



GOVERNMENT OF KERALA

Abstract

Electronics and Information Technology Department- Publishing of Online dashboard by Departments providing e-services under the Kerala Information Technology (Electronic Delivery of Services) Rules, 2010- Orders issued.

ELECTRONICS AND INFORMATION TECHNOLOGY (B) DEPARTMENT

G.O.(Ms)No.11/2024/ITD Dated,Thiruvananthapuram, 15-10-2024

- Read 1) Kerala Information Technology (Electronic Delivery of Service) Rules, 2010.
- 2) Business Reforms Action Plan, 2024 published by the Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India.
- 3 G.O.(P)No.6/2024/ITD dated 15-10-2024.

ORDER

The Government have notified various services as e-services as per the rules and Government Order read as 1st and 3rd papers above, respectively. The Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India has recommended publishing online dashboard in public domain by the departments providing e-services in order to bring transparency in information dissemination and to help the applicants to know the minimum time in which their applications are being approved.

Under the circumstances, the Government are pleased to order that every department providing e-services shall publish online dashboard containing the details of entire process of obtaining approval and the details of statutory fees to be paid by the enterprise/applicant for accessing a particular service and the dashboard shall have utility to further drill down and display day wise and application wise details. The dashboard published shall be updated on real time basis and the date and time of modifications shall be clearly mentioned. The templates for the said dashboard are given below:-

Template for Dashboard

a. Application Processing Performance- Dashboard Format

Service Name (a)	Statutory Fees / Average Fees (b)	Time limit as per RTS (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	Application Date (DD/MM/YYYY)	Approval Date (DD/MM/YYYY)	Fee Details	Total Fee Charged
	Unique Number of Application (Few characters may be masked)	Name of the agency/firm/business/applicant (Few characters of the Name may be masked)			Application Fee/Attestation Fee/Processing Fees/Documentation Fees/Challan or Stamp or document fees/Inspection Fees/Late	

					Filing Fees/Delay Fees/Fines charged/ Etc (any other)	

(By order of the Governor)
DR. RATHAN U. KELKAR IAS
SECRETARY

To:

The Secretary, Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India (Through cover letter).

All Additional Chief Secretaries/ Principal Secretaries/ Secretaries

All Head of the Departments

The Principal Accountant General (A&E) Kerala, Thiruvananthapuram.

The Principal Accountant General (G&SSA), Kerala, Thiruvananthapuram.

Industries Department

The Managing Director, KSIDC

The Director, KSITM

The Information Officer, Web & New Media, I & PR Department

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Signed by

Mahesh R
Section Officer

Date: 15-10-2024 15:54:45