

Dr. K. ELLANGOVA IAS
PRINCIPAL SECRETARY TO GOVERNMENT



INDUSTRIES & NORKA DEPARTMENT
GOVERNMENT OF KERALA, SECRETARIAT
THIRUVANANTHAPURAM-695 001

Phone-Office: 0471-2327499
0471-2518445

E-mail: prlsecy.ind@kerala.gov.in
prlsecy.norka@kerala.gov.in

Dated:26.08.2020

No.246/Prl.Secy/Ind&Norka/2020

Dear

Mgdam,

As you may be aware, significant part of regulatory environment experienced by a business falls within the sphere of State Governments. In this connection, a comprehensive reform exercise in States and UTs was started by the Department for Promotion of Industry and Internal Trade (DPIIT) in December 2014. The aim of this exercise is to create a conducive business environment by streamlining regulatory structures and creating an investor-friendly business climate by cutting down red tape.

In line with the previous years' exercises, DPIIT released the **State-Business Reform Action Plan (BRAP)-2020**. The Action Plan consists of **301** action points spread across **20** Departments/Agencies covering **24** reform areas with an addition of several sector-specific reforms to ensure sectoral coverage. The reforms fall under three major categories: -

- 1. Publishing of Information:** Making available information to the public viz., Standard Operating Procedures.
- 2. Policy and Procedural Changes:** Amendments to Acts / Rules, issuing requisite Government Orders, Circulars etc. by the respective Departments.
- 3. Online system implementation:** Offering Departmental services online without any physical touch points, integrating services in single window portal and creating public dashboards.

In this regard, a set of BRAP reforms pertaining to your Department and detailed implementation plan is enclosed herewith. I request you to issue necessary directions to the Head of the Department to initiate required actions (issuing the requisite Government Orders, Notifications, Standard Operating Procedures, Checklists, amendments to Acts / Rules, implementation of online systems etc.) on the attached reform points and ensure that these reforms are implemented by **31st October 2020**. Since, entrepreneur/user feedback has significant weightage in the overall assessment of the State, it is essential that we implement all the reforms at the earliest, and publicize the same, so that entrepreneurs are aware of the reforms by the time the feedback phase begins. Also, to direct the EoDB nodal officers of your Department to share the proof of implementation to be uploaded in EoDB portal of DPIIT for evaluation.

Soliciting your kind support and cooperation in the time bound implementation of these reforms to ensure a quantum leap in Ease of Doing Business assessment this year.

Regards

Dr.K.Ellangovan

To

Smt.Sarada G. Muraleedharan IAS
Principal Secretary,
Local Self Govt. Dept.

State Business Reform Action Plan (SBRAP) 2020

Local Self Government Department

(Note: Reforms linked with additional borrowing relating to 'elimination of the requirements of renewals of certificates/ approvals/ licenses' and 'implementation of computerized central random inspection system' have been included in the State Business Reform Action Plan 2020 in line with Department of Expenditure (DoE) recommendations.)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
158	Paying Taxes	Profession tax	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
159	Paying Taxes	Profession tax	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)
160	Paying Taxes	Profession tax	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
161	Paying Taxes	Profession tax	Design and implement a system for online filing of returns and for online payment of tax as provided under the State Act and rules thereunder	Online System Implementation	Local Self Government Department	To issue DO/Letter stating the non-applicability of reform for the State	To issue DO Letter stating the non-applicability of reform for the State as per the Kerala Panchayat Raj Act and Kerala Municipality Act.	Medium Term (30 - 45 Days)
162	Paying Taxes	Profession tax	Mandate that the final profession tax registration certification (where applicable) will be issued within at most one (1) working day from the date of submission of application form	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Department to issue necessary orders to mandate that the final profession tax registration certification (where applicable) will be issued within at most one (1) working day from the date of submission of application form.	Medium Term (30 - 45 Days)
163	Paying Taxes	Profession tax	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for profession tax. The dashboard should clearly highlight the number of registrations done.	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
178	Construction Permit Enablers	Uniform Building Code	Enact a comprehensive uniform building code/building by-law applicable to the entire State	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Enact a comprehensive uniform building code/building by-law. The State may have separate sections within the uniform building code/building by-law which are applicable to specific geographic areas or areas under administrative control of different agencies/ bodies	Long Term (45 - 60 Days)
179	Construction Permit Enablers	Uniform Building Code	Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Comprehensive uniform building code/building by-law shall include provisions for risk-based classification of buildings.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
180	Construction Permit Enablers	Uniform Building Code	Ensure that the uniform building code/building by-law includes accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Comprehensive uniform building code/building by-law shall include accreditation programs and clear responsibilities for professionals including architects and engineers engaged in the construction process	Long Term (45 - 60 Days)
181	Construction Permit Enablers	Uniform Building Code	Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Comprehensive uniform building code/building by-law to define mandatory qualifications for architects and structural engineers	Long Term (45 - 60 Days)
182	Construction Permit Enablers	Construction permit	Develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	To develop legally valid master plans/zonal plans/land use plans for all urban areas and make it available online in public domain	Medium Term (30 - 45 Days)
183	Construction Permit Enablers	Construction permit	Stipulate that construction permits are provided within 45 days I. Building Plan approval is provided within 15 days II. Plinth Inspection is done within 5 days of intimation III. Final completion/occupancy certificate is provided within 25 days	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	To issue Government Order stipulating that construction permits are provided within 45 days I. Building Plan approval is provided within 15 days II. Plinth Inspection is done within 5 days of intimation III. Final completion/occupancy certificate is provided within 25 days	Medium Term (30 - 45 Days)
184	Construction Permit Enablers	Construction Permit	Publish information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals (prior to plinth	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Medium Term (30 - 45 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
			and pre - occupancy) on the website					
185	Construction Permit Enablers	Construction permit approval	<p>Design and develop an online single window system for granting construction permits with following functionalities:</p> <p>i. A common integrated application for all internal and external agencies required to provide NOCs/Approvals such as Fire Services, Water and Sewerage Department, Discoms, AAI, NMA, Forest, labour, Factory Directorate etc.</p> <p>ii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification</p> <p>iii. The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law using Auto DCR (or similar) software</p> <p>iv. Ensure that the system issues digitally signed approved building plan</p> <p>v. Provision for e-intimation to authorities of plinth level completion</p> <p>vi. Provision for e-intimation of commencement of construction</p> <p>vii. Provision for online common completion request form cum Occupancy Certificate Application with online payment</p> <p>viii. Provision for online issuance of signed occupancy cum completion certificate to the applicant</p>	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To implement an online system with the required functionalities. Government Order mandating the use of online system, User manual of online system and dummy login credentials is required for proof submission.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
186	Construction Permit Enablers	Construction permit approval	Mandate that a single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	To publish the Government order mandating a single, joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and internal departments responsible for granting construction permits in urban areas and IDCs	Medium Term (30 - 45 Days)
187	Construction Permit Enablers	Construction permit approval	Implement a system to allow approval based on third party certification (during construction and/or completion stage, as applicable) of structural design and architectural drawings by authorized structural engineers and architects respectively across all urban areas and IDCs	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To implement an online system with the required functionalities.	Long Term (45 - 60 Days)
188	Construction Permit Enablers	Construction permit approval	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) of time taken for approvals provided by the department: i. Building Plan approval ii. Plinth Approval iii. Completion/Occupancy certificate The dashboard should clearly highlight the number of approvals and the time taken for them (Mean/ Median)	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
189	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Inspection by Building Proposal Office/ relevant agency as part of obtaining construction permit: Publish a well-defined inspection procedure and checklist on department's web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Department to prepare and publish a well-defined inspection procedure and checklist on CIS portal	Medium Term (30 - 45 Days)
190	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Inspection by Building Proposal Office/ relevant agency as part of obtaining occupancy/completion certificate: Publish a well-defined inspection procedure and checklist on department's website	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Department to prepare and publish a well-defined inspection procedure and checklist on CIS portal	Medium Term (30 - 45 Days)
191	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process,	Mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	To issue Government Order mandating that inspections (except in case of complaint-based inspections) shall be limited to the checklist published on the Department's website	Medium Term (30 - 45 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
		Plinth Level Inspection and obtaining completion/ occupancy certificate						
192	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Design and implement a computerized system for identifying building/area that needs to be inspected based on risk assessment: 1. Building plan approval. 2. Plinth level inspection. 3. Completion/Occupancy certificate.	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To be onboarded in Central Inspection System for implementing a computerized system for identifying building/area that needs to be inspected based on risk assessment: 1. Building plan approval. 2. Plinth level inspection. 3. Completion/Occupancy certificate.	Long Term (45 - 60 Days)
193	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Design and implement a system for computerized allocation of inspectors	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To be onboarded in Central Inspection System to implement computerized allocation of inspectors for the conduct of inspections.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
194	Construction Permit Enablers	Inspection by Building Proposal Office/ relevant agency as part of Building Plan Approval Process, Plinth Level Inspection and obtaining completion/ occupancy certificate	Mandate online submission of inspection report within 48 hours to the Department	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	To issue Government Order mandating online submission of inspection report within 48 hours to the Department	Medium Term (30 - 45 Days)
195	Storage of construction material	Sanction for storage of construction material	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
196	Storage of construction material	Sanction for storage of construction material	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
197	Storage of construction material	Sanction for storage of construction material	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)
198	Storage of construction material	Sanction for storage of construction material	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department.	Long Term (45 - 60 Days)
214	Sector Specific- Trade License	Trade License	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
215	Sector Specific-Trade License	Trade License	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)
216	Sector Specific-Trade License	Trade License	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filling of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)
217	Sector Specific-Trade License	Trade License	Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Department to issue order to reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document	Long Term (45 - 60 Days)
218	Sector Specific-Trade License	Trade License	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations. The dashboard should clearly highlight the	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
			registrations done and the time taken (Mean/ Median)			issuing necessary Orders.	businesses to know the minimum time in which their application for mutation will be approved by the Department.	
219	Sector Specific- Trade License	Trade License	Eliminate the requirement of renewal of registration or allow system to process the submission of auto-renewal.	Policy or Procedural Changes	Local Self Government Department	To enact a new legislation or amend the existing provisions of the Act/Rule mandating the new policy or procedural change and to publish it.	Department to amend the rules to unify the fee structure like GP's and to include provision for auto renewal. Further KSWIFT system is required to be modified to incorporate auto renewals	Medium Term (30 - 45 Days)
242	Sector Specific- Cinema Halls	Registration under State Cinema Regulations rules	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
243	Sector Specific- Cinema Halls	Registration under State Cinema Regulations rules	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
244	Sector Specific- Cinema Halls	Registration under State Cinema Regulations rules	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)
245	Sector Specific- Cinema Halls	Registration under State Cinema Regulations rules	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department.	Long Term (45 - 60 Days)
246	Sector Specific- Hospitality	Signage License for advertisement	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
247	Sector Specific-Hospitality	Signage License for advertisement	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)
248	Sector Specific-Hospitality	Signage License for advertisement	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)
249	Sector Specific-Hospitality	Signage License for advertisement	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
254	Sector Specific-Telecom	Mobile Tower Approval	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
255	Sector Specific-Telecom	Mobile Tower Approval	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)
256	Sector Specific-Telecom	Mobile Tower Approval	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)
257	Sector Specific-Telecom	Mobile Tower Approval	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
			the registrations done and the time taken (Mean/ Median)			necessary Orders.	in which their application for mutation will be approved by the Department.	
262	Sector Specific-Movie Shooting	Municipal Corporation of State	Ensure information on fees, procedure and a comprehensive list of all documents that need to be provided are available on the web site	Publishing Information	Local Self Government Department	To publish information in public domain (Depts. Already having web portal)	Make publicly available accurate information regarding the approval, applicable procedures, comprehensive checklist of supporting documents, details regarding fees and other charges in public domain.	Short Term (15 - 30 Days)
263	Sector Specific-Movie Shooting	Municipal Corporation of State	Define clear timelines mandated through the Public Service Delivery Guarantee Act (or equivalent) legislation for approval of complete application	Policy or Procedural Changes	Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	The Kerala State Right to Service Act, 2012 came into force on the 4th August 2012 it defines, time-bound redressal of grievances, delivery of services and making government servants liable in case of default. Department is required to mandate timelines for service delivery basis the legislation and publish them in public domain.	Medium Term (30 - 45 Days)
264	Sector Specific-Movie Shooting	Municipal Corporation of State	Design and implement an online single window system and mandate the following features without the requirement of physical visit to the department: i. Submission of application ii. Payment of application fee iii. Track status of application iv. Download the final signed certificate v. Third party verification	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To provide faster application process and ensure transparency to obtain approval, Department is required to mandate usage of online system and develop an online system all the following provisions: • Online filing of application form • Uploading all supporting documents • Making payment online • Online tracking of application • Obtaining final signed approval/ registration certificate online. • Provision for third party verification	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
265	Sector Specific-Movie Shooting	Municipal Corporation of State	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for registrations and renewals. The dashboard should clearly highlight the registrations done and the time taken (Mean/ Median)	Online System Implementation	Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for mutation will be approved by the Department.	Long Term (45 - 60 Days)

Joint Responsibility

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
67	Land administration and Transfer of Land and Property	Property Registration	Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) in the State/UT. The searchable metadata available should be: i. Name of the Property Tax payer ii Survey no. of land / Unique Identification no. of property. The website should clearly state that the information provided online is updated, and no physical visit is required	Online System Implementation	Department of Revenue & Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Digitized land records covering compliance history of property tax, at the local municipality office in the State/ UT, would clearly indicate the encumbrances on the property.	Long Term (45 - 60 Days)
68	Land administration and Transfer of Land and Property	Property Registration	Mandate that each property (Unique Property ID including vertical structures such as apartments etc.) and plot (survey number) should have a unique id for all rural and urban areas.	Policy or Procedural Changes	Department of Revenue & Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	Assigning and mandating a unique number will help buyers to identify the property and to know about the encumbrances on the property. It can also help in tracing the details of all previous owners of a plot of land. This will bring greater transparency in the system and end	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
							uncertainty about the land ownership.	
69	Land administration and Transfer of Land and Property	Property Registration	Design an online system which will have the facility to auto-calculate the levy area-wise and enable online payment of property tax	Online System Implementation	Department of Revenue & Local Self Government Department	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To Design an online system which will have the facility to auto-calculate the levy area-wise and enable online payment of property tax	Long Term (45 - 60 Days)
71	Land administration and Transfer of Land and Property	Property Registration	<p>Integrate all land/property related records of ownership and encumbrances on one single online portal including:</p> <p>i. Data of land transaction deeds for last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.),</p> <p>ii. Updated Record of Rights at all Revenue department offices (Date of mutation), and</p> <p>iii. Data of Property Tax payment dues at all urban areas of the State/UT (Name of the Property Tax payer, Property Tax dues)</p> <p>iv. Revenue Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved])</p> <p>v. Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved])</p> <p>vi. Integrate with CERSAI</p> <p>vii Integrate with utilities (electricity & water)</p> <p>viii Integrated with cadastral maps</p> <p>The website should be publicly accessible and should clearly mention that the website is updated, and no physical visit is required. The integration should be done for all areas of the State/UT.</p>	Online System Implementation	Department of Revenue, Registration, Local Self Government Department, Department of Law, KWA & KSEB	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Integrate all land/property related records of ownership and encumbrances on one single online portal to have a real-time access of updated data from all relevant land related Agencies. All the above 8 categories of information should be made available through a single portal.	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
76	Land administration and Transfer of Land and Property	Property Registration	Publish fee details on the department website for the following: i. registration of deed ii. Mutation at Land records office iii. Mutation/name change at ULB iv. Mutation/name change at electricity and water department v. access to cadastral maps	Publishing Information	Department of Revenue, Registration, Local Self Government Department, KWA & KSEB	To publish information in public domain (Depts. Already having web portal)	To publish fee details on the department website for the following: i. registration of deed ii. Mutation at Land records office iii. Mutation/name change at ULB iv. Mutation/name change at electricity and water department v. access to cadastral maps	Long Term (45 - 60 Days)
77	Land administration and Transfer of Land and Property	Property Registration	Integrate starting process of mutation with the registration process and allow intimation of mutation as soon as the deed is registered (including land Records Office, ULBs, Utilities)	Online System Implementation	Department of Revenue, Registration, Local Self Government Department, KWA & KSEB	To implement an online system and to mandate online submission of application by issuing necessary Orders.	To integrate registration at the sub-registrar office and mutation at the land records office this will allow newly registered deeds for property sales to automatically intimate the mutation process to the relevant agency (Land records office, electricity department, water department, other utility department, etc.).	Long Term (45 - 60 Days)
78	Land administration and Transfer of Land and Property	Property Registration	Publish an online dashboard available in public domain updated regularly (weekly/fortnightly/monthly) for application submission & approvals for mutation (at land records, utilities, ULBs). The dashboard should clearly highlight the number of mutations done and the time taken for approval (Mean/ Median)	Online System Implementation	Department of Revenue, Registration, Local Self Government Department, KWA & KSEB	To implement an online system and to mandate online submission of application by issuing necessary Orders.	Department to incorporate a dynamic public dashboard to monitor & track the usage of system across Districts & State. The main objective behind creating a dashboard is to bring transparency in the system and to help businesses to know the minimum time in which their application for	Long Term (45 - 60 Days)

Reform No.	Area	Sub - Area	Reform	Reform Category	Department Involved	Action Type	Description of action to be taken by Department	Timeline for implementation
							mutation will be approved by the Department.	
118	Labour Regulation Enablers	Labour Regulation enabler	Registration under Shops & Establishment AND/OR Trade License to be given through a single form.	Policy or Procedural Changes	Labour Department and Local Self Government Department	To issue notification/ circular/ order mandating the new policy or procedural change and to publish it.	To mandate a single form which can allow registration under both the acts through an online system.	Long Term (45 - 60 Days)

Services of Local Self Government Department to be integrated in KSWIFT – Online Single Window

Mechanism

Reform Number	Area	Sub Area	Service
29	Investment Enablers	Online single window system Approvals/Renewals (Tax)	Ensure that the following services are provided through the online single window system - Registration under Profession Tax
33	Investment Enablers	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Registration for Trade License
51	Online single window system (Sectoral Licenses)	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Signage License for advertisement (registration and Renewal)
52	Online single window system (Sectoral Licenses)	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - State Cinema Regulations Rules (registration and Renewal)
54	Online single window system (Sectoral Licenses)	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Municipal Corporation of State for Movie Shooting (registration and Renewal)

Reform Number	Area	Sub Area	Service
61	Online single window system (Sectoral Licenses)	Online single window system Approvals/Renewals (Sectoral Licenses)	Ensure that the following services are provided through the online single window system - Mobile Tower Approval (registration and Renewal)