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

## **District Reform Plan**

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
11	Urban Local Body	Trade License and Renewal thereof This reform was already included in BRAP 2017-18 and States/ UTs are required to	No physical/ manual application to be required by district authorities in addition to online application
12		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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
13		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
14		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
15		applicant and the Department/ Agency Additionally, under BRAP 2017-18 States/UTs were required to Reduce the number	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		of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy	No document other than ID Proof and Lease Deed/ Legal Occupancy should be required for obtaining a Trade License
		II. Urban Local Body Services	
17	Urban Local Body	<b>Obtaining Water Connection</b> This reform was included in BRAP 2017-18 and States/ UTs were required to	No physical/ manual application to be required by district authorities in addition to online application
18		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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
19		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
20		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
21	Urban Local Body	<b>Obtaining Sewer Connection</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
22		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

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
23		<ul><li>iii. The procedure for application submission, payment of fees to be made online</li><li>iv. The portal should allow applicant to track the status of the application</li></ul>	The application should be disposed off within the stipulated timeline
24		<ul> <li>v. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	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		Certificate of non availability of water from water supply agency required for NoC for water abstraction from Central Ground Water Authority/ Relevant Authority	No physical/ manual application to be required by district authorities in addition to online application
26		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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
27		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
28		<ul> <li>iv. The portal should allow applicant to track the status of the application</li> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
29		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 Magistrate	NoC for water abstraction from Central Ground Water Authority/ Relevant Authority States and UTs for which the NOC is not issued by the CGWA are required to	No physical/ manual application to be required by district authorities in addition to online application
31		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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
32		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	The application should be disposed off within the stipulated timeline
33		<ul> <li>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</li> </ul>	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 Cutting Permission	No physical/ manual application to be required by district authorities
33	Road Owning	States/ UTs are required to develop a portal with following features:-	in addition to online application
	Agencies	i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority
36		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	and documents uploaded with online application should be sufficient
37		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	The application should be disposed off within the stipulated timeline
		v. The applicant should be able to download the final certificate from the portal	District authorities should accept downloaded certificate as valid and
38		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	should not require physically signed/ stamped certificate to be obtained
			The applicant should not be required to get in touch with district
39			authorities physically except in cases where inspection/ site visit is
	Urban Local Body/	Inspection carried out for (a) granting road cutting permission and (b) verification	mandated by law The applicant should be able to view and download the inspection
40	Road Owning	to ensure proper restoration	report from the portal
	Agencies	i. The portal developed under reform number 9 should also have a feature for	The inspections should be conducted and reports uploaded within
41	0	upload of inspection reports by inspectors and download of the reports by the	the stipulated timeline
		applicant	The applicant should be able to download the inspection report from
42		ii. Timelines for conducting all inspections after application submission to be mandated through the Public Service Delivery Guarantee Act	the portal
		III. Land Reform Enabler	
43	-	Encumbrance Certificate	No physical/ manual application to be required by district authorities
	Stamps and	States/ UTs are required to develop a portal with following features:-	in addition to online application
	-	i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority
44	Department	ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	and documents uploaded with online application should be sufficient
45		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	The application should be disposed off within the stipulated timeline
		v. The applicant should be able to download the final certificate from the portal	District authorities should accept downloaded certificate as valid and
46		vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency	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 Magistrate	Measurement/ Demarcation of Land 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
49		<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
50		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	The application should be disposed off within the stipulated timeline
51		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	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	Change of Land Use 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
54		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
55		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	The application should be disposed off within the stipulated timeline
56		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
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 Magistrate/	<b>Certificate of Land Use</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
59	Planning Officer	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

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

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	Apart form e-intimation of plinth level completion the applicant should not be required to intimate the concerned Agency for plinth level completion
72		Department, Discoms, AAI, NMA, Forest, Labour and Factory Directorate 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	No physical/ manual application to be required by district authorities in addition to online application
76		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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
77		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
78		<ul> <li>iv. The portal should allow applicant to track the status of the application</li> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
79		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

	VI. Paying Taxes				
	Urban Local Body	Property Tax/ Vacant Land Tax	Customer should be able to pay property tax/ vacant land tax online		
80		This reform was included in BRAP 2017-18 and States/ UTs were required to			
		develop a portal for online payment of property tax			
	VII. Miscellaneous				
01	Legal Meteorology	Certificate for Verification of Weights & Measures and Its Renewal	No physical/ manual application to be required by district authorities		
81	Officer	States/ UTs are required to develop a portal with following features:-	in addition to online application		

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
02		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority
82		<ul> <li>ii. Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	and documents uploaded with online application should be sufficient
83		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	The application should be disposed off within the stipulated timeline
84		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	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	Division Forest Officer/ District	<b>Certificate of Non-Forest land</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
87	Collector/ District Magistrate	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
88		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	The application should be disposed off within the stipulated timeline
89		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
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	Division Forest Officer	Letter for Distance from Forest 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
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	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
93		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	The application should be disposed off within the stipulated timeline
94		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

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	-	NoC from Municipality or other Local Body for State License for Food Business 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
97		<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
98		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	The application should be disposed off within the stipulated timeline
99		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
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	-	Health NoC by Municipality/ Panchayat for Food Registration Certificate 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
102		<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
103		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	The application should be disposed off within the stipulated timeline
104		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	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		Registration for provisional/ permanent certificate for clinical establishment under Clinical Establishments (Registration and Regulation) Act & its Renewal	No physical/ manual application to be required by district authorities in addition to online application
107		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 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
108		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
109		<ul> <li>iv. The portal should allow applicant to track the status of the application</li> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
110		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
111	Chief Medical Officer/ District	Registration under PC&PNDT Act, 1994 (Amended, 2003) (For 5 years) & its Renewal	No physical/ manual application to be required by district authorities in addition to online application
112	•	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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
113		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
114		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
115		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
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		<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
118		<ul> <li>iii. The procedure for application submission, payment of fees to be made online</li> <li>iv. The portal should allow applicant to track the status of the application</li> </ul>	The application should be disposed off within the stipulated timeline
119		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	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/	NOC required for setting up of petroleum, diesel & Naphtha manufacturing,	No physical/ manual application to be required by district authorities
	District Magistrate	storage, sale, transport	in addition to online application
100		States/ UTs are required to develop a portal with following features:-	No physical copies of documents to be requested by district authority
122		<ul> <li>i. All necessary procedures and checklists to be published on the portal</li> <li>ii. Timelines for delivery of service to be mandated through the Public Service</li> </ul>	and documents uploaded with online application should be sufficient
422		Delivery Guarantee Act	The application should be disposed off within the stipulated timeline
123		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	District authorities should accept downloaded certificate as valid and
124		v. The applicant should be able to download the final certificate from the portal	should not require physically signed/ stamped certificate to be
		vi. There should be no requirement of any physical touchpoint between the	obtained
		applicant and the Department/ Agency	The applicant should not be required to get in touch with district
125			authorities physically except in cases where inspection/ site visit is
			mandated by law
126	District Collector/	License for Sale of Crackers	No physical/ manual application to be required by district authorities
	District Magistrate	States/ UTs are required to develop a portal with following features:-	in addition to online application No physical copies of documents to be requested by district authority
127		i. All necessary procedures and checklists to be published on the portal	and documents uploaded with online application should be sufficient
127		ii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act	and documents uploaded with omme application should be sufficient
120		iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
128		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	District authorities should accept downloaded certificate as valid and
129		vi. There should be no requirement of any physical touchpoint between the	should not require physically signed/ stamped certificate to be
		applicant and the Department/ Agency	obtained
			The applicant should not be required to get in touch with district
130			authorities physically except in cases where inspection/ site visit is
			mandated by law
131	District Transport	Transfer of vehicle registration	No physical/ manual application to be required by district authorities
	Officer	States/ UTs are required to develop a portal with following features:-	in addition to online application
122		i. All necessary procedures and checklists to be published on the portal	No physical copies of documents to be requested by district authority
132		ii. Timelines for delivery of service to be mandated through the Public Service	and documents uploaded with online application should be sufficient
		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
133			
		iv. The portal should allow applicant to track the status of the application	

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
134		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
135			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	Goods Carriage Permit 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		<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
138		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	The application should be disposed off within the stipulated timeline
139		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
140			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	Issuing Vehicle Fitness Certificate 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
142		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
143		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	The application should be disposed off within the stipulated timeline
144		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
145			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	Approvals for setting up Hostel 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

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
147	Education	<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
148		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	The application should be disposed off within the stipulated timeline
149		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	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	District Superintendent of	Approval for setting up and operating a Play School 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
152	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	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
153		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	The application should be disposed off within the stipulated timeline
154		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
155			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	<b>Registration of schools under Right to Education</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
157	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	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
158		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	The application should be disposed off within the stipulated timeline
159		<ul> <li>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</li> </ul>	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
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	NoC for setting up CBSE School 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
162	Education	<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
163		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	The application should be disposed off within the stipulated timeline
164		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
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/	Mining lease/ Composite License/ Non-exclusive Reconnaissance Permit 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
167	District Mining Office	<ul> <li>All necessary procedures and checklists to be published on the portal</li> <li>Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> </ul>	No physical copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
168		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	The application should be disposed off within the stipulated timeline
169		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency</li> </ul>	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	Issue of letter of intent in case of fresh lease (for environmental clearance - category B2- Less than 5 acres)	No physical/ manual application to be required by district authorities in addition to online application
172		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 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 iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
174		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
175		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
176	District Collector/ District Magistrate	NoC for soil excavation /filling 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	The application should be disposed off within the stipulated timeline
179		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	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/	Licensing for Auditorium/ Places of Public Amusement / Performance for Public Amusement (as applicable)	No physical/ manual application to be required by district authorities in addition to online application
182	Commissioner of Police	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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
183		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
184		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
185		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

186         District Collector/ District Magistrate/         Commatograph License & License for Screening a Films (as applicable) District Magistrate/         No physical/manual application to be required by district au in addition to online application           187         Police         States/UTs are required to develop a portal with following features:- Delivery Guarantee Act         No physical/manual application to be required by district au in addition to online application submission, payment of fees to be made online iv. The portal should be able to download the final certificate from the portal wi. There should be no requirement of any physical touchpoint between the applicant should be able to download the final certificate from the portal wi. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency         District Collector/ The applicant should not be required to get in touch with dis authorities physically except in cases where inspection/ should not be required by district au in addition to online application           190         District Collector Excise         Following licenses/ permits issued by the State Excise Departments: a. Wholesale Vendor Licenses b. Import Permits c. License for Setting up Distilleries e. License for Setting up Distilleries i. All necessary procedures and checklists to be published on the portal iii. 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 iii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The inceeder for applic	
District Magistrate/ Commissioner of PoliceI. 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 ActIn addition to online application applicant and the Department/ Agency188No physical copies of documents to be required to develop a portal with following features:- u. The portal should allow applicant to track the status of the application w. The applicant should be no requirement of any physical touchpoint between the applicant and the Department/ AgencyThe application should be disposed off within the stipulated District authorities should accept downloaded certificate as should not require physically signed/ stamped certificate to obtained190District Collector ExciseFollowing licenses/ permits issued by the State Excise Departments: a. Wholesale Vendor Licenses b. Import Permits c. License for Setting up Distilleries e. License for Setting up Distilleries ii. The procedure for applicant to track the status of the application w. The applicant should be disposed off within the stipulated 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 applicant to track the status of the application w. The applicant should allow applicant to track the status of the application w. The applicant should be to download the final certificate from the portal ii. Timelines for delivery o	norities
187Policeii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Actand documents uploaded with online application should be is delivery Guarantee Act188iii. The porcedure for application submission, payment of fees to be made online iv. The applicant should be able to download the final certificate from the portal wi. There should be no requirement of any physical touchpoint between the applicant and the Department/ AgencyThe application should be disposed off within the stipulated190District Collector ExciseFollowing licenses/ permits issued by the State Excise Departments: a. Wholesale Vendor Licenses b. Import Permits c. License for Setting up Distilleries e. License for Setting up Distilleries e. License for Setting up Distilleries e. License for Setting up Bottling Plant States/ UTs are required to develop a portal with following features:- i. All necessary procedures and checklists to be published on the portal lii. Timelines for delivery of service to be mandated through the Public Service Delivery Guarantee ActNo physical / manual application should be disposed off within the stipulated194Us the portal should allow applicant to track the status of the application w. The applicant should allow applicant to track the status of the application w. The applicant should allow applicant to track the status of the application w. The application should be disposed off within the stipulated timelines for delivery of service to be mandated through the Public Service Delivery Guarantee Act iii. The porcedure for applicant to track the status of the application w. The applicant should be able to download the final certificate for mithe portal w. The applicant should allow applicant to track the status of the application w. The	
188       Delivery Guarantee Act         188       iii. The procedure for application submission, payment of fees to be made online         189       v. The applicant should be able to download the final certificate from the portal         189       v. There should be no requirement of any physical touchpoint between the applicant and the Department/ Agency         190       District Collector         191       Following licenses/ permits issued by the State Excise Departments:         a. Wholesale Vendor Licenses       No physical (manual application should be disposed off within the stipulated in authorities physically except in cases where inspection/ site mandated by law         192       Excise         193       License for Setting up Distilleries         194       License for Setting up Distilleries         195       License for delivery of service to be mandated through the Public Service         Delivery Guarantee Act       District authorities should accept downloaded certificate as should not require physically signed/ stamped certificate as should not require physically signed/ stamped certificate as should not require physically signed/ stamped certificate as a should not need through the Public Service         194       District authorities should accept downloaded certificate as o should not need to physically signed/ stamped certificate as oblication v. The applicant should be able to download the final certificate from the portal         194       II. The procedure for application submission, payment of fees t	-
188       iv. The portal should allow applicant to track the status of the application         189       iv. The applicant should be able to download the final certificate from the portal         189       v. The applicant should be no requirement of any physical touchpoint between the applicant and the Department/ Agency         190       District Collector         191       Excise         192       Following licenses/ permits issued by the State Excise Departments:         193       a. Wholesale Vendor Licenses         194       District Collector         193       Following licenses for Setting up Distilleries         194       License for Setting up Dotting Plant         194       States/ UTs are required to develop a portal with following the Public Service         194       District authorities should be disposed off within the stipulated         194       V. The portal should allow applicant to track the status of the application	fficient
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190       The applicant should not be required to get in touch with dis authorities physically except in cases where inspection/site mandated by law         191       District Collector       Following licenses/ permits issued by the State Excise Departments:       No physical/ manual application to be required by district au in addition to online application         191       Excise       Following licenses/ permits issued by the State Excise Departments:       No physical/ manual application to be required by district au in addition to online application         192       C. License for Retail Sale       No physical copies of documents to be requested by district au documents uploaded with online application should be isposed off within the stipulated         193       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       District authorities should accept downloaded certificate as should not require physically signed/ stamped certificate to obtained         194       W. The applicant should be able to download the final certificate from the portal       The applicant should not be required to get in touch with dis	3
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192       Interface for Setting up Bottling Plant         193       States/ UTs are required to develop a portal with following features:- <ul> <li>i. All necessary procedures and checklists to be published on the portal</li> <li>ii. Timelines for delivery of service to be mandated through the Public Service</li> <li>Delivery Guarantee Act</li> <li>iii. The procedure for application submission, payment of fees to be made online</li> <li>iv. The portal should allow applicant to track the status of the application</li> <li>v. The applicant should be able to download the final certificate from the portal</li> </ul> District authorities should accept downloaded certificate to obtained           194         The applicant should be able to download the final certificate from the portal	-
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States/ UTs are required to develop a portal with following features:- No physical copies of documents to be requested by district	uthority
197 i. All necessary procedures and checklists to be published on the portal and documents uploaded with online application should be	fficient
ii. Timelines for delivery of service to be mandated through the Public Service	

S.No.	Office/Department Concerned	Sub-Area	District Evaluation Criteria
198		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
199		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
200		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	Licenses/authorizations required for sale/ storage of commodities (other than fertilizer) under Essential Commodities Act, 1955 (as applicable)	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:- 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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
203		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
204		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
205		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	Application for grant of license under Insecticide Act, 1968 for manufacture, storage and sale of insecticides and pesticides and its renewal	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:- 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 copies of documents to be requested by district authority and documents uploaded with online application should be sufficient
208		Delivery Guarantee Act iii. The procedure for application submission, payment of fees to be made online	The application should be disposed off within the stipulated timeline
209		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	District authorities should accept downloaded certificate as valid and should not require physically signed/ stamped certificate to be obtained
210		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	Grant of license for 'Fair Price Shops' under the relevant act and its renewal 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
212		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
213		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	The application should be disposed off within the stipulated timeline
214		<ul> <li>v. The applicant should be able to download the final certificate from the portal</li> <li>vi. There should be no requirement of any physical touchpoint between the</li> <li>applicant and the Department/ Agency</li> </ul>	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
		VIII. Grievance Redressal/ Paperless Courts and	
216	District Collector/ District Magistrate	Filing of disputes under Revenue Courts 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	No physical/ manual application to be required by district authorities in addition to online application
217		<ul> <li>ii. The procedure for filing dispute/ case/ application, payment of fees to be made online</li> <li>iii. The system should allow (a) e-cause lists, (b) e-summons</li> <li>iv. The applicant should be able to download orders from the portal</li> </ul>	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