

## District Reform Plan

The District Reform Plan requires States/UTs to create web portals, online systems, mandate timelines and eliminate touchpoints between the applicant and the Department/ Agency. The portal may be a Department portal or the State Single Window System and not necessarily a District specific portal. Districts will be evaluated based on the criteria listed in the column "District Evaluation Criteria".

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
<b>I. Starting a Business</b>			
1	District Registrar, Co-operative Societies	<b>Registration of cooperative societies</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
2			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
3			The application should be disposed off within the stipulated timeline
4			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
5			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
6	Public Works Department	<b>Registration of Contractors for works and services</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
7			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
8			The application should be disposed off within the stipulated timeline
9			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
10			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
11	Urban Local Body	<b>Trade License and Renewal thereof</b> This reform was already included in BRAP 2017-18 and States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The certificate should be downloadable vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency  Additionally, under BRAP 2017-18 States/UTs were required to Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy	No physical/ manual application to be required by district authorities in addition to online application
12			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
13			The application should be disposed off within the stipulated timeline
14			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
15			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
16			No document other than ID Proof and Lease Deed/ Legal Occupancy should be required for obtaining a Trade License
<b>II. Urban Local Body Services</b>			
17	Urban Local Body	<b>Obtaining Water Connection</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
18			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
19			The application should be disposed off within the stipulated timeline
20			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
21	Urban Local Body	<b>Obtaining Sewer Connection</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	No physical/ manual application to be required by district authorities in addition to online application
22			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
23		iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
24		iv. The portal should allow applicant to track the status of the application v. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
25	Urban Local Body/ Water Supply Agency	<b>Certificate of non availability of water from water supply agency required for NoC for water abstraction from Central Ground Water Authority/ Relevant Authority</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
26		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
27		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
28		iii. The procedure for application submission, payment of fees to be made online	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
29		iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
30	District Collector/ District Magistrate	<b>NoC for water abstraction from Central Ground Water Authority/ Relevant Authority</b> States and UTs for which the NOC is not issued by the CGWA are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
31		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
32		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
33		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
34		Districts in States and UTs which utilize the NOCAS system of the CGWA will also be evaluated on the criteria listed	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
35	Urban Local Body/ Road Owning Agencies	<b>Road Cutting Permission</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
36			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
37			The application should be disposed off within the stipulated timeline
38			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
39			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
40	Urban Local Body/ Road Owning Agencies	<b>Inspection carried out for (a) granting road cutting permission and (b) verification to ensure proper restoration</b> i. The portal developed under reform number 9 should also have a feature for upload of inspection reports by inspectors and download of the reports by the applicant ii. Timelines for conducting all inspections after application submission to be mandated through the Public Service Delivery Guarantee Act	The applicant should be able to view and download the inspection report from the portal
41			The inspections should be conducted and reports uploaded within the stipulated timeline
42			The applicant should be able to download the inspection report from the portal
<b>III. Land Reform Enabler</b>			
43	Sub Registrar Officer/ Stamps and Registration Department	<b>Encumbrance Certificate</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
44			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
45			The application should be disposed off within the stipulated timeline
46			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
47			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
48	District Collector/ District Magistrate	<b>Measurement/ Demarcation of Land</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
49			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
50			The application should be disposed off within the stipulated timeline
51			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
52			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
53			District Collector/ District Magistrate
54	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient		
55	The application should be disposed off within the stipulated timeline		
56	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained		
57	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law		
58	District Collector/ District Magistrate/ Town and Country Planning Officer	<b>Certificate of Land Use</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	
59			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
60		iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
61		iv. The portal should allow applicant to track the status of the application	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained from the district authorities  The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
62		v. The applicant should be able to download the final certificate from the portal	
		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	
<b>IV. Land Administration and Property Registration Enablers</b>			
63	Sub Registrar Office	<b>Property Registration – Online system</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
64		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
65		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
66		iii. The procedure for application submission, payment of fees to be made online	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
67		iv. The portal should allow applicant to set up appointment at the Sub Registrar Office	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit/physical presence is mandated by law
		v. The applicant should be able to download the final certificate from the portal	
		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	
<b>V. Obtaining Approval for Construction</b>			
68	Urban Local Body	<b>Construction Permit - Online System</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
69		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
70		ii. Timelines for obtaining (a) Building Plan approval (b) Plinth Level Inspection (c) Completion/ Occupancy Certificate to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
		iii. The procedure for application submission (including building plans), payment of	

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
71		fees to be made online iv. A common integrated application for all internal and external agencies required to provide applicable NOCs/Approvals such as Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, Labour and Factory Directorate	Apart from e-intimation of plinth level completion the applicant should not be required to intimate the concerned Agency for plinth level completion
72		v. Provision for e-intimation to authorities of plinth level completion vi. Provision for online issuance of certificate of inspections	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
73		vii. The applicant should be able to download the final certificate/ permit from the portal	The applicant should be able to download the inspection reports from the portal
74		viii. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
75	Fire Department/ Urban Local Body	<b>NOC from Fire Department (prior to commencement of construction activities)</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
76		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
77		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
78		iii. The procedure for application submission, payment of fees to be made online	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
79		iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
<b>VI. Paying Taxes</b>			
80	Urban Local Body	<b>Property Tax/ Vacant Land Tax</b> This reform was included in BRAP 2017-18 and States/ UTs were required to develop a portal for online payment of property tax	Customer should be able to pay property tax/ vacant land tax online
<b>VII. Miscellaneous</b>			
81	Legal Meteorology Officer	<b>Certificate for Verification of Weights &amp; Measures and Its Renewal</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application

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82		i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
83			The application should be disposed off within the stipulated timeline
84			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
85			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
86			<b>Certificate of Non-Forest land</b> States/ UTs are required to develop a portal with following features:-
87	i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	<b>Certificate of Non-Forest land</b> States/ UTs are required to develop a portal with following features:-	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
88			The application should be disposed off within the stipulated timeline
89			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
90			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
91			<b>Letter for Distance from Forest</b> States/ UTs are required to develop a portal with following features:-
92	i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	<b>Letter for Distance from Forest</b> States/ UTs are required to develop a portal with following features:-	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
93			The application should be disposed off within the stipulated timeline
94			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained



S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
95			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
96	Food Safety Officer	<b>NoC from Municipality or other Local Body for State License for Food Business</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
97			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
98			The application should be disposed off within the stipulated timeline
99			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
100			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
101			Municipal Health Officer/ Sanitary Inspector
102	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient		
103	The application should be disposed off within the stipulated timeline		
104	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained		
105	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law		
106	District Registering Authority	<b>Registration for provisional/ permanent certificate for clinical establishment under Clinical Establishments (Registration and Regulation) Act &amp; its Renewal</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service	No physical/ manual application to be required by district authorities in addition to online application
107			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient

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108		Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
109		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
110			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
111	Chief Medical Officer/ District Appropriate Authority	<b>Registration under PC&amp;PNDT Act, 1994 (Amended, 2003) (For 5 years) &amp; its Renewal</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
112		i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
113		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The application should be disposed off within the stipulated timeline
114			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
115			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
116	District Collector/ District Magistrate	<b>NOC required for setting up of explosives manufacturing, storage, sale, transport</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
117		i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
118		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The application should be disposed off within the stipulated timeline
119			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
120			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
121	District Collector/ District Magistrate	<b>NOC required for setting up of petroleum, diesel &amp; Naphtha manufacturing, storage, sale, transport</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
122			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
123			The application should be disposed off within the stipulated timeline
124			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
125			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
126	District Collector/ District Magistrate	<b>License for Sale of Crackers</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
127			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
128			The application should be disposed off within the stipulated timeline
129			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
130			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
131	District Transport Officer	<b>Transfer of vehicle registration</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application	No physical/ manual application to be required by district authorities in addition to online application
132			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
133			The application should be disposed off within the stipulated timeline

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
134		v. The applicant should be able to download the final certificate from the portal	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
135		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
136	District Transport Officer	<b>Goods Carriage Permit</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
137		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
138		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
139		iii. The procedure for application submission, payment of fees to be made online	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
140		iv. The portal should allow applicant to track the status of the application	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
141	District Transport Officer	v. The applicant should be able to download the final certificate from the portal	No physical/ manual application to be required by district authorities in addition to online application
142		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
143		<b>Issuing Vehicle Fitness Certificate</b> States/ UTs are required to develop a portal with following features:-	The application should be disposed off within the stipulated timeline
144		i. All necessary procedures and checklists to be published on the portal	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
145		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
146	District Superintendent of	iii. The procedure for application submission, payment of fees to be made online	No physical/ manual application to be required by district authorities in addition to online application
		iv. The portal should allow applicant to track the status of the application	
		v. The applicant should be able to download the final certificate from the portal	
		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	
		<b>Approvals for setting up Hostel</b> States/ UTs are required to develop a portal with following features:-	

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147	Education	i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
148			The application should be disposed off within the stipulated timeline
149			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
150			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
151			<b>Approval for setting up and operating a Play School</b> States/ UTs are required to develop a portal with following features:-
152	District Superintendent of Education	i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
153			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
154			The application should be disposed off within the stipulated timeline
155			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
156			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
156	District Superintendent of Education	<b>Registration of schools under Right to Education</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
157			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
158			The application should be disposed off within the stipulated timeline
159			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
159			

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
160			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
161	District Superintendent of Education	<b>NoC for setting up CBSE School</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
162			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
163			The application should be disposed off within the stipulated timeline
164			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
165			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
166	District Collector/ District Magistrate/ District Mining Office	<b>Mining lease/ Composite License/ Non-exclusive Reconnaissance Permit</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
167			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
168			The application should be disposed off within the stipulated timeline
169			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
170			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
171	District Mining Office	<b>Issue of letter of intent in case of fresh lease (for environmental clearance - category B2- Less than 5 acres)</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service	No physical/ manual application to be required by district authorities in addition to online application
172			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
173		Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
174		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
175			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
176	District Collector/ District Magistrate	<b>NoC for soil excavation /filling</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
177		i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
178		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The application should be disposed off within the stipulated timeline
179			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
180			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
181	District Collector/ District Magistrate/ Commissioner of Police	<b>Licensing for Auditorium/ Places of Public Amusement / Performance for Public Amusement (as applicable)</b> States/ UTs are required to develop a portal with following features:-	No physical/ manual application to be required by district authorities in addition to online application
182		i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
183		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The application should be disposed off within the stipulated timeline
184			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
185			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
186	District Collector/ District Magistrate/ Commissioner of Police	<b>Cinematograph License &amp; License for Screening a Films (as applicable)</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
187			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
188			The application should be disposed off within the stipulated timeline
189			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
190			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
191	District Collector Excise	<b>Following licenses/ permits issued by the State Excise Departments:</b> <b>a. Wholesale Vendor Licenses</b> <b>b. Import Permits</b> <b>c. License for Retail Sale</b> <b>d. License for Setting up Distilleries</b> <b>e. License for Setting up Bottling Plant</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
192			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
193			The application should be disposed off within the stipulated timeline
194			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
195			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
196	District Agriculture Officer	<b>Licenses/authorizations required for sale/ storage of fertilizers under Essential Commodities Act, 1955 (in accordance with Fertilizer Control Order)</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service	No physical/ manual application to be required by district authorities in addition to online application
197			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient



S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
198		Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
199		iii. The procedure for application submission, payment of fees to be made online	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
200		iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
201	District Level Officer	<b>Licenses/authorizations required for sale/ storage of commodities (other than fertilizer) under Essential Commodities Act, 1955 (as applicable)</b>	No physical/ manual application to be required by district authorities in addition to online application
202		States/ UTs are required to develop a portal with following features:-	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
203		i. All necessary procedures and checklists to be published on the portal	The application should be disposed off within the stipulated timeline
204		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
205		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
206	District Agriculture Officer	<b>Application for grant of license under Insecticide Act, 1968 for manufacture, storage and sale of insecticides and pesticides and its renewal</b>	No physical/ manual application to be required by district authorities in addition to online application
207		States/ UTs are required to develop a portal with following features:-	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
208		i. All necessary procedures and checklists to be published on the portal	The application should be disposed off within the stipulated timeline
209		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
210		iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
211	District Food and Supplies Controller	<b>Grant of license for 'Fair Price Shops' under the relevant act and its renewal</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online iv. The portal should allow applicant to track the status of the application v. The applicant should be able to download the final certificate from the portal vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	No physical/ manual application to be required by district authorities in addition to online application
212			No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
213			The application should be disposed off within the stipulated timeline
214			District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
215			The applicant should not be required to get in touch with district authorities physically except in cases where inspection/ site visit is mandated by law
<b>VIII. Grievance Redressal/ Paperless Courts and Law &amp; Order</b>			
216	District Collector/ District Magistrate	<b>Filing of disputes under Revenue Courts</b> States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal for filing of dispute/ case ii. The procedure for filing dispute/ case/ application, payment of fees to be made online iii. The system should allow (a) e-cause lists, (b) e-summons iv. The applicant should be able to download orders from the portal	No physical/ manual application to be required by district authorities in addition to online application
217			No fee should be accepted offline
218	District Administration	<b>Resolution of grievances</b> States/ UTs are required to develop a portal with following features:- i. Citizens and investors can submit grievance(s) online ii. Timelines for responding to grievance to be mandated through the Public Service Delivery Guarantee Act	The grievance should be responded to within the stipulated timeline