

S.No.	Office/Department concerned	Sub-Area	Recommendation
<b>I. Starting a Business</b>			

1	District Registrar, Co-operative Societies	Registration of cooperative societies	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
2			Ensure timelines are followed as mandated by the State Government through a notification
3			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
4			Ensure that the system allows users to download the final signed approval from the online portal.
5	Public Works Department	Registration of Contractors for works and services	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
6			Ensure timelines are followed as mandated by the State Government through a notification
7			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
8			Ensure that the system allows users to download the final signed approval certificate from the online portal.
9	All ULBs	Trade License and Renewal thereof	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
10			Ensure timelines are followed as mandated by the State Government through a notification
11			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

S.No.	Office/Department concerned	Sub-Area	Recommendation
12			Ensure documents required for obtaining trade license is reduced to only two: ID Proof and Lease Deed/Legal Occupancy document
13			Ensure that the system allows users to download the final signed approval certificate from the online portal.

## II. Urban Local Body Services

14	Urban Local Body	Obtaining Water Connection	Publish information online about the procedure and a comprehensive list of documents required by all relevant agencies for providing water connection in all urban areas
15			Ensure timelines are followed as mandated by the State Government through a notification
16			Design and implement an Integrate system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies and mandate that all applications are submitted online
17	Urban Local Body	Obtaining Sewer Connection	Publish information online about the procedure and a comprehensive list of documents required by all relevant agencies for providing water connection in all urban areas
18			Ensure timelines are followed as mandated by the State Government through a notification
19			Design and implement an Integrate system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification from all concerned agencies and mandate that all applications are submitted online
20	Urban Local Body	Water Charges and Payment	Publish tariff rates online for all types of users
21			Develop an online system for e-payment of bills
22			Allow users to view and verify the records of past payments by entering connection number
23	Urban Local Body	Certificate of water availability for approval	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site

S.No.	Office/Department concerned	Sub-Area	Recommendation
24		of water abstraction from Central Ground Water Authority	Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
25			Ensure that the system allows users to download the final signed approval certificate from the online portal.
26	District Magistrate/ Deputy Commissioner	NoC for ground water withdrawal for approval of water abstraction from Central Ground water Authority	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
27			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
28			Ensure that the system allows users to download the final signed approval certificate from the online portal.
29	Urban Local Bodies	Road Cutting Permission	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
30			Ensure timelines are followed as mandated by the State Government through a notification
31			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
32			Ensure that the system allows users to download the final signed approval certificate from the online portal.
33	Urban Local Bodies	Inspection carried out for (i) granting road cutting permission and (ii) verification to ensure	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
34			Mandate online submission of inspection report within 48 hours to the Department
35			Allow establishments to view and download inspection reports
36	Urban Local Bodies	Vacant Land Tax	Design an online system which will have the facility to auto-populate and calculate the levy area-wise and enable online payment of vacant land tax

S.No.	Office/Department concerned	Sub-Area	Recommendation
<b>III. Land Reform Enabler</b>			
37	Sub Registrar Officer/Stamps and Registration Department	Encumbrance Certificate	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
38			Ensure timelines are followed as mandated by the State Government through a notification
39			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
40			Integrate the system with the registration, land records and property tax database as created under reform 73 of BRAP 2017
41			Ensure that the system allows users to download the final signed approval measurement approval certificate from the online portal.
42	Office of Collector	Measurement/ Demarcation of Land	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
43			Ensure timelines are followed as mandated by the State Government through a notification
44			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
45			Integrate the system with the registration, land records and property tax database as created under reform 73 of BRAP 2017
46			Ensure that the system allows users to download the final signed approval measurement approval certificate from the online portal.
47	Town & Country Planning	Land Conversion	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
48			Ensure timelines are followed as mandated by the State Government through a notification

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49			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
50			Integrate the system with the registration, land records and property tax database as created under reform 73 of BRAP 2017
51			Ensure that the system allows users to download the final signed approval measurement approval certificate from the online portal.
52	Office of Collector/Town and Country Planning Officer	Certificate of Land Use	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
53			Ensure timelines are followed as mandated by the State Government through a notification
54			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
55			Integrate the system with the registration, land records and property tax database as created under reform 73 of BRAP 2017
56			Ensure that the system allows users to download the final signed approval measurement approval certificate from the online portal.
57	Division Forest Officer	Certificate of Non-Forest land	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
58			Ensure timelines are followed as mandated by the State Government through a notification
59			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
60			Ensure that the system allows users to download the final signed approval certificate from the online portal.

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<b>IV. Property Registration Enablers</b>			
61	SRO	Land Administration	Digitize land transaction deeds of last 2 years at all subregistrar offices and make the same available on an online system
62	LRO		Digitize land records of last 2 years at all land records offices and publish the updated land records online in public domain
63	Urban Local Body		Digitize land records of last 2 years at local municipality office and publish the updated land records online in public domain
64	Urban Local Body		Digitize Property tax payment records of last 2 years with a functionality to view balance payments at all local municipality offices and publish the updated records online in public domain
65	LRO		Digitize cadastral maps of all rural areas in the district
66	SRO/LRO		Integrate last 2 years' data at all sub-registrar offices, all land records offices and all local municipality offices to facilitate property wise mapping of transactions
67	SRO	Land Administration – Online system	Publish information about the procedure and comprehensive list of documents required for property registration on the Department's web site
68			Provide model deed templates for sale, gift, lease, mortgage and rent in downloadable and editable format along with instructions to use them
69			Design and implement a system that allows online application, payment for submission and verification of document and mandate that all applications are submitted online
70			The online system should have the facility of auto calculation of the applicable fee and stamp duty as per the valuation of the property
71			The online system should have the facility of auto generation of appointment (date and time) on making the required payment online at respective SRO offices
72			The registration of the transaction deed to be provided to related parties on the same day of appointment
73			Ensure that the system allows user to download the final signed approval certificate from the online portal

S.No.	Office/Department concerned	Sub-Area	Recommendation
<b>V. Obtaining Approval for Construction</b>			
74	Urban Local Body	Construction Permits	Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain
75	Urban Local Body		Establish a dedicated conflict resolution mechanism for land and construction permits
76	Urban Local Body		Allow authorized architects to issue the completion certificate at all urban areas, instead of requiring a separate completion certificate to be issued
77	Urban Local Body		Implement a system to allow approval based only on third party certification (during construction and/or completion stage, as applicable) of structural design and architectural drawings by authorized structural engineers and architects respectively across all urban areas
78	Urban Local Body		Combine all affidavits & undertakings required to be submitted for obtaining the building plan approval into one affidavit/undertaking
79	Urban Local Body		Publish information about the procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State approvals (prior to plinth and occupancy) on the web site
80	Urban Local Body		Define clear timelines through an order to grant construction permits including all State approvals (building plan approval, plinth level inspection and occupancy certificates)
81	Urban Local Body		Building Plan Approval
82	Urban Local Body	(ii) Provision for making an online application with Integrate payment without the need for a physical touch point for document submission and verification	
83	Urban Local Body	(iii) The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software	

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84	Urban Local Body		(iv) Ensure that the system issues digitally signed approved building plan within 30 days from the date of application	
85	Urban Local Body		(v) Provision for e-intimation to authorities commencement of construction	
86	Urban Local Body		(vi) Provision for e-intimation to authorities of plinth level completion	
87	Urban Local Body		(vii) Provision for online issuance of certificate of inspections	
88	Urban Local Body		(viii) Provision for online common completion request form cum Occupancy Certificate Application with online payment	
89	Urban Local Body		(ix) Provision to allow user to view and download inspection reports of inspection conducted for commencement, plinth level and occupancy (where applicable)	
90	Urban Local Body		(x) Provision for online issuance of digitally signed occupancy cum completion certificate to the applicant	
91	Fire Department/ Municipal Corporations		NOC for Fire Department (prior to commencement of construction activities)	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
92				Ensure timelines are followed as mandated by the State Government through a notification
93				Design and implement a system that allows online application submission, payment and receipt generation without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
94		Ensure that the system allows users to download the final signed receipt from the online portal.		

#### VI. Paying Taxes

95	Municipal Corporations	Property tax	Design an online system which will have the facility to auto-populate, self assess, calculate the levy area-wise and enable online payment of property tax
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#### VII. Access to Information and Transparency Enablers



S.No.	Office/Department concerned	Sub-Area	Recommendation
96		Access to Information and Transparency Enablers	Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-establishment No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals required for setting up of a business
97			Develop and make publicly available a comprehensive checklist, applicable procedure and timeline of all required pre-operation No Objection Certificates (NOCs), licenses, registrations and other mandatory State approvals required for starting business operations
98			Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre-establishment)
99			Develop an online information wizard (one portal/functionality covering all categories/types of industries/businesses) to provide accurate information regarding all approvals (No Objection Certificates (NOCs), licenses, registrations and other mandatory approvals, timelines, procedure) applicable to establish a business/industrial unit (pre operation)

### VIII. Miscellaneous

100	Legal Meteorology Officer	Certificate for Verification of Weights & Measures and Its Renewal	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
101			Ensure timelines are followed as mandated by the State Government through a notification
102			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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103			Ensure that the system allows users to download the final signed approval certificate from the online portal.
104	Division Forest Officer	Letter for Distance from Forest	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
105			Ensure timelines are followed as mandated by the State Government through a notification
106			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
107			Ensure that the system allows users to download the final signed approval certificate from the online portal.
108	Chief Medical Officer	NoC from Municipality or local body for State license for Food business granted by FSSAI	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
109			Ensure timelines are followed as mandated by the State Government through a notification
110			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
111			Ensure that the system allows users to download the final signed approval certificate from the online portal.
112	Chief Medical Officer	Health NoC by Municipality/Panchayat for Food Registration certificate	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
113			Ensure timelines are followed as mandated by the State Government through a notification
114			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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115			Ensure that the system allows users to download the final signed approval certificate from the online portal.
116	Chief Medical Officer	Registration for provisional certificate for clinical establishment under Clinical Establishments (Registration and Regulation) Act & its Renewal	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
117			Ensure timelines are followed as mandated by the State Government through a notification
118			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
119			Ensure that the system allows users to download the final signed approval certificate from the online portal.
120	Chief Medical Officer	New Registration of certificate Pre-Conception & Pre-natal Diagnostic Techniques under PC&PNDT Act, 1994 (Amended, 2003) (For 5 years) & its Renewal	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
121			Ensure timelines are followed as mandated by the State Government through a notification
122			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
123			Ensure that the system allows users to download the final signed approval certificate from the online portal.
124	Addl. Collector	NOC required for setting up of explosives manufacturing, storage, sale, transport	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
125			Ensure timelines are followed as mandated by the State Government through a notification
126			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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127			Ensure that the system allows users to download the final signed approval certificate from the online portal.
128	Addl. Collector	NOC required for setting up of petroleum, diesel & Naptha manufacturing, storage, sale, transport	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
129			Ensure timelines are followed as mandated by the Appropriate Government through a notification
130			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
131			Ensure that the system allows users to download the final signed approval certificate from the online portal.
132	Addl Collector	License for Sale of Crackers	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
133			Ensure timelines are followed as mandated by the Appropriate Government through a notification
134			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
135			Ensure that the system allows users to download the final signed approval certificate from the online portal.
136	Distt. Transport officer	Transfer of vehicle registration	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
137			Ensure timelines are followed as mandated by the State Government through a notification
138			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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139			Ensure that the system allows users to download the final signed approval certificate from the online portal.
140	Distt. Transport officer	Goods Carriage Permit	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
141			Ensure timelines are followed as mandated by the State Government through a notification
142			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
143			Ensure that the system allows users to download the final signed approval certificate from the online portal.
144	Distt. Transport officer	Issuing Vehicle Fitness Certificate	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
145			Ensure timelines are followed as mandated by the State Government through a notification
146			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
147			Ensure that the system allows users to download the final signed approval certificate from the online portal.
148	Distt. Superintendent of Education	Approvals for setting up Hostel	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
149			Ensure timelines are followed as mandated by the State Government through a notification
150			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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151			Ensure that the system allows users to download the final signed approval certificate from the online portal.
152	Distt. Superintendent of Education	Approval for setting up and operating a Play School	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
153			Ensure timelines are followed as mandated by the State Government through a notification
154			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
155			Ensure that the system allows users to download the final signed approval certificate from the online portal.
156	Distt. Superintendent of Education	Registration under Right to Education	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
157			Ensure timelines are followed as mandated by the State Government through a notification
158			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
159			Ensure that the system allows users to download the final signed approval certificate from the online portal.
160	Distt. Superintendent of Education	NoC for setting up CBSE School	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
161			Ensure timelines are followed as mandated by the State Government through a notification
162			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

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163			Ensure that the system allows users to download the final signed approval certificate from the online portal.
164	District Collector/ District Mining Office	Mining lease/ Composite License/ Non- exclusive Reconnaissance Permit	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
165			Ensure timelines are followed as mandated by the State Government through a notification
166			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
167			Ensure that the system allows users to download the final signed approval certificate from the online portal.
168			Standardise format for issue of certificate
169	District Mining Office	Issue of letter of intent in case of fresh lease (for environmental clearance - category B2- Less than 5 acres)	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
170			Ensure timelines are followed as mandated by the State Government through a notification
171			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
172			Ensure that the system allows users to download the final signed approval certificate from the online portal.
173			Standardise format for issue of certificate
174	District Collector	NoC for soil excavation /filling	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
175			Ensure timelines are followed as mandated by the State Government through a notification

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176			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
177			Ensure that the system allows users to download the final signed approval certificate from the online portal.
178			Standardise format for issue of certificate
179	District Level Officer/Relevant Department	Eliminate the requirement for Notary Affidavit	Issue necessary orders to eliminate the requirement for attestation of documents by Gazetted officers for submission of applications at all government offices and its agencies and replace it with self-attestation
180			Issue necessary orders to eliminate the requirement for Notary Affidavit for submission of applications at all government offices and its agencies at all government offices and its agencies and replace it with self-attestation
181			Information on elimination of requirement for attestation of documents by Gazetted officers and to elimination of the requirement for Notary Affidavit for submission of applications at all government offices and its agencies is displayed prominently at all offices.
182	Additional Commissioner of Police	1. Licensing for Auditorium	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
183		2. Cinematograph License & Casual	Ensure timelines are followed as mandated by the State Government through a notification
184		license for screening the films (as applicable)	Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
185		3. License to engage in the business of private security agency	Ensure that the system allows users to download the final signed approval certificate from the online portal.
186	Collector Excise/ State Excise	1. Wholesale license of IMFL & Country Liquor	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site



S.No.	Office/Department concerned	Sub-Area	Recommendation
187	Department	2. Import Permits 3. Retail vend of Indian liquor/beer 4. Licence to hotels 5. Temporary Licence for service of liquor in Parties/functions/Confer	Ensure timelines are followed as mandated by the State Government through a notification
188			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
189			Ensure that the system allows users to download the final signed approval certificate from the online portal.
190	District Collector	License for Distilleries	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
191			Ensure timelines are followed as mandated by the State Government through a notification
192			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
193			Ensure that the system allows users to download the final signed approval certificate from the online portal.
194	District Statistical Officer/Department of Statistics	Collection of data from businesses by statistical officers under The Collection of Statistics Act, 2008 and Collection of Statistics Rules, 2011	Publish information about the procedure District's/Department's web site
195	District Agriculture Officer/Department of Agriculture	Licenses/authorizations required for sale/ storage of fertilizers under Essential Commodities	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
196			Ensure timelines are followed as mandated by the State Government through a notification

S.No.	Office/Department concerned	Sub-Area	Recommendation
197		Act, 1955 (in accordance with Fertilizer Control Order)	Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
198			Ensure that the system allows users to download the final signed approval certificate from the online portal.
199	District level Officer/Relevant Department	Licenses/authorizations required for sale of commodities (other than fertilizer) under Essential Commodities Act, 1955	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
200			Ensure timelines are followed as mandated by the State Government through a notification
201			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
202			Ensure that the system allows users to download the final signed approval certificate from the online portal.
203	Department of Agriculture	Application for grant of license under Insecticide Act, 1968 for manufacture, storage and sale of insecticides and pesticides and its renewal	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
204			Ensure timelines are followed as mandated by the State Government through a notification
205			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
206			Ensure that the system allows users to download the final signed approval certificate from the online portal.
207	District food and supplies controller/ Department of foods and supplies	Grant of license for 'Fair Price shops' under the relevant act and its renewal	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
208			Ensure timelines are followed as mandated by the State Government through a notification

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209			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
210			Ensure that the system allows users to download the final signed approval certificate from the online portal.
211	Secretary of the Committee/ District Marketing Enforcement officer/ Zonal Marketing Enforcement officer	License to Dealer under e-National Agriculture Market	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
212			Ensure timelines are followed as mandated by the appropriate authority through a notification
213			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
214			Ensure that the system allows users to download the final signed approval certificate from the online portal.

### IX. Greivance Redressal/ Paperless Courts and Law & Order

215	Collector	Filing of disputes under Revenue Courts	Publish information about the procedure and comprehensive list of documents on the District's/Department's web site
216			Ensure timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation, are followed for disposal of complete application
217			Design and implement a system to allow for e-filing for revenue disputes in Revenue courts
218			Design and implement a system to allow for e-summons for revenue disputes in Revenue courts
219			Design and implement a system to allow for publishing e-cause lists for revenue disputes in Revenue courts
220			Design and implement a system to allow for e-payments for court fees and process fees for revenue disputes in Revenue courts

S.No.	Office/Department concerned	Sub-Area	Recommendation
221			Design and implement a system to allow for issuing digitally signed court orders in Revenue courts
222			Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
223			Ensure that the system allows users to download the final signed decision from the online portal.
224	Distt Administration	Resolution of grievances / CM Window	Design and implement a system that allows online submission of any grievance(s) registration from citizens and investors
225			Ensure that the system allows users to track status of the grievance(s) and view orders/ communications/ files between departments on the same portal
226			Define clear timelines for resolution of grievance
227			Develop a cell that would contact the complainant for feedback on quality of work done
228			Develop call center pertaining to emergencies like Law and Order or Medical

#### X. Access to finance

229	District Collector (Chairman of		Ensure that the quarterly meetings prescribed under the lead banking scheme are held timely
230	District Consultative Committee)		Ensure that continuous monitoring of the Credit Deposit Ratio (CDR) is performed by the District level bodies