

The Manipur Public Services Delivery Guarantee Bill, 2019

A Bill to provide for the delivery of certain services to the people of the State by public authority timely and for matters connected therewith and incidental thereto. Be it enacted by the Legislature of Manipur in the Seventieth Year of the Republic of India as follows:-

CHAPTER I

PRELIMINARY

1. (1) This Act may be called the **Manipur Public Services Delivery Guarantee Bill, 2019**.

(2) It shall extend to the whole of the State of Manipur.

(3) It shall come into force on such date as the State Government may, by notification in the Official Gazette, appoint.

Short title,
extent and
commencement

2. In this Bill, unless the context otherwise requires,--

(a) "Authority" means a State Appellate Authority constituted under sub-section (1) of section 12;

(b) "complaint" means a complaint filed by a citizen regarding any grievance relating to, or arising out of, any failure in rendering of services as notified in section 4 or in the functioning of a public authority, but does not include grievance relating to the service matters of a public servant whether serving or retired;

(c) "days" means the working days, referred to as the timeline;

(d) "Designated Officer" means an officer notified as such under section 5 for rendering of services;

(e) "Grievance Redressal Officer" means a Grievance Redressal Officer appointed under sub-section (1) of section 6;

(f) "Designated Authority" means such officer, as may be designated by the public authority, who shall be above the rank of the Grievance Redressal Officer referred to in sub-section (1) of section 6;

(g) "member" means a person appointed as a Commissioner of the State Appellate Authority under sub-section (2) of section 12;

(h) "Prescribed" means prescribed by rules made under section 31;

(i) "public authority" means the State Government and its departments and includes any authority or body or institution established or constituted by or under any law made by the State Legislature and owned, controlled or substantially financed, directly or indirectly, by the funds provided by the State Government;

(j) "eligible person" means any person who requires the service for which he is entitled as per statutory provisions or executive instructions in force and applicable

(k) "service" means all the goods and services, including functions, obligations, responsibility or duty, to be provided or rendered by a public authority;

(l) "State" means the State of Manipur.

Definitions.

CHAPTER II

RIGHT TO DELIVERY OF SERVICES

Right to services.

3. Subject to the provisions of this Act, every individual citizen and organisation shall have the right to time bound delivery of goods and services and redressal of grievances.

CHAPTER III

NOTIFICATION OF SERVICES BY STATE GOVERNMENT

Notification of services by State Government.

4. The State Government shall notify the services to which this Act shall apply and the stipulated time-limits within which the services shall be provided including those specified in the Schedule:

Provided that the State Government shall, on the request of any person, association or organisation or on their own, amend the Schedule, by notification, so as to modify or bring in additional services or goods within the scope of this Act.

Obligation of Public Authority to publish names of individuals responsible for rendering services.

5. (1) A public authority shall, within two months of the notification issued under section 4, publish the names and addresses of Designated Officers responsible for rendering of the services notified under section 4.

(2) The Designated Officer shall provide the service to the eligible person within the notified time limit.

(3) An eligible person shall make a duly filled in application in writing or through electronic means to the Designated Officer for obtaining any service.

(4) The Designated Officer shall, on receipt of an application under subsection (1), provide service or reject the application within the notified time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.

(5) Every Designated Officer shall maintain detailed record of services applied for, in such format, as may be prescribed.

(6) Notified time limit shall start from the date when requisite complete application for notified service is received by the Designated Officer or a person subordinate to him authorized to receive the application.

(7) The Designated Officer shall acknowledged by a receipt, issued in writing or through electronic means or through text message or through any other means as may be prescribed, specifying the date, time and place for the service to be provided or rendered under this act.

CHAPTER IV

APPOINTMENT AND OBLIGATIONS OF GRIEVANCE REDRESSAL OFFICERS

Appointment and Obligation of Grievance Redressal Officers.

6. (1) Every public authority shall, within two months of a notification issued under section 4, designate as many officers as may be necessary as Grievance Redressal Officers in all administrative units or offices at the State, district and block levels, municipal corporations, municipalities, notified areas, panchayats and such other offices whereat services are rendered to receive, enquire into and redress any complaints from eligible persons in the manner as may be prescribed:

Provided that the Grievance Redressal Officer so appointed shall be at least one level above, and be deemed to have administrative control on the Designated Officer.

(2) Every public authority shall, immediately on appointment of a Grievance Redressal Officer, display at its office or customer care centre or help desk and at the sales outlet, if any, website and at the office of the Grievance Redressal Officer, the name of the Grievance Redressal Officer, his address and telephone number, E-mail address, facsimile number and other means, if any, of contacting him, in respect of each area for which the Grievance Redressal Officer has been appointed.

(3) The Grievance Redressal Officer shall provide all necessary assistance to citizens in filing complaints.

7. All complaints shall, within three working days of the making of the complaint, be acknowledged by a receipt, issued in writing or through electronic means or through text message or through any other means as may be prescribed, specifying the date, time, place, unique complaint number and particulars of receiver of complaint along with the stipulated time frame within which the complaint shall be redressed.

Acknowledgement of complaint by receipt thereof

8. (1) Upon receipt of a complaint made under section 6, it shall be the duty of the concerned Grievance Redressal Officer to ensure that,

- (a) the grievance is remedied in the prescribed time frame;
- (b) the reason for the occurrence of the grievance is identified, the grievance is redressed satisfactorily within the prescribed time frame and the responsibility, if any, of the defaulting person is fixed;
- (c) where the grievance has occurred as a result of a deficiency, negligence or malfeasance on the part of an individual, then the action is taken in accordance with the applicable rules after affording an opportunity of hearing to the Designated Officer and the eligible person;
- (d) where the Grievance Redressal Officer is convinced that the individual responsible for the rendering of the services has wilfully neglected to render the service or there exists prima facie grounds for a case under the Prevention of Corruption Act, 1988, the Grievance Redressal Officer shall make an observation to that effect and in writing refer the same to the appropriate authority.

Action to be taken by Grievance Redressal Officer

49 of 1988

(2) The Grievance Redressal Officer shall ensure that the complainant is informed in writing the manner in which the grievance is redressed.

9. (1) The Grievance Redressal Officer shall, within the prescribed time frame, report every complaint which has not been redressed along with the details of the complainant, nature of complaint, and reasons for non-redressal of the complaint to the Designated Authority.

Forwarding of details of non-redressal of complaints to Designated Authority

(2) Every public authority shall designate such officers as designated authorities as may be necessary in all the administrative units and offices as provided in clause (f) of section 2.

CHAPTER V

APPEAL TO DESIGNATED AUTHORITY

10. (1) Every complaint forwarded along with the details under section 9 shall be deemed to have filed an appeal to the Designated Authority.

Appeal. (2) Any person aggrieved by a decision of the concerned Grievance Redressal Officer or who has not been informed in writing the manner in which his grievance has been redressed in respect of a complaint filed by him, may, within thirty days from the expiry of such period or from the receipt of such decision, prefer an appeal to the Designated Authority:

Provided that the Designated Authority may admit the appeal after the expiry of thirty days if it is satisfied that the complainant was prevented by sufficient cause from filing the appeal in time.

(3) The receipt of an appeal under sub-section (2) shall be acknowledged by the Designated Authority in writing or through electronic means or through text message or through any other means as may be prescribed, within three working days.

(4) Every appeal filed under sub-section (2) or deemed appeal under sub-section (1) shall be disposed of by the Designated Authority within the prescribed time frame.

(5) The Designated Authority shall arrange to deliver copies of the decision to the parties concerned within the prescribed time frame.

(6) The Designated Authority may, in deciding an appeal, impose penalty, as prescribed in sub-section (1) of section 23, against the concerned officer for acting in a *mala fide* manner or having failed to discharge his duties without any sufficient and reasonable cause:

Provided that the concerned officer of the public authority shall be given a reasonable opportunity of being heard before any penalty is imposed on him.

49 of 1988 (7) Where it appears to the Designated Authority that the grievance complained of is *prima facie* indicative or representative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988 on the part of the individual officer of the public authority complained against, then it shall record in writing such evidence as may be found in support of such conclusion and shall in writing refer the same to the appropriate authority.

(8) The Designated Authority shall upon adjudication of a complaint have the powers to issue directions requiring the concerned officers of the public authority to take such steps as may be necessary to render the services in compliance of the notification issued under section 4.

CHAPTER VI

APPEAL TO STATE APPELLATE AUTHORITY

Appeal to State Appellate Authority 11. (1) Any person who does not receive a decision within the prescribed time frame or is aggrieved by a decision of the Designated Authority, may, within thirty days from the expiry of such period or from the receipt of such a decision, prefer an appeal to the State Appellate Authority:

Provided that the Authority may admit the appeal after the expiry of thirty days if it is satisfied that the complainant was prevented by sufficient cause from filing the appeal in time.

(2) The decision of the State Appellate Authority under this section shall be binding.

12. (1) The State Government shall, by notification in the *Official Gazette*, constitute a State Appellate Authority to exercise the powers conferred on or imposed upon and to perform functions assigned to the Authority under this Act.

(2) A State Appellate Authority shall consist of --

(i) the State Chief Appellate Commissioner, and

(ii) such number of Appellate Commissioner, not exceeding three, as may be prescribed necessary.

(3) The State Chief Appellate Commissioner and Appellate Commissioners shall be appointed by the Governor on the recommendation of a committee consisting of --

(i) the Chief Minister, who shall be the Chairman of the committee;

(ii) the leader of the Opposition / the leader of the single largest group in opposition in the Legislative Assembly; and

(iii) a Chief Justice/ Justice of High Court.

Constitution of State Appellate Authority

13. A person shall not be qualified for appointment as a member of an Authority unless he/she is or has been an officer of the State Government and is holding or has held a post in the rank of a Secretary or above to the State Government.

Qualification for appointment as member of State Appellate Authority

14. A person appointed as member of an Authority shall hold the office for a term of five years from the date on which he enters upon office or until he attains the age of sixty five years whichever is earlier.

Term of Office of member of State Appellate Authority

15. (1) The State Government shall provide to the Authority with such officers and employees as may be necessary for efficient performance of its functions under this Act.

(2) The officers and employees so appointed under sub-section (1) shall discharge their functions under the general superintendence of the Authority.

(3) The salary and allowances payable to, and the other terms and conditions of service of a member of the Authority shall be as may be prescribed:

Staff, Salary, and allowances of State Appellate Authority

Provided that if a member at the time of his appointment is in receipt of a pension, other than a disability or wound pension in respect of any previous service under the State Government, his salary in respect of the service as member of State Appellate Authority shall be reduced by the amount of that pension, including any portion of pension, which was commuted and pension equivalent of other forms of retirement benefits excluding pension equivalent or retirement gratuity:

Provided further that where a member, if at the time of his appointment, is in receipt of retirement benefits in respect of any previous service rendered in a Corporation established by or under any State Act or a Government company owned or controlled by the State Government, his salary in respect of the service as a member shall be reduced by the amount of pension equivalent to the retirement benefit:

Provided also that neither the salary and allowances nor the other terms and conditions of service of a member of State Appellate Authority shall be varied to his disadvantage after the appointment.

(4) The State Government shall provide adequate funds for smooth functioning of the office of State Appellate Authority

16. (1) The Chief Appellate Commissioner or Appellate Commissioner may, at any time by writing under his hand, addressed to the Governor of the State, resign from his office.

Resignation
and
Removal

(2) The Chief Appellate Commissioner or Appellate Commissioner shall be removed from his office only by order of the Governor on the ground of proven misconduct, misbehaviour or incapacity, after the Manipur High Court, on a reference made to it by the Governor, has on inquiry, reported that the Chief Appellate Commissioner or any Appellate Commissioner, as the case may be, ought to be removed on such ground.

(3) The Governor may suspend from office, and if deem necessary, prohibit also from attending the office during inquiry, the Chief Appellate Commissioner or Appellate Commissioner, in respect of whom a reference has been made to the Manipur High Court under sub-section (2), until the Governor has passed orders on receipt of the report of the Manipur High Court on such reference.

(4) Notwithstanding anything contained in sub-sections (1) and (2), the Governor may, by order, remove from office Chief Appellate Commissioner or Appellate Commissioner, as the case may be, if he/she,-

- (a) is adjudged an insolvent; or
- (b) has been convicted of an offence which, in the opinion of the Governor, involves moral turpitude; or
- (c) engages during his term of office in any paid employment outside the duties of his office; or
- (d) is, in the opinion of the Governor, unfit to continue in office by reason of infirmity of mind or body; or
- (e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the Chief Appellate Commissioner or Appellate Commissioner.

(5) If the Chief Appellate Commissioner or Appellate Commissioner in any way is concerned or interested in any contract or agreement made by or on behalf of the Government of the State or participates in any way in the profit thereof or in any benefit or emoluments arising there from otherwise than as a member and in common with the other members of an incorporated company, he shall, for the purposes of sub-section (2), be deemed to be guilty of misconduct.

17. (1) The Authority shall, for the purposes of its functions under this Act, have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 in respect of the following matters, namely:-

Powers and
functions of
State
Appellate
Authority and
procedure
before it

- (i) summoning and enforcing the attendance of any person and examining him on oath;
- (ii) discovery and production of any document or other material object producible as evidence;
- (iii) receiving evidence on affidavits;

- (iv) requisitioning of any public record;
- (v) issuing commission for the examination of witnesses;
- (vi) such other matter which may be prescribed.

(2) The Authority shall not be bound by the procedure laid down in the Code of Civil Procedure, 1908 but shall be guided by the principles of natural justice and subject to the other provisions of this Act and of any rules made there under, the Authority shall have the power to regulate its own procedure.

5 of 1908

(3) The Authority shall monitor the implementation of this Act on a regular basis.

(4) Without prejudice to the provisions contained in sub-section (3), the functions of the Authority shall, amongst other things, include the following, namely:—

(a) monitoring the publication of services to be delivered and adherence to the time schedule, manner of delivery and quality of such services notified by the Government;

(b) advise for redressal of the public grievances with regard to the non-availability of public service in electronic mode and/or any deficiency in electronic service delivery;

(c) recommend changes in the procedure for delivery of public service which shall make the delivery more transparent, efficient and friendly: Provided that, before making such a recommendation, the Authority shall consult the Administrative Secretary of the Department which is to deliver the public service;

(d) ask Government to seek feedback/response from the citizens about their experience in availing the services from the public authority and review the same;

(e) hear and decide the revision with regard to default and/or delay in delivery of public service filed before it, as provided for in section 10;

(f) take on its own motion notice of failure to deliver public service in accordance with this Act and refer such cases to public authority for disposal as it may deem appropriate; and

(g) performing any other function as may be prescribed.

18. The Authority shall furnish its decision to the parties concerned within the prescribed time frame.

Delivery of copies of decision.

19. The staff and officers of the Authority shall be deemed to be public servants within the meaning of section 21 of the Indian Penal Code .

Staff and Officers to be public servants.

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20. (1) The Authority shall, upon adjudication of a complaint, have the power to issue directions requiring the public authority to take such steps as may be necessary to render the services in compliance of notification issued under section 4 .

(2) It shall be the duty of the Authority to receive and inquire into a complaint from any person;-

(a) who has been refused redress of grievance under this Act;

(b) whose complaint has not been disposed of within the time limit specified;

(c) in respect of any other matter relating to registering and redressing of a complaint or appeal under this Act.

Procedure of adjudication by State Apellate Authority

21. In any appeal proceedings, the burden of proof to establish the non-redressal of complaint, shall be on the Grievance Redressal Officer who denied the request.

Where
Grievance
companied of
is a result of
corrupt
practices. -

22. Where it appears to the Authority that the grievance complained of is, *prima facie*, indicative of a corrupt act or practice in terms of the Prevention of Corruption Act, 1988, on the part of the responsible officer of the public authority complained against, then it shall record such evidence as may be found in support of such conclusion and shall refer the same to the appropriate authority.

CHAPTER VII

PENALTIES COMPENSATION AND REWARDS

Penalty and
Compensation
for *mala fide*
action.

23. (1) The Designated Authority or the State Appellate Authority may impose a lump sum penalty against a designated officer and the concerned Sub-ordinate staff responsible for rendering of service to which the applicant is entitled, or against a Grievance Redressal Officer, for acting in a *mala fide* manner or for having failed to discharge his duties without any sufficient and reasonable cause, which shall not be less than one thousand rupees and may extend up to ten thousand rupees, which shall be recovered from the salary of the official against whom penalty has been imposed:

Provided that the concerned officer shall be given a reasonable opportunity of being heard before any penalty is imposed on him under this section.

(2) On imposition of the penalty under sub-section (1), the State Appellate Authority or the Designated Authority, as the case may be, may, by order, direct that such portion of the penalty imposed under sub-section (1) shall be awarded to the appellant, as compensation, as it may deem fit:

Provided that the amount of such compensation awarded shall not exceed the amount of penalty imposed under this section.

(3) If any public servant is found guilty under sub-section (1), the disciplinary authority shall initiate the disciplinary proceedings against such officer of the public authority, who, if proved to be guilty of a *mala fide* action in respect of any provision of this Act, shall be liable to such punishment as the disciplinary authority may decide.

(4) While passing an order or initiate the disciplinary proceedings under this section the Designated Authority or the State Appellate Authority shall take into consideration whether the delay caused is unavoidable or the damage caused or suffered by the appellant is inspite of the best care taken by the public authority.

24. (1) The State Appellate Authority, wherever it deems fit, shall have the power to recommend departmental inquiry against any Designated Officer or Grievance Redressal Officer, who have repeatedly failed in due discharge of functions cast upon them under this Act.

(2) The Government shall consider the recommendations made by the the State Appellate Authority under section 23 and send information to the Authority of the action taken on such recommendations, within a period of sixty days or such time thereafter, as may be decided in consultation with the State Appellate Authority.

Rewards and
Incentives.

25 (1) The State Appellate Authority shall formulate and implement a reward scheme with financial incentives and out-of-turn promotions for public authorities or their employees, who are fulfilling their duties better than the expected service level laid down in the Right to Public Services Delivery Guarantee Bill in consultation with Government.

(2) The financial incentives to be provided in sub-section (1) shall be charged to the Consolidated Fund of the State.

(3) An order rewarding an officer under this section shall be attached to the Annual confidential Report of the officer.

**CHAPTER VIII
REPORTING OF REDRESSAL OF GRIEVANCES BY PUBLIC AUTHORITY**

26. (1) Every public authority shall ensure that every Grievance Redressal Officer keeps a record of complaints made to it or appeal therein and the decisions on such complaints and appeals.

(2) Every public authority shall publish in the prescribed manner and in the prescribed time frame, a report mentioning therein-

- (a) the number of appeals and complaints received;
- (b) the number of appeals and complaints disposed of;
- (c) the number of appeals and complaints pending; ·
- (d) such other particulars, as may be prescribed, for discharge of its functions under this Act.

Reporting requirements.

**CHAPTER IX
MISCELLANEOUS**

27. No civil court shall have jurisdiction to settle, decide or deal with any question or to determine any matter which is by or under this Act required to be settled, decided or dealt with or to be determined by the Grievance Redressal Officer or the Designated Authority or the State Appellate Authority.

Bar of Jurisdiction of Court.

28. Every order made by the State Appellate Authority may be enforced by it in the same manner as if it were a decree or order made by a court in a suit pending therein and it shall be lawful for the Authority to send, in the event of its inability to execute it, such order to the court within the local limits of whose jurisdiction,-

(a) in the case of public authority not falling under clauses (b) and (c), the place at which the main office of such public authority is situated; or

(b) in the case of an order against a public authority being a company, the registered office of the company is situated; or

(c) in the case of an order against any other person, the place where the person concerned voluntarily resides or carries on business or personally works for gain is situated, and

thereupon, the court to which the order is so sent, shall execute the order as if it were a decree or order sent to it for execution.

Enforcement of orders made by State Appellate Authority.

29. No suit, prosecution or other legal proceedings shall lie against any person-

(a) for anything which is in good faith done or intended to be done under this Act or any rule made thereunder; or

(b) delay in rendering of service or not being able to render service where such delay or inability is on account of reasonable cause beyond the control of the person responsible for delivery of the service.

Protection of acts done in good faith.

30. The provisions of this Act shall be in addition to and not in derogation of any other law for the time being in force.

Provisions to be in addition to existing laws.

31. (1) The State Government may, by notification in the Official Gazette,

make rules, consistent with this Act, for carrying out the purposes of this Act.

Power to
make rules
and laying of
rules.

(2) In particular and without prejudice to the generality of the foregoing provisions, such rules may provide for all or any of the following matters, namely:-

(i) the manner to receive, enquire into and redress any complaints under sub-section (1) of section 6;

(ii) the manner of acknowledgement of complaints received and particulars of receiver of complaint and time frame for redresses under section 7;

(iii) the time frame for redresses of grievances under sub-section (1) of section 8;

(iv) the time frame within which the Grievance Redressal Officer shall report to the Designated Authority under section 9;

(v) the other means of acknowledgement under sub-section (3) of section 10;

(vi) the time frame for disposal of appeal under sub-section (4) of section 10;

(vii) the time frame within which the Designated Authority shall deliver copies of the decision to the parties concerned under sub-section (5) of section 10;

(viii) the time frame within which an appeal shall be made against the decision of the Designated Authority or has not received the decision within the time under sub-section (1) of section 11.

(ix) the number of members of the State Appellate Authority under sub-section (2) of section 12.

(x) the salary and allowances payable to and the other terms and conditions of service of a member of the State Appellate Authority under section 15;

(xi) to regulate the procedure for the investigation of misbehaviour or incapacity of a member of the State Appellate Authority under sub-section (3) of section 16;

(xii) the other matters for which the State Appellate Authority shall have power of civil court under clause (vi) of sub-section (1) of section 17;

(xiii) the manner and the time frame within which the public authority shall publish a report and other particulars for discharge of functions of the public authority under sub-section (2) of section 26;

(xiv) any other matter which is or may be provided by rules under this Act.

(3) All rules made under this section shall be laid for not less than thirty days before the State Legislature, as soon as possible after they are made and shall be subject to rescission by the State Legislature or to such modification as the State Legislature may make during the session in which they are so laid or the session immediately following.

(4) Any rescission or modification so made by the State Legislature shall be published in the Official Gazette, and shall thereupon take effect.

32. (1) If any difficulty arises in giving effect to the provisions of this Act, the State Government may, by order published in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as may appear to be necessary for removing the difficulty:

Power to
remove
difficulties

Provided that no order shall be made under this section after expiry of two years from the commencement of this Act.

(2) Every order made under this section shall be laid, as soon as may be after it is made, before the State Legislature.

S C H E D U L E
(as per Chapter III, Sec. 4 of this Act)

Timelines in respect of Services under Manipur Public Services Delivery Guarantee Bill,2019 (Note : Timelines, unless specifically stated, are in days).

Sl. No	Services under Business Reform Action Plan	Timeline
Department of Labour		
1	Approval of application for licence and renewal for contractors under Contracts Labour (Regulation and Abolition) Act, 1970	90
2	Approval of application for registration and renewal of licence under Shops and Establishment Act	30
3	Approval of application for registration of Principal Employer's establishment under Contracts Labour (Regulation and Abolition) Act, 1970	90
4	Approval of application for registration under Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	30
5	Approval of application for registration of establishment under Inter State Migrant Workmen (RE&CS) Act, 1979	90
6	Online submission of Inspection Report	48 hours
Factories (Textile, Commerce & industry)		
8	Validity of factory licence and subsequent renewals	10 years
9	Approval of application for registration, grant and renewal of licence under Factories Act,1948	90
10	Approval of application for plan and permission to construct/ extend/or take into use any building as a factory	90
11	Approval of application for registration, grant and renewal of licence under Boilers Act,1923	30
12	Approval of application for boiler manufacturer and renewal under Boilers Act	21
13	Approval of application for boiler erector and renewal of licence under Boilers Act	21
14	Online submission of Inspection Report	48 hours
Partnership(Textile, Commerce & industry)		
15	Registration of Partnership Firm	30
Co-operation		
6	Registration of Societies	30
Registration and Stamps		
23	Document registration and mutation of land	30
Single Window		
24	All approvals to be issued by Single Window Body	30
25	Intent letter, granting sanction and disbursal of applicable incentives under Industrial/ Sectoral Policy	60
26	Queries/clarifications related to investor's application	7
Fire Services		
27	NOC Certificate prior to commencement of construction activities	7
MSPDCL		
28	Charged electricity connection up to 150 KVA	
	(i) where no 'Right of Way' is required	7
	(ii) where 'Right of Way' is required	15
29	Certificate of Electrical Installation	7
PWD		

30	Grant of 'Right of Way' (RoW) permission	30
PHED		
31	Obtaining of water connection	7
IDCs		
32	Land allotment	30
33	Conversion of land/change in land use for outside industrial park	60
MAHUD		
34	Grant of construction permits for	
	(i) all required approvals	45
	(ii) pre-construction	20
	(iii) during construction	20
	(iv) post construction	20
35	Issuance of digitally signed approved building plan	30
36	Building permit	30
	Construction permits	45
	(i) Building Plan approval	30
	(ii) Plinth inspection	7
	(iii) Final completion/occupancy certificate (7 days for inspection + 1 day for issuing the certificate)	8
37	Grant of Trade Licence	10
38	Registration for levies imposed by State and Local Bodies (other than subsumed under GST)	30
Forest		
40	Online submission of Inspection Report	48 hours
41	NOC for tree felling	15
42	Approval of application for Tree Transit Permit	1
Pollution Control Board		
42	Online submission of Inspection Report	48 hours
43	Validity for consent to Operate	5 years
44	Validity for consent to Establish	5 years
45	Consent to establish under Water (Prevention and Control of Pollution) Act, 1974	120
46	Consent to establish under Air (Prevention and Control of Pollution) Act, 1981	120
47	Authorisation under Hazardous and Other Waste (Management and Transboundary Movement) Rules, 2016	120
48	Consent to operate under Water (Prevention and Control of Pollution) Act, 1974	120
49	Consent to operate under Air (Prevention and Control of Pollution) Act, 1981	120
Taxation		
50	Registration for Professional Tax	1`
Health Services		
51	Retail Drug Licence (Pharmacy) and renewal	30
52	Wholesale Drug Licence	30
53	Granting and renewal of Drug Manufacturing Licence	60
Legal Metrology (CAF&PD)		
54	Online submission of Inspection Report	48 hours
55	Registration/Licenses and renewal under Legal Metrology Act, 2009	30