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

Business Reforms Action Plan *Plus* 2024

Implementation Guide for States/UTs

October 2024

Contents

Introduction

The Business Reforms Action Plan (BRAP), initiated by the Department for Promotion of Industry and Internal Trade (DPIIT) since 2014 in partnership with states and Union Territories (UTs), has played a pivotal role in transforming India's regulatory landscape through a series of strategic reforms. The action plan is designed to bolster transparency, efficiency, and effectiveness within the regulatory framework and services for businesses.

Over the years, BRAP has dynamically evolved, embracing new reforms, sectors, and leveraging Information and Communication Technology (ICT) to elevate the quality of services provided to businesses. The 2024 edition of BRAP marks the introduction of a new generation of reforms, aligning with key government initiatives such as Reducing Compliance Burden (RCB), Decriminalization, and the B-READY components.

The comprehensive BRAP 2024 framework is structured into two parts: Part A, which includes 57 reforms from 11 Central Ministries/Departments, and Part B, which encompasses 287 reforms aimed at states and UTs.

In light of several states expressing the need for additional time to implement BRAP 2024 due to various unavoidable factors, DPIIT has responded by extending the implementation period by five months. This extension serves as a testament to DPIIT's commitment to a collaborative approach, accommodating the unique circumstances faced by different regions and ensuring that all stakeholders are adequately prepared for the transition.

Furthermore, DPIIT's ongoing industry consultations have been instrumental in identifying critical pain points that necessitate further simplification of business processes. These discussions have not only fostered a deeper understanding of the industry's needs but have also highlighted the evolving business landscape, such as the advent of EPR portals. This regulatory and technological shift has streamlined certain processes, leading to the obsolescence of some state-level reforms related to EPR approvals and compliances, and paving the way for DPIIT to refine the reform framework in alignment with the current business environment.

In response to these insights and the evolving business landscape, DPIIT is introducing BRAP Plus (BRAP+), a strategic initiative that addresses the need to eliminate certain reforms, integrate necessary modifications, and resolve targeted industry pain points to further enhance the ease of doing business. BRAP+ will introduce 70 new reforms across 10 reform areas. Additionally, it will remove 14 reforms from BRAP 2024, assigning them NA2 status for states and UTs. The BRAP+ reforms are specifically designed for states and UTs, complementing Part B of the original reforms.

Consequently, the BRAP 2024 assessment cycle will now encompass a total of 344 reforms, which includes the original 287 reforms, the 14 deletions, and the 70 additions.

The key highlights of BRAP+ 2024 for states and UTs are as follows:

a. Streamlining business operations through an enhanced Online Single Window System with interactive learning and feedback features.

b. Simplifying environmental compliance with a dashboard for approvals, standardized NOCs for tree felling, tree transit permissions, and registrations under waste management rules (E-Waste, Plastic, and Battery).

c. Standardizing utility processes, including the registration and renewal for lifts/escalators, temporary electricity connections, electrical safety NOCs, and sewerage connections.

d. Promoting district-level export capabilities by capturing export data by origin and integrating export action plans into a centralized portal.

e. Advancing regional trade with the One District One Product (ODOP) initiative and fostering startup growth in Tier 2/3 cities.

f. Boosting digital commerce among small traders and MSMEs via the Open Network for Digital Commerce (ONDC).

g. Supporting forest-based enterprises' integration with SHGs, Van Dhan Kendras, and FPOs under NRLM for sustainable development.

h. Transitioning to a self-certification and third-party ecosystem for low and medium-risk inspections to reduce regulatory burdens.

States/UTs are required to implement the reforms, upload evidence and user data on the BRAP Portal (https://eodb.dpiit.gov.in/) according to the timelines specified in **Annexure - I**.

Instructions for uploading evidence

1. Evidence of reforms carried forward from BRAP 2022 that were approved as 'Yes' by DPIIT will be retained on the BRAP Portal for assessment under BRAP 2024. However, states/UTs have the option to upload fresh evidence on the portal if deemed necessary.
2. If the evidence previously submitted under BRAP 2022 does not reflect the current status due to modifications in the regulatory regime of the state/UT, new evidence must be submitted for evaluation.
3. If fresh evidence is uploaded against a carry-forward reform that was approved as 'Yes' under BRAP 2022 for the state/UT, it will undergo a fresh assessment under BRAP 2024.
4. When submitting evidence of the implementation of online systems, state governments/UT administrations are encouraged to provide at least one of the following:
   a. Links to uploaded videos of user walkthroughs.
   b. Screenshots to demonstrate the functionality of the system.
   c. Demo User ID & Password to verify the functionality of the system.
   d. Scanned copies of other relevant documents/notifications/government orders/circulars in PDF format, clearly highlighting the reform and description at the beginning of the PDF.
   e. The URLs/links submitted as evidence should direct to the exact page on the portal and not to the homepage.
5. DPIIT has noted instances where the URLs/links provided by states/UTs as evidence were not functional. Therefore, all states/UTs are requested to check all evidence (i.e., links and documents) before and after uploading to ensure they are complete and operational.
6. Only fully operational ICT systems will be considered; systems in the pilot phase will not be regarded as implemented. A reform will be considered implemented only when the system is functional across the state. DPIIT may validate this during evidence assessment.
7. If multiple documents must be included as evidence for a single reform, they should be combined into a single PDF document and uploaded to the BRAP Portal.
8. Since each reform will be evaluated individually, the evidence for one reform must not refer to evidence/remarks submitted for any other reform.
9. Evidence should be submitted in English (preferably) or Hindi. If other languages are used, a translation in either of the two languages should be provided.

The Implementation Guide has been provided by DPIIT to assist states/UTs in the implementation of BRAP+ 2024.

Area 4: Investment enablers

xiv.   Online Single Window System – IT features for learning & feedback

Reform No.	Reform Details
Reform 288	Ensure that Single Window System include a provision for user ratings based on the Likert scale, as well as the option to provide feedback in text form.
Reform 289	Ensure that user ratings and feedback on services are made available online in the public domain anonymously to enhance transparency.
Reform 290	Ensure that the single window system for approvals and clearances are also available in vernacular languages.
Reform 291	Ensure information is available online in public domain regarding department wise best practices on the single window portal to encourage inspiration and cross-learning among agencies.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 288	
1. The reform objective is to integrate user rating features based on the Likert scale into Single Window Systems, along with the ability for users to submit textual feedback, thereby enhancing service quality through user engagement and input. 2. Prioritize user engagement by establishing a feedback loop within Single Window Systems, enabling continuous refinement of services based on user ratings and comments.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 289	
1. The reform objective is to ensure the publication of user ratings and feedback in the public domain, maintaining user anonymity to foster an environment of transparency and trust in the Single Window System. 2. Aim to bolster accountability and service quality by openly sharing user feedback, allowing for public insight into system performance and user satisfaction.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 290	
1. The reform objective is to make the single window system for approvals and clearances linguistically inclusive by offering multilingual support, including	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online

key regional languages, to accommodate the State/UT's diverse user base. 2. Aim to eliminate language barriers in the single window system, thereby increasing its accessibility and ensuring that all users, regardless of their language proficiency, can navigate the approval and clearance processes with ease.	system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 291	
1. The reform objective is to create a centralized repository on the single window portal where States/UTs can list their departments' best practices, fostering a culture of inspiration and cross-learning among various agencies. 2. Encourage the adoption of successful strategies and processes by facilitating the exchange of best practices through the single window portal, ultimately leading to improved efficiency and collaboration across government departments.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Area 8: Environment registration enablers

i. NOC for tree felling from tree authority/appropriate authority *(Prior to commencement of construction activities)*

Reform No.	Reform Details
Reform 292	States to have an online system and ensure the following features without the requirement of physical visit to the department: i. Submission of applications. ii. Payment of application fees. iii. Tracking the status of applications. iv. Downloading the final signed certificate. v. Third-party verification.
Reform 293	Ensure that information is available online in public domain on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step.
Reform 294	Mandate time-bound service delivery through legislation such as: i. The Right to Services Act or the Public Service Guarantee Act. ii. An equivalent act with punitive provisions and a grievance mechanism for instances when the stipulated timelines are not met.
Reform 295	Mandate to publish an online dashboard in the public domain with the following features: i. Clearly publish data on the number of applications received and granted, the time taken, and the fee incurred to grant approvals/certificates. ii. Highlight that the dashboard is updated preferably in real-time or updated regularly (daily/weekly/fortnightly/monthly). The date and time of modification should be mentioned.
Reform 296	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 292	
1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, are published on the portal. 2. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard	1. Notification/G.O./copy of legislation mandating that all applications are submitted online with no requirement for the submission of a hard copy and no applications would be accepted offline. 2. URL of the online system. 3. Links to uploaded videos of user walkthroughs/screenshots of the online

operating procedure if available; in any case, the details should be explicitly published.
3. Applicants should be able to fill out, upload documents, submit the application form, and make payment online.
4. Processing and approval by each approving department/agency are done online, and not through an offline/manual process.
5. An online tracking system for application status is available.
6. SMS gateway and emails should be integrated with the single-window system so that the applicant receives notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by the department, and response submission by the applicant, etc.
7. Once approved, the user should be able to obtain the approval or registration certificate online through the portal.
8. Verification by a third party regarding the authenticity of the approval or registration granted by the competent authority is available.
	system highlighting the functionality of online submission of applications.
	4. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online payment of fees.
	5. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the following system functionalities:
	    a. Online tracking system of application status.
	    b. SMS gateway and emails integrated with the online system.
	6. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal.
	7. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of verification by a third party regarding the authenticity of the approval or registration certificate.

Reform 293	
1. The details of statutory fees and procedures covering all applicable steps from application submission to application approval should be published on the portal. The procedure must clearly highlight the step-by-step movement of the application within the department, along with timelines for the completion of each step/procedure. It may be supplemented with the standard operating procedure if available; regardless, the details must be explicitly published. 2. The intention is to allow users to access information relevant to their respective categories (i.e., Small, Medium, or Large), locations (rural or urban), and investor types (whether Foreign or	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough/screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions that substantiate the implementation of all reform requirements in the uploaded screenshots.

Domestic). These divisions ensure that specific information, such as variances in fees or steps involved for different categories, location-wise or investor type, is clearly displayed in the public domain. Such a display will act as an aid for businesses looking to start or for existing businesses looking to expand or diversify into new areas.

3. "Risk category" refers to the classification of an industry based on various parameters at the state level, such as provisions under pollution, labour, and others. States/UTs may define the "Risk category" based on their own assessment in accordance with the provisions of Rules/Acts as applicable in the State/UT.

Reform 294	
1. The absence of clear timelines for the processing of license applications may delay the process. 2. States/UTs should ensure that timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and a grievance mechanism in case the stipulated timelines are not met.	1. A copy of the PSDG Act or any equivalent Act clearly highlighting the timeline for the processing of applications and decisions. 2. Highlight the provisions of the Act that specify the timeline for the particular service, punitive provisions, and grievance mechanism. 3. To substantiate the details of the grievance mechanism, an escalation matrix must be provided as evidence.

Reform 295	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the prescribed format as provided by DPIIT in Annexure - II. 3. Links to uploaded videos of user walkthroughs/screenshots highlighting that the data on the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly). 4. Copy of the Act/Rules/Notification/GO illustrating the exact manner in which the process of mandating the dashboard has been complied with as per the reform requirement. 5. Clearly highlight the portions substantiating the implementation of all reform requirements in the uploaded

average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	screenshots and copy of the Act/Rules/Notification/GO.
Reform 296	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

ii. Tree transit permission

Reform No.	Reform Details

Reform 297	States to have an online system and ensure the following features without the requirement of physical visit to the department:
	   i. Submission of applications.
	   ii. Payment of application fees.
	   iii. Tracking the status of applications.
	   iv. Downloading the final signed certificate.
	   v. Third-party verification.

Reform 298	Ensure that information is available online in public domain on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step.

Reform 299	Mandate time-bound service delivery through legislation such as:
	   i. The Right to Services Act or the Public Service Guarantee Act.
	   ii. An equivalent act with punitive provisions and a grievance mechanism for instances when the stipulated timelines are not met.

Reform 300	Mandate to publish an online dashboard in the public domain with the following features:
	   i. Clearly publish data on the number of applications received and granted, the time taken, and the fee incurred to grant approvals/certificates.
	   ii. Highlight that the dashboard is updated preferably in real-time or updated regularly (daily/weekly/fortnightly/monthly). The date and time of modification should be mentioned.

Reform 301	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.
Reform 302	Ensure provision of notifications regarding the tree transit route to the local police stations en route for transparency, ensuring that once permission is granted, transportation can proceed without any hassle.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 297	
1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, are published on the portal. 2. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard	1. Notification/G.O./copy of legislation mandating that all applications are submitted online with no requirement for the submission of a hard copy and no applications would be accepted offline. 2. URL of the online system. 3. Links to uploaded videos of user walkthroughs/screenshots of the online

operating procedure if available; in any case, the details should be explicitly published.
3. Applicants should be able to fill out, upload documents, submit the application form, and make payment online.
4. Processing and approval by each approving department/agency are done online, and not through an offline/manual process.
5. An online tracking system for application status is available.
6. SMS gateway and emails should be integrated with the single-window system so that the applicant receives notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by the department, and response submission by the applicant, etc.
7. Once approved, the user should be able to obtain the approval or registration certificate online through the portal.
8. Verification by a third party regarding the authenticity of the approval or registration granted by the competent authority is available.
	system highlighting the functionality of online submission of applications.
	4. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online payment of fees.
	5. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the following system functionalities:
	   a. Online tracking system of application status.
	   b. SMS gateway and emails integrated with the online system.
	6. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal.
	7. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of verification by a third party regarding the authenticity of the approval or registration certificate.

Reform 298	
1. The details of statutory fees and procedures covering all applicable steps from application submission to application approval should be published on the portal. The procedure must clearly highlight the step-by-step movement of the application within the department, along with timelines for the completion of each step/procedure. It may be supplemented with the standard operating procedure if available; regardless, the details must be explicitly published. 2. The intention is to allow users to access information relevant to their respective categories (i.e., Small, Medium, or Large), locations (rural or urban), and investor types (whether Foreign or	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough/screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions that substantiate the implementation of all reform requirements in the uploaded screenshots.

Domestic). These divisions ensure that specific information, such as variances in fees or steps involved for different categories, location-wise or investor type, is clearly displayed in the public domain. Such a display will act as an aid for businesses looking to start or for existing businesses looking to expand or diversify into new areas. 3. "Risk category" refers to the classification of an industry based on various parameters at the state level, such as provisions under pollution, labour, and others. States/UTs may define the "Risk category" based on their own assessment in accordance with the provisions of Rules/Acts as applicable in the State/UT.	
Reform 299	
1. The absence of clear timelines for the processing of license applications may delay the process. 2. States/UTs should ensure that timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and a grievance mechanism in case the stipulated timelines are not met.	1. A copy of the PSDG Act or any equivalent Act clearly highlighting the timeline for the processing of applications and decisions. 2. Highlight the provisions of the Act that specify the timeline for the particular service, punitive provisions, and grievance mechanism. 3. To substantiate the details of the grievance mechanism, an escalation matrix must be provided as evidence.
Reform 300	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the prescribed format as provided by DPIIT in Annexure - II. 3. Links to uploaded videos of user walkthroughs/screenshots highlighting that the data on the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly). 4. Copy of the Act/Rules/Notification/GO illustrating the exact manner in which the process of mandating the dashboard has been complied with as per the reform requirement. 5. Clearly highlight the portions substantiating the implementation of all reform requirements in the uploaded

average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	screenshots and copy of the Act/Rules/Notification/GO.
Reform 301	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.
Reform 302	
1. The objective of the reform is to facilitate hassle-free tree transit by notifying police stations en route in advance. 2. This ensures smooth transportation following the grant of permission, fostering a predictable & efficient process for stakeholders involved.	1. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality that notifies police stations of the permissions obtained by the applicant.

iii. Dashboard for Environment related approvals

Reform No.	Reform Details

Reform 303	Mandate to publish an online dashboard in the public domain with the following features:
	
	  i. Clearly display data on the number of applications received and approved, along with the time taken and fees incurred to grant approvals/certificates.
	  ii. Indicate that the dashboard is updated preferably in real-time or at regular intervals (daily, weekly, fortnightly, monthly), and mention the date and time of the latest update.
	
	The dashboard should encompass the following regulations:
	  a. The Water (Prevention and Control of Pollution) Act, 1974
	  b. The Air (Prevention and Control of Pollution) Act, 1981
	  c. Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
	  d. Biomedical Waste Management Rules, 2016
	  e. Solid Waste Management Rules, 2016
	  f. Construction and Demolition Waste Management Rules, 2016

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 303	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the	1. URL of the online dashboard, which is accessible to the public. 2. The dashboard should adhere to the prescribed format provided by the DPIIT in Annexure - II. 3. Links to a video walkthrough for users or screenshots that emphasize the regular updates (daily, weekly, fortnightly, monthly) made to the data on the online dashboard. 4. A copy of the Act, Rules, Notification, or Government Order that demonstrates the precise manner in which the process of mandating the dashboard has been fulfilled, as per the reform requirements. 5. Clearly indicate the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and in the copy of the Act, Rules, Notification, or Government Order.

completion of the entire approval process.	
5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service.	
6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal.	
7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	

iv. Registration/ renewal under E-Waste Management Rules, 2022

Reform No.	Reform Details
Reform 304	Ensure that the SPCB website and OCMMS portals offer detailed information on the registration/renewal process for Producers and Importers of Electrical and Electronic Equipment, E-Waste Recyclers, and Importers of E-Waste. This information, as stipulated by the CPCB, should encompass required documents, fees, step-by-step procedures, estimated completion times, and assistance contact details. Data should be easily searchable and organized by risk category, firm size, business location, and type of investor (Foreign or Domestic).

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 304	
1. The portal should publish details of statutory fees and procedures covering all applicable steps from application submission to approval. The procedure should clearly outline the step-by-step progression of the application within the department, along with publishing the required documents, fees, estimated completion times, and assistance contact details. If available, this may be supplemented with the standard operating procedure; regardless, the details should be explicitly published. 2. The goal is to provide users with information relevant to their specific category (Small, Medium, or Large), location (rural or urban), and investor type (Foreign or Domestic). These distinctions ensure that information, such as variations in fees or procedural steps for different categories, locations, or investor types, is clearly displayed in the public domain. This transparency will assist businesses that are starting up or existing businesses that are looking to expand or diversify into new areas. 3. The term "Risk category" refers to the classification of industries at the State level based on various parameters, such as pollution and labour laws, among	1. URL of the online system. 2. Links to uploaded videos of user walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.

others. States/UTs may define "Risk category" based on their own assessments in accordance with the provisions of the applicable Rules/Acts in the State/UT.	

v. Registration under Plastic Waste Management Rules, 2022

Reform No.	Reform Details
Reform 305	Ensure that the SPCB website and OCMMS portals offer detailed information on the registration process for Producers, Importers, and Brand Owners of Plastic Packaging; Plastic Waste Processors; and Sellers, Importers, and Manufacturers of Plastic Raw Material. This information, as stipulated by the CPCB, should encompass required documents, fees, step-by-step procedures, estimated completion times, and assistance contact details. Data should be easily searchable and organized by risk category, firm size, business location, and type of investor (Foreign or Domestic). The portals should also provide help desk support for additional assistance.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 305	
1. The portal should publish details of statutory fees and procedures covering all applicable steps from application submission to approval. The procedure should clearly outline the step-by-step progression of the application within the department, along with publishing the required documents, fees, estimated completion times, and assistance contact details. If available, this may be supplemented with the standard operating procedure; regardless, the details should be explicitly published. 2. The goal is to provide users with information relevant to their specific category (Small, Medium, or Large), location (rural or urban), and investor type (Foreign or Domestic). These distinctions ensure that information, such as variations in fees or procedural steps for different categories, locations, or investor types, is clearly displayed in the public domain. This transparency will assist businesses that are starting up or existing businesses that are looking to expand or diversify into new areas. 3. The term "Risk category" refers to the classification of industries at the State level based on various parameters, such	1. URL of the online system. 2. Links to uploaded videos of user walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.

as pollution and labour laws, among others. States/UTs may define "Risk category" based on their own assessments in accordance with the provisions of the applicable Rules/Acts in the State/UT.	

vi. Registration/renewal for Refurbishers and Recyclers under the Battery Waste Management Rules 2022

Reform No.	Reform Details
Reform 306	Ensure that the SPCB website and OCMMS portals offer detailed information on the registration/ renewal process for Producers and Batteries Recyclers & Importers of Waste Batteries. This information, as stipulated by the CPCB, should encompass required documents, fees, step-by-step procedures, estimated completion times, and assistance contact details. Data should be easily searchable and organized by risk category, firm size, business location, and type of investor (Foreign or Domestic). The portals should also provide help desk support for additional assistance.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 306	
1. The portal should publish details of statutory fees and procedures covering all applicable steps from application submission to approval. The procedure should clearly outline the step-by-step progression of the application within the department, along with publishing the required documents, fees, estimated completion times, and assistance contact details. If available, this may be supplemented with the standard operating procedure; regardless, the details should be explicitly published. 2. The goal is to provide users with information relevant to their specific category (Small, Medium, or Large), location (rural or urban), and investor type (Foreign or Domestic). These distinctions ensure that information, such as variations in fees or procedural steps for different categories, locations, or investor types, is clearly displayed in the public domain. This transparency will assist businesses that are starting up or existing businesses that are looking to expand or diversify into new areas. 3. The term "Risk category" refers to the classification of industries at the State level based on various parameters, such	1. URL of the online system. 2. Links to uploaded videos of user walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.

as pollution and labour laws, among others. States/UTs may define "Risk category" based on their own assessments in accordance with the provisions of the applicable Rules/Acts in the State/UT.	

Area 10: Obtaining utility permits

i.   Registration & renewal for installation of lift/escalator and related inspections

Reform No.	Reform Details
Reform 307	Mandate through legislation to ensure that all vital aspects of lift and escalator operation and maintenance are covered, including the registration, renewal, and inspection of these installations.
Reform 308	States to have an online system and ensure the following features without the requirement of physical visit to the department: 　i.　Submission of applications. 　ii.　Payment of application fees. 　iii.　Tracking the status of applications. 　iv.　Downloading the final signed certificate. 　v.　Third-party verification.
Reform 309	Ensure that information is available online in public domain on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step.
Reform 310	Mandate time-bound service delivery through legislation such as: 　i.　The Right to Services Act or the Public Service Guarantee Act. 　ii.　An equivalent act with punitive provisions and a grievance mechanism for instances when the stipulated timelines are not met.
Reform 311	Publish a well-defined inspection procedure and checklist on the Department's website.
Reform 312	Design and develop an online system with following features: 　i.　The system should send an intimation to businesses at least 30 days prior to the due date for inspection. 　ii.　Allocating inspectors through a computerized process. 　iii.　Enabling users to view and download submitted inspection reports of at least past three years.
Reform 313	Mandate the online submission of inspection reports to the Department within 48 hours.
Reform 314	Mandate the publication of an online dashboard in the public domain with the following features: 　i.　Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates. 　ii.　Indicate that the dashboard is preferably updated in real time or regularly (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.
Reform 315	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 307	
1. The objective of this reform is to ensure the safety and reliability of lift and escalator installations through standardized registration, renewal, and inspection processes governed by comprehensive legislation. 2. It aims to establish clear guidelines and accountability for operators, enhancing public confidence in vertical transportation systems.	1. A copy of the legislation, such as an Act, Rules, or Regulations, pertaining to the registration, renewal, and inspection of lift and escalator installations, covering all essential aspects of their operation and maintenance.
Reform 308	

1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, are published on the portal.
 	
2. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be explicitly published.
 	
3. Applicants should be able to fill out, upload documents, submit the application form, and make payment online.
 	
4. Processing and approval by each approving department/agency are done online, and not through an offline/manual process.
 	
5. An online tracking system for application status is available.
 	
6. SMS gateway and emails should be integrated with the single-window system so that the applicant receives notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by the department, and response submission by the applicant, etc.
	1. Notification/G.O./copy of legislation mandating that all applications are submitted online with no requirement for the submission of a hard copy and no applications would be accepted offline.
	
	2. URL of the online system.
	
	3. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online submission of applications.
	
	4. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online payment of fees.
	
	5. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the following system functionalities:
	   a. Online tracking system of application status.
	   b. SMS gateway and emails integrated with the online system.
	
	6. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal.
	
	7. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of verification by a third party regarding the

7. Once approved, the user should be able to obtain the approval or registration certificate online through the portal. 8. Verification by a third party regarding the authenticity of the approval or registration granted by the competent authority is available.	authenticity of the approval or registration certificate.
Reform 309	
1. The details of statutory fees and procedures covering all applicable steps from application submission to application approval should be published on the portal. The procedure must clearly highlight the step-by-step movement of the application within the department, along with timelines for the completion of each step/procedure. It may be supplemented with the standard operating procedure if available; regardless, the details must be explicitly published. 2. The intention is to allow users to access information relevant to their respective categories (i.e., Small, Medium, or Large), locations (rural or urban), and investor types (whether Foreign or Domestic). These divisions ensure that specific information, such as variances in fees or steps involved for different categories, location-wise or investor type, is clearly displayed in the public domain. Such a display will act as an aid for businesses looking to start or for existing businesses looking to expand or diversify into new areas. 3. "Risk category" refers to the classification of an industry based on various parameters at the state level, such as provisions under pollution, labour, and others. States/UTs may define the "Risk category" based on their own assessment in accordance with the provisions of Rules/Acts as applicable in the State/UT.	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough/screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions that substantiate the implementation of all reform requirements in the uploaded screenshots.
Reform 310	

1. The absence of clear timelines for the processing of license applications may delay the process. 2. States/UTs should ensure that timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and a grievance mechanism in case the stipulated timelines are not met.	1. A copy of the PSDG Act or any equivalent Act clearly highlighting the timeline for the processing of applications and decisions. 2. Highlight the provisions of the Act that specify the timeline for the particular service, punitive provisions, and grievance mechanism. 3. To substantiate the details of the grievance mechanism, an escalation matrix must be provided as evidence.

Reform 311

1. The detailed procedure, encompassing all relevant steps, along with the comprehensive inspection checklist/form, is published online on the department's website. 2. This procedure should clearly outline the step-by-step progression of the application within the department. It may be supplemented with the standard operating procedure, if available. 3. In any case, the details should be explicitly published and should not simply refer to Acts or rules.	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough or screenshots of the online system to substantiate the availability of the required information on the website.

Reform 312

1. The system should be designed to include an active reminder system for upcoming or pending inspection activities. By highlighting these, businesses will be assisted in prioritizing their actions, thereby avoiding last-minute rushes and the potential for non-compliance. 2. The inspector allocation system must be integrated with the online application and approval system. The system should be capable of allocating inspectors based on jurisdiction or randomly once applications are submitted. Inspectors should also have an online workspace within the system where they can manage their inspection workflows and submit their reports. 3. The system should provide the ability to view, and download submitted inspection reports from at least the past three years.	1. Notification/ Government Order (G.O.)/ Copy of the legislation regarding the system's enablement to trigger an intimation to businesses at least 30 days prior to the due date for inspection, as per the reform requirement. 2. Notification/G.O./copy of the legislation mandating the computerized allocation of inspectors. URL of the online system. Links to uploaded videos of user walkthroughs or screenshots of the online system to substantiate the reform requirements. 3. Links to uploaded videos of user walkthroughs or screenshots highlighting that inspection reports from at least the past three years are available for download from the online system.

Reform 313	
1. The signed inspection report, whether digitally signed or manually signed and scanned, should be made available for viewing and downloading by the user on the portal or website. 2. The state government or associated agencies must make a specific provision, through a notification or circular, that inspection reports must be submitted within 48 hours.	1. Notification/Government Order (G.O.)/copy of legislation mandating the submission of inspection reports within 48 hours.
Reform 314	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II. 3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly). 4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement. 5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order.

down and display day-wise and application-wise details, along with the statutory fees paid by the user.	
Reform 315	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

ii. Temporary electricity connection

Reform No.	Reform Details
Reform 316	Design and develop an online system for obtaining temporary electricity connection that allow online application submission, payment, and status tracking, eliminating the need for physical document submission. All applications for this service must be mandated to be submitted online. Note: The online application and all its features can also be integrated into the system developed for obtaining a new electricity connection (as per reform area 168).
Reform 317	Ensure that the website provides information regarding the number of mandatory documents required for obtaining a temporary electricity connection: i. Proof of the user's identity ii. Proof of ownership or occupancy (in the case of an owned or leased premise) iii. Authorization document (in the case of a firm or company)
Reform 318	Mandate the publication of an online dashboard in the public domain with the following features: iii. Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates. iv. Indicate that the dashboard is preferably updated in real time or regularly (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.
Reform 319	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 316	
1. An online system can streamline the application and approval processes for temporary electrical services by creating a paperless, efficient, and user-friendly approval workflow. 2. This system should offer real-time status updates to enhance the user experience and support regulatory oversight. 3. Additionally, the system should include secure payment options and enable	1. Notification/G.O./copy of legislation mandating that all applications be submitted online, with no requirement for the submission of a hard copy and specifying that no applications will be accepted offline. 2. URL of the online system. 3. Links to an uploaded video of a user walkthrough or screenshots of the online system, highlighting the functionality of online submission of applications.

applicants to track the status of their submissions.	4. Links to an uploaded video of a user walkthrough or screenshots of the online system, highlighting the functionality of online payment of fees.
Reform 317	
1. Obtaining an electricity connection for businesses typically requires a large number of documents to prove the applicant's authorization. 2. This process can be significantly streamlined by requiring only the documents specified in the reform.	1. Notification/G.O./copy of legislation that limits the mandatory documents required for obtaining an electricity connection to those suggested in the reform.
Reform 318	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II. 3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly). 4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement. 5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order.

have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	
Reform 319	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

iii.   Electrical safety NOC for increase in load

Reform No.	Reform Details
Reform 320	Design and develop an online system for obtaining electrical safety NOC for increase in load that allow online application submission, payment, and status tracking, eliminating the need for physical document submission. All applications for this service must be mandated to be submitted online. Note: The online application and all its features can also be integrated into the system developed for obtaining a new electricity connection (as per reform area 168).

Reform 321	Ensure that the website provides information regarding the number of mandatory documents required for obtaining electrical safety NOC for increase in load:
	    i. Proof of the user's identity
	    ii. Proof of ownership or occupancy (in the case of an owned or leased premise)
	    iii. Authorization document (in the case of a firm or company)

Reform 322	Mandate the publication of an online dashboard in the public domain with the following features:
	    i. Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates.
	    ii. Indicate that the dashboard is preferably updated in real time or regularly (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.

Reform 323	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 320	
1. An online system can streamline the application and approval processes for electrical safety NOC for increase in load by creating a paperless, efficient, and user-friendly approval workflow. 2. This system should offer real-time status updates to enhance the user experience and support regulatory oversight. 3. Additionally, the system should include secure payment options and enable applicants to track the status of their	1. Notification/G.O./copy of legislation mandating that all applications be submitted online, with no requirement for the submission of a hard copy and specifying that no applications will be accepted offline. 2. URL of the online system. 3. Links to an uploaded video of a user walkthrough or screenshots of the online system, highlighting the functionality of online submission of applications.

submissions.	4. Links to an uploaded video of a user walkthrough or screenshots of the online system, highlighting the functionality of online payment of fees.
Reform 321	
1. Obtaining an electrical safety NOC for increase in load for businesses typically requires a large number of documents to prove the applicant's authorization. 2. This process can be significantly streamlined by requiring only the documents specified in the reform.	1. Notification/G.O./copy of legislation that limits the mandatory documents required for obtaining an electrical safety NOC for increase in load to those suggested in the reform.
Reform 322	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards. 2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service. 3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II. 3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly). 4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement. 5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order.

have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	
Reform 323	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

iv. Obtaining sewerage connection

Reform No.	Reform Details
Reform 324	i. States to have an online system and ensure the following features without the requirement of physical visit to the department: Submission of applications. ii. Payment of application fees. iii. Tracking the status of applications. iv. Downloading the final signed certificate. v. Third-party verification.
Reform 325	Ensure that information is available online in public domain on all necessary components for availing a service, such as a comprehensive list of required documents, fees, procedures with stage-wise details, and the time for completion of each procedure/step. The information should be searchable based on risk category, size of the firm, business location, and whether the investor is foreign or domestic.
Reform 326	Display information on tariffs and notify commercial and industrial users of any changes in tariffs ahead of the billing cycle.
Reform 327	Mandate time-bound service delivery through legislation such as: i. The Right to Services Act or the Public Service Guarantee Act. ii. An equivalent act with punitive provisions and a grievance mechanism for instances when the stipulated timelines are not met.
Reform 328	Mandate the publication of an online dashboard in the public domain with the following features: i. Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates. ii. Indicate that the dashboard is preferably updated in real time or regularly (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.
Reform 329	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 324	
1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, are published on the portal. 2. The procedure should clearly highlight the step-by-step movement of the application within the department. It	1. Notification/G.O./copy of legislation mandating that all applications are submitted online with no requirement for the submission of a hard copy and no applications would be accepted offline. 2. URL of the online system.

may be supplemented with the standard operating procedure if available; in any case, the details should be explicitly published.	3. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online submission of applications.
3. Applicants should be able to fill out, upload documents, submit the application form, and make payment online.	4. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online payment of fees.
4. Processing and approval by each approving department/agency are done online, and not through an offline/manual process.	5. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the following system functionalities:
5. An online tracking system for application status is available.	a. Online tracking system of application status.
6. SMS gateway and emails should be integrated with the single-window system so that the applicant receives notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by the department, and response submission by the applicant, etc.	b. SMS gateway and emails integrated with the online system. 6. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal.
7. Once approved, the user should be able to obtain the approval or registration certificate online through the portal.	7. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of verification by a third party regarding the authenticity of the approval or registration certificate.
8. Verification by a third party regarding the authenticity of the approval or registration granted by the competent authority is available.	
Reform 325	
1. The details of statutory fees and procedures covering all applicable steps from application submission to application approval should be published on the portal. The procedure must clearly highlight the step-by-step movement of the application within the department, along with timelines for the completion of each step/procedure. It may be supplemented with the standard operating procedure if available; regardless, the details must be explicitly published.	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough/screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions that substantiate the implementation of all reform requirements in the uploaded screenshots.
2. The intention is to allow users to access information relevant to their respective categories (i.e., Small, Medium, or Large), locations (rural or urban), and	

investor types (whether Foreign or Domestic). These divisions ensure that specific information, such as variances in fees or steps involved for different categories, location-wise or investor type, is clearly displayed in the public domain. Such a display will act as an aid for businesses looking to start or for existing businesses looking to expand or diversify into new areas.

3. "Risk category" refers to the classification of an industry based on various parameters at the state level, such as provisions under pollution, labour, and others. States/UTs may define the "Risk category" based on their own assessment in accordance with the provisions of Rules/Acts as applicable in the State/UT.

Reform 326	
1. Transparency regarding tariffs is crucial for customers, enabling them to accurately forecast their costs and effectively manage future price increases. 2. Publishing this information and notifying users of any tariff changes in advance can benefit businesses by allowing for better financial planning and budget management.	1. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting that information on effective tariffs is available online and that customers are notified of changes in tariffs ahead of the billing cycle.
Reform 327	
1. The absence of clear timelines for the processing of license applications may delay the process. 2. States/UTs should ensure that timelines are mandated through a Right to Service Act/Public Service Guarantee Act or any equivalent act with punitive provisions and a grievance mechanism in case the stipulated timelines are not met.	1. A copy of the PSDG Act or any equivalent Act clearly highlighting the timeline for the processing of applications and decisions. 2. Highlight the provisions of the Act that specify the timeline for the particular service, punitive provisions, and grievance mechanism. 3. To substantiate the details of the grievance mechanism, an escalation matrix must be provided as evidence.
Reform 328	
1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their	1. URL of the online dashboard available in the public domain. 2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II.

applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards.	3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly).
2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service.	4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement.
3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process.	5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order.
4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process.	
5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service.	
6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal.	
7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	
Reform 329	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling.
	2. URL of the system.
	3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

Area 20: District as Exports Hub

i. Capture and list the export data by District of Origin

Reform No.	Reform Details
Reform 330	Ensure that States/UTs include an additional field to specify the District of Origin for all exported goods in the export documents (Daily Trade Returns System).
Reform 331	Ensure that all exporters accurately report the District of Origin for their goods. This requirement applies to both manufacturers and non-manufacturers and must clearly differentiate from the District of Procurement.
Reform 332	Ensure the DGCIS portal link, displaying district of origin information, is prominently displayed on the State Single Window System/District Administration portal. This visibility will make district-level export data readily available, aiding local stakeholders in decision-making, market analysis, and export promotion.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 330	
1. Ensure the precise collection of export data by the District of Origin to facilitate improved decision-making and the formulation of informed policies at the district level. 2. Aim to bridge the data gap at the district level by capturing export data according to the District of Origin, which will offer enhanced localized insights into the export performance of districts throughout India.	1. State/UT authorities must ensure the integration of the 'District of Origin' field into the online DTR systems for all exports originating from the district. 2. URL of the online system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 4. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.
Reform 331	
1. The reform objective is to establish a requirement for all exporters to precisely report the District of Origin for their exported goods, enhancing the accuracy of trade data and supporting the traceability of products from their initial production location. 2. Implement a clear differentiation in export documentation between the District of Origin, where the goods were produced or manufactured, and the District of Procurement, where the	1. Conduct pilot surveys to validate data accuracy. 2. Develop and disseminate comprehensive guidelines and training materials to educate exporters on the importance of accurately reporting the District of Origin and the distinction from the District of Procurement. This could include webinars, workshops, and detailed documentation.

goods may have been purchased or otherwise acquired, to improve the clarity and usefulness of export records. 3. Apply this reporting standard uniformly to both manufacturers and non-manufacturers, ensuring that the entire spectrum of exporters contributes to a comprehensive and detailed dataset for policymakers, analysts, and trade facilitators.	
Reform 332	
1. The reform objective is to improve the visibility and accessibility of district-level export data by ensuring the DGCIS portal link, which displays district of origin information, is prominently displayed on the State Single Window System/District Administration portal. 2. This will equip local stakeholders with essential data for informed decision-making and thorough market analysis. 3. Additionally, it will aid in the creation of effective export promotion strategies by providing targeted and easily accessible export information.	1. URL of the online dashboard available in the public domain. 2. Links to uploaded videos of user walkthroughs/screenshots highlighting that the data on the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly). 3. Clearly highlight the portions substantiating the implementation of all reform requirements in the uploaded screenshots and copy of the Act/Rules/Notification/GO.

ii.   Integration of District Export Action Plans into a Centralized Portal

Reform No.	Reform Details
Reform 333	Mandate that the District Collector, via the District Export Promotion Committee (DEPC), create and periodically review a District Export Action Plan (DEAP). The plan should outline the district's export potential, key products, infrastructure, and strategies leveraging its unique advantages. At least four DEPC meetings should be held annually.
Reform 334	Develop an online system where stakeholders, including government agencies, exporters, industrial associations, and businesses, can access all district action plans. This system will serve as a one-stop platform for all districts, offering critical insights into export initiatives.
Reform 335	Ensure that the DEAPs are updated in real-time on the portal, enabling stakeholders to monitor progress, identify bottlenecks, and propose improvements.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 333	
1. The reform objective is to systematically harness each district's export potential by mandating the creation and regular review of a District Export Action Plan (DEAP) by the District Collector through the District Export Promotion Committee (DEPC). 2. This will aid in identifying and promoting key products and infrastructure unique to the district, thus tailoring export strategies to local strengths and opportunities. 3. Additionally, it will ensure consistent oversight and dynamic strategy adaptation by requiring a minimum of four DEPC meetings annually.	1. URL of the online system where the DEAPs are uploaded. 2. Links to uploaded videos of user walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.
Reform 334	
1. The reform objective is to establish a dedicated online platform that consolidates District Export Action Plans (DEAPs) from all districts, granting specific stakeholders, including government agencies, exporters, industrial associations, and businesses, direct access to comprehensive export data and strategies. 2. This platform will function as a	1. URL of the online system. 2. Links to uploaded videos of user walkthroughs/screenshots of the online system showcasing the reform requirements. 3. Clearly highlight the portions substantiating the implementation of all reform requirements in the uploaded screenshots and copy of the Act/Rules/Notification/GO.

specialized resource hub, offering detailed insights and enabling coordinated efforts to enhance the effectiveness of export-related activities at the district level.	
Reform 335	
1. The reform objective is to implement a dynamic update mechanism for District Export Action Plans (DEAPs) on the designated portal, ensuring that stakeholders have access to the most current information. 2. This will allow for continuous monitoring of progress, timely identification of bottlenecks, and the ability to suggest actionable improvements, thereby facilitating responsive and adaptive export strategies at the district level.	1. URL of the online dashboard available in the public domain. 2. Links to uploaded videos of user walkthroughs/screenshots highlighting that the data on the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly). 3. Clearly highlight the portions substantiating the implementation of all reform requirements in the uploaded screenshots and copy of the Act/Rules/Notification/GO.

Area 21: One District One Product (ODOP)

i. Promote regional trade and manufacturing ecosystem with ODOP

Reform No.	Reform Details

Reform 336	Ensure that information on all aspects of One District One Product (ODOP) items is available online in the public domain, including the following:
	  i. A complete list of products and their descriptions.
	  ii. Registered businesses producing them.
	  iii. Manufacturing locations.
	  iv. Common facility centers, along with their Standard Operating Procedures for usage and the associated fees.
	  v. Applicable schemes for branding, packaging, and export promotion.
	  vi. Any other details beneficial for entrepreneurs.

Reform 337	States/UTs to identify a consolidated list of necessary approvals (both Central and State-specific) for establishing new businesses related to ODOP products, with the aim of creating sector-specific roadmaps.

Reform 338	Mandate the creation of an online dashboard in the public domain with the following features:
	  i. Clearly present data on the number of applications received under One District One Product (ODOP), the number approved, and the average processing time, as well as the fees associated with approvals or certificates.
	  ii. Provide a detailed dashboard of businesses registered under ODOP, including the type of product, location, and services utilized.
	  iii. Compile and update a list of upcoming trade fairs, exhibitions, and promotional events where businesses can register to participate.
	  iv. The dashboard should be updated in real-time or at regular intervals (daily, weekly, or monthly), with the date and time of the most recent update prominently displayed for transparency.

Reform 339	Establish an ODOP Facilitation Center/Agency to assist with participation in trade fairs and provide support with promotion, branding, and packaging for international markets, while also addressing challenges to enhance the export of ODOP products. The support should extend to cover the full business cycle, from raw material procurement to final trade/export.
Reform 340	Establish an Online Grievance Mechanism, define working procedures, and create an escalation matrix that includes service timelines and procedures for responding to businesses, among other aspects, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 336	
1. The online system should provide a detailed list of products, the businesses	1. URL of the online system. 2. Links to uploaded videos of user

registered to manufacture them, comprehensive product descriptions, manufacturing locations, and details on branding, packaging, and export promotion schemes. This information must be up-to-date, easily searchable, and user-friendly to meet the diverse needs of stakeholders. The portal's data organization should facilitate straightforward searches by risk category, firm size, business location, and investor type (foreign or domestic). It should offer tailored information to serve businesses of all sizes and types, ensuring transparent access to fee structures, procedural steps, and other relevant details. 2. The objective is to equip users with information pertinent to their specific business category (small, medium, or large), location (rural or urban), and investor type (foreign or domestic). By making these distinctions, the portal will clearly present information in the public domain, such as fee variations and procedural steps, aiding new startups and existing businesses seeking to grow or venture into new areas. 3. "Risk category" is a classification of industries at the State level based on criteria like environmental impact and compliance with labour laws. States/UTs are responsible for defining "Risk category" according to their evaluations, in harmony with the applicable rules and acts of the State/UT.	walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website. 3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.
Reform 337	
1. India aims to become a developed nation by 2047, with a focus on growth and development. 2. The Government is prioritizing the enablement of regional manufacturing ecosystems and their value chains, particularly in tier 2 and tier 3 cities, to support this ambition. 3. The reform aims to facilitate business operations and promote innovation by	1. URL of the online system. 2. Links to the uploaded video of the user walkthrough or screenshots of the online system, substantiating the availability of the required information on the website as per the reform requirements. 3. Clearly marked sections in the uploaded screenshots that demonstrate the implementation of all reform requirements.

mapping sectoral journeys and leveraging One District One Product (ODOP) initiative. 4. A consolidated list of approvals (Central and State-specific) will streamline the establishment of new businesses, coupled with a mechanism for efficient information dissemination and an accelerated setup process in key sectors.	
Reform 338	

1. The reform objective is to mandate the creation of an online dashboard in the public domain to enhance the transparency and accessibility of ODOP-related data for stakeholders. This dashboard will act as a comprehensive tool for monitoring the progress and efficiency of the ODOP initiative and for aiding businesses in their development and engagement with relevant events.
  i. The dashboard will clearly present data on the number of ODOP applications received, approved, the average processing time, and the fees associated with approvals or certificates. It will be updated in real-time or at set intervals (daily, weekly, fortnightly, monthly), with the date and time of the most recent update prominently displayed for transparency.
    a. "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a specific service.
    b. The dashboard will clearly show the number of applications received and granted, the time taken to grant approvals/certificates, and the average time the Department takes to complete the entire approval process.
    c. It will clearly indicate the "Average fee" charged by the Department for completing the entire approval process.
	2. Provide the URL of the online dashboards that are available to the public.
	3. The dashboards should follow the format prescribed by DPIIT, as detailed in Annexure – II for Part i. Suitable formats should be developed for Parts ii and iii.
	4. Share links to uploaded videos of user walkthroughs or screenshots that demonstrate the regular updates (daily, weekly, fortnightly, monthly) made to the online dashboard.
	5. Include a copy of the Act, Rules, Notification, or Government Order that shows the precise steps taken to mandate the dashboard, in accordance with the reform requirements.
	6. Clearly indicate the sections that verify the implementation of all reform requirements in the uploaded screenshots and in the copy of the Act, Rules, Notification, or Government Order.

d. The dashboard will present or have the capability to list all associated fees for the particular service. e. The dashboard will be updated in real time or regularly, with the date and time of the latest update displayed on the portal. f. A smart dashboard is to be developed by the States/UTs, featuring functionality to drill down and display day-wise and application-wise details, along with the statutory fees paid by the user. ii. The dashboard will offer detailed information on businesses registered under ODOP, including types of products, locations, and services used, to encourage networking and collaboration among businesses and stakeholders. iii. The dashboard will keep a current list of upcoming trade fairs, exhibitions, and promotional events, providing businesses with opportunities to register and participate, thus promoting their products and broadening their market presence.	
Reform 339	
1. The reform objective is to establish ODOP Facilitation Centers/Agencies in each state/UT (or district) to enhance branding, address manufacturing challenges, and increase the export of ODOP products. These centers/agencies will also support businesses in participating in trade fairs and preparing for international markets. 2. The establishment of these centers/agencies should come with a clear legal mandate to simplify regulatory processes and reduce compliance burdens, thereby improving the investment climate. 3. Conduct regular and comprehensive stakeholder consultations to understand and address the issues	1. Notification/ G.O./ Copy of the legislation mandating the establishment of ODOP Facilitation Centers/Agencies in the State/UT as a one-stop shop to support the promotion of regional trade and the manufacturing ecosystem through ODOP. 2. Clearly outline the mandate of the Center/Agency as per the reform requirements in the uploaded evidence

faced by the industry and businesses, ensuring that the facilitation centers/agencies are effectively meeting their needs.	
Reform 340	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

Area 22: Startups

i. Fostering Startup Growth in Tier 2/3 Cities

Reform No.	Reform Details
Reform 341	Ensure that the Single Window portal provides the following comprehensive information regarding startups: i. Information on hackathons, ideathons, summits, and other events designed to foster a positive perception of startups in Tier 2/3 cities. ii. Access to an extensive list of mentors, incubators, co-working spaces, and other resources that support startup growth, including a defined framework for onboarding sector-specific mentors, publishing profiles, and arranging online/offline meetings, complete with a fee structure. iii. Information on grants, incentives/ subsidies available for Startups along with detail procedure, timelines, fees and documents required.
Reform 342	Mandate time-bound delivery for startup registration through legislation, such as: i. Right to Services Act / Public Service guarantee Act ii. Equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met
Reform 343	States to have an online system and ensure the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of fee iii. Track status of application iv. Download the final signed certificate v. Third party verification
Reform 344	Mandate to publish an online dashboard in the public domain with the following features: i. Clearly publish data on the number of applications received and granted, the time taken, and the fee incurred to grant approvals/certificates. ii. Highlight that the dashboard is updated preferably in real-time or updated regularly (daily/weekly/fortnightly/monthly). The date and time of modification should be mentioned.
Reform 345	Establish an Online Grievance Mechanism and define working procedures and an escalation matrix, including service timelines and procedures for reverting to businesses among others, for handling grievances.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 341	
1. The reform objective is to ensure that the Single Window portal serves as a robust	1. URL of the online system. 2. Links to uploaded videos of user

resource for startups by providing:
  i. Detailed information on hackathons, ideathons, summits, and other events that are aimed at nurturing a supportive ecosystem and enhancing the image of startups in Tier 2/3 cities.
  ii. Comprehensive access to a network of mentors, incubators, co-working spaces, and other essential resources that are instrumental in fostering the growth of startups, along with a structured process for engaging with sector-specific mentors, showcasing their profiles, and facilitating interactions through online/offline meetings, all outlined with a transparent fee structure.
	walkthroughs or screenshots of the online system, substantiating the availability of the required information on the website.
	3. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots.

Reform 342	
1. The absence of clear timelines for processing of applications for license may delay the process. 2. States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met.	1. Copy of PSDG Act/ any equivalent Act clearly highlighting the timeline for processing of application and decision 2. Highlight the provisions of the Act which specify the timeline for the particular service, punitive provisions and grievance mechanism. 3. In order to substantiate the details of grievance mechanism escalation matrix must be provided as evidence
Reform 343	
1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, are published on the portal. 2. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be explicitly published. 3. Applicants should be able to fill out, upload documents, submit the application form, and make payment online. 4. Processing and approval by each approving department/agency are done	1. Notification/G.O./copy of legislation mandating that all applications are submitted online with no requirement for the submission of a hard copy and no applications would be accepted offline. 2. URL of the online system. 3. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online submission of applications. 4. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of online payment of fees. 5. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the following system

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online, and not through an offline/manual process.

5. An online tracking system for application status is available.

6. SMS gateway and emails should be integrated with the single-window system so that the applicant receives notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by the department, and response submission by the applicant, etc.

7. Once approved, the user should be able to obtain the approval or registration certificate online through the portal.

8. Verification by a third party regarding the authenticity of the approval or registration granted by the competent authority is available.

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functionalities:

  i. Online tracking system of application status.

  ii. SMS gateway and emails integrated with the online system.

6. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal.

7. Links to uploaded videos of user walkthroughs/screenshots of the online system highlighting the functionality of verification by a third party regarding the authenticity of the approval or registration certificate.

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1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards.

2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service.

3. The dashboard should clearly display data on the number of applications received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process.

4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process.

5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service.

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1. URL of the online dashboard available in the public domain.

2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II.

3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly).

4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement.

5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order

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6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	
Reform 345	
1. For effective grievance redressal, states and UTs should develop an online grievance mechanism with detailed SOPs, including an escalation matrix and timelines.	1. Notification/G.O./copy of legislation mandating working procedures and an escalation matrix (including service timelines, business response protocols, etc.) for grievance handling. 2. URL of the system. 3. Links to uploaded videos of user walkthroughs or screenshots of the online system, highlighting the functionality of the Online Grievance Mechanism.

Area 23: Services Sector

i. Boosting the Indian services sector to establish India as a global leader

Reform No.	Reform Details
Reform 346	States/UTs should compile a consolidated list of approvals (both Central and State-specific), along with the required fees, procedures, timelines, and documents necessary for setting up a new business in the following Champion Service Sectors, to facilitate the sectoral journey on the National Single Window System. Champion Service Sectors: i. Information Technology & Information Technology-enabled Services (IT & ITeS) ii. Tourism and Hospitality Services iii. Medical Value Travel iv. Transport and Logistics Services v. Accounting and Finance Services vi. Audio Visual Services vii. Legal Services viii. Communication Services ix. Construction and Related Engineering Services x. Environmental Services xi. Financial Services Note: For sectors that are not applicable to a State, they may be indicated as 'NA' (Not Applicable) by the competent authority.
Reform 347	States/UTs should ensure the availability of an online system that offers the following features, eliminating the need for a physical visit to the department: i. Submission of applications for all State-level approvals/clearances. ii. Payment of application fees. iii. Tracking of application status. iv. Downloading of the final signed certificate. v. Third-party verification.
Reform 348	Mandate the publication of an online dashboard in the public domain with the following features: i. Clearly display data on the number of applications received and granted, the time taken, and the fees incurred to grant approvals/certificates. ii. Ensure that the dashboard is updated preferably in real-time or at regular intervals (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.
Reform 349	Establish a service desk and define working procedures, including service timelines for technology collaborations, R&D, Model Project Reports, finance, the assignment of relationship managers, responses to investors, and in-built sectoral expertise, for the Investors' Facilitation Center/Investment Promotion Agency to handle:

	i. Queries
	ii. Grievances
	Ensure that the contact details of relationship managers are accessible on both the National Single Window System and the State's Single Window System.
Reform 350	Mandate time-bound resolution of queries and grievances for industries/businesses through legislation such as: i. The Right to Services Act or the Public Service Guarantee Act. ii. An equivalent act with punitive provisions and a grievance mechanism in cases where stipulated timelines are not met. a. All queries should be acknowledged within 7 days from the date of receiving details from the investor. b. All resolutions of queries and grievances should occur within 15 days from the date of receiving complete details from the investor.
Reform 351	Mandate the publication of an online dashboard in the public domain with the following features: i. Clearly display data on the number of queries/grievances handled and the time taken to resolve them. ii. Ensure that the dashboard is updated preferably in real-time or at regular intervals (daily, weekly, fortnightly, monthly), with the date and time of the latest update mentioned.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 346	
1. India aims to become a developed nation by 2047, focusing on growth and development. 2. Amongst other areas, the Government is also prioritizing the enablement of the services sector to support this ambition. 3. The reform is designed to identify and support the champion service sectors. It also aims to provide a consolidated list of approvals (Central/State-specific) for setting up new businesses through a streamlined information dissemination mechanism, while also expediting the business setup process across the country in the identified service areas.	1. URL of the online system 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website as per the reform requirement 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots 4. Policy document/ Notification/ Circular clearly highlighting the priority sectors of the State/ UT
Reform 347	
1. The detailed fee and procedure covering all applicable steps, from application submission to application approval, is	1. Notification/ G.O./ copy of legislation mandating that all the applications are submitted online with no requirement for

published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department. It may be supplemented with the standard operating procedure if available; in any case, the details should be published explicitly.

2. Applicants should be able to fill up, upload documents, submit the application form and make payment online.

3. Processing and approval by each approving department/ agency is done online, and not through an offline/manual process.

4. Online tracking system of application status.

5. SMS gateway and emails should be integrated with single window system, so that the applicant gets notifications at critical stages of application processing – application submission, application approval or rejection at various stages, clarification sought by department and response submission by applicant etc.

6. Once approved, the user should obtain the approval or registration certificate online through the portal.

7. Verification by third party about the authenticity of the approval or registration granted by competent authority

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submissions of a hard copy and no applications would be accepted offline

2. URL of the online system

3. Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online submission of application

4. Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of Online payment of fee

5. Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the following system functionalities:

   i. Online tracking system of application status.

   ii. SMS gateway and emails integrated with online system

6. Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality to download the approval or registration certificate online through the portal

7. Links to uploaded video of user walkthrough/ screenshots of the online system highlighting the functionality of verification by third party about the authenticity of the approval or registration certificate

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Reform 348

1. The purpose of introducing dashboard-related reforms is to enhance transparency in information dissemination and to inform applicants of the minimum time required for their applications to be approved by the Department. To ensure transparency and proper implementation, provide legislative backing to the dashboards.

2. The term "Fee" refers to the statutory fees paid by an enterprise or applicant to the government for accessing a particular service.

3. The dashboard should clearly display data on the number of applications

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1. URL of the online dashboard available in the public domain.

2. The dashboard should be in the format prescribed by DPIIT, as provided in Annexure - II.

3. Links to uploaded videos of user walkthroughs or screenshots highlighting that the data on the online dashboard is updated regularly (daily, weekly, fortnightly, monthly).

4. Copy of the Act, Rules, Notification, or Government Order illustrating the exact manner in which the process of mandating the dashboard has been complied with, as per the reform requirement.

received and granted, the time taken to grant approvals/certificates, and the average time taken by the Department to complete the entire approval process. 4. It should clearly state the "Average fee" charged by the Department for the completion of the entire approval process. 5. The dashboard should clearly present or have the capability to show a complete list of all associated fees corresponding to the particular service. 6. The dashboard should be updated in real time or on a regular basis (daily, weekly, fortnightly, monthly), with the date and time of the latest update displayed on the portal. 7. A smart dashboard is envisioned to be developed by the States/UTs, which will have the functionality to further drill down and display day-wise and application-wise details, along with the statutory fees paid by the user.	5. Clearly highlight the sections that substantiate the implementation of all reform requirements in the uploaded screenshots and the Copy of the Act, Rules, Notification, or Government Order

Reform 349	
1. The primary objective of establishing a service desk is to enhance the investor experience by providing timely, efficient, and expert assistance. With clear service timelines and dedicated relationship managers, the State/UT aims to personalize support for investors, effectively address their queries, and efficiently resolve any grievances. The inclusion of in-built sectoral expertise ensures that investors receive informed and accurate advice, which promotes investor confidence. 2. Making the contact details of relationship managers available on the National Single Window System (NSWS) and the State/UT's Single Window System (SWS) will improve accessibility and facilitate better communication, ultimately fostering a more favorable environment for investment and business growth.	1. Notification/ G.O./ Copy of the legislation that establishes the service desk for sectoral investor facilitation. 2. Clearly highlight the relevant clauses that pertain to working procedures, service timelines, the assignment of relationship managers, responses to investors, and in-built sectoral expertise, etc. 3. Share the URLs or links to the National Single Window System (NSWS) and the State/UT Single Window System where the contact details of relationship managers are available.

Reform 350	

1. The absence of clear timelines for processing of applications for license may delay the process. 2. States/ UTs to ensure that timelines are mandated through a Right to Service Act/ Public Service Guarantee Act or any equivalent act with punitive provisions and grievance mechanism in case the stipulated timelines are not met. 3. Also, ensure query/ clarification raised by the officials after submission of the application should be raised only once and the timeline for raising the query should be within 7 days from the date of submission of the application. The resolution of query and grievance pertaining to the application to be completed as per timelines prescribed in the reform.	1. Copy of PSDG Act/ any equivalent Act clearly highlighting the timeline for processing of application and decision 2. Highlight the provisions of the Act which specify the timeline for the particular service, punitive provisions and grievance mechanism. 3. In order to substantiate the details of grievance mechanism escalation matrix must be provided as evidence 4. Notification/ G.O./ copy of legislation mandating that all queries/ clarifications related to industrial applicants are sought once and within 7 days of receiving the application from the investor. 5. Copy of Right to Services Act/ PSG Act/ any equivalent Act mandating provisions for all queries and grievances regarding the application from the investor are recorded and addressed within a timeline of 15 days from the date of receiving complete details from the investor.
Reform 351	
1. The objective behind creating a dashboard is to bring transparency in the system and to help applicants to know the minimum time in which their Query/ clarification will be answered. 2. The dashboard will give clear picture of how many Queries/ Grievances have been answered. 3. It should clearly mention the average time taken for redressal. 4. The dashboard should be updated preferably on real time basis or updated regularly (daily/ weekly/ fortnightly/ monthly). 5. The last updated date (along with time) should be displayed on the portal.	1. URL of the online dashboard available in public domain 2. Dashboard should be in the prescribed format as provided by DPIIT at Annexure - II 3. Links to uploaded video of user walkthrough/ screenshots highlighting that the data in the online dashboard is updated regularly (daily/ weekly/ fortnightly/ monthly) 4. Copy of Act/ Rules/ Notification/ GO illustrating the exact manner in which the process of Mandating the Dashboard has been complied with as per the reform requirement. 5. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots and Copy of Act/ Rules/ Notification/ GO.

Area 24: Open Network for Digital Commerce

i.   Boosting the adoption of ONDC among small traders and MSMEs

Reform No.	Reform Details
Reform 352	Ensure that information is available online in public domain regarding the registration process, incentives, grants, or subsidies, and tax benefits for MSMEs and small traders for onboarding onto the ONDC platform. This should include details on fees, procedures, timelines, and required documents.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 352	
1. The reform objective is to streamline the onboarding process for MSMEs and small traders onto the ONDC platform by providing comprehensive information through a single window system. 2. This includes clear guidance on the registration process, available incentives, grants, subsidies, tax benefits, as well as transparent details regarding fees, procedures, timelines, and necessary documentation. 3. The aim is to facilitate easy access to the ONDC platform, thereby promoting digital inclusivity and enhancing the competitive edge of small-scale businesses.	1. URL of the online system 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Area 25: Forest based enterprises

i. Promoting integration of forest-based enterprises with SHGs, Van Dhan Kendras, and FPOs under NRLM

Reform No.	Reform Details
Reform 353	Ensure that academic and R&D institutions provide support for quality control and product development to SHGs and others, in line with international market requirements. This support should include technical assistance and expertise to meet global standards.
Reform 354	Ensure academic and R&D institutions provide technical, research, and development support for the trading and manufacturing of forest-based products. This collaboration aims to enhance product quality and market competitiveness.
Reform 355	Ensure that information is available online in public domain on all regulatory processes, such as registrations, grievances, incentives, grants, subsidies, and tax benefits, to facilitate the integration of forest-based enterprises with Self-Help Groups, Van Dhan Kendras, and Farmer Producer Organizations under the National Rural Livelihoods Mission, including specifics on fees, procedures, timelines, and required documents.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 353	
1. The objective of the reform is to create a robust support system for Self-Help Groups (SHGs) and related entities that ensures adherence to international quality standards and fosters product development tailored to global market needs. 2. Initiate collaborations with specialized institutions to provide SHGs with expertise in quality control and product innovation, thereby positioning them for success in international trade and expanding their market reach.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 354	
1. The reform objective is to ensure that academic and R&D institutions actively provide expertise and resources to support the trading and manufacturing of forest-based products, enhancing the value chain from raw materials to market-ready goods.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions

2. Foster strategic partnerships between the forest-based product sector and academic/R&D institutions to drive innovation, improve manufacturing processes, and increase trade competencies, thereby boosting the sector's economic impact and sustainability.	substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 355	
The reform objective is to: 1. To enhance the ease of doing business for forest-based enterprises by providing a single window system that consolidates all regulatory information, including registrations, grievances, and various financial support mechanisms. 2. To promote the integration of forest-based enterprises with Self-Help Groups (SHGs), Van Dhan Kendras, and Farmer Producer Organizations (FPOs) under the National Rural Livelihoods Mission (NRLM) by offering clear guidance on available incentives, grants, subsidies, and tax benefits. 3. To improve transparency and efficiency by detailing the fees, procedures, timelines, and documentation required for regulatory processes, thereby streamlining the operational workflow for manufacturers in the sector.	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.

Area 26: Self-certification and Third-party Ecosystem

i.   Transition low-risk inspections to self-certification and medium-risk inspections to third-party certification

Reform No.	Reform Details
Reform 356	States/UTs should ensure the creation of a task force to identify sectors and their respective necessary approvals/compliances suitable for transitioning to self-certification for low-risk inspections and to third-party certification for medium-risk inspections, applicable across all sectors.
Reform 357	Ensure list of Third-party agencies responsible for sectoral approvals/compliances are available on the Single Window system and updated regularly.

Reform objective and associated Checklist for assessment

Reform objective	Checklist for assessment
Reform 356	
1. Transitioning to self-certification for low-risk and third-party certification for medium-risk inspections streamlines government oversight and enhances compliance efficiency. 2. States/UTs may ensure the formation of task forces to identify sectoral requirements for this transition, aiming to reduce the administrative load on businesses and improve the ease of doing business. 3. Effective implementation of task force recommendations is key to establishing an efficient, transparent, and supportive business environment. 4. Stakeholder consultations may also be undertaken for reinforcing industry confidence and ensuring the reforms meet business needs.	1. URL of the online system depicting the reform requirements 2. Notification/ G.O./Copy of the legislation showcasing the establishment of the task force for all sectors 3. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 4. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded screenshots.
Reform 357	
1. The reform objective is to create a comprehensive listing of third-party agencies responsible for sectoral approvals and compliances on the Single Window system, complete with contact details, to streamline business access. 2. States/UTs are required to specify the frequency of updates for this	1. URL of the online system depicting the reform requirements 2. Links to uploaded video of user walkthrough/ screenshots of the online system to substantiate the availability of required information on the website. 3. Clearly highlight the portions substantiating implementation of all reform requirements in the uploaded

information, ensuring that businesses always have the most current data and support for their compliance needs.	screenshots.

Changes in the BRAP 2024 Reforms

i.   Elimination of Reforms

The following reforms have been eliminated from BRAP 2024: Nos. 41, 42, 46, 67, 110, 111, 112, 113, 114, 115, 125, 126, 127, and 128. They will be categorized as 'NA2' for all states and Union Territories (UTs).

BRAP+ 2024 - Important Timelines

S No.	Activity	Details	Tentative Timeline
1	Action Plan	Release of Integrated BRAP+ 2024 Action Plan	15th Oct'24
2	BRAP+ 2024 Implementation	Implementation Period	1st Feb'24 – 15th Feb'25
3	Evidence submission	Uploading of evidence on DPIIT portal	1st Feb'24 – 15th Feb'25
4	User data	Uploading User Data	• Tranche 1: 1st Feb'24 – 15th Oct'24 • Tranche 2: 15th Oct'24 – 15th Feb'25
5	Assessment	Assessment of BRAP & BRAP+ 2024	1st Nov'24 – 15th Mar'25
6	User Survey	Period for feedback	15th Oct'24 – 15th Apr'25
7	Assessment result	Report preparation & Release of final assessment result	Apr'25

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Annexure - II

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Format for Dashboards

A.   Dashboard format for various reforms

States/ UTs to publish all data regularly on their respective department's website as per the dashboard format provided below:

Particulars	Details
Time Limit prescribed as per the Public Service Guarantee Act	
Total Number of applications received	
Total Number of applications approved	
Average time taken to obtain registration/renewal	
Median time taken to obtain registration/renewal	
Minimum time taken to obtain registration/renewal	
Maximum time taken to obtain registration/renewal	
*"Average fee" taken by the Department for completion of entire process of obtaining approval/ certificate	

*States/ UTs to publish all application data regularly on their respective department's website as per the dashboard format for providing application wise breakup of average fee of provided below through a separate utility:

Sl. No.	*Application No.	Application Date	Approval Date	Fee Details	Total Fee charged
				i. A charge.... ii. B charge... iii. .... iv. Z charge...	(A+B+..Z)

*Application No. – May be masked by the States/ UTs to avoid revealing identity of the applicant

B.   Dashboard format for inspections related reforms (Applicable for BRAP and BRAP+ 2024 Reforms)

Details to be published separately for each act under which inspection was conducted by the department covered under BRAP

Parameters	Total Number of Inspections Conducted	Total Number of Inspections Completed	Average time taken for Conducting Inspections	Median time taken for Conducting Inspections	Minimum time taken for Conducting Inspections	Maximum time taken for Conducting Inspections	Time Limit prescribed as per the Public Service Guarantee Act	*"Average fee" taken by the Department for completion of entire process of Inspection	Total Number of companies that provided self-certifications and were exempted from inspections	Total Number of companies that provided third party certifications and were exempted from inspections
Total Number of inspections conducted										

For any queries or further information, please contact

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