



GOVERNMENT OF KERALA

Abstract

Industries Department - Ease of Doing Business (EoDB) - Business Reforms Action Plan (BRAP) 2024 - Implementation of reforms under Investment Enablers area - Access to Information and Transparency, Investment Facilitation Centre/Investment Promotion Agency and Online Single Window Clearance Mechanism-Reforms to be mandated-modified-Orders-issued.

INDUSTRIES (J) DEPARTMENT

G.O.(Rt)No.677/2024/ID Dated,Thiruvananthapuram, 29-07-2024

Read - (1) G.O (Ms) No.100/2017/ID dated 12.10.2017.

(2) G.O (Rt) No.1005/2020/ID dated 20.11.2020.

ORDER

As per reference GO read as 2nd above, orders were issued specifying clearance mechanism, coverage approvals, clearances, and renewals, application forms, procedure for filing applications for issue of license as part of implementation of Business Reforms Action Plan, 2020. Reforms set forth in the State Business Action Plan, 2024 requires the State to introduce new functionalities in the Single Window System and Investor Facilitation Portal and mandate certain provisions to support investors.

2. Reforms in the State Business Action Plan, 2024 requires / specifies that, investors or businesses often suffer from uncertainty about the exact number and type of compliances required for setting up and starting a business and regulatory compliances required by Central, State authorities and local bodies range from being sector agnostic to sector and industry specific. In order to ensure that all this information is readily available to an applicant, information wizard will act as an interactive tool that provide comprehensive information about the whole range of compliances applicable (licenses/registrations/NOC's required) at the pre-establishment and pre-operation stages of establishing a business including fees, procedural details, documentation required, timelines for receiving services, application link, tracking of application and online provision for

receiving final approvals/certificates, new services shall be included in the online wizard/system of the state within thirty days after it is introduced. Department for Promotion of Industry and Internal Trade (DPIIT), Government of India as per State Business Reform Action Plan, 2024 recommended to mandate to include any new services in the online wizard/system within thirty days after it is introduced.

3. Further as a unique single business ID number for all interactions with the Government agencies would facilitate compliance reduction throughout the Lifecycle of a business, as well as reduce the administrative burden in submitting information multiple times, it is recommended PAN as unique single business user ID of an applicant.

4. It is also recommended, to mandate that all queries and grievances regarding the application from the applicant shall be recorded and addressed within a timeline of 15 days from the date of receiving complete details from the applicant.

5. DPIIT also recommends bringing in legislative backing to the dashboards to ensure transparency in information dissemination and appropriate implementation. It is also recommended to publish a smart dashboard for mapping compliances performance of businesses detailing out the reform area wise compliance and observations of any lapses and delays.

6. Further, online wizard/system publishing information on criminal provisions under various acts including sections/ rule with trigger points for incidence of liability for businesses and type of offence and punishment is required to be published in the single window clearance system.

7. In this regard Government, as part of implementing reforms, are pleased to mandate and modify the Government order read (2) above, as follows,

(i) In the said Government order in paragraph B, the sentence that, “it is mandated that all new regulations and newly imposed licenses and related orders shall be included/published in Invest Kerala Portal (Know your Approvals Investment Wizard) <https://invest.kerala.gov.in/> within 30 days” may be modified as “it is mandated that all new regulations and newly imposed license and related orders shall be included/published in

Invest Kerala Portal (Know Your Approvals Investment Wizard) <https://invest.kerala.gov.in/> and in the single window portal system **K-SWIFT** within 30 days”.

(ii) In paragraph D of the said Government Order, under the marginal heading procedure for filing applications after clause (ii), the following clause shall be inserted,

“(ii a) The applicant shall be given Permanent Account Number as unique single business user ID”.

(iii) In paragraph D of the said Government Order after clause (IX) the following clause may be inserted-

“All queries and grievances regarding the application from the applicant shall be recorded and addressed within a time limit of 15 days from the date of receiving complete details from the applicant”.

(iv) In paragraph D of the said Government Order after clause (xv) the following clause may be inserted -

“The dashboard will publish the data on number of applications received and granted, time taken, and fee incurred for completion of entire process of obtaining approval, of all approvals/licenses/NoCs/ Registrations incorporated in **K-SWIFT**.”

(v) In paragraph G of the said Government Order the following shall be inserted after the word “along with the time taken for approval ”-

“The template of the dashboard is attached as Annexure II”

(vi) The following paragraphs shall be inserted after paragraph (K) as follows-

“ L. Criminal Trigger Indices,

To ensure information over the criminal and penal provisions under various acts including section/rule applicable to businesses is readily available, an information wizard will be designed and published in K-SWIFT that will provide a comprehensive information on descriptions of

provision with trigger / event point for incidence of liability for businesses with type of offence and punishment.”

M. Compliances Dashboard

A compliance dashboard for each business unit registered in the system shall be made available in K-SWIFT to highlight approaching or pendency in compliance like renewals, returns/ filings based on all applicable compliances/ approvals/ licenses/ NoCs. This dashboard would enable businesses to easily track their compliance status, ensuring timely adherence and reducing the risk of accidental negligence. The template of the dashboard is attached as Annexure III”.

(By order of the Governor)
A P M MOHAMMED HANISH
PRINCIPAL SECRETARY

To:

All Additional Chief Secretaries/Principal Secretaries/ Secretaries in Secretariat.

Managing Director, KSIDC.

Director, Directorate of Industries and Commerce.

All District Collectors.

All General Managers, District Industries Centres. (Through DIC).

Industries (B) Department.

Information & Public Relations (Web & New Media) Department

(For publishing in the official website).

Office Copy/Stock File. (Comp. No. 2819053)

Forwarded /By order

Signed by

Jithesh S V

Date: 30-07-2024 13:29:50

Section Officer

Format for Dashboard in KSWIFT

a. Application Processing Performance Dashboard Format

Service Name (a)	Statutory Fees / Average Fees (b)	Time limit as per RT S (c)	Total Number of Applications Received (d)	Total Number of Applications Approved (e)	Total Number of Applications Rejected/ Returned (f)	Average Time Taken to grant Approval (g)	Median Time Taken to grant Approvals (h)	Maximum Time Taken for Application processing (i)	Minimum Time Taken for Application Processing (j)
Service Name 1									
Service Name 2									

b. Application wise breakup of Average Fees Dashboard Format

Sl No	Application No	Applicant Information / Name	Application Date	Approval Date	Fee Details (including split up of any fees collected from the user)	Total Fee Charged

Annexure III: Sample Dashboard for Compliance Dashboard

Name of the Organization: Industry scale: Micro/ Small/ Medium/ Large Type of business: Manufacturing/ Service/ Trading Compliance	Industry classification: Risk Category: Red/ Orange/ Green/ White (State may define category as per requirement) Organization Compliance Rating:
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Department	Compliance	Compliance Document (Download)	Act applicable	Rules applicable	Penal provision in case of noncompliance	Periodicity of Compliance	Compliance Start Date	Compliance end Date	Email/ SMS/ Both trigger date*	Approval	Current Compliance Status
	**				Imprisonment of up to	Monthly/ Quarterly/ Half Yearly/ Annually			*		
	**										

* 30 days prior to compliance end date

**Can be populated from inspections checklist and other statutory requirements a per applicable act. Compliance status may originate from online inspection checklist.