

Authority : State

State : THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU

Department : District Industries Centre, Daman.-DN

Name of the Best Practice Online system to avail Incentives/Schemes for Industrial Units

Compliance Category Digitization

Is the reform a part of BRAP Action Plan Yes

BRAP Number 44

How reform was implemented Changes through use of technology (digital intervention)

Name of Act

Section No. of Act

Name of Rules

Clause No. of Rules

URL of the portal/website <https://swp.dddgov.in/district-industries-center-dnhdd>

Pre-reform scenario 1. Offline Application Process: o Applicants were required to visit the office in person to submit their applications. o This offline mode caused inconvenience and additional effort for applicants. 2. Delayed Query Responses: o Queries raised by applicants were not promptly addressed, leading to multiple visits to the office. o The lack of timely responses added to the overall inefficiency of the process. 3. Lack of Online Tracking: o Applicants had no means to track the status of their applications online. o This lack of transparency created uncertainty for applicants. 4. Document Submission Challenges: o Physical applications were cumbersome, requiring submission of multiple documents based on a checklist. o The paperwork-intensive process was time-consuming and resource-intensive. 5. Procedural Delays and Turnaround Time: o Offline processing resulted in procedural delays, affecting the clearance process. o Applicants faced extended waiting periods for approvals. 6. Limited Information Availability: o Brief descriptions of reforms or salient features were only accessible in offline mode. o Lack of comprehensive online information hindered applicants' understanding of the process. 7. In-Person Office Visits for Updates: o Applicants had to physically visit the office to inquire about successful clearances or approved application status. o This added to the administrative burden for both applicants and office staff.

Brief description on reform/salient features

Objective The main objective and key features of the “Online Incentives through Single Window Portal” aimed at providing ease of doing business for industries around DNH&DD. The primary goal was to streamline the application process for industrial units by eliminating the need for physical visits to the District Industries Centre (DIC). Through the Single Window Portal, applicants could easily apply for incentives specific to their eligible units. Notable features included user-friendliness, online application submission, real-time application tracking, online query responses, and the ability to generate final disbursement certificates electronically.

Details of stakeholder consultations Stakeholder engagement was integral to creating an efficient and accessible online portal for incentives. The development and utilization of the online portal involved collaboration with key stakeholders. These stakeholders included: 1. New and Existing Manufacturing/Service Units: o These entities are directly impacted by the incentives offered through the portal. o Their feedback and requirements were crucial during the development process. 2. District Industries Center (DIC): • DIC's Central Role: o The District Industries Center (DIC) played a central role

in the entire process. o As a nodal agency, DIC oversaw the development, implementation, and maintenance of the online portal. • Mediating Consultations: o DIC acted as a mediator between various stakeholders. o They facilitated discussions, gathered feedback, and ensured alignment with local industrial needs. • End-to-End Support: o From drafting user-friendly forms to assisting applicants, DIC provided end-to-end support. o Their expertise streamlined

Brief features of the changes incorporated • The following enhancements streamline the application process, improve communication, and empower applicants with convenient digital tools: 1. Online Application Processing and Approval: • Applications can now be submitted and processed entirely online. • Approval decisions are made through the digital platform, eliminating the need for physical paperwork. 2. Efficient Application Tracking: • An intuitive online interface allows applicants to track their application status. • Real-time updates keep applicants informed throughout the process. 3. Integrated SMS and Email Notifications: • SMS gateway and email notifications are seamlessly integrated with the portal. • Applicants receive timely alerts regarding any progress or queries related to their application. 4. Third-Party Verification: • The system supports third-party verification, enhancing credibility and transparency. • External entities can validate information provided by applicants. 5. Online Query Management: • Applicants can view queries raised by the department online. • They can respond promptly without the need for physical visits. 6. Instant Disbursement Certificate Access: • Once approved, applicants can access their disbursement certificate directly from the portal. • No delays or manual requests are necessary. 7. Publicly Available Resources: • Frequently Asked Questions (FAQs), dashboards, and checklists are accessible in the public domain. • This promotes transparency and assists applicants in navigating the process.

Number of procedures, documents, form size, etc. reduced Digitization has significantly simplified the application process, reduced paperwork, and enhanced convenience for applicants. 1. Unified Application Process: • A single common application form allows applicants to apply for various incentives seamlessly. • This simplifies the process and eliminates the need for multiple forms. 2. Minimal Document Requirements: • Applicants are only required to submit essential documents when applying for incentives. • This reduces paperwork and ensures a smoother experience. 3. Reference Materials Available: • Sample certificates, declarations, and authorizations are accessible on the portal. • Applicants can easily refer to these materials during the application process. 4. Efficient Application Stage: • After registering and logging in, applicants complete a single stage: filling out the common application form and relevant incentive details. • This streamlines the process and minimizes complexity. 5. Digital Document Submission: • Applicants upload necessary documents directly from the checklist with a simple click. • Physical visits to offices for document submission are no longer required.

How impact on revenue was overcome, if any

Date of reform implementation 2021-02-02

Post-reform

Number of businesses and citizen benefited 274 industrial units benefited and Not Applicable

Impact on time (days) and cost (INR) As per Public Service Guarantee Act its mention 30 days, however it takes a week time to process application. and Not Applicable

Data regarding ground level difference resulted due to reform • Previously, during the offline mode, only 2 to 3 applications were received per month. However, with the transition to online applications, the average number of applications increased significantly to 15 per month. • The processing time for applications has significantly improved. Previously, during the offline application process, the initial scrutiny and query resolution took 45 to 60 days. However, now, applicants experience a much faster turnaround, with scrutiny and query resolution occurring within approximately 1 day. The streamlined process has not only expedited application processing but also improved resource allocation and

accessibility. The improved processing time and online query resolution have had a positive impact on overall efficiency as mentioned below: **Faster Turnaround:** With the reduced processing time, applicants receive quicker responses. This means less waiting time and faster progress through the application process. **Reduced Administrative Burden:** The shift to online query resolution eliminates the need for face-to-face meetings. As a result, administrative overhead related to scheduling and coordinating meetings has decreased significantly. **Enhanced Productivity:** Both applicants and processing teams can focus more on substantive tasks rather than administrative back-and-forth. This leads to improved productivity and streamlined operations. **Increased Accessibility:** Online query resolution allows applicants to respond from anywhere, making the process more accessible. Applicants no longer need to visit physical offices, which is especially beneficial for those in remote areas. **Cost Savings:** By minimizing the need for in-person interactions, the organization saves costs associated with travel, office space, and other resources.

Impact on Ease of Doing Business and Ease of Living • Digitization has significantly improved the ease of doing business by simplifying processes, enhancing transparency, and providing efficient services to applicants. It also contributes to an improved quality of life by reducing bureaucratic hurdles and enabling hassle-free interactions with government services.

1. **Simplified Application Process:** • Applicants can now submit their applications online, eliminating the need for physical visits to government offices. • This streamlined process reduces paperwork and administrative burden.
2. **Enhanced Tracking and Transparency:** • Applicants can easily track the status of their applications through the online portal. • Real-time updates provide transparency and keep applicants informed.
3. **Efficient Query Resolution:** • Queries raised by the department can be addressed by applicants online the same day, without the need for face-to-face interactions. • This accelerates the resolution process and ensures timely responses.
4. **Time-Bound Approvals:** • The digitized system facilitates faster approvals by enforcing time-bound processes. • Paperless workflows contribute to efficiency and accountability.
5. **Unified Application Form:** • A common application form is available for various incentives, simplifying the application process. • Applicants no longer need to navigate multiple forms for different schemes.
6. **Regular Updates via SMS and Email:** • Integrated SMS gateways and email notifications keep applicants informed about their application status. • Communication channels are optimized for timely updates.
7. **Order Copy Download:** • Once an application is approved, applicants can download the order copy directly from the online portal. • This convenience eliminates the need for physical document collection.
8. **Online Transfer of Incentive Amount:** • Once the order is made the disbursement of incentive amount is directly transferred to the Applicant/Unit Loan account.
9. **No Application Fees for Incentives:** • Applicants are not charged any fees for applying for incentives. • This encourages participation and promotes economic growth.
10. **Comprehensive Dashboard Analysis:** • Decision-makers can access a comprehensive dashboard that provides insights into application trends, processing times, and outcomes. • Data-driven analysis informs policy decisions and resource allocation.
