

KSIDC/TVM/IF-213/2024/3536

05.03.2024

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Kerala State IT Mission
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Dear Anu Kumari,

Sub: Ease of Doing Business - SBRAP 2024 implementation - changes in e- Sevanam & Dashboard Kerala Portal and standardizing web portal functionalities across departments – reg.

The State Business Reform Action Plan (SBRAP) 2024 is the Ease of Doing Business ranking exercise undertaken by the Department for Promotion of Industry and Internal Trade (DPIIT), GoI and is devised to improve the business enabling ecosystem of the States. DPIIT has released the SBRAP for the year 2024. DPIIT lays down certain recommendations for reforms to be implemented/ adopted in the state to improve the processes, transparency, and ease of access of government services rendered to businesses and citizen, which will be basis of assessment.

The mandatory functionalities laid down by DPIIT in this regard for all web portals that provide government services online are single window integration, SSO/ Janparichay/ Digilocker integration, publishing of supporting documents for applicants (SOPs, online application procedures, comprehensive list of documents to be submitted, FAQs, relevant acts related to the service provided, RTS Act) and publishing of dashboard in the public domain with performance metrices of service delivery. These dashboard performance metrices include six parameters that is required to be available in a public domain. The web portals shall have the complete functionalities of submitting application online, e-payment of fees, track status of application, download final certificate and third-party verification of issued certificates. *The copy of the detailed note on key IT functionalities to be included in the department portal for compliance to SBRAP 2024, shared with IT mission Team is attached as Annexure.*

Since IT Mission is managing the Dashboard Kerala portal and e-Sevanam portal of GoK, necessary changes may be incorporated in these portals as also circulate directions to the departments concerned to include the functionalities and performance metrices in their web portal as per DPIIT recommendation. It is also recommended that the IT Mission may come up

with a protocol for government service delivery portals in terms of mandatory functionalities and technical specifications for easier integration of inter departmental services.

The State aims to be in the 'Top Achiever' category this year in the EoDB ranking and this will greatly influence the investment perspectives and decisions of the entrepreneurs. Further, implementation of these reform recommendations would also add value to the e-Governance drive led by the IT department. Hence, KSIDC being the Nodal Agency for EoDB initiatives in the State, solicit a concerted action from your side in ensuring the implementation of the SBRAP action points so as to ensure that the State achieves a better implementation score and rank in the upcoming year.

Thanking you,

Yours faithfully,

for **KERALA STATE INDUSTRIAL
DEVELOPMENT CORPORATION LTD.**


5/3/12

MANAGING DIRECTOR

Annexure

State Business Reform Action Plan 2024

Key IT Functionalities to be included in the department portal for compliance to Reform Recommendations

I. Introduction

The State Business Reform Action Plan (BRAP) is an initiative by the Department for Promotion of Industry and Internal Trade (DPIIT) to enhance the ease of doing business in states and union territories across India. The plan consists of several action points spread across various departments and agencies, covering a wide range of reform areas. DPIIT has released the 7th Reforms Action Plan and ranking indices for states to comply with. BRAP 2024 has 344 reforms, divided into two parts – Part A comprises of 57 Business Centric Reforms under the scope of Central Ministries while Part B comprises of 287 Business Centric Reforms which the state governments have to comply.

The BRAP emphasizes the importance of online service delivery. It mandates procedures and checklists to be published online, and timelines to be set through the Public Service Delivery Guarantee Act / Right to Service Act. It also encourages online application submission, payment of fees, tracking of applications, and downloading of the final digitally signed certificate; completely online. The aim is to eliminate physical touchpoints between the applicant and the Department / Agency. The action plan also emphasizes the importance of transparency in application processing. As part of the reform measures, states are asked to publish an Application Processing Dashboard. This dashboard is intended to provide real-time updates on the status of various applications, thereby enhancing transparency and accountability. It allows applicants to track the progress of their applications, understand the stages involved, and get an estimate of the processing time.

II. DPIIT Recommendations for all Portals for Government to Business Service Delivery

As per the guidelines issued by DPIIT, all the department online service delivery portal should have the following key functionalities.

1. End to End Online Service Delivery with 5 mandatory functionalities.

The web portal shall mandatorily have the key functionalities of:

- a. Submit Complete Application Online without any physical visit to office (unless it is mandated by law)

- i. The department shall publish the information/ undertaking of 'no physical visit is required for online services rendered' on the website and web portal. Example of a statement given in ILGMS-LSGD portal- "*Citizen can avail the services via online and there is no need to visit the office for availing the service unless warranted by the officer concerned for clarifications over the application which cannot be resolved online*". The undertaking shall be published in the homepage of the web portal for information.
 - ii. SMS gateway and emails should be integrated with portal, 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
- b. E payment of fees
- c. Track status of application in real time
- d. Download final certificate Online
- e. Third party verification
 - i. The department portal shall have the functionality for 'Third Party Verification'. Public shall be able to verify the authenticity, validity, purpose of issue and issue authority of certification with the name of applicant/ enterprise, by entering the certificate number in the portal.
Example: K-Swift (kerala.gov.in) Home> Verify Approval Certificate

2. Complete Information availability for the applicant to aid the submission of application.

The web portal shall publish the following information for beneficiary/user for the seamless use of the portal.

- a. Standard Operating Procedure of the web portal
- b. Online Application Processing Procedure and process flow – Step by Step with Screenshots
- c. Service Timelines for each service
- d. Comprehensive list of documents which would be needed for filing the application with template wherever applicable
- e. Statutory Forms as mentioned in the relevant act/ rule/ G.O
- f. Fees Applicable and Payment Options Available
- g. FAQs
- h. Right to Service Act/ Public Service Guarantee Act
- i. Relevant Acts/ Rules pertaining to Online Services rendered.
- j. Grievance Redressal Mechanism, Escalation Matrix, and Timelines of redressal along with procedure (CMO Portal could be adopted as a common portal for departments)
- k. Online Feedback Mechanism

3. **Publishing of service delivery timelines and notifying RTS Rules with escalation matrix and grievance redressal online mechanism**
4. **Publishing of Online Real Time Dashboard with application processing performance matrix.**

The dashboard of the department portal shall publish the following information in tabular form for each services provided online

- i. Time Limit prescribed as per the Public Service Guarantee/ Right to Service Act
- ii. Total Number of applications received
- iii. Total Number of applications approved
- iv. Total Number of Applications rejected
- v. Average time taken to obtain service from the department
- vi. Median time taken to obtain registration/renewal or any online service from the department and/or
- vii. Minimum time taken to obtain registration/renewal or any online service from the department
- viii. Maximum time taken to obtain registration/renewal or any online service

Example: <https://www.kswift.kerala.gov.in/index/dashboard.php>

The dashboard should be updated on real time basis or regularly (daily/weekly/fortnightly/monthly) with the last updated date (along with time) being displayed on the portal. A statement of periodicity of updating the dashboard shall be published in the portal.

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 application for mutation will be approved by the Department. The dashboard will give clear picture of how many applications have been approved for mutation through the online system. It should clearly mention the average time taken by the Department for the approval process.

The essence of introducing dashboard related reforms has been to bring transparency in information dissemination and reflect the actual on ground scenario. DPIIT has also necessitated State Governments to provide legislative backing to the dashboards to ensure transparency and appropriate implementation. States/ UTs may make suitable provisions in acts/ rules or issue Notification/ GO to ensure compliance of this reform.

5. The portal also shall have Single Sign On/Janparichay and Digi Locker Integration.

III. Intervention Required from IT Mission

As per SBRAP 2024, about 56 Reforms require the state government to make available requisite information on application processing in the department portal and publishing of dashboard of application processing performance matrix. Common

guidelines of online functionalities, technical specifications and information availability in department portals is not available. In the Governments' pursuit becoming complete E Governance state, a common guideline for government online portal is also required.

1. Dashboard Kerala

Application Processing Performance Time Indicators shall be published in the Dashboard Kerala Portal. A template of Dashboard Indices to be published is shown below for reference. These key headings shall be mandatorily published in a public domain.

Service Name	Statutory Fees	Time limit as per RTS	Total Number of Applications Received	Total Number of Applications Approved	Total Number of Applications Rejected/ Returned	Average Time Taken to grant Approval	Median Time Taken to grant Approvals	Maximum Time Taken for Application processing	Minimum Time Taken for Application Processing
Consent to Establish									
Consent to Operate									

It is required that IT Mission may include these indices in the dashboard Kerala portal and recommend departments to push data for publishing. IT Mission is also required to take lead in introducing a mandate for all departments to publish application processing dashboard in the public domain.

2. E- Sevanam Portal

DPIIT recommends that the detailed fee and procedure covering all applicable steps, from application submission (online/offline, inspection etc.) to application approval, is

published on the portal. The procedure should clearly highlight the step-by-step movement of the application within the department.

Government of Karnataka and Telangana has perfected similar systems and provides first-hand information for applicants on the government services. These portal also provides Status Tracking of Applications and online provisions to create escalations over no service delivery as per RTS Act.

Link 1: <https://ts.meeseva.telangana.gov.in/> - Meeseva Portal of Telangana

Link 2: <https://sakala.kar.nic.in/Index.aspx> - Sakala Portal of Karnataka

These portals can be used as a benchmarking for information availability. 'Sakala' Portal functions as portal to enable the provisions enacted in Right to Service Act, where the applicant can escalate application to appellate authorities upon nonservice delivery.

As per the reform recommendation, a total of 87 services rendered to businesses are under focus. The relevant information related to these services are also being included in KSWIFT as per reforms, yet it is also required that this information should mandatorily made available in individual department portals and aggregator portals of the government. A benchmarking against the services under focus is also submitted.

It is required that IT Mission may direct all the departments to mandatorily provide the following information in the E- Sevanam Portal and their own portals.

- a. Online Application Processing Procedure and process flow – Step by Step with Screenshots**
- b. Service Timelines for each service**
- c. Comprehensive list of documents which would be needed for filing the application with template wherever applicable.**
- d. Fees Applicable and Payment Options Available**
- e. Dummy Offline Application form for the information of the user about the required data that needs to be provided to complete the online application.**

Apart from these mandatory information pointers, the following information listing for each services rendered would improve the user experience and awareness.

- a. Designated Officer / Office for service delivery**
- b. Eligibility Conditions for Applicant**
- c. Reference Documents, if any**
- d. Description of the service**
- e. Contact details of the applicant support officer with telephone and email ID**

- f. Downloadable template for document required, applications forms, forms to be attached etc.

3. Common Protocols/ Guidelines for Webservice Portal development by departments

It is required that IT Mission shall take lead in developing **common guidelines for Government Portals** for E Service Delivery to enable information exchange, interoperability, and information availability. The key online functionality, key information pointers to be published and dashboard functionalities to be included in a government portal as recommended by the Central Government is listed for reference (In Part II Above).

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