



Ease of Doing Business (EoDB)

Implementation process in Telangana





Telangana EoDB ranking - since inception

| Year | No. of Reforms | Our Rank | Compliance evaluation |
|------|----------------|--------------|--|
| 2015 | 285 | 13 | Only Documentary evidence |
| 2016 | 340 | 1 | Documentary evidence + user interface (portals/single window logins etc.,) |
| 2017 | 372 | 2 | User feedback taken for 20 % reforms |
| 2019 | 187 | 3 | 100 % user feedback (Reform impact to be felt by users) |
| 2020 | 301 | Top achiever | 1. Evidences for IT interface with public 2. Publish an online dashboard in public domain |
| 2022 | 352 | - | Introduction of citizen services |



Compliance for any reform ...requires

1. Mandate timeline to process the applications under PSDG Act.
2. Only online (Act / rules/ GO to specifically prohibit manual applications are not allowed)
3. User should be able to
 - apply online
 - Make payment of fees / charges online
 - Should get SMS / e-mail on submission of application /query raised / approved or rejected
 - Track status of submitted application
 - Download the approval online
 - Third party verification available.
 - Public dashboard (Mean / Median)
4. Integrated with single window clearance system (For few services)



Key indicators:

- Investment Enablers
- Access to information and transparency enablers
- Labor regulation enablers
- Inspection enablers
- Utility permits (Power and water)
- Construction permit enablers
- Paying taxes (GST, profession tax etc.)
- Land administration and transfer of land and property and
- State Excise
- Contract enforcement





Our approach in implementation of reforms:

- All departments are **mandated with appointment of Nodal officers**.
- Commissioner of Industries (Col) as the **Nodal agency** from the State, regularly coordinates with the departments in **developing online systems and addressing their queries and issues**.
- **Weekly/monthly meetings** with the Nodal officers, **quarterly meeting with Principal Secretaries** under the chairmanship of **Hon'ble Minister and Chief Secretary** shall be conducted to ascertain the progress of the reforms implementation.
- **Consultants appointed by Col** shall regularly handhold the departments and **assist in development of online system in accordance with the EoDB guidelines, support in documentation of evidence documents, address the queries raised by DPIIT and user awareness tasks**.



Key initiatives undertaken:

- Col has undertaken a **mini feedback exercise** by randomly calling users for all the reforms. This feedback analysis was shared with all the departments highlighting the gaps and areas of improvement.
- **Department specific sample questionnaires** were shared with Depts. for obtaining accurate feedback.
- Weekly meetings were conducted with each department to ascertain the progress on user feedback process. Particular emphasis was laid on users who have given negative feedback.
- **Priority departments were highlighted** where the feedback process need to be stressed.
- Departments have **conducted user awareness workshops, organized meetings** with industrial associations for creating awareness.