

Andhra Pradesh Public Services Delivery Guarantee Rules, 2018

ANDHRA PRADESH

India

Andhra Pradesh Public Services Delivery Guarantee Rules, 2018

Rule

ANDHRA-PRADESH-PUBLIC-SERVICES-DELIVERY-GUARANTEE-RULES of 2018

- Published on 4 September 2018
- Commenced on 4 September 2018
- [This is the version of this document from 4 September 2018.]
- [Note: The original publication document is not available and this content could not be verified.]

Andhra Pradesh Public Services Delivery Guarantee Rules, 2018Published vide Notification No. G.O.MS.No. 101, dated 4.9.2018G.O.MS.No. 101. - In exercise of the powers conferred by sub-section (1) of section 20 of the Andhra Pradesh Public Services Delivery Guarantee Act, 2018 (Act No. 6 of 2018) and in supersession of the rules issued in G.O.Ms.No.143, Industries & Commerce (P&I) Department, dated 26-10-2017, the Government of Andhra Pradesh hereby make the following rules, namely: -

1. Short Title, extent and commencement.

(a)These Rules may be called the Andhra Pradesh Public Services Delivery Guarantee Rules, 2018.(b)They shall extend to the whole of the State of Andhra Pradesh(c)They shall come in to force with immediate effect.

2. Definitions.

(a)In these rules, unless the context otherwise requires; -(i)"Acknowledgement" means acknowledgement of receipt of an application submitted by the applicant for the notified public service;(ii)"Appellate Authority" means an officer appointed by the Government to hear appeals against the orders passed by the designated officer related to the delivery of services;(iii)"Application form" means the prescribed form in which an applicant shall apply for notified public services;(iv)"Checklist" means list of necessary documents, which are to be made available along with the application form or website of the notified Public Authority providing or rendering public service;(v)"Competent Authority" means Officer/Officers designated by Public Authority for providing Public Services within stipulated time limit;(vi)"District Investment

Promotion Committee (DIPC)" means the committee constituted for industrial promotion at District Level from time to time;(vii)"District Level Committee" means the committee as referred to in section 13 of the Act and notified by the Government from time to time;(viii)"First Level State Committee" means the committee referred to in section 13 of the Act and notified by the Government from time to time;(ix)"Revision Authority" means the appellate authority or the Government invested with the power of revision;(x)"Schedule" means schedule appended to these rules;(xi)"Second Level State Committee" means the committee referred to in section 13 of the Act and notified by the Government from time to time;(xii)"Single Desk Bureau" means the committee constituted by the Government, from time to time which will act as a single point of contact for all investment related clearances;(xiii)"State Investment Promotion Committee (SIPC)" means Committee constituted by Government to make recommendations on the matters relating to investments and promotion of industries in the State.(xiv)"Stipulated Time Limit" means the maximum number of working days, within which a service is to be delivered by the notified Public Authority, from the date of receipt of complete application.(b)Words and expressions used but not defined in these rules shall have same meaning assigned to those in the Act.

3. Public Services.

- The public services to be delivered by the competent authorities within the stipulated time limits in the State as specified in the Schedule.

4. Competent Authority.

(a)The Competent Authorities designated to deliver the notified public services as mentioned in the Schedule.(b)Competent Authority shall maintain details of all applications made for a public service, which will get consolidated at Public Authority level.

5. Application for delivery of service.

(a)Every applicant seeking to apply for public services required for establishment and operation of an industry shall apply online on Single Desk Portal for services covered therein, in the Prescribed Formats for such public services relevant to industries available on Single Desk Portal. The Application Form and other prescribed formats duly filled in shall be submitted along with relevant enclosures, other certificates as per prescribed checklist and requisite fees to the said Public Authority.(b)Every applicant seeking to apply for notified public services, other than those related to industry, which are not available on Single Desk Portal, shall apply to the competent authority in the form as prescribed on the website of the notified Public Authority. The Application Form and other prescribed formats duly filled in shall be submitted along with relevant enclosures, other certificates as per prescribed checklist, and requisite fees to the said Public Authority.(c)Checklist appended to the application forms shall be completed in all aspects, signed and submitted by the applicant.(d)Application Form, along with checklist in all aspects, shall be accepted by the Competent Authority for processing and delivery of public services.(e)For online application, System generated online acknowledgement for receipt of application shall be issued, only if the application is complete in all respects.

6. Processing and monitoring of applications.

(a) Each application for delivery of service shall be tagged to a unique number to enable the applicant to monitor the status of the application. (b) Applications shall be processed by Competent Authority within the stipulated time limit as specified in the Schedule. (c) The Competent Authority may seek additional information or clarification on the submitted application at a time only once, before expiry of the prescribed time limit. (d) For all services offered online, the Competent Authority shall ensure that there is no physical interface with the applicant for delivery of the service. (e) The Competent Authority shall give specific reasons in the order of rejection to the applicant in case the application for request for delivery of service is rejected.

7. Time limit for processing and disposal of applications.

(a) The stipulated time limit for processing and disposal of the applications by the competent authority under section 5 of the Act, is as indicated in the Schedule. (b) The stipulated time shall start from the date of submission of complete application to the Competent Authority for delivery of public service. (c) In case the Competent Authority seeks additional information or clarification on the submitted application before the expiry of the prescribed time limit, the time shall be put on hold and shall resume from the date of receipt of the additional information to the Competent Authority.

8. Monitoring of service delivery.

(a) The District Investment Promotion Committee (DIPC) shall initially be the District Level Committee as per the provisions of section 13 of the Act. This Committee shall monitor the delivery of public services, and the status of disposal of applications of the district concerned. (b) The Single Desk Bureau (SDB) shall initially be the First Level State Committee as per section 13 of the Act. This Committee shall monitor the delivery of notified public services in the State, and the status of disposal of applications. (c) The State Investment Promotion Committee (SIPC) shall be the Second Level State Committee as per section 13 of the Act for monitoring overall delivery of notified public services in the State, penalties levied, and to provide any other directions to be given to Public Authorities and Appellate Authorities to improve the overall public service delivery environment in the State.

9. Compensation.

(a) The compensation shall be paid to the applicant for the delay in delivering service within stipulated time limit, as provided in the Schedule. (b) For cases, where the applicant has appealed against rejection of application under sub-section (4) of section 8 of the Act, the Appellate Authority may direct the Competent Authority to approve such application and may direct for payment of compensation to the applicant as deemed fit. (c) In the event of award of compensation to the applicant by the Appellate Authority, payment shall be made to the applicant from the Account Head "500/503" under the relevant Major, Minor and Sub Heads of Account of the respective

Departments by the competent authority and the competent authority shall forward a copy of such payment receipt to the Appellate Authority.(d)The Competent Authority or sub-ordinate staff concerned upon receipt of order for payment of compensation of the Appellate Authority, shall deposit the specified amount within seven (7) days to the Account Head "500/503 under the relevant Major, Minor and Sub Heads of Account of the respective Departments. A copy of challan shall be sent to the Appellate Authority.(e)Where the Competent Authority or Sub-ordinate staff fails to deposit the compensatory amount within the prescribed time, the Appellate Authority may direct the Accounts Officer to recover the amount from the next month's salary/ honorarium/ remuneration of the Competent Authority or Sub-ordinate staff.

10. Procedure for Appeal.

(a)The applicant whose application is rejected or who is not provided the service within the stipulated time, may file an appeal before Appellate Authority, within thirty (30) days from the date of expiry of the stipulated time limit or rejection, as the case may be in such Form as may be specified by the Public Authority.(b)The following information shall be furnished while filing the appeal:(i)Name and address of the applicant(ii)Details of the Public authority /Competent Authority / Appellate Authority.(iii)Summary of the order pertaining to application against which appeal is made(iv)Grounds for appeal(v)Any other relevant information important to make the decision.

11. Display of information in public domain.

- Information on public services shall be made available in public domain on the websites of the departments concerned.

Schedule

Andhra Pradesh Public Service Delivery Rules, 2018

| S. No | Public Service | Public Authority | Compe |
|-------|---|----------------------------|------------------------------------|
| 1 | Approval of plan and permission toconstruct/extend/ or take into use any building as a factoryunder the Factories Act, 1948 | Department of Factories | Deputy of Fact HPJoin Inspect HP |
| | Director of Factories - Above 1000 HP and allHazardous | Principal Secretary, LET&F | |
| 2 | Registration and grant and renewal of licenseunder The Factories Act, 1948 | Department of Factories | Inspect All Non-H Chief in Factori |

| | | | | |
|----|---------------------------------|---|-----------------------|---|
| | Director - Hazardous category A | Principal Secretary, LET&F | | category |
| 3 | | Boiler Registration (Registration and Renewal of Boilers under The Boilers Act, 1923) | Department of Boilers | Director |
| 4 | | Boiler Renewal (Registration and Renewal of Boilers under The Boilers Act, 1923) | Department of Boilers | Inspector upto 95 surface Chief I Boilers of heat |
| 5 | | Registration of Boiler Manufacturer | Department of Boilers | Director |
| 6 | | Renewal of Boiler Manufacturer registration | Department of Boilers | Director |
| 7 | | Registration of Boiler Erector | Department of Boilers | Director |
| 8 | | Renewal of Registration of Boiler Erector | Department of Boilers | Director |
| 9 | | Issue of license for contractors under The Contract Labour (Regulation and Abolition) Act, 1970 | Department of Labour | (a) up to Asst. C Labour 300 wo Comm Labour worker Comm of Labo |
| 10 | | Renewal of license for contractors under The Contract Labour (Regulation and Abolition) Act, 1970 | Department of Labour | (a) up to worker Comm Labour Dy.Rs. |

| | | |
|----|---|----------------------|
| 11 | Registration of Shops & Establishments under AP Shops & Establishment Act, 1988 | Department of Labour |
| 12 | Renewal of registrations of Shops and Establishments under AP Shops and Establishment Act, 1988 | Department of Labour |
| 13 | Registration of principal employer's establishment under The Contract Labour (Regulation and Abolition) Act, 1970 | Department of Labour |
| 14 | Registration of establishments under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996 | Department of Labour |

Comm
Labour
Joint C
Labour
(a) up t
Asst. L
11 to 30
Comm
Labour
above -
Comm
Labour
Export
Estts.,
Comm
Labour
(a) up t
worker
Officer
worker
Comm
Labour
above
Dy. Cor
Labour
Export
Estts.,
Comm
Labour
(a) up t
worker
Comm
Labour
Dy. Rs.
Comm
Labour
Joint C
Labour
(a) up t
worker
Officer
worker
Comm

| | | |
|----|---|----------------------|
| 15 | Registration of establishment of principalemployer under the Inter State Migrant Workmen (RE&CS)Act,1979 | Department of Labour |
| 16 | Issue of license to the contractor under TheInter-State Migrant Workmen (RE & CS) Act 1979 | Department of Labour |
| 17 | Renewal of license to the contractor under TheInter-State Migrant Workmen (RE & CS) Act 1979 | Department of Labour |
| 18 | Registration of Establishment under Payment ofGratuity Act, 1972 | Department of Labour |

Labour
Dy.Con
Labour
Joint C
Labour
(a) up t
worker
Comm
Labour
Dy.Con
Labour
Joint C
Labour
(a) up t
worker
Comm
Labour
Dy.Con
Labour
Joint C
Labour
(a) up t
worker
Comm
Labour
Dy.Rs.
Comm
Labour
Joint C
Labour
(a)
Establi
10 wor
Factori
Tourism
promot
Hotels
Officer
Establi
11 to 30
(except
Hospit
Export

| | | | | |
|----|---|----------------------|--|---|
| | | | | Estts., Asst. C Labour worker Comm Labour establis above 3 above 3 (Factor otheres like IT, promot StarHo Comm Labour (a) up t worker Officer worker Comm Labour (a) up t worker Officer worker Comm Labour (a) up t worker Officer worker Comm Labour belong Dy. Co Labour worker belong Dy.Con Labour worker |
| 19 | Issue of license of establishment under Beedi & Cigar Workers (COE) Act, 1996 | Department of Labour | | |
| 20 | Renewal of license of Establishment under Beedi & Cigar Workers (COE) Act, 1996 | Department of Labour | | |
| 21 | Registration of Establishment under Motor Transport Workers Act, 1961 | Department of Labour | | |
| 22 | Renewal of Registration of | Department of Labour | | (a) up t |

| | | | | |
|----|--|---|---|---|
| | | Establishment under Motor Transport Workers Act, 1961 | | worker Officer worker Comm Labour belong Dy. Co Labour worker belong Dy. Co Labour worker |
| 23 | | Change of Land Use from Agriculture to NonAgricultural purpose | Revenue (Land Administration) | Revenu Officer |
| 24 | | Mutation of Land Records | Revenue (Land Administration) | Tahsild Andhra Rightsi Pattada Act, 19 |
| 25 | | Building / Site Permission / Approval / License | Department of Municipal Administration & Urban Development (MAUD) | Chief U /Plann (UDA) |
| | Director, Planning (CRDA) Commissioner, ULB DT&CP(a) Plant & Machinery Cost: Up to 10 Cr: District Town & Country Planning Office(b) Plant | Commissioner, CRDA Principal Secretary, MAUD (a) RDDTP upto 10 Crof Plant & Machinery Cost(b) DTCP up to 100 Crof Plant & Machinery Cost(c) | | |

&Machinery Cost: Above 10 Cr and
Up to 100 Cr : Regional Director of
T&CP(c) Plant & Machinery Cost:
Above 100 Cr: Director of T & CP
APIIC

Principal Secretary, MAUD above
100 Cr of Plant & Machinery Cost
Commissioner, IALA

Panchayat Raj Department

Panchayat Secretary of the Gram
Panchayat Commissioner of
Panchayat Raj

Building permission 15
days

26

Trade License

Commissioner & Director
Municipal Administration Comm

27

Property Tax

Commissioner & Director
Municipal Administration Comm

28

Land Tax

Commissioner & Director
Municipal Administration Comm

| | | | |
|----|---|--|---|
| 29 | Land Allotment | Andhra Pradesh Industrial Infrastructure Corporation (APIIC) | Upto 5 govern District |
| | Above 5 Acres and upto 50 Acres – VC & MD APIIC. | Secretary to Industries 30 days | |
| 30 | Tree Felling permission | Environment, Forests, Science & Technology | Division Officer |
| 31 | Tree transit | Environment, Forests, Science & Technology | Division Officer |
| 32 | Provisional NOC | Fire Department | • Upto building Officer |
| | • Above 10m and less than 15m – Regional Fire Officer | • Above 10m and less than 15m – Additional Director of Fire Services | |
| | • Above 15m height of building – Director General | • Above 15m height of building – Principal Secretary Home Department | |
| 33 | Occupancy Certificate | Fire Department | • Upto of build Fire Of and les Region Above of build General |
| 34 | Renewal - Occupancy Certificate | Fire Department | • Upto of build Fire Of and les Region |

| | | | | |
|---|--|---------|--|----------------------------|
| | | | | Above building Director |
| 35 | Consent for Establishment | APPCB | | Green: Engineer Regional |
| Orange:Up to 1 Cr investment:Environment Engineer-Regional Office | District Collector | 15 days | | Rs. 25000 maximum |
| Orange:Above 1 Cr Investment: JointChief Environment Engineer-Zonal Office | District Collector | 15 days | | Rs. 25000 maximum |
| All REDwhich do not require EnvironmentClearance: Joint Chief Environment Engineer Zonal Office | District Collector | 21 days | | Rs. 25000 maximum |
| All REDwhich require EnvironmentClearance: Member Secretary, PCB | Special Secretary/ Secretary, Environment,Forest, Science & Technology Department | 21 days | | Rs. 25000 maximum |
| 36 | Consent for Operation/ Authorization of unitshandling hazardous wastes | APPCB | | Green: GMDIO Enviro Region |
| Orange:Up to 1 Cr investment:Environment Engineer-Regional Office | District Collector | 15 days | | Rs. 25000 maximum |
| Orange:Above 1 Cr Investment: JointChief Environment Engineer-Zonal Office | District Collector | 15 days | | Rs. 25000 maximum |
| All REDwhich do not require EnvironmentClearance: Joint Chief Environment Engineer Zonal Office | District Collector | 21 days | | Rs. 25000 maximum |
| All REDwhich require EnvironmentClearance: Member Secretary, PCB | Special Secretary /Secretary, Environment,Forest, Science & Technology Department | 21 days | | Rs. 25000 maximum |
| 37 | Renewal for Consent for Operation from AndhraPradesh Pollution Control Board under The Water (Prevention andControl of | APPCB | | Not Ap autore granted |

| | | | | |
|----|--|---|---|--|
| | | Pollution) Act 1974 and the Air (Prevention & Control of Pollution) Act 1981 and Authorization under Hazardous Wastes (Management, Handling and Transboundary Movement) Rules, 2008 | | |
| 38 | | Registration of plastic manufacturers /recyclers | APPCB Chief | Environment Engineer |
| 39 | | Road cutting permission | Roads & Buildings | Executive Engineer |
| 40 | | Right of Way permission to government departments for providing electricity connections | Roads & Buildings | Executive Engineer |
| 41 | | Obtaining water connection/Additional Water Connection/ Change of Usage/Closure of Connection/Reconnection | Water Department / All concerned agencies | Commissioner |
| | Chief Engineer | Engineer-in-Chief | | |
| 42 | | Sanction of industrial incentives | Industries Department | Large / Commissioner Industries |
| | Disbursal of Incentives | MSME: District | Collector Commissioner of Industries. | 120 days sanction |
| 43 | | Registration for professional tax | Commercial Tax | Designated Chief Officer of Commercial Tax SDP |
| | Deputy Assistant Commissioner of the circle concerned - On field | | | |
| 44 | | Grant of manufacturing licenses(excluding LVP/Sera/Vaccines/r-DNA derived drugs and Blood Banks) | Drug Control Administration | Director of Control |

| | | | |
|---|---|--|---------------------------|
| 45 | Renewal of manufacturing licenses(excludingLVP/Sera/Vaccines/r-DNA derived drugs and Blood Banks) | Director – Drug Control Administration | Drug C Admin |
| 46 | Grant of Sale Licenses (Retail/Wholesale) | Drug Control Administration | Assista Drug Contro |
| 47 | Renewal of Sale Licenses (Retail/Wholesale) | Drug Control Administration | Assista Drug Contro |
| 48 | Registration under weights & measures -Grant of Manufacturing License | Legal Metrology Controller of | Legal M |
| Registration under weights & measures -Grant of Repairing License | Legal Metrology | Controller of Legal Metrology | Directo Depart |
| Registration under weights & measures -Grant of Dealing License | Legal Metrology | Controller of Legal Metrology | Directo Depart |
| Registration under weights & measures -Registration as Manufacturer/Packer/Importer | Legal Metrology | Controller of Legal Metrology | Directo Depart |
| Registration under weights & measures -Alteration of Manufacturing/Dealing/Repairing/ Packer/Importer | Legal Metrology | Controller of Legal Metrology | Directo Depart |
| Registration under weights & measures -Issue of Skilled Worker | Legal Metrology | Controller of Legal Metrology | Directo Depart |

Certificate

| | | | | |
|----|---|-----------------------|---|--|
| 49 | Renewal of registration under weights & measures - Renewal of Manufacturing | Legal Metrology | Controller of Legal Metrology | Director of Legal Metrology |
| | Renewal of registration under weights & measures - Renewal of Repairing License | Legal Metrology | Controller of Legal Metrology | Director of Legal Metrology |
| | (1) Automatic Rail, Road Weigh Bridges (2) Volumetric Container Filling Machines/ Bulk Meters/ Flow Meters/ Water Meters & LPG/CNG Dispensers for motor vehicles (3) Storage Tanks/ Vehicle Tanks | | | |
| | Renewal of registration under weights & measures - Renewal of Repairing License – Non Automatic Weighing Instruments (Mechanical & Digital) | Legal Metrology | Regional Deputy Controller of Legal Metrology | Regional Controller of Legal Metrology |
| | Renewal of registration under weights & measures - Renewal of Repairing License – Weights, Measures, Weighing and Measuring Instruments | Legal Metrology | Assistant Controller of Legal Metrology | Regional Controller of Legal Metrology |
| | Renewal of registration under weights & measures - Renewal of Dealing License | Legal Metrology | Assistant Controller of Legal Metrology | Regional Controller of Legal Metrology |
| 50 | Registration of partnership firms | Registration & Stamps | Registration & Stamps | Registrar of Companies |
| 51 | Registration of societies | Registration & Stamps | Registration & Stamps | Registrar of Companies |

| | | | |
|----|---|---|--|
| 52 | Property Registration | Registration & Stamps | Joint S |
| 53 | Sanction of power supply and release of services | DISCOM-Department of Energy | SE-DIS |
| 54 | Electrical Inspectorate statutory approval for drawings | Chief Electrical Inspectorate- Department of Energy | Above KVA:D Electri Chief E Inspect |
| 55 | Final approval from Electrical Inspectorate-Department of Energy-Chief Electrical Inspector | Chief Electrical Inspectorate- Department of Energy | Above KVA:D Electri Chief E Inspect |
| 56 | License for storage of petroleum, diesel and Naphtha District | Collector/ Civil Supplies Department | Joint C Comm |
| 57 | Registration of vehicles | Transport department | Registe Author Secreta (RTO) of Tran below t AMVIS in the c |
| 58 | RS-I(Rectified Spirit) | Excise/Revenue | Comm Prohib |
| 59 | RS-II(Rectified Spirit) | Excise/Revenue | Comm Prohib |

| | | | |
|----|------------------------------|----------------|------------------|
| 60 | RS-III(Rectified Spirit) | Excise/Revenue | Comm Prohib |
| 61 | L-1 | Excise/Revenue | Comm Prohib |
| 62 | L-2 | Excise/Revenue | Comm Prohib |
| 63 | L-3 | Excise/Revenue | Comm Prohib |
| 64 | L-4 | Excise/Revenue | Comm Prohib |
| 65 | DS-XI-A | Excise/Revenue | Comm Prohib |
| 66 | Label Registration | Excise/Revenue | Comm Prohib |
| 67 | Renewals of existing License | Excise/Revenue | Comm Prohib |
| 68 | Liquor Shop (Form - A4) | Excise/Revenue | Prohib Superi |
| 69 | Bar (Form - 2B, 2BP) | Excise/Revenue | Prohib Superi |
| 70 | | Excise/Revenue | |

In house Licenses - TD1,
TD2,C1,CS1,CS2,CS3,EP1,AL1,SW1

Comm
Prohib

71

CS-2, EP-1

Excise/Revenue

Prohib
Superi

72

Toddy License (Form T.S.1)

Excise/Revenue

Prohib
Superi

73

Neera License (Form2 & Form 4)

Excise/Revenue

Prohib
Superi