

Business Reforms Action Plan 2022 Assessment and Evaluation Methodology

1. Overview

Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India, released the Business Reforms Action Plan, 2022 (BRAP, 2022) in line with Govt. of India's vision of enabling ease for Businesses as well as Citizens across the country. The Action Plan under BRAP, 2022 consists of 352 recommendations covering reforms relating to Business and Citizens.

2. List of Reforms

- a. BRAP 2022 has 352 reforms, divided into two parts – **Action Plan A** comprises of 261 reforms relating to Business while **Action Plan B** comprises of 91 reforms relating to Citizens.
- b. Reforms are classified as General and Specific reforms
 - i. General reforms are those reforms, wherein there is no specific user. For example, Information wizard, digitization of land records, etc.
 - ii. Specific reforms are those wherein there is a clear identifiable user. For example, electricity connection, trade license, etc.

3. Grouping of States/ UTs

For the purpose of assessment and evaluation under BRAP 2022, all the States/UTs will be grouped into the following two categories:

Category X	North-Eastern States (except Assam) and UTs (except Delhi)
Category Y	States/ UTs with well-established Business and Citizen centric Systems

4. There are 3 major steps in the Assessment and Evaluation:

Step 1: Uploading of evidences & Assessment by DPIIT

- i. States/ UTs are required to implement reforms and upload evidences and user data on the BRAP Portal (<https://eodb.dpiit.gov.in/>) by **31st October 2022**.
- ii. Evidence of the reforms approved as '**Yes**' by DPIIT under BRAP, 2020 **will be retained** on the BRAP Portal. However, States/ UTs have the option to upload fresh evidence on the portal as deemed necessary.
- iii. If the old evidence submitted under BRAP, 2020 does not reflect the current status due to modifications in the regulatory regime in the State/ UT, new evidence must be submitted for evaluation.
- iv. Action Points for which evidence are uploaded after the cut-off date, will not be assessed.
- v. While uploading the evidence for the implemented reforms, States/ UTs are required to

provide at least one of the following ensuring data and information privacy:

- a. Links to uploaded videos of user walk through,
 - b. User manual (PDF file or links to uploaded file) consisting of screenshots to prove the functionality of the system,
 - c. User ID & Password to DPIIT to check the functionality of the system,
 - d. Scanned copy of other relevant documents/ notifications/ government orders/ circulars in PDF format (only) clearly highlighting the reform and description in the beginning of the PDF.
- vi. The URLs/ links submitted as evidence should direct to the exact link on the portal and not to the homepage of the portal.
 - vii. In many instances, DPIIT has noted that the URLs/ links provided by States/ UTs as evidence did not work. Hence, all States/UTs are requested to check all the evidence (i.e., links and documents), before and after uploading, to make sure they are complete and functional.
 - viii. Only fully operational ICT systems will be considered and systems in pilot phase will not be considered as implemented.
 - ix. A reform will be considered implemented, only when the system is functional across the State.
 - x. In case multiple documents have to be included as evidence for a single reform, they must be combined into a single PDF document and uploaded on the BRAP Portal.
 - xi. Since each Reform will be evaluated individually, the evidence for one reform must not refer to evidence/ remarks submitted for any other reform.
 - xii. Evidence should be submitted only in English (preferably) or Hindi, in case of usage of other languages, translation in either of the two languages should be provided.
 - xiii. During evaluation of the uploaded evidence, if any clarification is sought by DPIIT from the State/ UT, **maximum one iteration** will be allowed to respond to the clarification. States/ UTs will be required to submit response to the clarification within **7 days** and the timeline shall expire at **12 AM (midnight)** of the 7th day from the date of clarification sought (the period of 7 days would include Saturday, Sunday and public holidays).
 - xiv. Reforms that are uploaded on the Portal will fall into 4 categories:
 - a. **Yes** -indicates that the Reform has been implemented by the State/ UT
 - b. **No** – indicates that the reform is yet to be implemented by the State/ UT
 - c. **NA1** – Indicates that the State/ UT has eliminated the regulatory requirement to which the reform refers. State/UT has done away with the regulations through Government Process Re-engineering (GPR). Hence these reforms will be given full score and there will be no necessity to take user feedback.
 - d. **NA2** – Indicates that the relevant regulatory requirement is not in practice in the State/UT, due to (i) a judgement by the court or that (ii) there are not enough

applications/ Users for the service (less than 20- applicable for only Category Y States), or (iii) the reform is not applicable due to unique geographical condition of the State/ UT or (iv) any other reason which is beyond the control of the State/ UT.

Step 2: Uploading of User Data by States/ UTs

- i. States/ UTs will give complete user data for the period from **1st January 2022 to 31st October 2022** (both dates included). The last date for uploading User data is **31st October 2022** and no data received thereafter will be accepted.
- ii. All data will be uploaded directly on the BRAP Portal. Nothing will be accepted over email.
- iii. States are required to give all data for the above-mentioned period.
- iv. State should ensure that data is not incomplete in any way (for instance, it is to be ensured that Mobile number has complete 10 digits and emails are rightly captured), else it would lead to rejection of User for the purposes of taking feedback.

Step 3: User Survey by DPIIT

- i. Feedback exercise would be conducted during the period of **15th December 2022 to 15th February 2023** tentatively.
- ii. Feedback will be sought on all reforms, which are implemented, and evidence is approved by DPIIT.
- iii. User feedback will be taken through interview (telephonic, face to face and Video Conference) and/ or WhatsApp/ SMS/ Email based link

a. Telephonic Interview

Users will be contacted through telephonic call and a set of questions relating to the services availed will be asked. Questionnaire will be designed in such a way where Users will have to answer in Yes or No.

b. WhatsApp/ SMS/ Email based link

1. The User database shared by States/ UTs with Phone number and/or email ID will be used by DPIIT to send the link through WhatsApp/ SMS/ Email
2. A brief explanation will be given as to why the survey is being done. Details of Users will be anonymous, and submissions will not be shared with States/ UTs

c. Face to Face Interview

As a part of survey, DPIIT may also undertake face to face interviews (around 5%) with selected Users on the below reform areas:

S. No.	Business Centric Reform Areas	Citizen Centric Reform Areas
1	Land Administration and Transfer of Land and Property (Business)	Certificates (ULB) (Birth Certificate)
2	Construction Permit Enablers	Certificates (ULB) (Death Certificate)
3	Contract Enforcement	Transport Department (Driving License)
4	State Excise	

iv. Sample Size

- a. Complete user database needs to be shared with DPIIT. **Scores would be calculated separately for Action Plan A and Action Plan B.**
- b. Not giving complete user database will disqualify the reform from being considered for evaluation.

I. For Action Plan A (Business Centric Reforms):

- a) **Category X-** A sample of **2%** of total user database submitted by States/UTs will be taken. While there is **no minimum threshold**, a **maximum of 100 users** shall be considered through random sampling method.
 - In case there are **less than 10** users for a service, face to face interviews may be conducted for all users.
- b) **Category Y-** A sample of **2%** of total user database submitted by States/UTs will be taken, wherein **minimum will be 30 users** and **maximum will be 100 users** through random sampling method.
 - e.g. If there are 500 users for a reform, 2% will be 10. In such a case, total users taken up for survey will be 30.
 - e.g. If there are 2,000 users for a reform, 2% of that would be 40. In such a case 40 users will be considered for survey.
 - e.g. If there are 10,000 users for a reform, 2% of that would be 200. In such a case 100 users will be considered for survey.

II. For Action Plan B (Citizen Centric Reforms):

- a) **Category X-** A sample of **1%** of total user database submitted by States/UTs will be taken. While there is **no minimum threshold**, a **maximum of 100 users** shall be considered through random sampling method.
 - In case there are **less than 10 users** for a service, face to face interviews may be conducted for all such users.
- b) **Category Y-** A sample of **1%** of total user database submitted by States/UTs will be taken, wherein **minimum will be 30 users** and **maximum will be 100 users** through random sampling method.
 - e.g. If there are 2,000 users for a reform, 1% will be 20. In such a case, total users taken up for survey will be 30.
 - e.g. If there are 5,000 users for a reform, 1% of that would be 50. In such a case 50 users will be considered for survey.
 - e.g. If there are 20,000 users for a reform, 1% of that would be 200. In such a case 100 users will be considered for survey.

The sample would be drawn from the user list submitted by States/ UTs on the BRAP Portal for the period **1st January 2022 to 31st October 2022.**

- c. While it is obvious that a single user can avail multiple departmental services, States are encouraged to give users specific/ unique to a particular reform as this will improve the quality of feedback. Users tend to show fatigue if multiple questions are asked on different reforms. The system will sort individual users over users who have availed multiple services.
- d. Users who have availed a service will be asked through SMS/ WhatsApp/ email-based survey. SMS with a survey link may be sent as reminders.
- v. DPIIT will develop user category-wise questionnaires to obtain feedback. Scores will be awarded on the basis of answers received in the feedback interview.
- vi. The questionnaire will contain certain qualifying questions to assess whether the system has been used by the respondent. If the answer to this question is negative by the user, other questions of the reform will not be asked to the user.
- vii. No request for sharing the questionnaire before the completion survey will be obliged, to maintain the sanctity of the process.
- viii. States/UTs are advised to verify the validity of data shared by them. In case DPIIT is not able to reach out to any user based on the contact details given in the data, such data point will be eliminated from the data set and would not be evaluated. A replacement will then be chosen from the user list uploaded by the State/UT.
- ix. In case any user contacted by DPIIT informs that the actual usage is by someone else in his/ her organization or through some intermediary, DPIIT will make reasonable efforts to reach such actual user. However, if after reasonable efforts such actual user is not reachable, the case will be dealt as in point (viii) mentioned above.
- x. Single users availing multiple departmental services would be considered valid for all services they have availed.

5. Scoring and Weightage

- i. It may be noted that each Action Point has equal mark and therefore, marks associated with a reform would vary based on the number of Action Points in it. For example, Reform number 341 has 8 Action Points relating to Property Registration and therefore, the reform carries maximum marks of 8. In essence, each action point will carry one point as reward while scoring.
- ii. Score of the State/UT for Action Plan A and Action Plan B will be decided by the following formula:

$$\text{Percentage of Implementation} = \frac{(\text{Total feedback marks obtained} + \text{NA1 marks}) \times 100}{(\text{Maximum marks} - \text{NA2 marks})}$$

Category X: If less than 50% survey respondents from the sample size inform that they do not see the Action Point in actual implementation, no marks will be awarded for the same. Otherwise, full marks will be awarded.

Category Y: If less than 60% survey respondents from the sample size inform that they do not see the Action Point in actual implementation, no marks will be awarded for the same. Otherwise, full marks will be awarded.

Separate Score for Business centric reforms & Citizen centric reforms would be released.

6. Evaluation

In 2022, there would be a shift from one uniform ranking to **category wise evaluation** for providing insights into **category wise leaders**.

All the States/ UTs in their respective categories will be grouped into four grades based on the percentage score ranges. A percentage score indicates how well a State or UT has performed in comparison to other States or UTs. The States/UTs with similar percentage score range have been graded in a common group. Accordingly, four percentage-based grades (indicative) are as follows:

- **TOP ACHIEVERS:** Above 95%
- **ACHIEVERS:** 90% to 95%
- **FAST MOVERS:** 80% to 90%
- **ASPIRERS:** Below 80%

Annexure – I

Format for providing User Database

Sr. No.	Name of the Department	Service Availed	Name of the Firm	Name of the Person	Contact No.	Contact Email	Address	Date of service availed
