

Authority : State

State : THE DADRA AND NAGAR HAVELI AND DAMAN AND DIU

Department : Weight and Measures Department, Daman.-DN

Name of the Best Practice Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009

Compliance Category Digitization

Is the reform a part of BRAP Action Plan Yes

BRAP Number 281

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/legal-metrology-weights-and-measures-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 Registration, Licenses, Renewals and Verifications under the Legal Metrology Act, 2009 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 department. Through the Single Window Portal, applicants could easily apply for various services that come under the Legal Metrology Act, 2009. Notable features included user-friendliness, online application submission, real-time application tracking, online query responses, and the ability to generate final certificates electronically.

Details of stakeholder consultations Stakeholder engagement was integral to creating an efficient and accessible online portal for Certificate/ License. The development and utilization of the online portal involved collaboration with key stakeholders. These stakeholders included: 1. New and Existing Manufacturers/Dealers/Repairers of Weights & Measures. 2. Industries, using weights & measures and

packing /manufacturing pre-packaged commodities. 3. Petrol Pump, Grocery Shops, Super Markets etc. Details of Stakeholder consultation 1. Verification of weights & Measures in the Industries / Shops / Pumps has become less time consuming due to reduced application process burden. Concerned Legal Metrology Department: Regularisation of Verification and stampings of various stakeholders was done with ease due to Reduced administrative burden. Consultation Approach: 1. Continuous Feedback Loop: o Stakeholders were engaged throughout the project lifecycle. o Feedback and suggestions were actively sought during the initiation, development, and post-implementation stages. 2. Collaborative Meetings: o Regular meetings facilitated understanding, requirement definition, and testing. o These interactions ensured that the portal met stakeholder expectations.

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. 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. Minimal Document Requirements: • Applicants are only required to submit essential documents when applying for / the online services. • This reduces paperwork and ensures a smoother experience. 2. Efficient Application Stage: • After registering and logging in, applicants complete a single stage: filling out the common application form. • This streamlines the process and minimizes complexity. 3. 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 2021-02-22

Post-reform

Number of businesses and citizen benefited 451 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 Fees as per schedule IX of the Daman and Diu Legal Metrology (Enforcement) Rules, 2011

Data regarding ground level difference resulted due to reform • The processing time for applications has significantly improved. Previously, during the offline application process, the initial scrutiny and query resolution took 7 to 10 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. As the application can be filled online and even the facility for paying fees is available online, applicants no longer need to visit offices physically, which is especially beneficial for those in remote areas.

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. 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. 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.
- 6. Certificate/ License Download :** • Once an application is approved, applicants can download the Certificate/ License order copy directly from the online portal. • This convenience eliminates the need for physical document collection.
- 7. Application Fees:** • Applicants can now pay the fees online, eliminating the need for physical visits to government offices. • This encourages participation and promotes economic growth.
- 8. 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.
