill training of** trainers, assessors and trainees:
 - ❖ **Online expression of interest introduced** for interested trainers/ assessors with facility for **paperless on-boarding**
 - ❖ **Validation of user information** for enrollment in **ToT-ToA programs** (Training of Trainers and Training of Assessors) enabled through Sector Skill Councils
 - ❖ **Information on trainer/ assessor profile** along with list of upcoming training programs for instructors
 - ❖ **Online accreditation and affiliation** of training centers

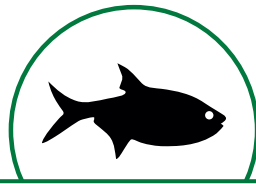
Expanding reach of vocational education to Citizens through liberalised regulations

- **Introduced self-monitoring and self-regulation** of vocational education and training institutes recognized entities by NCVET¹
- Provision of **self-inspection** kept for both **Awarding Body** (for award of certification to trainers) and **Assessment Agency** (to ensure monitoring of training partners through regular assessments) **Enhanced accessibility of vocational training courses** for citizens, specifically the youth



1. NCVET - National Council for Vocational Education and Training

Department of Fisheries, Ministry of Fisheries, Animal Husbandry and Dairying



Empowering aquaculture farm and hatchery owners through online registration

- **Registration of coastal, brackish and saline aquaculture farms and hatcheries simplified** through online portal
- **Enabling better access to G2B** (Government to Business) **services** and related infrastructure (road connectivity for transportation of products, utilities, etc.)
- **42,000 farms** with a farm area of **63,000 ha** registered with Coastal Aquaculture Authority (CAA). Proposal to register all 1,00,000 farms (70,000 ha) through the online portal.
- **Online platform developed to track application status of various services**, including registration of hatcheries launched; expected to further **benefit around 10,000 users**

Enhancing business efficiency through large reduction in time to import fishery products

- Process of **Sanitary Import Permit (SIP)** for import of fish and fishery products made online, reducing **the permit issuance time from 30 days to 48 hours** and providing a boost to export oriented businesses
- **Requirement of sanitary import permit (SIP) eliminated** for import of SPF Shrimp Broodstock, Fish oil and Krill oil boosting the operating efficiency of businesses



Department of Biotechnology Ministry of Science & Technology



Fostering innovations in medicine by streamlining biopharma drug development procedure

- Number of consistency batch requirement reduced from 5 to 3 for submission of application on any Investigational New Drug (IND) molecule
- **Only one time presentation required** for review of Chemistry, Manufacturing and Controls (CMC) and Toxicity study approvals expediting approval process for new drug molecules



Department of Agricultural Research & Education, Ministry of Agriculture and Farmers' Welfare



Access to information and input materials made simple for farmers

- **Digitized the process** of sale of seeds/planting material, **testing** of products/ seeds/ material for genetic purity and reduced stages in testing and **delivery** of materials and services
 - ❖ Process of **supply of input materials** such as **seeds/planting material** for crops, **livestock/fish germplasm/fish crafts and gears digitized** with facilities for **online payment**
 - ❖ **Portal** for sharing **information on best agricultural practices** and addressing **queries from farmers/ entrepreneurs developed**
 - ❖ Process of acquiring fertility maps/ land use related information made online
 - ❖ Seed portal launched providing **farmers with direct access to high yielding seeds** of 17 crops. ~1Cr worth of seeds sold through the portal in 2020-21

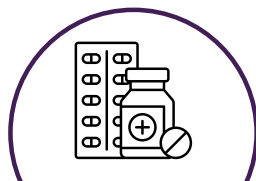
Easing the process of sample testing through simplified testing norms

- Procedure of **testing agricultural/horticultural/animal products**, simplified with the launch of web portals/online communication system
- Reports of testing of samples made available online thus saving time of farmers/stakeholders

Online system for addressing grievances of students/faculty of Agricultural Universities

- A transparent **Web-enabled Grievance Redressal & Monitoring System (GRMS)** developed
- **Faster redressal of grievances** through automated routing of redressal process

Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers



Making medicines easily accessible to all Citizens'

- **Enhanced incentive paid to entrepreneurs** running Janaushadhi Kendras from Rs. 2.5 lakhs to Rs. 5 lakhs
- **"Janaushadhi Sugam" app** launched **providing location** of nearby Janaushadhi Kendra for ease of access to citizens
- Introduced **online processing of applications** by drug manufacturers resulting in faster disposal **and rationalized pricing of medicine**

Promoting investments in pharmaceutical and medical devices sector

- **Project Development Cell set-up** to facilitate investor outreach programs and assist investors in inter-departmental and State issues







Initiatives of States/UTs





Seamless access to land records through digitisation

- **Access to 28 services** (e.g., land records, 7/12 extract) under the **Revenue Department made online** making information on land records available to all citizens through a single click
- Over **8 crore** handwritten **land records** and **2.43 crore** handwritten **mutation entries** in Record of Rights are **digitized**

Faster transfer of scheme benefits to unorganized workers

- **U-WIN portal** launched for registration of **unorganized workers** and **e-Nirman portal** launched for registration of building and other **construction workers**
- This database enables **faster transfer of scheme benefits**

'First Production then Permission' for MSMEs and construction sector

- Enacted Gujarat MSME (Facilitation of Establishment and Operation) Act, 2019 to empower **MSMEs** to **start and operate** business **without license or registration for 3 years; over 1250 MSMEs benefitted** from the exemptions till date

Construction Sector: Online Development Permission System (ODPS)

- Online Development Permission System put in place with 15 parameters based scrutiny, which provides quick development permission benefitting over 700 users till date





Relaxation in labour laws to facilitate industrial investment

- Enterprises employing **less than 50 contract labour** (increased from 20) exempted **from obtaining license which resulted in relaxation for payment of license fee**, renewal of license and temporary license for contract labour, thereby easing compliance burden on small establishments
- Requirement of maintaining registers under various Labour Laws reduced from fifty-six (56) to five (5) under five (5) Labour Laws
- **About 600 applications for license to engage contract labour received** post amendments

Land transfers for industrial purposes made easy

- Provision of **deemed Non-agricultural (NA) permission** introduced for **transfer of land for bonafide industrial purpose**
- **Significantly reduced the time taken** for **transactions of industrial land**

Freeing businesses from license and inspection regime

- **Eliminated trade license** for businesses **retaining only shops and establishment license** which can be availed through one-time registration (no need for license renewal)

Powering industrial growth through quick registration of power units

- Digitized **registration process for self-generating power units**
- Digitized process for **grant of exemption from electricity duty** for New/additional industrial unit

Andhra Pradesh



Faster Government Services to Citizens with streamlined processes

- **Reduced** Government to Citizen (G2C) **services delivery time by half** (from 30 to 15 days, 15 to 7 days) **for 18 services** related to property tax, vacant land tax, water & sewerage connection and trade licenses
- Ensured **speedy delivery of services** and **provision for complaint redressal** for citizens & businesses

Easing compliance burden by providing additional services through online portal

- **Available services on the portal increased from 69 to 93** by adding services related to registration of co-operative societies, NOC for soil excavation, registration of hotels, etc.
- **Eased the process and reduced time taken** for citizens and businesses through provision for **online submission, tracking, payment and downloading of certificate**



Simplified inspection procedures and online auto-renewals

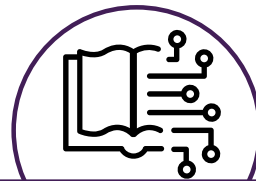
- **Inspection procedures simplified** through third-party inspections, joint inspections, randomised inspections and self-certifications
- **Auto-renewal of licenses with online payment introduced by Legal Metrology department;** proposed to be introduced by Agriculture, Municipal and Urban development department
- **Reduction in cost and time taken** for availing licenses by businesses

Madhya Pradesh



Faster approval for businesses with State Single Window portal for land allotment and other services

- **45 services including land allotment** are provided through **State Single Window Portal**
- Land allotment policy has been amended to include **provision of “deemed approval”**
- **Time and resource savings for businesses and citizens through** online process including fee payment



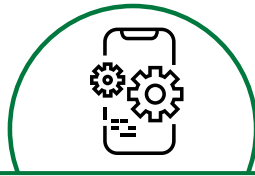
Enhancing quality and pace of service delivery for citizens through digitization of legacy records

- **Digitization of land and revenue legacy records** (3+ crore land records in 316 tehsils) with provision of laptops (under e-Basta scheme) to Patwaris for improved productivity
- Enhanced **speed** and **accuracy for delivery of services** to citizens, **increased transparency** of official records and reduced dependencies on government officers

Web-based e-governance portal for citizens to register & track revenue cases

- **Web-based e-governance portal** developed for citizens to register and track progress of cases related to mutation, partition and demarcation
- **Ensures faster** Government to Citizen (G2C) **service delivery** through coordinated workflow between various courts (revenue and civil) and government agencies





Accelerating business setup and operations with digital processes

- **MAITRI¹**: introduced **Online provision of 103 government services** such as Professional Tax registration, GST registration, online payment of GST, Consent to operate, etc.
- **Mahaparvana: online mechanism** introduced **for industries to start business** operations seamlessly
- Ensures **cost effective and timely delivery of services** to businesses by streamlining compliance procedures for starting and running a business

Providing tax compliance relief to new businesses

- **Automatic grant of** Profession Tax Enrollment Certificate (**PTEC**) and Profession Tax Registration Certificate (**PTRC**) on incorporation of **a new company** providing relief to new companies whose liability under PTEC has not commenced
- Provided relief to **new companies** whose liability under PTEC has not commenced
- **Professional tax return form simplified** leading to time saving for taxpayers

Uttar Pradesh



Accelerating business setup and operations with digital processes

- Availability of **347 online licensing/renewal & additional services** through **'Nivesh Mitra'** online single window portal
- **More than 4.7 lacs licensing/NOC applications** out of 4.9 lacs applications received are **disposed-off at an outstanding 96% disposal rate**

Enabling ease of doing business with reduced compliances for license/permit renewal

- **12 renewal processes** pertaining to manufacturing, construction, urban development, IT, etc. **abolished**
- **Auto-renewal provisioned for 16+ renewals** related to pollution, labour, food safety, drugs, etc.
- **Validity period extended for 8+ licenses** related to labour, metrology, pollution, etc.
- **13+ renewals made available with prefilled details** and refilling option to expedite process & reduce time

Ease of inspection/ certification processes for compliance by businesses

- **Random inspection initiated for 21+ compliances** across labour, housing, pollution, metrology leading to **increased transparency for businesses**
- **Provision of self-certification/ third party certification by entrepreneurs** introduced for 9+ services across labour, pollution, housing, etc. **reducing barrier to entry and faster business set-up**



Faster Government services to Citizens with streamlined and digital processes

- **271 Government to Citizen services provided online** such as birth certificate, ration card, farmer registration etc.
- **Streamlined processes ensuring fast delivery of services** to citizens



Improving transparency of G2B services with Single Window System - GO-SWIFT

- **GO-Swift Portal expanded** to cover **50+ Government to Business (G2B) services** (e.g., land allotment, trade license for shops, building plan approvals, etc.) under **18 departments**
- Ensured **seamless delivery of services to businesses** with better tracking & **improved transparency**

Ensuring business continuity by simplifying renewal of certificates/licenses/ approvals

- **Eliminated the requirement** of renewal of various certificates/ licenses/ approvals **and established** an online **auto-renewal system** for **8 services**
- Validity of licenses to establish (Consent to Establish) and operate (Consent to Operate) a business given by the State Pollution Control Board increased
- **Ensured seamless continuation** of existing business

Expediting resolution of commercial disputes through dedicated commercial courts

- **4 dedicated commercial courts** and a **dedicated division bench** established under the Hon'ble High Court to hear commercial disputes
- **Expedited resolution of commercial disputes** benefiting businesses



Rajasthan



Investing in Rajasthan made easy through single window clearance process

- **Rajnivesh portal launched** to fast-track investment proposals in the state with online application forms and real time tracking of approval status
- **More than 135 clearances under 16 departments** made available through **single window portal** for big ticket investors **eliminating multiple physical visits** to numerous departments
- **Facilitated 510 investors with investments amounting to INR 11,800 crore**

Freeing MSMEs from permit and inspection raj

- Enabled **MSMEs to start and operate business for 3 years** without any State license or registration after obtaining acknowledgement certificate
- Over **11,000 acknowledgments issued to MSMEs** in the State



Facilitating employment opportunities for migrant workers

- **Raj Kaushal portal, an online employment exchange, launched** to solve the dual problem of unemployment of migrant workers and labour shortage experienced by industries during the pandemic
- **55 lakh workers and 9 lakh employers registered on the portal**





Providing a growth thrust to MSMEs through easier approval procedures

- Online **in-principle approval** for new MSME units based on self-declaration **exempting** businesses from **approvals and inspections** for a period of **3.5 years**
- **9 clearances** (e.g., Fire NOC, Building Plan, etc.) **under 5 State Acts provided online**
- Estimated to **benefit more than 1.6 lakh MSME** units

Investing in Punjab made effortless through single window clearance system

- **Invest Punjab – Business First Portal (IP-BFP) launched** as a single window portal to facilitate investors in Punjab
- **120+ regulatory approvals from 16+ line departments** made accessible to businesses on this portal with 90% clearances carrying defined timelines leading to swift processing time
- **35,760 applications** received of which **33,570 approved** till date bringing in **INR 80,000 crore in investments**
- **GIS based online land mapping made available** for all **industrial** plots displaying prevailing **land rates, connectivity infrastructure, utility** and other infrastructure

Freeing businesses from inspection and license renewal compliance burden

- **Auto Approval of PPCB Consent (NOC) by pollution control board by pollution control board** provided to Green & Orange Category industries based on **online self-certification** with **instant renewal to green category industries**
- **Joint inspection of industrial units** carried by different agencies through **computerized random allocation** of inspectors saving time and cost for businesses

Reducing cost of compliance through faster environmental clearances

- **Simplified process for granting 256 renewals of NOCs for all types of industries** in Orange & Green category based on an undertaking and online fee payment

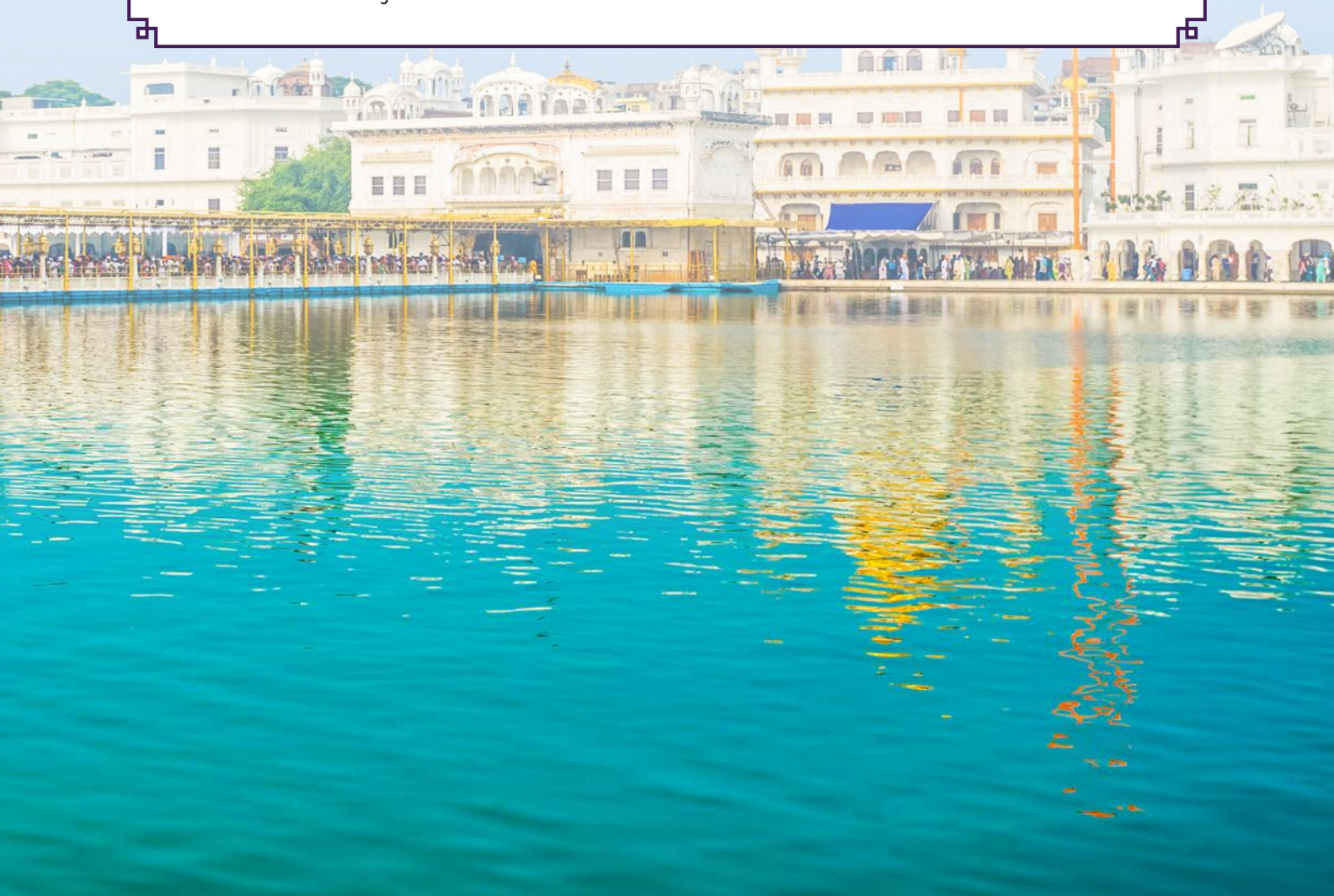


Bringing public services closer to citizens through Sewa Kendras

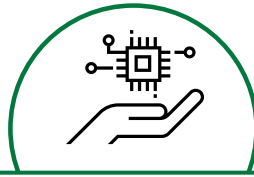
- Sewa Kendras expanded offering more than **255 time-bound citizen centric** services (Birth/Death Certificate, Marriage, Income certificate, Residence certificate, etc.) under one roof
- **Doorstep delivery and tatkal services** launched **from the Sewa Kendras** providing **support to 2.7 crore citizens** amidst ongoing COVID pandemic

Cutting red tape for businesses and citizens

- **Anti-Red Tape Act, 2021** enacted to ensure re-engineering of existing processes and systems by all departments for reducing **compliance burden by at least 50%**
- Initiatives such as **deemed approval and online delivery of Government to Business and Government to Citizen** services being taken up to achieve the objective



Chandigarh

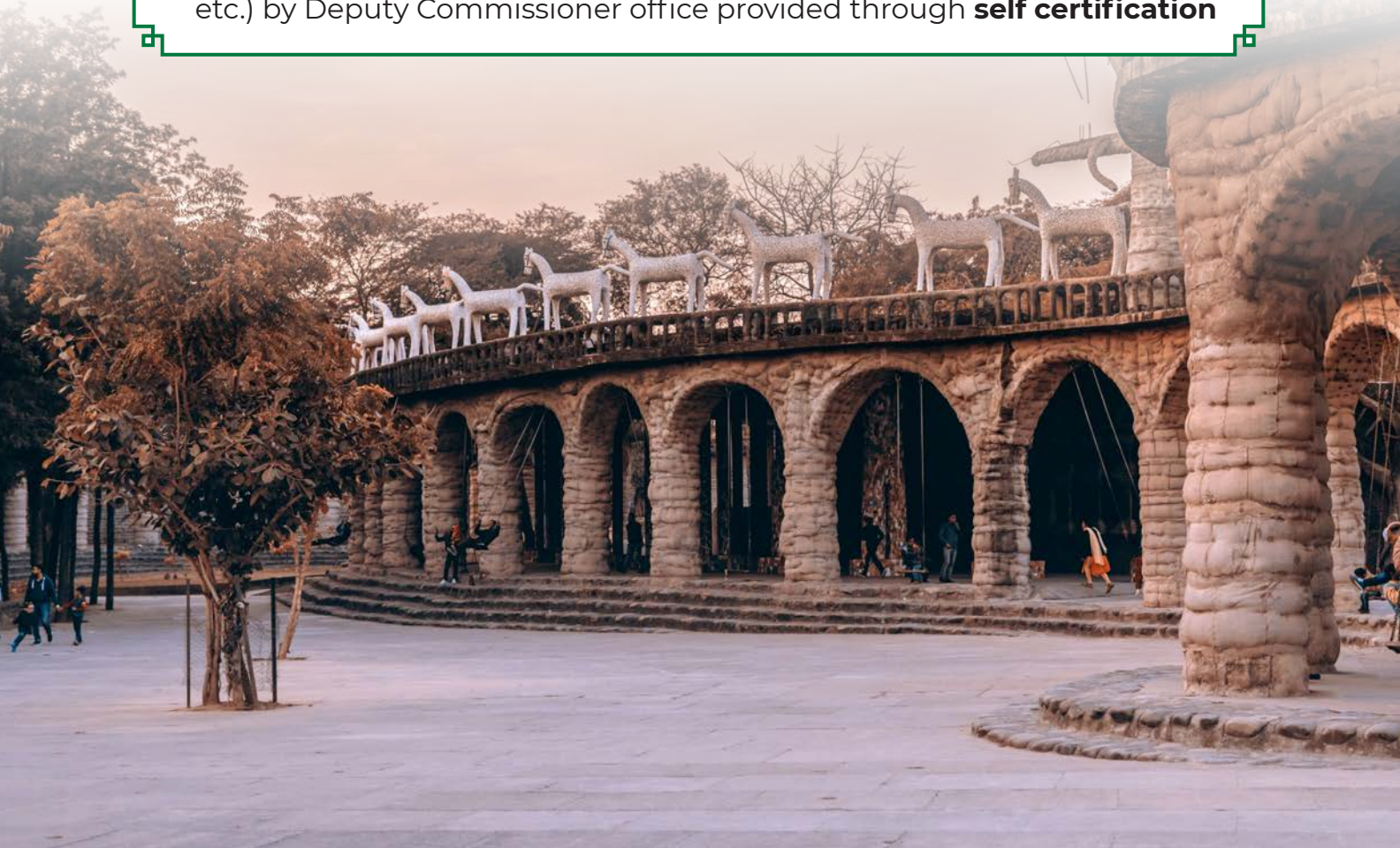


Boosting businesses through digital approvals and commercial courts

- Services under Chandigarh Pollution Control Committee such as **Consent to Establish (CTE) & Consent to Operate (CTO) provided online**
- **Registration & renewal of licenses for shops and establishments made online** along with self certification for scheme for various labour Acts/ Rules (e.g., Factories Act, 1948; Minimum Wages Act, 1948)
- Established **commercial courts for faster dispute resolution**
- **Online Building Plan Approval System** implemented with auto scrutiny of plans to speed up construction projects

Efficient delivery of citizen centric services through technology

- **Digitized Records of Rights**, integrated property mutation with registration process and introduced **online payment of Property Tax** reducing time and hassle for citizens
- Payment of water and electricity bills made online
- **15 citizen centric services** (availing Nationality, Dependent certificate, etc.) by Deputy Commissioner office provided through **self certification**





Starting and running a business simplified through swift issue of licenses, clearances and certificates

- **Requirement to display physical certificates issued** under various laws **removed and** provision made for digital access of certificates by government agencies.
- **18 registers and records** simplified with provisions to **maintain records in electronic format**
- Application and **grant of 45 certificates** and licenses simplified. Online **auto-renewal** of license introduced under Interstate Migrant Workmen Act, 1979 and Motor Transport Workers Act, 1961
- Reforms increased the processing rate of applications related to various clearances to set up industries in the State

Making compliance easy for businesses through re-engineering of compliance procedures

- **Migrated all processes** under **Legal Metrology Department** online and **increased license renewal period** (from 1 to 2 years) along with reduction in deposit amount by 50%
- **Modified the frequency of electricity department returns** from **monthly to yearly basis**, reducing the compliance burden on businesses
- **Online provision to renew and amend licenses** issued by **fire department** eliminating the need to submit physical forms upon expiry of the validity of license





Facilitating investor-friendly ecosystem via Affidavit Based Clearances

- Affidavit Based Clearances (ABC) launched **exempting businesses from clearances** and approvals for the first 3 years
- Enabled **industries to start operating immediately without pre-establishment / pre-operation clearances**

Boosting business flexibility through extensive labour law reforms

- **Increased threshold for applicability** (from 100 to 300 employees) of government approval **regarding employee layoff, retrenchment or business closure**
- Factories allowed to increased **overtime limit from 75 to 125 hours** per quarter helping them operate for **longer hours and boost productivity**
- Shops and Establishments **employing 10 or more persons** now allowed to **operate 24x7** providing operating flexibility

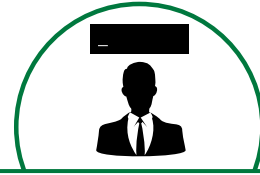
Promoting business establishment through reforms in procurement and transfer of land

- Ownership of agricultural land no longer limited to “agriculturalists” **relaxing land procurement rules for businesses**
- Provisions on restriction of transfer of certain land parcels to non agriculturalists modified to facilitate land transfer

Transparent and simplified delivery of public services

- **474 services across 34 departments** (education, health, revenue, energy, housing, youth, social welfare programs, etc.) made online,
- Ensured easier and more transparent delivery of public services to citizens

Jammu & Kashmir



Setting up business made easier through simpler approval and authorization procedures

- Replaced 15 NOCs/ clearances for setting up a business with **Udyog Aadhaar Memorandum**
- **All authorizations** and Consent to Operate (CTO) / Consent to Establish (CTE) to the industries **made available online** by Pollution Board, thereby eliminating physical visits
- **Authorization granted for 219 applications with 7,723 industries** received Consent to Operate (CTO)/ Consent to Establish (CTE)

Providing one stop shop for all investment related processes

- **Investment Promotion and Facilitation Centre (IPFC)** launched to facilitate investors through integrated **e-application**
- **Grievance redressal** and query handling made available **via portal** with 55 queries received and responded to within 5 days

Businesses freed from inspection burden through Centralized Inspection System (CIS)

- **CIS** introduced to integrate inspections by 4 departments based on **risk-based assessment of industries** and **computerized random allocation of inspectors** thereby **increasing transparency** in the process
- **724 Inspections** conducted under CIS



Improving efficiency of service delivery to citizens

- **42 citizen centric services across 10 departments** (education, health, housing, youth, social welfare programs, etc.) **made online**, ensuring efficient public service disbursement to citizens

Improving transparency in availing housing related services by Citizens

- Portal developed for **online provision of services** (e.g., transfer & extension of lease hold rights, etc.) to the allottees in **18 different housing colonies** including status tracking and notification features

National Capital Territory of Delhi



Faster compliance solution for entrepreneurs

- **Submission, payment and generation of new licenses/** renewal of licenses **made online**, thereby reducing time and cost for entrepreneurs
- **QR code facility for licenses** launched eliminating the **requirement to carry original license** for verification

Easing compliances and inspection burden for pharmaceutical companies

- **Removed 16 compliance procedures** related to manufacturing of **allopathic and homeopathic medicines** by the Drugs Control Department
- **Self certification/ declaration introduced for Grant of license** to manufacture cosmetics for sale and distribution thereby eliminating inspections



Availing utility connection made easier for businesses

- **Eliminated 16 compliance procedures** related to **sanction of new water, sewer connection** by Delhi Jal Board
- **Online application for water connection launched** with **prefilled option** reducing issuance time from **35 days to 15 days**
- **One-time inspection process** introduced for existing connections with defined timelines of inspection



Traveling in public transport made easier

- Simplified issuance and renewal of **bus pass through online system** eliminating the need for physical visits
- **Mobile e-pass** made available on registered mobile numbers of commuters eliminating need to carry physical pass
- Introduced auto renewal of bus pass using online payment

Tamil Nadu



Improving disbursement of Government to Business (G2B) Services to businesses

- **100+ G2B services across 24 departments provided through the Single Window System**
 - Elimination of hard copy/offline submission of application form, supporting documents, queries, fees etc. and timelines defined for 160 clearances
 - Provision of deemed approval for 13 clearances
- **Biz Buddy an online grievance redressal system** operationalized to resolve existing investors' challenges across 20+ State departments **reducing issue resolution time by 80%**

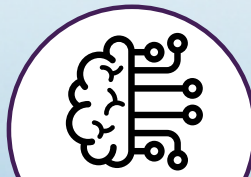
Businesses unchained from inspection and license burden

- **Digitized auto renewal system introduced** for licenses such as Trade license, Factory license, Contractor's license etc.
- **Random allocation of inspector** based on risk categorization of industry across Industrial Safety, Health, Labour, Pollution, etc. enhancing transparency for businesses



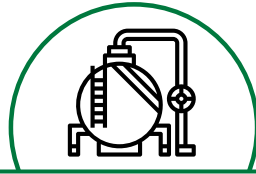
One click access to land and revenue records services

- **Comprehensive Land Information Portal developed** for information pertaining to land ownership, encumbrances, property tax dues, etc.
- **Digitized land and revenue legacy records** with provision of property, water tax payment, etc.



Leveraging Artificial Intelligence in disseminating citizen centric information

- Common Service Centers equipped with **artificial Intelligence based conversational chatbot** for facilitation of Tamil/ English conversations
- **Text based conversational interface** developed for citizens seeking information on public services

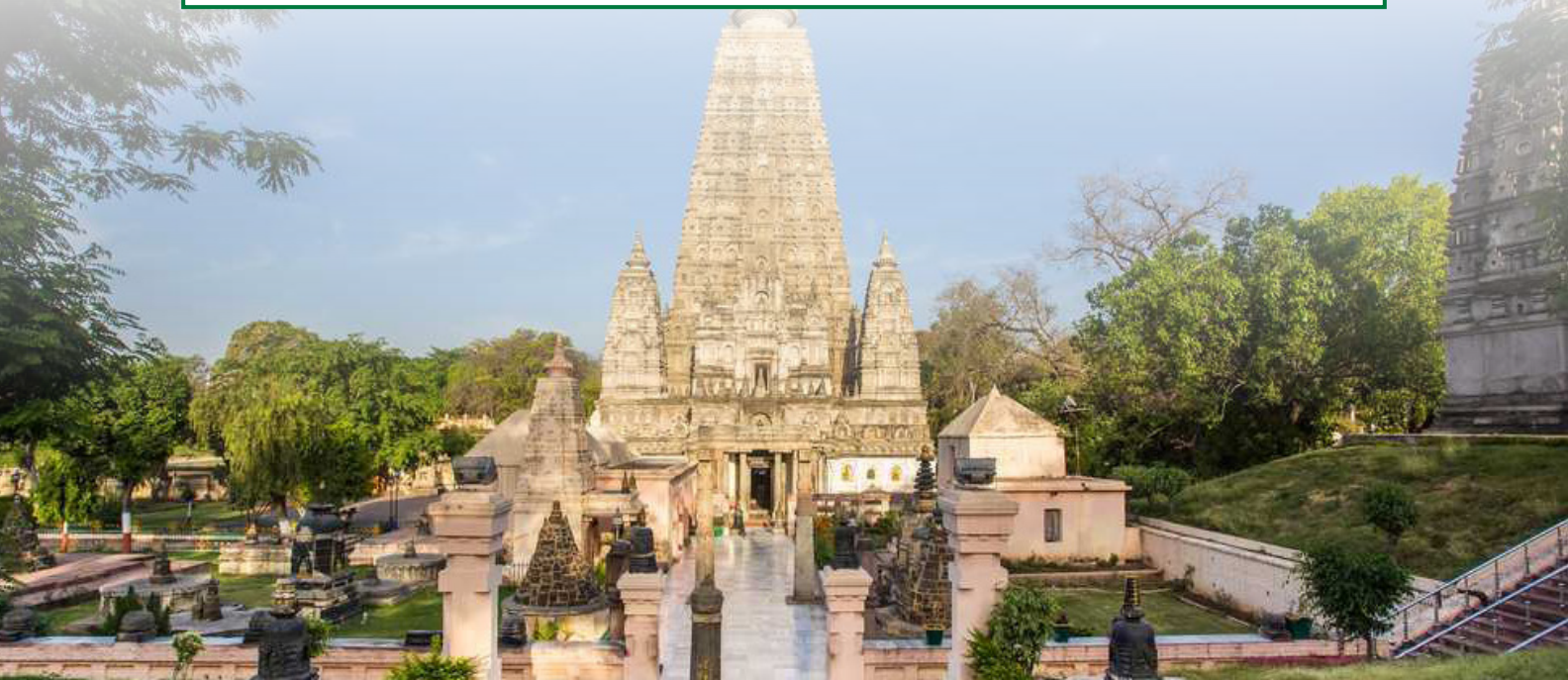


Enhancing operating efficiency of businesses through simplification of license/ approval processes

- **Single window portal** introduced for availing services, registrations and authorizations (including NOCs, licenses, payment etc.) under **Bihar State Pollution Control Board** such as Consent to Establish (CTE), Consent to Operate (CTO), Authorization/ Registration/ Renewal for Environment Protection
- **Applications for NOCs, licenses, payment**, etc. made online with clearly defined timelines resulting in fast tracking of application process
- **Online mode introduced for compliances** under various acts for speedy delivery of services

Simplifying tax registration process and faster grievance redressal for businesses

- **One stop shop portal** for registrations and renewals of professional tax, State GST and related taxes/ levies **launched by Commercial Tax department**
- Appellate authority and **provisions for advance ruling created** for faster delivery of filing and procedures





Promoting growth in tourism industry with online licensing process

- **Migrated licensing** processes under Department of Excise and Department of Tourism **to digital interface**
- Validity of **13 licenses increased** from **1 year to 5 years**
- **15,000 businesses** to benefit with **average time saving of 60-120 days** per businessperson

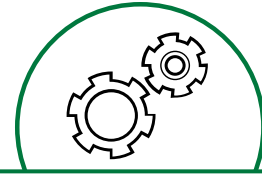
Time and cost saving in license compliance for businesses

- **Introduced auto-renewal of 6 licenses issued by 4 departments** - Labour and Employment, Factories and Boilers, Legal Metrology and Municipal Administration with provision of downloading of **digital license certificates**
- **Physical visits** to license granting departments **eliminated** resulting in time and cost saving for businesses
- **License renewal** can be completed **in one day instead of 15-30 days**

Reducing inspection burden on investors and businesses

- Implemented Centralized Inspection System (CIS) to **synchronize inspections across 4 departments** leading to time and cost savings by businesses
- Transparent checklists, procedures, benchmarks, etc. made available for synchronized inspections and increased transparency





Promoting entrepreneurs through swift issuance of licenses, clearances and certificates

- Kerala Single Window Interface for Fast and Transparent Clearance (KSWIFT 2.0), an upgraded version of the existing portal was introduced with following features:
- Availability of **75+ services across 21 departments** made available to entrepreneurs
- Integration with the State's Entrepreneur Support Scheme (ESS) incentive portal, Central Inspection System, GIS-based land allotment module and provisional tax deposit system
- Online renewal of licenses/ permits from 16 Departments within mandated timelines for exiting units/ enterprise
- Post launch of the enhanced version **more than 5,000 entrepreneurs have availed services through the KSWIFT 2.0 portal**

Operating MSMEs made easier

- **MSMEs of Kerala** (except red category) are exempted from approvals and inspections for establishment and operation for a period of 3 years; now MSMEs can start operating with acknowledgment certificate issued upon declaration of intent
- **9290+ MSMEs benefitted from the exemptions** under the automated approval route

Intelligent Building Plan Management System

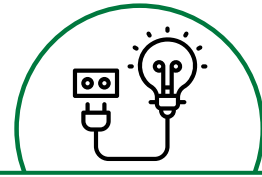
- **Intelligent Building Plan Management System** (IBPMS) launched facilitating standardized and **efficient disposal** of Building Permit Applications by **92 Urban Local Bodies** (ULBs) with reduced time and human errors
- **4,635 building plans** approved via system



Gram panchayat services at the fingertips of citizens

- **Integrated Local Governance Management System** (ILGMS) now offers services of 150 gram panchayats on one portal for citizens
- Simplified **online issuance** and registration of **Birth, Marriage and Death certificates** and many more documents

Andaman & Nicobar Islands



Business services delivery simplified

- Digitized delivery of Old Age pension, Destitute Allowance, Widow Allowance and Disability Allowance
- Online registration under Bread & Breakfast Scheme, Film Shooting, Water Sports & Ticketing of National Memorial
- Online issuance of 26 services certificates / licenses / permissions by Directorate of Transport
- 5 licenses under Legal Metrology made online
- Simplified process with reduced documentation for obtaining Stevedoring license (5 to 2) & Harbour Entry Pass (3 to 2) by Port Management Board
- Number of documents for obtaining new electricity connection reduced from 7 to 2
- Process of obtaining Drug License for retail & wholesale trade of pharmaceuticals made online
- Grant of Construction Permits, Payment of Property Tax, Conservancy, Water Charges, Shop Rent, Fire Clearance Certificate, Consent under Air Act and Water Act, Registration of Shops and Establishments made online



Availing services made easier to citizens

- Issuance of 65 certificates / licenses / permissions by various departments (Department of Transport, Department of Social Welfare, Department of Tribal Welfare Department of Fisheries, Registrar of Cooperative Society, Port Blair Municipal Council, Department of Tourism etc.) made available online / rationalized, thus improving services delivery for citizens

Himachal Pradesh



Simplifying compliances and unshackling the licensing regime

- **Introduced auto renewal of licenses issued** under 7 Acts and increased validity of licenses under Factories Act, 1948 up to 10 years
- **Inspection activities streamlined** by **process digitization**, conducting risk-based inspections, prior inspection notice to businesses and random allocation of inspection officers
- **Self certification introduced for MSMEs** with validity of 3 years
- **Mandated timelines** for approval and renewal of applications under the Himachal Pradesh Public Service Guarantee Act 2011
- **Eliminated** the need for SIR (Site Inspection Report)/ **Pre-establishment NOC for Fire Services**
- Application for **70 investor related services** enabled through **Single Window System**

Facilitating film industry through faster clearances

- **Single Window approval** system developed for providing **movie shooting permission** within 10 days



Faster grievance redressal for citizens and businesses

- **Single helpline number launched** (Mukhya Mantri Sewa Sankalp) for **grievance redressal**
- **Micro Small Enterprises Facilitation Council** established to address delays in payments to businesses

Haryana



Easier access to public services

- Introduced **online registration of police complaints** on Saral Haryana Police web portal thereby **improving accessibility for citizens**
- **Digitized** application process for **canal water usage by farmers**
- **Scholarship applications by** post-matric students from **SC communities also digitized**



Online registration for various business activities

- **Insecticide manufacturing** registration and play school registration through Saral portal
- Single window solution provided to obtain **movie shooting permissions**

Licensing regime for businesses made simple through auto renewal and self certification

- **Introduced auto-renewal of trade licenses**
- Introduced **self certification** for **Brands and Labels** by businesses



West Bengal



Fast tracking statutory clearances for businesses

- Developed **Single Window System** (Silpasathi) enabling **easier set-up and** operations for businesses
- **Implemented Central Inspection System** to synchronize multi-department inspections **improving transparency and simplification of compliance**
- **Digitized application, payment and issuance** of **Trade License** and **Registration** eliminating the need for physical visits

Land parcel identification made easy through GIS based land bank

- Implemented Geographic Information System (**GIS**) **based land map of industrial parks** including details on infrastructure (proximity to Highways, Railway etc.) and common facilities (road, drainage, electrical substation etc.)
- Enabling industries to **access plot level details for setting operations**

Access to all property records provided through a single portal

- **Developed single window portal for all Land/ Property records** of ownership and encumbrances including data of land transaction deeds, utilities dues etc., thereby **improving transparency** for citizens and businesses



Jharkhand



Simplifying renewal of labour registrations by businesses

- Established **single window license auto-renewal** system with provision for online fee payment, eliminating the time-consuming manual process and enabling **seamless continuity of business operations**

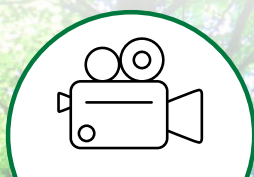
Providing swift registration and license renewal for factories

- **Extended validity of one-time registration for factories** from 1 year to **10-15 years** and **extended auto-renewal period** from **1 year to 10 years** ensuring **continuity of business operations**
- **Registration process** migrated **online** under a single window system eliminating hassles of manual process for businesses

Implementing Transparent Grievance Redressal mechanism

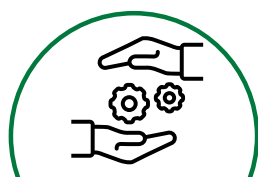
- **Lokayukt appointed** (Municipal Ombudsman) to exercise the functions as mandated under Jharkhand Municipal Act 2011

Chhattisgarh



Opening doors to film shooting industry with hassle-free compliance procedures

- **Single window system (SWS)** to streamline **film shooting approval** process launched with all requisite approvals available in one system and timeline for issuance of NoCs mandated at 30 days;
- **Permissions** granted to **8 film production houses** within **13 days**
- Visits to **multiple district level officers** for approvals/ NoCs for different shooting spots eliminated
- **Exempted film production houses from paying spot charges** to conduct shooting, which earlier ranged from INR 2,500 to INR 5,000 per day



Setting up and Running a business made easy through simplified compliance norms

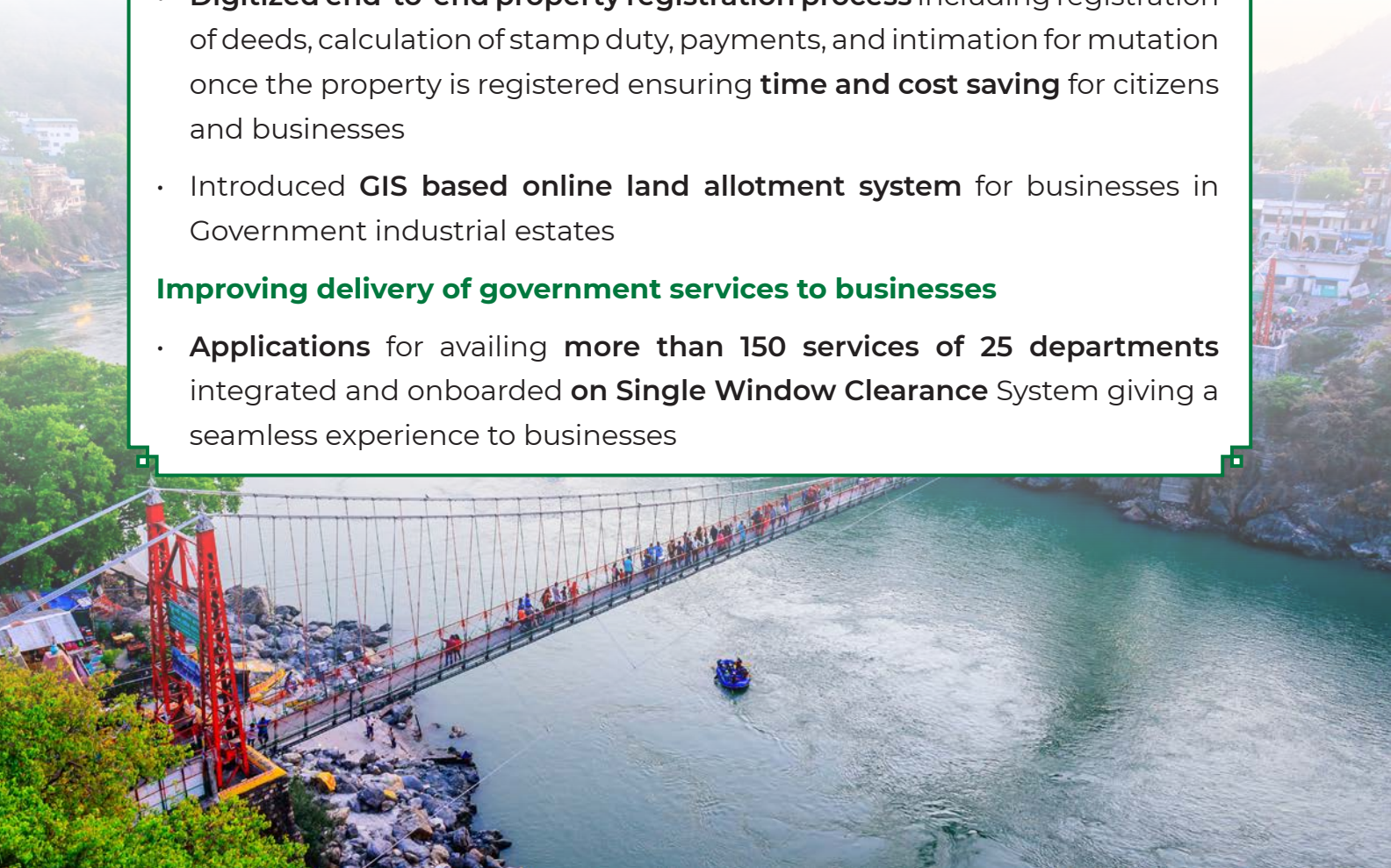
- **Self-certification for Consent to Establish** implemented by State Industrial Development Agency (SIDA) for obtaining Construction Permit
- **Merged, simplified online pre-registration** with Industries department for availing incentives under industrial policy
- Introduced **deemed permission for change of land use and land purchase** if in-principle approval by State/ District Level Empowered Committee is provided to establishment
- Introduced **auto-renewal for licenses under 7 Acts of four departments** i.e. Labour, Urban, Legal Metrology, and Drug Control

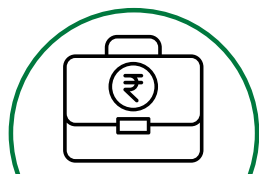
Simplifying property registration and land allocation for citizens and businesses

- **Digitized end-to-end property registration process** including registration of deeds, calculation of stamp duty, payments, and intimation for mutation once the property is registered ensuring **time and cost saving** for citizens and businesses
- Introduced **GIS based online land allotment system** for businesses in Government industrial estates

Improving delivery of government services to businesses

- **Applications for availing more than 150 services of 25 departments** integrated and onboarded **on Single Window Clearance System** giving a seamless experience to businesses





Fast-tracking of investment proposals in industry and services sectors

- **Online single window clearance system** for **swift processing** and **quick clearance of investment proposals** under Manipur Industrial Single Window Clearance Act, 2021

Providing unhindered path of growth to businesses through relaxed licensing regime

- **Extended validity of factory license** from **1 year to 10 years** and **introduced Centralized Random Inspection System (CRIS)** thereby **reducing cost and time** for compliance by businesses
- Introduced **online renewal of licenses** under Labour Department (e.g., trade license)

Guaranteed on-time delivery of public services to citizens and investors

- Prescribed **time limits for delivery of 42 services** to citizens and investors through the Manipur Public Services Delivery Guarantee Act, 2021 thereby **increasing transparency, and improving accountability**





Increased focus on Ease of Doing Business by providing statutory backing

- **“The Tripura Industries (Facilitation) Act, 2018”** enacted providing legal backing to the endeavour of the State Government of enhancing Ease of Doing Business

Guaranteed time bound delivery of public services to citizens and businesses

- **“The Tripura Guaranteed Services to Citizens Act, 2020”** enacted mandating timelines for delivery of services to citizens

Enhancing operational efficiency digitization

- Developed a Single Window System (**SWAAGAT**) for approval from all government agencies for **easier set-up and operation** of businesses
- **60+ services of 16 departments/ organizations** made **online** including issuance of NOC/ Licenses/ Clearances

Freeing businesses form inspection and license burden

- **Implemented Centralized Inspection System** to **synchronize multi-department inspections** under Labour, Factory, Pollution Control and Legal Metrology improving transparency
- **Renewal of license under Shops & Establishments Act eliminated**





Amplifying focus on Ease of Doing Business by providing statutory backing

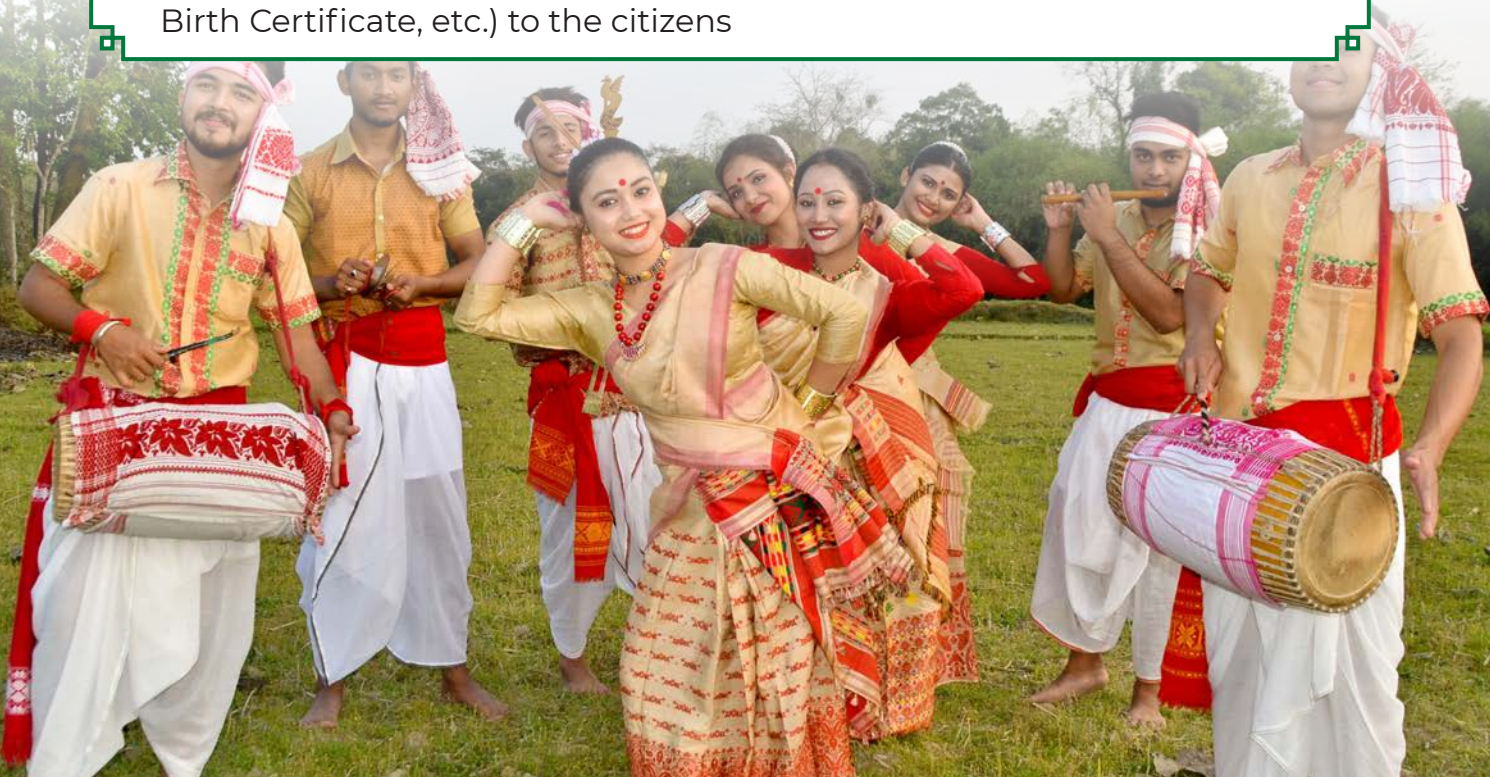
- Enacted **Ease of Doing Business Act, 2020** to introduce **auto renewal of clearances, certificates, licenses based on online self declaration**
- Appointed **Udyog Mitra** (direct point of contact) in **34 districts to handhold investors** in setting up **industrial units**

Boosting MSME sector through simplified registration & operation

- Enacted Assam Micro, Small and Medium Enterprises (Facilitation of Establishment and Operation) Act 2020 to **enable MSMEs to start and operate business without license or registration for 3 years**
- Introduced **Know Your Approval** feature in Ease of Doing Business Portal **to assist entrepreneurs** in accessing the approvals/ permissions list for setting up industrial units
- Launched **Toll free number for grievance redressal** of MSMEs

Efficient disbursement of Government to Citizens services

- **2,481 Common Service Centers** rolled out as front-end delivery point of government, private and social sector services (Aadhar Card registration, Birth Certificate, etc.) to the citizens





Simplification of license and inspection regime

- **Centralized Inspection System** covering inspections across 20 Acts/ Rules introduced
- **Increased validity of selected licenses/** registrations and **introduced auto-renewal** without the need to visit government office

Guaranteed timebound delivery of public services to citizens and businesses

- Enacted Meghalaya Right to Public Services Act, 2020 to **mandate timelines for provision of 80+ public services** to citizens and businesses
- **Online delivery of 50+ public services** to citizens and businesses ensured



Nagaland



One click access to information on public services for citizens

- Focus on **digital delivery** of **people centric services**
- One stop shop for information on government related procedures, checklists etc.
- Services such as bill payment made online by line departments

Puducherry



Fast-tracking construction approvals

- **Integrated Online Building Permission System (OBPS)** with **auto-scrutiny of building plans** for building plan approval, removing redundant processes for builders and citizens

Arunachal Pradesh



Comprehensive labour law reforms to ease compliance for businesses

- **Launched self-certification scheme** for 12 labour laws under Factories Act, 1948 and Boilers Act, 1923 to **promote ease of doing business** and attract investments .
- **4 labour laws repealed** reducing compliance burden on businesses and facilitating ease of doing business

Reducing inspection burden on industrial units through self certification

- **Self-certification scheme** launched for boilers installed in the state eliminating inspection for renewal of certificate
- **Applications under self certification** scheme to be processed within **30 days** with provision for 'deemed approval'

Boosting entrepreneurial ecosystem through exemption from compliances

- Ordinance for **exemption** from provisions of Industrial Disputes Act, 1947 and Factories Act, 1948 **for new establishments** for a period of **1,000 days**
- **Measures** undertaken to boost ease of setting up businesses in the state and improve employment opportunities

WAY FORWARD

Government of India remains committed to the ongoing process of reducing compliance burden. The in-depth assessment of impact of the reforms and review of existing compliances across Governments will be a continuous process.

It is encouraging to see some proactive responses from Ministries, Departments and States on their intent to further assess laws and regulations to **eliminate redundancies and continuously reduce compliance burden.**

For example, Ministry of Coal is in the process of reviewing 10 more rules to be considered for abolition under Coal Mines (Conservation and Development) Act, 1974 and Coal Mines (Conservation and Development) Rules, 1975. Department of Land Resources has also proposed to repeal Land Acquisition (Mines) Act.

Decriminalization is seen as an important intervention for reclassification of various sections to further unshackle citizens and businesses from the constant fear of prosecution for trivial defaults. Department of Defence, Department of Commerce, Department of Fisheries, Food & Safety Standards Authority of India (FSSAI), Ministry of Corporate Affairs are considering decriminalization of provisions under respective Acts to this effect.

With greater implementation of **new-age technologies** like Artificial Intelligence, Machine Learning, Blockchain, etc. further **process re-evaluation, simplification and rationalization** are being carried out across Governments. Securities & Exchange Board of India (SEBI) is working with Market Infrastructure Institutions to build an application using Distributed Ledger Technology (DLT) to perform Security and Covenant Monitoring of Debentures. Ministry of Corporate Affairs is in process of its portal revamp and is developing data analytics, artificial intelligence, machine learning-driven MCA21 Version 3.0 with additional modules for e-scrutiny, e-adjudication, e-consultation and compliance management.

We strongly believe that the consultative processes adopted during the last 24 months have provided valuable insights for successful elimination of burdensome compliances. The best practices which emerged out of the exercise have been shared with all Ministries and States/UTs for facilitating peer learning.

Given the importance of this exercise and continuous guidance of the Hon'ble Prime Minister, we anticipate to leapfrog to the next level of governance excellence. Every citizen of India, will soon get access to the portal, in order to give his or her opinion on areas that require further improvement and to help make the regulatory landscape simpler and beneficial. Let us take this journey to make India shine and prosper, together!

TEAM DPIIT

“Next generation of reforms primarily focus on seamless service delivery to citizens till last mile. Unnecessary interface with Government and complex policies needs to be eliminated.”

“Central and State/UT Departments would continue to review every regulation and process and eliminate burdensome compliances that act as hindrance for citizens and businesses. Government authorities would work in close co-ordination so that benefits of reforms reach at the grass-root levels.”

Shri Narendra Modi, Prime Minister
(Independence Day Speech 2021)



Government of India
Ministry of Commerce and Industry
Department for Promotion of Industry
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