



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

(पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार)

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INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Ports, Shipping and Waterways, Govt. of India)

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No. IWAI-12035/25/2022-ADMIN RECTT

Date: 26.05.2026

CIRCULAR

Ministry of Commerce and Industry Circular dated 29 Apr 2026 reg. **Modifications in BRAP Reforms and Single Window Guidebook due to enforcement of Labour Codes** along with relevant enclosures, is enclosed herewith for information and further necessary action.

This issues with the approval of the Competent Authority.

(Neeraj Singh)

Assistant Secretary (Admn. & Estt.)

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Encl: As above

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No. P-25020/6/2026-EoDB Section
Government of India
Ministry of Commerce and Industry
Department for Promotion of Industry and Internal
(EoDB Section)

Vaniya Bhawan, New Delhi

Date: 29th April 2026

CIRCULAR

Subject: Modifications in BRAP Reforms and Single Window Guidebook due to enforcement of Labour Codes - reg.

The undersigned is directed to state that the Department is implementing the Business Reforms Action Plan (BRAP) as a key reform initiative to further strengthen the ease of doing business in the country.

Modification in State BRAP 2026

2. In this regard, all States and Union Territories are hereby informed that, consequent upon the enforcement of the Labour Codes, the following reforms shall be treated as NA1 (Not Applicable due to changes in Central rules and regulations) under State BRAP 2026:

Reform Nos. 14 to 25, 30 and 31 (**Annexure I**).

3. Further, Reform No. 2 stands modified. Under the said reform, services listed at Serial Nos. 2, 3, 4, 24, 25, 27, 28 and 38 shall be treated as NA1, owing to the implementation of the Labour Codes (**Annexure I**).

Modification in Single Window Guidebook

4. In view of the enforcement of the Labour Codes, eight (08) services, as identified in the appended list, have been subsumed under the said Codes and shall, accordingly, be treated as NA1 (Not Applicable) (**Annexure II**).

5. Further, it is clarified that authorization under the Battery Waste Management Rules, 2020 is issued by the Central Pollution Control Board (CPCB) and not by the State Authorities. Accordingly, the said service shall be classified as NA2 (Not Applicable due to implementation by Central Authority) (**Annexure III**).

6. This issues with the approval of competent authority

Encl: As stated.



(Arvind Kumar)
Under Secretary to the Govt. of India

Business Reform Action Plan 2026

Reform No	Reform Description	Status
2	<p>Extended validity of licenses</p> <p>i. Mandate perpetual or extended validity of registrations, licenses, and NoCs, subject to cancellation in case of violations.</p> <p>ii. Enforce compliance through annual self-declaration, complaint-based action, and risk-based inspections, with automatic continuation on digital fee payment where recurring charges apply.</p> <p>iii. In case renewal is still required to be there, the system should allow pre-filled previous records/ data/ documents in the applicant's login.</p> <p>A certificate from the State, supported by respective notification and walkthrough of the system, to this effect will get full marks. Inspection checklists may be required to be modified accordingly</p> <p>Perpetual license – List of approvals/NOCs/services</p> <p>2. Registration Under Contract Labour – Contractor License (State Rules Under CLRA) till the validity of the contract</p> <p>3. Registration Under Inter-State Migrant Workmen – Contractor License Validity</p> <p>4. Registration Under Factory Act</p> <p>24. Registration under Payment of Gratuity Act</p> <p>25. Registration under Building and Other Construction Workers (BOCW) Act</p> <p>27. Registration of Principal Employer under CLRA</p> <p>28. Registration under Motor Transport Workers Act, 1961</p> <p>38. Registration of Establishment under Beedi and Cigar Workers Act</p>	<p>Serial No 2,3,4, 24,25, 27,28,38 from the "Reform Description" Column are NA1 due to implementation of Labour Codes</p>
14	<p>Unify electronic registration under all labour laws (excluding Factories and Boilers) with automatic approval (eliminating the requirement of inspection prior to registration), system-generated certificates carrying the same legal validity as manually issued certificates. One form required – list of labour laws</p>	<p>NA1. (Enforcement of Labour Codes)</p>

15	<p>Publish standardized formats online on the State Labour Department or Single Window portal, merging requirements under all labour laws and factories act.</p> <p>a. Appointment Letter template including UAN/ ESIC/ LIN fields</p> <p>b. Digital Wage Slip format</p> <p>c. Registers: Attendance, Leave, Overtime, Accident, Hazardous Chemical Inventory</p> <p>d. Safety Committee: Constitution order, ToR, agenda, minutes format</p> <p>e. Women Night-Shift SOP: transport roster, escort policy, lighting checklist, ICC charter</p> <p>f. Contractor & ISMW Module: contract details, worker roster, e-Shram capture, entitlements passbook</p> <p>g. BOCW Forms: Self-assessment, payment, refund</p> <p>h. Inspection Checklists: General factory; hoists/lifts; pressure vessels; welfare; fire & electrical; construction site</p> <p>i. Returns</p>	NA1. (Enforcement of Labour Codes)
16	Eliminate the need of maintenance of multiple registers including the 'Muster roll register' and converge the all the register related requirements, in electronic form.	NA1. (Enforcement of Labour Codes)
17	Allow business to file an annual consolidated return maintained through state portal with auto-population from EPFO data, digital worker profiles and self-certification for compliant employers, supported by risk-based inspections.	NA1. (Enforcement of Labour Codes)
18	Replace establishment-specific licenses with a unified contractor license (one-time and state-wide validity) under Contract Labour (Regulation and Abolition) Act, 1970, to reduce duplication across multiple establishments. (Ref Ch III of rules)	NA1. (Enforcement of Labour Codes)
19	Increase threshold of applicability of the Act on businesses from 20 workers to 50 workers under the Contract Labour (Regulation and Abolition) Act, 1970. (Ref. rule b of sub-section 4 of section 1 of Act)	NA1. (Enforcement of Labour Codes)
20	Clearly define core and non-core activities and permit flexibility in using contract labour in certain circumstances to remove the mandatory requirement of engaging contract labour only through contractors, allowing principal employers to hire workers directly on contract. (Powers granted to States under Section 10 of the Act)	NA1. (Enforcement of Labour Codes)
21	Allow Fixed Term Employment (FTE) enabling firms to directly hire workers for a defined period with full statutory benefits,	NA1. (Enforcement of Labour Codes)

	while allowing employment to end automatically upon contract expiry without retrenchment approvals, notwithstanding anything contained in section 25F of the Act.	
22	Enhance the threshold for applicability of the provisions of Chapter V B of the Act from 100 to 300 workmen.	NA1. (Enforcement of Labour Codes)
23	For applicability under section 2m of the Act, enhance the limit of 10 workers with the help of power and 20 workers should be raised to 20 and 40, respectively.	NA1. (Enforcement of Labour Codes)
24	Under Shops & Establishment Act, allow all eligible commercial establishments to operate on a 24×7 basis across State/UT to provide operational flexibility to retail, IT/ITES, logistics, hospitality, e-commerce, and other service sectors, enabling them to function round-the-clock, with: <ul style="list-style-type: none"> a. Written consent of women employees, along with mandatory transport and security arrangements for night shifts b. Ensuring compliance to all provisions of the Act, such as weekly holidays, regulation of overtime, adherence to prescribed working hours, and prohibition of excessive duty c. Availability of welfare facilities such as canteen, restrooms, first aid, and issuance of ID cards d. Adequate security measures for nighttime economic activities. 	NA1. (Enforcement of Labour Codes)
25	Exempt factories registered and licensed under the Factories Act from registration under Shops & Establishments registration for the same premises. Shops & Establishments registration shall continue to apply only to separate offices, depots, or other commercial establishments outside the factory premises, as per applicability.	NA1. (Enforcement of Labour Codes)
30	Increase threshold under section 3 (i) from 5 to 50 for registration and applicability under the Inter State Migrant Workmen Act, 1979.	NA1. (Enforcement of Labour Codes)
31	Mandate that on filing of appeal under the BOCW Cess Act 1998 and rules, the Assessing Officer must: <ol style="list-style-type: none"> 1. Make assessment within 90 days (not 6 months) 2. Replies are due in 30 days (not 15), and 3. Refunds and adjustments are handled electronically with a 30-day refund window (instead of 13 days). 4. Appeal is to be disposed within 60 days 5. Cess Collector's certificate is issued electronically that disputed amounts are deposited 	NA1. (Enforcement of Labour Codes)

List of critical services in state single window guidebook

#	Approvals/ Clearances	Status
1	Registration of Cooperative Societies	No Change
2	Registration of Partnership Firms	No Change
3	Registration of Societies	No Change
4	Registration under Profession Tax	No Change
5	Building Plan Approval	No Change
6	Fire License/ NOC	No Change
7	Electricity Connection - Temporary	No Change
8	Obtaining Drawing Approval from Electrical Inspectorate	No Change
9	Consent to Establish (SPCB)	No Change
10	NOC for tree felling	No Change
11	Approval of plan for factory	No Change
12	Registration under Shops and Establishment Act	No Change
13	Allotment of land in Industrial Area	No Change
14	Change in Land use	No Change
15	Property Registration	No Change
16	Reconnaissance permit	No Change
17	Mobile Tower Installation	No Change

18	Ground water extraction	No Change
19	Obtaining Water Connection	No Change
20	Permission for Road cutting	No Change
21	Sewerage Connection	No Change
22	Permission for Storage of explosive and flammable materials	No Change
23	Micro Pub Brewery	No Change
24	FLM-2 License for establishment of Foreigner liquor bottling plant and operation	No Change
25	License for distillery / brewery establishment and operation	No Change
26	NOC for soil excavation/ filling	No Change
27	Stone Crusher/ Screening Plants/ Storage License	No Change
28	Sanction for Storage of Construction Materials	No Change
29	Registration of Boiler Manufacturers	No Change
30	Registration for Trade License	No Change
31	Manufacturing license	No Change
32	Drug Manufacturing License	No Change
33	Retail Drug License	No Change
34	Wholesale Drug License	No Change
35	DG set installation	No Change

36	Installation of lift/escalator and related inspections	No Change
37	Permission to draw water from river/public tanks	No Change
38	Authorization - Hazardous Waste	No Change
39	Authorization - Bio-Medical Waste	No Change
40	Authorization - Solid Waste	No Change
41	Brand Registration	No Change
42	Label Registration	No Change
43	License for IMFL sale, import/export	No Change
44	Registration under Labour Welfare Fund	No Change
45	Registration under Payment of Gratuity Act	NA 1. Subsumed under Code on Social Security
46	Registration under Building and Other Construction Workers (BOCW) Act	NA 1. Subsumed under OSH Code
47	Registration under Inter-State Migrant Workmen Act	NA 1. Subsumed under OSH Code
48	Registration of Boilers	No Change
49	License under Contract Labour (Regulation & Abolition) Act-CLRA	NA 1. Subsumed under OSH Code
50	License under Factories Act	NA 1. Subsumed under OSH Code
51	Registration of Principal Employer under CLRA	NA 1. Subsumed under OSH Code
52	Registration under Motor Transport Workers Act, 1961	NA 1. Subsumed under OSH Code
53	Registrations under Legal Metrology	No Change
54	License for pest control operations	No Change

55	Permission for Movie Shooting	No Change
56	Registration of Hotels	No Change
57	Registration of Travel Agents	No Change
58	Registration of Tour Operators, Water Sports, and Adventure Sports Operators, etc	No Change
59	Authorization - Construction and Demolition (C&D) Waste	No Change
60	Seed License	No Change
61	NOC required for setting up of Explosives, Manufacturing, Storage, Sale, Transport	No Change
62	NOC required for setting up of Petroleum, Diesel & Naphtha manufacturing, storage, sale, transport	No Change
63	Cinematograph License	No Change
64	Bar License	No Change
65	Malls/Departmental Store (Liquor)	No Change
66	NOC from municipality/ local body for State License for food business	No Change
67	Permission under Food Safety and Standards Act 2006	No Change
68	Authorization under Battery Waste Management Rules, 2020	NA2. The service is given by Central Pollution Control Board
69	Registration of rest estate agent under RERA	No Change
70	Blood Bank Licence	No Change
71	Certificate of Date of Commercial Production for availing incentives	No Change
72	Net Metering Application and Connection Agreement	No Change

73	Manufacturing License for Class A & B Medical Devices	No Change
74	Goods carriage permit	No Change
75	Registration to Sale under Insecticides Act, 1968	No Change
76	Slaughterhouse license	No Change
77	Registration of Establishment under Beedi and Cigar Workers (Conditions of Employment) Act, 1966	NA 1. Subsumed under OSH Code
78	Registration of builder under RERA	No Change
79	Layout Plan Approval	No Change
80	VAT Registration Certificate	No Change

Annexure 3**Old Labour acts and Labour codes mapping**

S.No	Labour Acts	Code
1	The Factories Act, 1948	Occupation and Safety Code
2	The Mines Act, 1952	
3	The Dock Workers (Safety, Health and Welfare) Act, 1986	
4	The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996;	
5	The Contract Labour (Regulation and Abolition) Act, 1970	
6	The Plantations Labour Act, 1951	
7	The Inter-State Migrant workmen (Regulation of Employment and Conditions of Service) Act, 1979	
8	The Working Journalist and other News Paper Employees (Conditions of Service and Miscellaneous Provision) Act, 195	
9	The Working Journalist (Fixation of rates of wages) Act, 1958	
10	The Motor Transport Workers Act, 1961	
11	The Sales Promotion Employees (Conditions of Service) Act, 1976	
12	The Beedi and Cigar Workers (Conditions of Employment) Act, 1966	
13	The Cine Workers and Cinema Theatre Workers Act, 1981	
14	The Payment of Wages Act, 1936	Code on Wages
15	The Minimum Wages Act, 1948	
16	The Payment of Bonus Act, 1965	
17	The Equal Remuneration Act, 1976	
18	The Employee's Compensation Act, 1923	Code on Social Security
19	The Employees' Provident Funds and Miscellaneous Provisions Act, 1952	
20	The Employees' State Insurance Act, 1948	

21	The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959;	
22	The Maternity Benefit Act, 1961;	
23	The Payment of Gratuity Act, 1972;	
24	The Cine-Workers Welfare Fund Act, 1981;	
25	The Building and Other Construction Workers' Welfare Cess Act, 1996;	
26	The Unorganised Workers' Social Security Act, 2008.	
27	Trade Unions Act, 1926	Industrial Relations Code
28	the Industrial Employment (Standing Orders) Act, 1946	
29	the Industrial Disputes Act, 1947	



**DEPARTMENT FOR PROMOTION OF
INDUSTRY AND INTERNAL TRADE**
MINISTRY OF COMMERCE AND INDUSTRY
GOVERNMENT OF INDIA

**DISTRICT BUSINESS REFORMS ACTION
PLAN 2025**
Implementation Guide for States/ UTs

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1. Introduction

- 1.1 Business Reforms Action Plan (BRAP), initiated by the Department for Promotion of Industry and Internal Trade (DPIIT) since 2014 in partnership with states and Union Territories (UTs), has played a pivotal role in transforming India's regulatory landscape through a series of strategic reforms. The action plan is designed to strengthen transparency, efficiency, and effectiveness within the regulatory framework for businesses.
- 1.2 Over the years, BRAP has dynamically evolved, embracing new reforms, sectors, and leveraging communication technology to elevate the quality of services being provided to businesses. The 2025 edition of BRAP marks the introduction of a new generation of reforms, aligning with key government initiatives such as Reducing Compliance Burden (RCB), Decriminalization, and the B-READY components. Of the ten focus areas under B-READY, six are addressed through BRAP namely Business Entry, Business Location, Utility Services, Labour, Taxation, and Dispute Resolution while four areas, namely Financial Services, International Trade, Market Competitiveness, and Business Insolvency, remain outside its scope.
- 1.3 In response to the deliberations at the National Conference of Chief Secretaries (December 2024), the District BRAP is envisioned as a state-driven exercise, enabling States to take the lead in driving business reforms at the district level. The framework covers approvals that are either applied for and granted at the district level or applied for at the state level but implemented locally.
- 1.4 The implementation guidebook comprises of six sections: District approvals and services, Digitization and Mutation of property records, Time-bound inspection systems, District-level investment facilitation, fostering start-ups in tier II & III cities and Industrial parks. A total of 154 reforms have been formulated, each accompanied by a defined reform objective and an assessment checklist. The Format of the dashboard is provided in Annexure II, and the format for providing User Database is detailed in Annexure III of the guidebook.
- 1.5 Under District BRAP, Districts are not expected to develop their own portal or come out with notifications. State Governments are required to develop/ operate/ update portals and online systems as well as issue required notifications.

1.6 Districts' and States' Role in District level approvals and services:

- 1.6.1 Districts' Role: The district approval authority shall ensure that the approvals, licenses, NoCs are processed within the timelines by delegating verification tasks to subordinate officials, monitoring and facilitation, and enforcing accountability of the district officials. This includes convening regular reviews with the line departmental, resolving inter-departmental bottlenecks if any, and acting as the escalation point for businesses in case of delays.
- 1.6.2 States' Role: State authorities shall ensure that all the district level approvals, licenses, NoCs are integrated into the dashboard. Further, states shall issue guidelines to the districts as deemed necessary for the better implementation of District BRAP.

1.7 Districts' and States' Role in Inspections:

- 1.7.1 Districts' Role: The district authority shall ensure officers adhere strictly to standardized checklists and submit inspection reports within stipulated timelines. Further, district authority shall Monitor inspection activities of officers across departments and ensure that inspections are conducted in a coordinated manner with all relevant line departments. Where joint inspections are not feasible, efforts must be made to complete individual inspections within the prescribed timelines.
- 1.7.2 States' Role: State government should make certain provisions for joint inspection in a seamless manner, by ensuring that departments share inspection schedules in advance, adopt a single

unified checklist, and designate a coordinating officer so that businesses face only one consolidated visit instead of multiple inspections

1.8 It is only the efficiency of implementation, which will be measured at District level. Evidence will be submitted by State Government, while efficiency of grant of approval will be measured at District level.

Reform points under District BRAP are formulated as under.

2. District Level Services

Reforms 1 - 43

For services 1 - 43: Facilitate coordination between District Authorities, and State Government Departments and ensure all services under District BRAP to be **delivered end-to-end through an online system** – from application to surrender/closure – with **no physical touchpoints** at any stage.

Implementation:

- The services which are not notified under PSG Act or equivalent legislation shall be notified for the notifying the timelines.
- The district authorities shall ensure that all applications are processed strictly within the timelines prescribed under the PSG Act or equivalent legislation.
- All approvals, renewals, transfers, amendments, and cancellation/ surrender wherever applicable should be processed end-to-end online, without the requirement of physical visits.

Note:

For the above-mentioned approvals, wherever applicable, online provision of services should be ensured for all stages of a business lifecycle — registration, renewal, transfer, amendment, and cancellation/ surrender – through the State Single Window System.

The districts’ role is common for the above approvals. The listed evidence must be submitted separately for each approval.

Reform objective	Checklist for assessment
<p>Reforms 1 - 43:</p> <ul style="list-style-type: none"> ▪ To streamline and digitize district-level approvals ▪ This will ensure timely service delivery, enhance transparency, and reduce compliance burden for businesses. 	<ol style="list-style-type: none"> 1. Screenshots/ URL access to each service module 2. URL access to dashboards having district level data for the services provided on the following: <ol style="list-style-type: none"> a. Number of applications received b. Number of applications processed c. Number of applications processed within PSG timeline d. Number of applications processed beyond PSG timeline

Reforms 44 - 45

For services 44 - 45: Enable digital registration for job seekers, real-time vacancy alerts, and enhanced job-matching mechanisms.

Implementation:

- Facilitate adoption of the digital employment portal at the district level.
- Ensure availability of physical assistance centers or kiosks for digitally underserved populations.
- Coordinate with state IT teams for integration and troubleshooting.
- Monitor platform usage and placement outcomes, and report periodically.
- Organize job fairs and employer-job seeker interface events using digital tools.

Reform objective	Checklist for assessment
<p>Reforms 44 - 45:</p> <ul style="list-style-type: none">▪ To digitize and streamline employment services at the district level by enabling end-to-end online registration of job seekers, integrating real-time vacancy alerts from employers, and deploying intelligent job-matching tools to improve employment outcomes and reduce manual processes.	<ol style="list-style-type: none">1. URL and screenshots of registration interface.

Reform 46

For service 46: Ensure that information on availing credit, including schemes and provisions of the Government of India, is accessible through online Portal. Credit applications should be processed and approved within the timelines specified in the respective scheme guidelines.

Implementation:

- Issue an SOP for availing credit under the respective scheme along with the timeline and documents required for the following scheme:
 - PMEGP (Prime Minister's Employment Generation Programme)
 - MUDRA Loans (Shishu, Kishor, Tarun)
 - Stand-Up India Scheme
 - PM SVANidhi (for street vendors)
 - Self Help Group (SHG) Bank Linkage Loans
 - Kisan Credit Card (KCC)
- develop an online facility for entrepreneurs to check eligibility for loans under respective schemes/ provisions.
- Integrate with DigiLocker for seamless access to verified business documents.
- Populate District-specific Credit Information on the portal, including bank contact points, sector-relevant schemes, and success stories.
- Coordinate with Lead Bank and District Industry Centre (DIC) to verify and regularly update credit-related data and outreach materials.
- Identify Key MSME and Start-up Segments in the district and ensure relevant schemes are prominently featured.
- Conduct Awareness Sessions/ Workshops with entrepreneurs, industry associations, and SHGs to promote scheme uptake.
- Track and Report Scheme Utilization Trends to the State for policy feedback and gap analysis.
- Link Credit Facilitation Services (if available at DICs) to the portal for investor follow-through and handholding.

Reform objective	Checklist for assessment
Reform 46: <ul style="list-style-type: none">▪ To empower entrepreneurs and investors at the district level by providing comprehensive, up-to-date, and easily accessible information on credit schemes, including those offered by the Government	<ol style="list-style-type: none">1. URL of information covering credit scheme details.2. URL of credit facilities online3. URL access to dashboards having district level data for the credit schemes provided on the following:

of India. This ensures informed decision-making, improves credit uptake, and promotes financial inclusion by making funding options transparent

- a. Number of applications received
 - b. Number of applications processed
 - c. Number of applications pending
 - d. Number of applications processed within credit scheme timeline
 - e. Number of applications processed beyond credit scheme timeline
4. URL access to Application status tracking for the applicants

Digitization and Mutation of property records

Reform 47: Ensure that all transaction deeds—conveyance, lease, property registry, Records of Rights (RoR)—maintained at the Sub-Registrar offices are digitized and made available online for at least the past 20 years. Access to downloadable records should be enabled for each transaction, with gender-disaggregated data on property ownership captured and digitized to enhance transparency and inclusivity.

Implementation:

- Sub-Registrar offices need to digitize all conveyance, lease, registry, and RoR records for the past 20 years.
- Ensure proper scanning, indexing, and tagging of gender-disaggregated data during digitization.
- Upload verified records onto the online portal and ensure records are downloadable by applicants.
- Track progress locally and troubleshoot issues in collaboration with state officials and service providers.

Reform 48: Implement and monitor systems at the district level to ensure that registered property deeds are issued to applicants on the same day of registration, as per State mandate. The Sub-Registrar office must track compliance and escalate delays for resolution.

Implementation:

- Ensure that all Sub-Registrar offices issue registered property deeds to applicants on the same day of registration.
- Track real-time processing of applications and ensure compliance using the state-provided digital platform.
- Periodically report data to the state on issuance timelines, reasons for delays, and resolution status.
- Establish a grievance mechanism to escalate cases of delay to higher authorities for timely resolution.

Reform 49: Ensure that each property (rural and urban, including vertical structures) is assigned a unique property ID based on survey. Urban Local Bodies and Panchayats must digitize and display property tax dues with searchable metadata such as property owner name and plot ID in the public domain.

Implementation:

- Coordinate with ULBs and Panchayats to assign unique property IDs for all properties (rural and urban), including vertical structures.
- Ensure complete digitization of property tax records and dues.
- Cross-check data accuracy with local records and conduct field validations where needed.
- Monitor ULB/ Panchayat compliance and report status to the state regularly.

Reform 50: Ensure the latest cadastral maps for all rural and urban areas are digitized and provided to the State in a standardized format. These should be accessible to the public through online portals, integrated with plot-level metadata.

Implementation:

- Digitize the latest cadastral maps for all rural and urban areas, as per state-specified standards.
- Submit the digitized and standardized cadastral maps to the online portal within the defined timelines.
- Integrate plot-level metadata (e.g., survey number, owner details, area, usage) with each digitized map.
- Work with local authorities (e.g., Tehsils, ULBs, Panchayats) for data verification, validation, and updates.

Reform 51: Digitize court case information related to land/ property—covering both Revenue and Civil Courts—including party names, case status, and filing date. In addition, ensure implementation of grievance mechanism for property registration services at Sub-Registrar Offices to handle complaints efficiently.

Implementation:

- Coordinate with Revenue and Civil Courts to ensure digitization of all ongoing and historical land/ property-related court cases, including metadata like party names, case status, and filing dates.
- Upload digitized case data into state-approved platforms and ensure synchronization with land record databases.
- Establish an effective grievance redressal system at Sub-Registrar Offices (e.g., physical counters, online portals, call centers) with tracking and resolution timelines.
- Display information about grievance redressal procedures prominently at Sub-Registrar offices and online.
- Track progress, address operational challenges, and submit regular reports to the State on both digitization and grievance handling.

Reform objective	Checklist for assessment
<p>Reform 47:</p> <ul style="list-style-type: none"> ▪ To enhance transparency, inclusivity, and ease of access by digitizing property transaction records over the past 20 years and making them available online, with a focus on gender-disaggregated data to empower equitable property ownership. 	<ol style="list-style-type: none"> 1. Screenshots/ URL access to online system to substantiate the availability of required information on the website.
<p>Reform 48:</p> <ul style="list-style-type: none"> ▪ To improve service delivery, enhance satisfaction, and reduce inefficiencies by 	

<p>ensuring same-day issuance of registered property deeds, with robust tracking and accountability mechanisms for timely delivery.</p>	<ol style="list-style-type: none"> 1. Screenshots/ URL access to online system to substantiate the availability of grievance mechanism. 2. Screenshots/ URL access to the dashboards having district level data on the property registrations with the timeline.
<p>Reform 49:</p> <ul style="list-style-type: none"> ▪ To enhance transparency, accountability, and efficiency in property tax administration by assigning unique property identifiers and making property tax dues publicly accessible through searchable digital systems, enabling better governance and increased revenue collection. 	<ol style="list-style-type: none"> 1. URL access to online system to substantiate the availability of required property information on the website 2. URL access to publicly accessible property search portal through property owner name and plot ID.
<p>Reform 50:</p> <ul style="list-style-type: none"> ▪ To improve land governance, transparency, and access to land information by ensuring all cadastral maps are digitized, standardized, and publicly accessible, with integrated plot-level metadata for better planning and dispute resolution. 	<ol style="list-style-type: none"> 1. URL access to the online portal showing access to digitized cadastral maps. 2. URL access to integrated plot-level metadata (area, usage, ownership details).
<p>Reform 51:</p> <ul style="list-style-type: none"> ▪ To enhance transparency, accountability, and trust in land administration by: ▪ Digitizing all land/property-related court cases for easy tracking and dispute resolution. ▪ Institutionalizing grievance mechanisms in Sub-Registrar Offices to ensure timely redressal of complaints related to property registration. 	<ol style="list-style-type: none"> 1. URL link to online platform containing digitized land/property court case details with search features through party name, case status and filing date. 2. URL link to online grievance mechanism with the following: <ol style="list-style-type: none"> a. Grievance tracking page with status update. b. Data on number of complaints received, resolved, and pending with timelines.

3. Time-Bound Inspection Systems

Reform 52 - 94:

For services 1 – 43: Ensure that the inspections (for grant/ surrender of approval and compliance) mentioned under the District BRAP and essential services under State BRAP are completed within the timeline notified for inspections.

Implementation:

- Monitor to ensure that all inspection timelines as notified under relevant Acts/ Rules are clearly communicated to field-level inspection authorities.
- Coordinate with respective regulatory agencies/ departments to enable joint or synchronized inspections where feasible.
- Organize periodic orientation programs for inspection authorities on service timelines, process digitization, and investor interface.
- Track and report monthly performance on inspection timelines to State authorities.
- Escalate delays or repeated violations for corrective action and administrative accountability to respective Departments.
- Hold monthly review meetings at the district level to analyze inspection-related delays, system gaps, and recommend improvements.
- Monitor Inspection Dashboards on time bound inspections, total number of inspections conducted, and number of enterprises exempted based on self-certification and third-party certification.

Reform 95 - 137:

For Services 1 – 43: Ensure that the inspection reports as per checklist are uploaded on the designated portal within 24 hours of inspection or on real time basis, preferably on a real time basis.

Implementation:

- Ensure that all inspection authorities are instructed to upload completed checklists within 24 hours of inspection or on a real time basis.
- Provide necessary training and digital tools (e.g., tablets, handheld devices) to field inspection teams to enable digital documentation and uploads.
- Assign accountability to specific officers for non-compliance with the 24-hour upload rule and encourage real-time upload using mobile or tablet-enabled digital formats where feasible.
- Escalate delays and discrepancies to departmental heads for corrective actions.
- Ensure that uploaded inspection checklists are visible to the concerned business on the designated portal for transparency.
-
- Ensure that all departments adopt standardized and approved inspection checklists to minimize discretion and ensure consistency.
- DIC or Collector's Office is to monitor compliance on inspection related provisions with checklist upload timelines.
- Set up a helpdesk at the DIC to address business grievances related to non-upload or delayed uploads of inspection reports.

Reform objective	Checklist for assessment
<p>Reform 52 - 94:</p> <ul style="list-style-type: none"> ▪ The objective of timely conducting inspections for businesses is to ensure timely grant of approval and ensure compliance with applicable regulations while promoting transparency, accountability, and operational efficiency. ▪ Timely inspections help support a fair and predictable regulatory environment, reduce unnecessary delays, and enhance investor confidence by fostering a business-friendly ecosystem aligned with the principles of ease of doing business. 	<ol style="list-style-type: none"> 1. URL/ Link, screenshot of inspection dashboard monitoring inspection status and timelines. 2. URL access to dashboards having district level data for the inspections conducted on the following: <ol style="list-style-type: none"> a. Total number of inspections to be conducted b. Total number of inspections conducted within timeline c. Total number of inspections conducted beyond timeline d. Total number of pending inspections e. Number of enterprises exempted based on self-certification f. Number of enterprises exempted based on third-party certification. 3. URL access to the inspection status tracking.
<p>Reform 95 - 137:</p> <ul style="list-style-type: none"> ▪ To promote transparency and accountability in the regulatory inspection process by ensuring that inspection checklists are uploaded on the designated portal within 24 hours of completion of inspection, preferably on a real-time basis, thereby enabling timely access to inspection outcomes by relevant stakeholders and facilitating ease of compliance for businesses. 	<ol style="list-style-type: none"> 1. URL access to the dashboards having district level data displaying the following: <ol style="list-style-type: none"> a. Total number of inspections conducted b. Total number of inspections' report uploaded within 24 hours c. Total number of inspections' report uploaded beyond 24 hours

4. District-Level Investment Facilitation

<p>Reform 138: Ensure that District Industry Centers (DIC) should be well equipped with all the required information, equipment and support staff to facilitate the investors as Single Point of contact for filing of applications.</p> <p>Implementation:</p> <ul style="list-style-type: none"> ▪ Ensure DIC offices are physically accessible, adequately furnished, and IT-enabled to serve as facilitation centers for investors. ▪ Deploy dedicated and trained staff at DICs to act as investor facilitation executives and provide guidance for application filing and approvals. ▪ Organize periodic training programs for DIC staff on State Single Window System, sector-specific policies, and central/ state-level incentives.

- Ensure DICs are equipped with updated information resources, including:
- Application procedures
- List of approvals/ clearances
- Investment-related policies
- Contact points across departments
- Monitor DIC performance in terms of investor footfall, resolution timelines, and quality of facilitation, and submit periodic reports to the state.

Reform 139: Information on availability of raw materials (agricultural/ mining), upstream and downstream industries, industrial infrastructure/ connectivity/ port/ railways/ airport/ ICD/ warehouses, R&D facilities, skilling institutes and other input materials should be available online as investor guide for identified economic areas in the district.

Implementation:

- Identify and Map Key Economic Areas and industrial clusters within the district.
- Collate comprehensive Information on raw materials, industrial infrastructure, logistics, R&D centers, and skill development institutions.
- Engage with local stakeholders such as industry bodies, academic institutions, and local authorities to validate and enrich data.
- Regularly update the information to ensure accuracy and relevance for investors.

Reform 140: Training Need Assessment (TNA) of officers/ staff engaged in investment promotion and facilitation should be undertaken annually and gaps should be addressed through training and mentoring.

Implementation:

- Conduct Annual Training Needs Assessment for all officers/ staff involved in investment promotion using the State's approved framework.
- Submit TNA Reports to the State with identified gaps and suggestions for targeted training interventions.
- Nominate Officers for Scheduled Trainings and ensure full participation and post-training application.
- Organize Mentoring Sessions (preferably quarterly) with experienced officers/ industry experts for knowledge sharing and refinement of skills.
- Maintain a Capacity-Building Tracker to monitor individual staff training history, feedback, and progress.
- Integrate Learnings into Daily Operations to enhance investor facilitation, query handling, and overall responsiveness.

Reform 141 Implement targeted e-learning modules for district officials based on TNA findings, using platforms such as iGOT Karmayogi or state-level LMS, with participation tracking and completion certificates as evidence.

Implementation:

- Develop and roll out e-learning modules tailored to gaps identified in the TNA via platforms such as iGOT Karmayogi or the State LMS
- Mandate course participation for relevant officials and track progress via centralized dashboards
- Issue digital certificates and integrate them into annual performance reviews to institutionalize learning.

Reform 142: Conduct regular knowledge-sharing workshops at the district level from other districts or states, highlighting successful case studies and replicable models coordinated by the DIC in collaboration with key line departments.

Implementation:

- Direct DICs to organize quarterly knowledge-sharing sessions in collaboration with key line departments.
- Create a district-level repository of case studies and best practices accessible to all departments
- Involve officials from other high-performing districts or states as guest speakers or present replicable models.

Reform 143: A Relationship Officer (RO) should be allotted to facilitate investments of more than INR 50 Crores, throughout the lifecycle of the project, which is monitored online on a monthly basis.

Implementation:

- Identify and assign Trained Relationship Officers for all eligible investment proposals above ₹50 Cr within the district.
- Develop a Platform to track interactions, and review project status monthly.
- Coordinate with Line Departments Locally to ensure that investor issues raised by the RO are resolved within defined timelines.
- Submit Monthly Performance Reports to the State Nodal Department.
- Engage with Investors Regularly through ROs to collect feedback and improve district-level investment facilitation practices.

Reform 144: Streamline credit facilitation by institutionalizing a standardized, digital DPR (Detailed Project Report) intake process at DICs.

Implementation:

- Roll out a centralized DPR intake template capturing capital, equity, debt, sector, and employment details.

Reform 145: Bank/ SLBC approved DPRs/ reports for key projects (manufacturing and services) should be available online as well as at District Industries Centers for entrepreneurs to refer to.

Implementation:

- Display and Disseminate Bank-Approved Project Reports at the District Industries Centre in both digital and physical formats.
- Facilitate Entrepreneurs by assisting with interpretation and customization of reports for specific business needs.
- Collect Feedback from Users to report data quality, usability, and demand for new sectors to the State.

Reform 146: Information about a panel of experts should be available for investors to get professional advice on technical sectoral insights for setting up, operating and improving efficiency of operations as well as domains such as R&D, logistics, taxation, etc.

Implementation:

- Identify Local Experts from industry bodies, academia, technical institutes, and professional consultancies to be nominated for the State's expert panel.
- Promote awareness among investors about the availability and scope of expert consultations through DICs, investment cells, and local outreach.
- Facilitate Scheduling and Coordination between investors and relevant experts as per investor requirements.
- Capture Feedback and Case Outcomes post-consultation to assess effectiveness and recommend improvements to the State.
- Ensure details regarding experts are updated periodically Document Use Cases where expert support help resolve investment or operational issues, to showcase best practices and promote adoption.

Reform 147: Facilitate formal linkages between district MSMEs and CSIR Innovation Complexes to enhance access to cutting-edge R&D, prototyping facilities, and regulatory/commercialization support.

Implementation:

- Identify relevant CSIR Innovation Complexes (e.g., CSIR-IC Mumbai) aligned with local industry sectors.
- Establish MoUs between DICs and CSIR complexes to provide MSMEs with prioritized access to R&D and prototyping resources.
- Organize periodic district-level innovation clinics and technology transfer sessions in collaboration with CSIR experts.

Reform 148: Strengthen district-level facilitation for Anusandhan National Research Foundation (ANRF) schemes to boost innovation and technology development among enterprises, academic institutions, and start-ups.

Implementation:

- Establish dedicated support mechanisms under DICs to disseminate information on ANRF schemes.
- Provide hands-on guidance to stakeholders for accessing funding opportunities and navigating application processes.

Reform objective	Checklist for assessment
<p>Reform 138:</p> <ul style="list-style-type: none"> ▪ To strengthen the role of District Industry Centres as the first-level facilitation touchpoint for investors by ensuring they are adequately staffed, technologically enabled, and equipped with up-to-date sectoral and regulatory information. 	<ol style="list-style-type: none"> 1. List of Designated Nodal Officers/Support Staff with roles, contact details, and assigned responsibilities of DIC personnel handling investor facilitation. 2. URL/Link to District Website/ to confirm the requirements stated.

<p>Reform 139:</p> <ul style="list-style-type: none"> ▪ Objective is to empower investors with comprehensive, location-specific information on industrial potential and ecosystem enablers in the district. ▪ By making data on raw material availability, infrastructure, logistics, industry linkages, R&D, and skilling institutions available online, DICs may facilitate decision making regarding investment. 	<ol style="list-style-type: none"> 1. Copy of District Investor Guide / Compendium containing detailed information on: <ol style="list-style-type: none"> a. Raw materials (agriculture, mining, etc.) b. Upstream/ downstream industry linkages c. Infrastructure (connectivity, ports, railways, airports, ICDs, warehouses) d. R&D and skilling institutions e. Key industrial and economic zones
<p>Reform 140:</p> <ul style="list-style-type: none"> ▪ To build institutional capacity at the district level by systematically identifying skill gaps among officers involved in investment promotion and facilitation. ▪ The goal is to ensure that personnel are equipped with updated knowledge, sectoral insights, and investor engagement skills through structured training and mentoring programs, thereby improving service delivery and investor experience. 	<ol style="list-style-type: none"> 1. Training Calendar / Annual Capacity Building Plan detailing training topics, schedules, mode (online/offline), and implementing agencies. 2. List of Officers Covered in the TNA with designations and departments/ units involved in investment promotion. 3. Copy of Training Need Assessment (TNA) Report showing the methodology, officer-wise assessment, and identified skill gaps.
<p>Reform 141:</p> <ul style="list-style-type: none"> • To Strengthen district-level implementation capacity by equipping officials with targeted knowledge and skills through e-learning modules aligned with TNA findings 	<ol style="list-style-type: none"> 1. URL to the list of e-learning modules developed or adopted, including platform links. 2. Participation and completion report extracted from LMS or platform backend
<p>Reform 142:</p> <ul style="list-style-type: none"> • To enable peer learning and local replication of good practices through structured, recurring workshops that highlight successful initiatives from within and across states 	<ol style="list-style-type: none"> 1. District calendar/plan for workshops 2. Agenda and participation list from conducted workshops 3. Photos or recordings of workshops
<p>Reform 143:</p> <ul style="list-style-type: none"> ▪ To ensure end-to-end facilitation and handholding support for high-value investments (above ₹50 Cr) by assigning dedicated relationship officers. This promotes investor confidence, reduces turnaround time for approvals, and enables seamless project execution through regular digital monitoring and accountability. 	<ol style="list-style-type: none"> 1. List of Assigned Relationship Officers with names, designations, contact details. 2. Standard Operating Procedure (SOP)/ Guidelines clearly describing roles, responsibilities, and lifecycle support expectations from the relationship officers. 3. Monthly Online Monitoring Dashboard Screenshot / URL showing the status of projects above ₹50 Cr and activities undertaken by assigned officers.

	4. Monitoring Report/ Progress Update capturing key issues raised, resolutions provided, and facilitation actions taken by the officer.
<p>Reform 144:</p> <ul style="list-style-type: none"> To ensure transparency and efficiency in credit facilitation by standardizing and digitizing the Detailed Project Report (DPR) intake process for all applicants at the district level 	1. Digital DPR intake form/template integrated on the district portal;
<p>Reform 145:</p> <ul style="list-style-type: none"> To support aspiring entrepreneurs by providing access to standardized, bank-approved project reports for key manufacturing and service sector projects. Making these reports readily available—both online and at District Industries Centres—enhances transparency, reduces information asymmetry, and enables entrepreneurs to prepare viable business proposals aligned with financial institutions' expectations. 	1. URL / Screenshot of project reports uploaded on the online Portal
<p>Reform 146:</p> <ul style="list-style-type: none"> To strengthen investor support mechanisms at the district level by providing access to a panel of domain experts who can offer professional guidance on technical, operational, and strategic aspects. This initiative will help investors make informed decisions, improve business efficiency, and resolve sector-specific challenges, thereby enhancing the ease of doing business in the district. 	<ol style="list-style-type: none"> List of empanelled experts including names, qualifications, sector/ domain expertise (e.g., R&D, logistics, taxation), and contact details available in public domain. Terms of Reference (ToR)/ Engagement Guidelines defining roles, responsibilities, consultation process, and confidentiality protocols for expert interactions. Data on use of experts by businesses.
<p>Reform 147: To strengthen MSMEs' innovation capacity and competitiveness by providing direct access to CSIR's technical expertise, advanced prototyping, and market-readiness support.</p>	<ol style="list-style-type: none"> Signed MoUs between DICs and relevant CSIR Innovation Complexes. Number of MSMEs utilizing CSIR facilities or services through the district linkage.
<p>Reform 148: To increase district-level participation in ANRF funding and programs, enabling enterprises, and start-ups, to access financial and technical support for innovation, R&D, and technology adoption.</p>	<ol style="list-style-type: none"> Records of district-level awareness programs and outreach sessions conducted. Number of applications submitted to ANRF schemes from the district (pre- and post-reform implementation)

5. Fostering Startup Growth in Tier 2/3 Cities

Reform 149: Each district must have a dedicated Startup Cell within the District Industries Centre (DIC) to serve as a single point of contact for startups. This cell will handhold startups through various processes, provide grievance redressal, and support entrepreneurs in navigating schemes and approvals. The cell will also facilitate onboarding of startups on to the BHASKAR portal.

Implementation:

- Set up the District Startup Cell within DIC with designated officers for handling startup queries and grievances.
- Publish contact details of startup support officers (email, phone, helpdesk) on district websites and startup microsites.
- Develop a district-level startup knowledge microsite with consolidated information on central, state, and district schemes, toolkits, policy guidelines, and application processes.

Reform 150: Districts should actively promote the creation of incubation centres, co-working spaces, and plug-n-play facilities to provide affordable, ready-to-use infrastructure for startups, especially in smaller towns where such facilities are limited.

Implementation:

- Facilitate public-private partnerships (PPP) to establish startup infrastructure like co-working spaces and plug-n-play incubators within the district.
- Ensure district-level access to incubation and support facilities such as product testing labs, maker spaces, and design centres.
- Focus on creating these facilities within educational hubs, industrial areas, and under-utilized government buildings.

Reform 151: Districts should develop a structured mentoring network to connect startups with sector experts, experienced entrepreneurs, and academicians to support business growth and skill development.

Implementation:

- Build a district mentor pool consisting of local industry experts, senior academicians, retired professionals, and successful entrepreneurs.
- Organize workshops and skill-building sessions on startup management, fundraising, market access, and emerging sectoral trends.
- Facilitate mentoring linkages for early-stage startups and offer one-on-one guidance for scaling and strategy.

Reform 152: District authorities should proactively coordinate with banks and financial institutions to ensure that credit is accessible to eligible startups under existing central and state schemes.

Implementation:

- Engage with district-level bankers to earmark startup-specific credit under schemes such as CGSS, Mudra, CGTMSE, PMEGP, and other financial products.
- Organize credit facilitation camps and create a direct interface between startups and bank officials to address loan processing delays.
- District Startup Cell should track loan applications from startups to ensure timely processing and resolution of credit-related grievances.

Reform objective	Checklist for assessment
<p>Reform 149</p> <ul style="list-style-type: none"> To strengthen institutional support for startups at the district level by establishing a dedicated Startup Cell within the DIC. The Cell will serve as a one-stop contact point for providing handholding, resolving grievances, and disseminating relevant schemes and guidelines, thereby creating a structured support ecosystem for entrepreneurs. 	<p>URL link of the startup knowledge microsite hosted on the district or DIC website.</p> <ol style="list-style-type: none"> 1. Published contact details (phone, email) of the district startup nodal officer. 2. URL link to grievance redressal mechanism to the start-up 3. List of start-ups onboarded to the BHASKAR portal through facilitation by start-up cells
<p>Reform 150</p> <ul style="list-style-type: none"> To enhance access to affordable and functional startup infrastructure by facilitating public-private partnerships for setting up co-working spaces, incubation centres, and plug-and-play facilities within the district. This aims to reduce entry barriers for startups and promote industrial and service-based entrepreneurship. 	<ol style="list-style-type: none"> 4. MoUs/agreements signed with private entities for establishment of incubation/co-working spaces. 5. Photos and usage details of functional facilities, including type of infrastructure and startup occupancy. 6. List of facilities with capacity, location, and sectoral focus.
<p>Reform 151</p> <ul style="list-style-type: none"> To provide structured mentoring and skill-building support to startups by establishing a local mentor network and organizing training sessions. This initiative aims to address capacity gaps in business planning, sectoral knowledge, and soft skills, especially among early-stage entrepreneurs. 	<ol style="list-style-type: none"> 7. Database of mentors with profiles detailing expertise, affiliation, and contact information. 8. Workshop/training session schedule with topics covered and attendance records. 9. List of startups matched with mentors and mentoring session records.
<p>Reform 152</p> <ul style="list-style-type: none"> To improve access to formal credit for DPIIT-recognised startups by coordinating with banks and financial institutions for earmarking funds under schemes such as CGSS, MUDRA, CGTMSE, and PMEGP. This aims to reduce credit bottlenecks and support financial sustainability of startups. 	<ol style="list-style-type: none"> 10. Minutes of meetings or communications with banks regarding startup credit facilitation. 11. List of startups assisted in applying for or receiving credit, with scheme-wise details. 12. Loan sanction letters or status reports submitted by banks.

6. Industrial Parks

Reform 153: Maintain and regularly update geo-tagged industrial land inventories and integrate them with the IILB Portal to enhance land transparency and investor access.

Implementation:

- Maintain **real-time, geo-tagged data** on vacant industrial plots, land banks, and available park spaces.
- Integrate the updated land inventory with the **Industrial Information and Land Bank (IILB) Portal**.
- Ensure **periodic verification and update** of land status to maintain data accuracy and reliability.

Reform 154: Provide fully developed, ready-to-use infrastructure within industrial parks to attract sector-specific investments.

Implementation:

- Ensure **availability of core utilities**: water, power with substations, gas pipelines, Optical Fibre Cable (OFC), sewage treatment plants (STP), effluent treatment plants (ETP), and Common Facility Centers (CFCs).
- Obtain **pre-approved clearances and sector-specific environmental permissions** at the park level to enable faster project setup.
- Prioritize **sectoral infrastructure readiness** aligned to specific industry requirements (e.g., red-category manufacturing, logistics, IT-enabled services).

Reform objective	Checklist for assessment
<p>Reform 153</p> <ul style="list-style-type: none"> • To ensure real-time availability of verified, geo-tagged industrial land information at the district level, integrated with the IILB Portal to enable transparent and efficient land allocation for investors. 	<p>13. URL of GIS Map and tabulated list of available plots with size, usage, and ownership status.</p> <p>14. Screenshot or system-generated report showing the district's updated land data reflected on the IILB Portal.</p> <p>15. System-generated update records showing frequency and dates of inventory verification and updates.</p>
<p>Reform 154</p> <ul style="list-style-type: none"> • To create fully serviced industrial parks with ready-to-use infrastructure and pre-approved clearances to facilitate faster setup of sector-specific industries. 	<p>16. Document listing available utilities: power, water, gas pipelines, OFC, STP, ETP, Common Facility Centers, along with photographs and commissioning certificates.</p> <p>17. Copies of environmental clearances, utility permissions, and sector-specific approvals available at the park level.</p> <p>18. System-generated data showing occupancy levels, new allotments, and time taken from application to allotment for investors using plug-and-play facilities.</p>

Assessment and Methodology

1. Overview

Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India formulated District Business Reforms Action Plan, 2025 (DBRAP 2025) in line with Govt. of India's vision of enabling ease for Businesses across the country and with the intent of integrating various initiatives under a single composite program.

2. List of Reforms

DBRAP 2025 has business centric reforms, classified as General and User Specific reforms. General reforms are those reforms, wherein there is no specific user. User Specific reforms are those wherein there is a clear identifiable user. For example, electricity connection, trade license, etc. General reforms are 44 to 45, 47 to 154.

3. Grouping of States & UTs

For the purpose of assessment and evaluation under District BRAP 2025, all the States & UTs will be grouped in the following categories:

Category X	North-Eastern States (except Assam) and UTs (except Delhi)
Category Y	States/UTs with well-established Business Centric Systems

4. Assessment Framework

There are 3 major steps in the Assessment and Evaluation.

4.1 Step 1: States to evaluate and nominate Districts based on the criteria outlined in Section 4.1.1 and submit the evidence and results on DPIIT BRAP Portal.

Each reform point carries 1 mark, except where multiple services are involved. Reform 1 covers 43 services (43 marks), Reform 2 includes 2 services (2 marks), while Reforms 4 and 5 apply to 73 services each (43 DBRAP + 30 essential services under SBRAP¹) and are allotted 1 mark each. Partial scoring shall not be permitted; full marks may be awarded only upon complete implementation. The total score across all reforms is **264**. Reforms that are uploaded on the Portal will fall into 4 categories:

- i. **Yes** – indicates that the Reform has been implemented by the districts in the State & UT
- ii. **No** – indicates that the reform is yet to be implemented by the districts in the State & UT
- iii. **NA1** – Indicates that the State & UT has eliminated the regulatory requirement to which the reform refers. State & UT has done away with the regulations through Government Process Re-engineering (GPR). Hence these reforms will be given full score and there will be no necessity to take user feedback.
- iv. **NA2** – Indicates that the relevant regulatory requirement is not in practice in the State & UT, due to a judgement by the court or that there are not enough applications/ Users for the service (less than 20- applicable for only Category Y States), or the reform is not applicable due to unique

¹ Out of the 44 essential services under SBRAP, 14 are included in the DBRAP. Hence, to avoid double counting; 14 services are subtracted from 44.

geographical condition of the State & UT or any other reason which is beyond the control of the State & UT.

4.1.1 District Nomination Criteria for feedback survey by DPIIT

State may nominate the districts based on the criteria outlined below for submitting corresponding number of districts for survey-based evaluation to be conducted by DPIIT.

Type	State Population as per 2011 census	No. of Districts to be Nominated	Number of States as per 2011 census
A	More than 5 crores	4 districts	10
B	Between 1-5 crore	3 districts	10 ¹
C	Less than 1 crore	2 districts	9
D	Union territories	All	6

Note 1: As Delhi has more than 1 crore population it is counted in the Type B. In no case can a State nominate more than 50% of its total districts.

4.1.2 Marking Criteria for Approval and inspection Based Reforms:

4.1.2.1 In case of approvals, district will get mark, only if it grants approvals for at least 50% or more applications within the PSG timeline. Further, if there no PSG timeline for a particular service, the district will get mark only if it grants approvals for at least 50% or more applications within 30 days or less. If the district does not meet the mentioned timeline in granting approvals, 0 mark will be awarded.

4.1.2.2 In case of inspections districts will get mark, only if it conducts at least 50% or more inspections within or less than the State's average timeline. If a district conducts inspections beyond the State's average timeline, 0 mark will be awarded.

4.1.3 In addition to tracking implementation status, States will incorporate a district self-reporting format to capture reasons for non-implementation. Districts will be required to classify each reform gap under one of the following categories: lack of clarity/guidelines, no technical capacity or training, inadequate manpower or resources, not under district purview, or other (please specify)

4.2 Step 2: Uploading of User Data for Districts nominated by States/UTs on DPIIT BRAP Portal

- i. States & UTs will give complete user data for the period from 1 st April 2024 to 30th April 2026 (both dates included). The last date for uploading User data is 30th April 2025 and no data received thereafter will be accepted.
- ii. All data shall be uploaded directly on the BRAP Portal. Nothing shall be accepted over email.
- iii. States & UTs are required to give all data for the above-mentioned period as per format mentioned in Annexure - III.
- iv. States & UTs should ensure that data is not incomplete in any way (for instance, it is to be ensured that Mobile number has complete 10 digits and emails are rightly captured), else it would lead to rejection of User for the purposes of taking feedback.
- v. The period for submission of user data shall be communicated to States and UTs in due course. Accordingly, the final deadline for uploading user data will be notified, beyond which no data will be accepted.

4.3 Step 3: User Survey by DPIIT for districts nominated by States/UTs

- i. Feedback will be sought on all reforms, which are implemented, and evidence is submitted by States/UTs.
- ii. User feedback will be taken through interview (telephonic, face to face and Video Conference) and/ or WhatsApp/ SMS/ Email based link
 - a. **Telephonic Interview**
Users will be contacted through telephonic call and a set of questions relating to the services availed will be asked.
 - b. **WhatsApp/ SMS/ Email based link**
 - 1. The User database shared by States/ UTs with Phone number and/or email ID will be used by DPIIT to send the link through WhatsApp/ SMS/ Email
 - 2. A brief explanation will be given as to why the survey is being done. Details of Users will be anonymous, and submissions will not be shared with States/UTs
 - c. **Face to Face Interview**
As a part of survey, DPIIT may also undertake face to face interviews (around 10%) with selected Users.
- iii. Sample Size:
 - 1) Complete user database needs to be shared with DPIIT.
 - 2) Not giving complete user database shall disqualify the reform from being considered for evaluation.
 - 3) **Category X States/UTs:** A sample of **2%** of total user database submitted by States & UTs shall be taken. While there is **no minimum threshold, a maximum of 100 users** shall be considered through random sampling method. In case there are **less than 15 users** for a service, face to face interviews may be conducted for all the users.
 - 4) **Category Y States/UTs:** A sample of **2%** of total user database submitted by States & UTs shall be taken, wherein **minimum shall be 30 users** and maximum will be 100 users through random sampling method.
 - 5) While it is obvious that a single user can avail multiple departmental services, States are encouraged to give users specific/ unique to a particular reform as this will improve the quality of feedback. Users tend to show fatigue if multiple questions are asked on different reforms. The system will sort individual users over users who have availed multiple services.
 - 6) Users who have availed a service will be asked through SMS/ WhatsApp/ email-based survey. SMS with a survey link may be sent as reminders. DPIIT will develop user category-wise questionnaires to obtain feedback. Scores will be awarded based on answers received in the feedback interview.
 - 7) The questionnaire may contain certain qualifying questions to assess whether the system has been used by the respondent. If the answer to this question is negative by the user, other questions of the reform may not be asked to the user.

- 8) No request for sharing the questionnaire before the completion survey shall be obliged, to maintain the sanctity of the process.
- 9) States & UTs are advised to verify the validity of data shared by them. In case DPIIT is not able to reach out to any user based on the contact details given in the data, such data point will be eliminated from the data set and would not be evaluated. A replacement will then be chosen from the user list uploaded by the State & UT.
- 10) In case any user contacted by DPIIT informs that the actual usage is by someone else in his/ her organization or through some intermediary, DPIIT will make reasonable efforts to reach such actual user. However, if after reasonable efforts such actual user is not reachable, the case will be dealt as in point (9) mentioned above.

5. Evaluation Methodology

The overall district score shall be computed using:

- i. 30% weightage for marks obtained based on evaluation by states
- ii. 70% weightage for DPIIT user survey results.

Districts shall be ranked state-wise based on their total weighted score by DPIIT.

a. Formula for calculating evidence score: To be calculated by States for Nominated Districts

$$\text{Evidence Score} = \frac{(\text{Reform approved as Yes} + \text{Reform approved as NA1}) \times 100}{(\text{Maximum marks} - \text{NA2 marks})}$$

b. Formula for calculating feedback score: To be calculated by DPIIT

$$\text{Feedback Score} = \frac{(\text{Total feedback marks obtained} + \text{NA1 marks}) \times 100}{(\text{Maximum marks} - \text{NA2 marks})}$$

c. Final score of the State/ UT: To be calculated by DPIIT

$$\text{Final Score} = (0.3 \times \text{Evidence score}) + (0.7 \times \text{Feedback score})$$

- d. **Category X:** If less than 50% survey respondents from the sample size inform that they do not see the Action Point in actual implementation, no marks will be awarded for the same. Otherwise, full marks will be awarded.
- e. **Category Y:** If less than 60% survey respondents from the sample size inform that they do not see the Action Point in actual implementation, no marks will be awarded for the same. Otherwise, full marks will be awarded.

Population of States/ UTs²

S. No.	Name	Population
1.	Andaman & Nicobar Islands	3,80,581
2.	Andhra Pradesh	8,45,80,777
3.	Arunachal Pradesh	13,83,727
4.	Assam	3,12,05,576
5.	Bihar	10,40,99,452
6.	Chandigarh	10,55,450
7.	Chhattisgarh	2,55,45,198
8.	Dadra & Nagar haveli	3,43,709
9.	Daman & Diu	2,43,247
10.	Goa	14,58,545
11.	Gujarat	6,04,39,692
12.	Haryana	2,53,51,462
13.	Himachal Pradesh	68,64,602
14.	Jammu & Kashmir	1,25,41,302
15.	Jharkhand	3,29,88,134
16.	Karnataka	6,10,95,297
17.	Kerala	3,34,06,061

² Census tables | Government of India

18.	Lakshadweep	64,473
19.	Madhya Pradesh	7,26,26,809
20.	Maharashtra	11,23,74,333
21.	Manipur	28,55,794
22.	Meghalaya	29,66,889
23.	Mizoram	10,97,206
24.	Nagaland	19,78,502
25.	NCT of Delhi	1,67,87,941
26.	Odisha	4,19,74,218
27.	Puducherry	12,47,953
28.	Punjab	2,77,43,338
29.	Rajasthan	6,85,48,437
30.	Sikkim	6,10,577
31.	Tamil Nadu	7,21,47,030
32.	Tripura	36,73,917
33.	Uttar Pradesh	19,98,12,341
34.	Uttarakhand	1,00,86,292
35.	West Bengal	9,12,76,115

Annexures

Annexure I

List of Services under DBRAP

Sl.No.	Area/Sector/Domain	Services	Included in State SW essential services
1	Land	Demarcation of Land and Boundary (Napi)	No
2		Change in Land Use	Yes
3	Excise and Explosives	License for trade and storage of fireworks/ explosives	No
4		License for CNG, Petrol, Diesel retail outlet/stations	No
5		License for the use & Storage of Denatured Spirit	No
6		License for wholesale Denatured Spirit	No
7	Education Sector	Approval and registration for setting up and operating a play school	No
8		NoC for setting up a CBSE/ ISCE school and registration of private schools under respective state acts	No
9	Agriculture sector	Licenses/ authorizations required for sale/ storage of fertilizers under Essential Commodities Act, 1955 (in accordance with Fertilizer Control Order)	No
10		Mandi License (APMC)	No
11	Health Sector	Registration for provisional/ permanent certificate for clinical establishment under Clinical Establishments (Registration and Regulation) Act & its Renewal	No
12		License under Pre-Conception and Pre-Natal Diagnostic Techniques Act, 1994	No
13	Transport Sector	Registration for Ambulance Vehicles	No
14		Permit for Goods/Passenger Transport Vehicles	No
15		Contract Carriage/ Stage Carriage Permit	No
16	Property	Property Registration	Yes
17		Mutation of Property Records	Yes
18	Utilities	New Electricity Connection	Yes
19		Electricity Meter Installation & Load Approval*	No
20	Urban Safety	Fire No Objection Certificate (NOC)	Yes

21	Development Authorities	Building Plan Approval	Yes
22		Permission for Alteration and Addition/ Revision/ Revalidation	Yes
23		Permission for Demolition and Reconstruction	Yes
24		Plinth Approval	Yes
25		Occupancy/ Completion Certificate	Yes
26	Police Department	NoC for Hotels, Restaurants, and Entertainment	No
27		Driver Verification (Taxi)	No
28		Traffic NOC for vehicles & permits (Taxi)	No
29		Loudspeaker Permission	No
30	Municipalities/Nagar Nigam	Signage Permission	No
31		Certificate of Vending (Street Vendor License)	No
32		Authorization for Biomedical Waste Mgmt.	Yes
33		Licensing and registration for weighbridges under the Legal Metrology Act, 2009**	No
34		Shop & Establishment Registration	Yes
35		Food Business Operator License	No
36		Municipal Trade License	Yes
37		Water Supply Connection	Yes
38		Sewerage Connection	Yes
39		Noise Pollution NoC	No
40		Fleet/Depot Parking Permission	No
41	Parking, Staging, and Zonal Clearances	No	
42	Others	NOC for issuing solvent order license	No
43		NOC for issuing poison storage license	No
44	District Employment Exchange Service	Job Seeker Registration and Placement	No
45		Vacancy Notification and Job Matching	No
46	Banking and Credit Services	Credit approvals based on various central and state government schemes	No

Format for providing Dashboard

#	Name of the Service	No. of applications received	No. of applications processed	No. of applications pending	PSG Timeline	No. of applications processed within the timeline/30 days	Average time taken	Minimum	Maximum

Format for providing User Database

#	Name of the Department	Service Availed	Name of the Firm	Name of the Person	Contact No.	Contact Email	Address	Date of service availed (DD/MM/YYYY)

For any queries or further information, please contact

Help Desk Number 011-2303 8987 [Monday to Friday, 9:30 AM to 5:30 PM]

Email be1-dipp@gov.in

Deputy Secretary, DPIIT
Room No 204, Vanijya Bhawan

**Department for Promotion of Industry & Internal Trade
16, Akbar Rd, Sunehri Bagh Road Area, Motilal Nehru Marg Area,
New Delhi, Delhi 110001**



Department for Promotion of Industry & Internal Trade
Ministry of Commerce & Industry
Government of India

Business Reforms Action Plan 2026

Implementation Guidebook

November 2025

पीयूष गोयल
PIYUSH GOYAL



वाणिज्य एवं उद्योग मंत्री
भारत सरकार
MINISTER OF COMMERCE & INDUSTRY
GOVERNMENT OF INDIA



FOREWORD

The Business Reforms Action Plan (BRAP) has been the Government of India's flagship framework for guiding and evaluating business regulatory reforms across States and Union Territories. As it completes a decade of continuous progress, I am pleased to announce the release of the 8th edition of BRAP 2026.

Guided by the reform-focused agenda of our Hon'ble Prime Minister Shri Narendra Modi ji, BRAP has helped drive simplification and digitisation of regulations, strengthening transparency and accountability at all levels. Over the years, it has evolved to a more outcome-oriented framework that encourages measurable improvements on the ground. BRAP has also become a key reference point for policymakers and investors alike, demonstrating India's commitment to predictable and progressive governance. BRAP 2026, together with the Single Window Guidebook 2025 issued by the Department for Promotion of Industry and Internal Trade (DPIIT), reinforces our commitment to making regulatory processes more standardised, accessible and efficient.

States and UTs are central to shaping a strong investment climate through targeted policies, timely clearances and investor-friendly systems, thereby ensuring ease of doing business within their respective jurisdictions. With global competition for capital intensifying, it is essential that investors experience seamless, predictable and supportive interactions across all touchpoints. Clarity and consistency in rules not only reduce the cost of doing business but also reflect India's determination to foster a stable, open, competitive and trusted economic environment.

Proactive governance, robust infrastructure and sector-focused initiatives by States and UTs can significantly enhance investor confidence and attract fresh opportunities for growth and employment. BRAP continues to encourage competitive federalism, inspiring States and UTs to innovate, strengthen their institutional capacity and improve the overall investment ecosystem.

I appreciate the sustained cooperation of Central Ministries, States and UTs in advancing business reforms. BRAP 2026 represents India's forward-looking approach and our collective commitment to building a business environment that is efficient, investment-ready and aligned with the aspirations of a New India.

Piyush Goyal

जितिन प्रसाद
JITIN PRASADA



वाणिज्य एवं उद्योग तथा
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी राज्य मंत्री
भारत सरकार

**Minister of State for
Commerce & Industry
and Electronics & Information Technology
Government of India**



MESSAGE

Over the last decade, Business Reforms Action Plan (BRAP) has redefined the way reforms are devised, monitored, and evaluated across India. What makes this initiative unique is that it converts intent into implementation and progress into measurable results. The framework has enabled every State and Union Territory to adopt a uniform approach to improving business regulations while encouraging healthy competition and collaboration.

BRAP framework has introduced structural changes that have transformed governance at both Central and State levels. Mandatory service timelines, online application and payment systems, end-to-end delivery of approvals, and real-time public dashboards have become the new norm. These achievements have been made possible through close collaboration between the Centre and the States, guided by the principle of cooperative federalism.

The 2026 edition takes this mission forward by improving the quality of governance through simplification, transparency, and timely delivery. Building on these achievements and focussing on deeper convergence of systems, process re-engineering, and sustained digital adoption, it strengthens digital interfaces that connect investors with government systems.

BRAP 2026 continues to align reforms with the needs of entrepreneurs, particularly micro, small, and medium enterprises. It focuses on ease of compliance, time-bound service delivery, and seamless access to approvals throughout the lifecycle of a business. These are essential to building confidence among both domestic and global investors.

I appreciate the effort of State Governments/UTs and DPIIT for their continued dedication to the reform process. BRAP is not just a measure of performance; it is a collective commitment to make India a place where doing business is efficient and transparent.

(JITIN PRASADA)

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A. Introduction

Business Reforms Action Plan (BRAP), initiated in 2015, continues to serve as the central framework for driving business regulatory reforms across India in partnership with all States and Union Territories (UTs). The framework aims to create a transparent, efficient, and predictable business environment by improving service delivery mechanisms and strengthening institutional processes.

Over successive cycles, BRAP has evolved from process simplification to full-scale system enablement. Each edition has emphasised digitisation, integration, and outcome-based evaluation to ensure that reforms lead to measurable improvements in the ease of doing business. BRAP 2024 and BRAP+ editions further strengthened this foundation by deepening ICT-driven transparency, expanding sectoral coverage, and institutionalising evidence-based monitoring.

BRAP 2026 continues this progression with an enhanced focus on process re-engineering, deregulation, and system convergence. The 2026 framework seeks to deepen the quality of reforms by addressing bottlenecks identified in earlier cycles through extensive stakeholder consultations with industry, implementing departments, and field-level officials. The objective is to ensure that every reform results in tangible on-ground improvements, reduced regulatory friction, and higher predictability for businesses.

The framework encourages re-engineering of departmental workflows to eliminate redundant steps, automate manual interventions, and synchronise approvals across departments through digital integration. It also promotes deregulation of outdated or overlapping requirements, particularly those that have lost relevance due to evolving central frameworks, unified laws, or technological advancements. The emphasis is on simplification without compromising regulatory intent — shifting from control-based oversight to facilitative compliance.

Each reform under BRAP 2026 has been designed to be specific, verifiable, and implementation-ready, supported by measurable evidence such as URLs of functional systems, video walkthroughs, screenshots, and government notifications. States and UTs are required to ensure operational implementation and upload corresponding evidence and user data on the BRAP Portal (<https://eodb.dpiit.gov.in/>) within the timelines specified in Annexure I.

The 2026 cycle places emphasis on uniform implementation and continuous improvement of systems, ensuring that reforms are executed as notified, monitored through verifiable evidence, and periodically reviewed for their impact on businesses.

Key Highlights of BRAP 2026

The reforms under BRAP 2026 are structured across major thematic areas covering the complete business lifecycle, with an emphasis on simplification, integration, and deregulatory outcomes:

- 1. Investment Enablers** – Institution of unified KYC systems, perpetual or extended validity of licences, removal of redundant approvals, and automation of renewals through digital self-declaration and risk-based validation mechanisms.

2. **Central Inspection System** – Consolidation of inspections under a risk-based digital framework with standardised checklists, computerised scheduling, third-party certification, and real-time publication of inspection data through dashboards.
3. **Labour Regulation Enablers** – Unification of registrations under labour laws, introduction of a single consolidated annual return, graded risk-based inspections, and rationalisation of overlapping statutory formats.
4. **Land and Property Administration** – Integration of cadastral maps with GIS, digitisation of property records, automatic mutation after registration, and publication of land dispute data for transparency and verification.
5. **Construction Permit and Building Regulation** – Operationalisation of a single-window system with auto-scrutiny of building plans, third-party certifications, uniform building codes, and self-certification for low-risk structures.
6. **Environmental Regulation Enablers** – Streamlining approvals through self-certification and accredited third-party authorisations for low- and medium-risk enterprises and deregulating White Category industries in line with CPCB standards.
7. **Utilities and Infrastructure Services** – Mandating real-time dashboards on electricity and water service quality, automating tariff and NOC systems, and integrating utilities with local government and building permit platforms.
8. **Contract Enforcement and Dispute Resolution** – Promotion of electronic litigation management systems, publication of commercial court data, adoption of model contracts, and institutional mechanisms for timely dispute resolution.
9. **Decriminalisation and Legal Rationalisation** – Classification of offences based on severity, digital tracking of prosecution data, and periodic review of provisions to encourage proportional enforcement and reduce compliance risk.

BRAP 2026 seeks to achieve uniform implementation of business reforms across all States and Union Territories and to verify their progress through measurable outcomes. States and UTs shall strictly adhere to the prescribed formats, timelines, and evidence requirements for objective assessment, in accordance with the instructions on evidence submission, assessment methodology, and other provisions outlined in this Guidebook.

B. Generic Checklist for Assessment

This checklist shall be followed by all States and Union Territories (UTs) for reforms implemented through the State Single Window System (SWS) or respective departmental portals (in case of API integration).

It is applicable to all reforms and the evidence prescribed herein shall be submitted **in addition** to reform-specific requirements indicated under each reform.

1. URL of online system

The publicly accessible URL of the live module shall be provided, depicting the functionality of the system. The URL shall not be VPN-restricted, intranet-based, or temporary in nature. It shall lead directly to the relevant transaction page and not the homepage.

2. System accessibility certificate

A certificate from the State NIC/IT Department shall be uploaded confirming that the system is live, publicly accessible, and has maintained a minimum uptime of 90 per cent for at least one month preceding the date of evidence submission.

3. Access credentials for validation

Read-only credentials or a demo user ID and password shall be shared with DPIIT for backend verification of functionality during assessment.

4. Live demonstration

Each State/UT shall demonstrate the reform live during DPIIT evaluation to establish system operability and integration.

5. System availability

The URLs submitted as evidence shall remain functional and publicly accessible for a minimum period of five years from the date of implementation. A declaration to this effect shall be uploaded by the Nodal Department.

6. Video walkthroughs and screenshots

Comprehensive video walkthroughs and sequential screenshots shall be provided to demonstrate end-to-end system functionality, covering application submission, fee payment, status tracking, approval, and certificate download. The same walkthroughs may also be used for investor handholding and public guidance.

7. Real transaction evidence

Anonymised transaction logs or dashboard extracts indicating application ID, submission date, and status of disposal shall be uploaded as evidence of actual system use during the assessment period.

8. Integration and API verification

For modules involving inter-departmental data exchange, API documentation or integration logs shall be uploaded to demonstrate active data transfer between the SWS and departmental databases.

9. Timestamp on evidence

All screenshots, logs, and videos shall display visible system date and time stamps to confirm the currency of evidence.

10. Government Order/Circular

A Government Order or Circular mandating use of the online module by all concerned departments and discontinuation of parallel offline processes shall be uploaded.

11. Dashboard evidence

The live dashboard URL shall be provided showing total applications received, approved, pending, average disposal time, and latest update timestamp.

12. User communication and support

A copy of the user manual, public notice, or helpdesk information available on the portal shall be uploaded to demonstrate investor awareness and support mechanisms.

C. Reform Areas, Sub-areas, and Details

- i. This section presents the reform structure under BRAP 2026, detailing each Reform Area, its Sub-areas, and the specific requirements for implementation by States and Union Territories (UTs).
- ii. Each reform shall be read and implemented in totality, taking into account all related objectives, procedural steps, checklists, and evidence requirements prescribed in this Guidebook.
- iii. Each reform is presented in a standard format comprising:
 - a. **Reform Area** – Broad thematic domain of intervention.
 - b. **Sub-area** – Specific regulatory or procedural component within the reform area.
 - c. **Reform Details** – Factual description of the reform requirement.
 - d. **Reform Objective** – Concise statement defining the purpose and outcome.
 - e. **Checklist for Assessment** – Verifiable evidence requirements and evaluation parameters.
- iv. The generic checklist shall be read and complied with for all reforms in addition to the specific checklist mentioned under each reform.
- v. All checklists shall be interpreted in conjunction with Section D – Instructions, Assessment and Evaluation Methodology, which provides the procedural framework for submission, verification and scoring.

Area 1: Investment enablers

i. Efficient delivery of services

Reform No.	Reform Details
Reform 1	Mandate and establish a Know Your Customer (KYC) mechanism to store and update information on Single Window and respective portals, to keep the information about the entity, updated at any given point in time, for example, change in name of entity in Shops & Establishment Act is also updated for Trade license, Factories, Legal Metrology and other places.
Reform 2	<p>Extended validity of licenses</p> <ul style="list-style-type: none"> i. Mandate perpetual or extended validity of registrations, licenses, and NoCs, subject to cancellation in case of violations. ii. Enforce compliance through annual self-declaration, complaint-based action, and risk-based inspections, with automatic continuation on digital fee payment where recurring charges apply. iii. In case renewal is still required to be there, the system should allow pre-filled previous records/ data/ documents in the applicant's login. <p>Perpetual license – List of approvals/NOCs/services</p> <ol style="list-style-type: none"> 1. Registration Under Shops & Establishments Act 2. Registration Under Contract Labour – Contractor License (State Rules Under CLRA) till the validity of the contract 3. Registration Under Inter-State Migrant Workmen – Contractor License Validity 4. Registration Under Factory Act 5. Registration Under Trade License 6. Food business/ Eating house license by Police and/ or Urban Local Body 7. Cinematograph License 8. Homestay Registration by State Tourism Department 9. Lift operation permit/ license 10. Approval and registration for setting up and operating a play school 11. Mandi License (APMC) 12. Registration for provisional/ permanent certificate for clinical establishment under Clinical Establishments (Registration and Regulation) Act & its Renewal 13. Registration for Ambulance Vehicles 14. NoC for Hotels, Restaurants, and Entertainment 15. Authorization for Biomedical Waste Mgmt. 16. Licensing and registration for weighbridges under the Legal Metrology Act, 2009 17. Noise Pollution NoC 18. Registration of Cooperative Societies 19. Stone Crusher/ Screening Plants/ Storage License

Reform No.	Reform Details
	20. Authorization - Hazardous Waste
	21. Authorization - Bio-Medical Waste
	22. Authorization - Solid Waste
	23. Registration under Labour Welfare Fund
	24. Registration under Payment of Gratuity Act
	25. Registration under Building and Other Construction Workers (BOCW) Act
	26. Registration of Boilers
	27. Registration of Principal Employer under CLRA
	28. Registration under Motor Transport Workers Act, 1961
	29. Registrations under Legal Metrology
	30. License for pest control operations
	31. Registration of Hotels
	32. Registration of Travel Agents
	33. Registration of Tour Operators, Water Sports, and Adventure Sports Operators, etc.
	34. Authorization - Construction and Demolition (C&D) Waste
	35. Seed License
	36. NOC requires the setting up of Explosives, Manufacturing, Storage, Sale, Transport
	37. Authorization under Battery Waste Management Rules, 2020
	38. Registration of Establishment under Beedi and Cigar Workers Act
	39. Permit for Goods/Passenger Transport Vehicles
	40. Contract Carriage/ Stage Carriage Permit
	41. Certificate of Vending (Street Vendor License)
	42. Food Business Operator License
	43. Fleet/Depot Parking Permission
	44. Parking, Staging, and Zonal Clearances
	45. Registration under Profession Tax
	46. Sanction for Storage of Construction Materials
	47. Registration of Boiler Manufacturers
	48. Insecticide Manufacturing license
	49. DG set installation
	50. NOC from municipality/ local body for State License for food business
	51. Registration for Sale under Insecticides Act
	52. Slaughterhouse license
	53. Registration of builder under RERA
	<p>State may consider doing away with renewals of approvals and clearances other than those listed above for ease of doing business, for all approvals, wherein compliance inspection is provisioned.</p>

Reform No.	Reform Details
	<p>Extended validity – List of approvals/NOCs/services</p> <p>Enhance validity of Consent to Operate (CTO) under environment laws: Business in Red Category - 5 yrs/ Business in Orange Category - 10 yrs / Business in Green Category - 15 yrs/ Business in White Category - perpetual.</p> <p>Allow temporary electricity connections for construction to remain valid until the project is completed, instead of capping validity for 3-12 months.</p> <p>Standardize validity of Tree transit permit at 1 year across states with option for extension required for bulk permit.</p> <p>Standardize validity of Mobile Tower Installation permission for 20 years or co-terminus with DoT license and land/building lease, instead of 3–5-year renewals</p>
Reform 3	Eliminate the separate NOC requirement from municipality/ local body for State License for food business (since compliance is already covered under the FSSAI license and municipal trade/ health licenses)
Reform 4	Replace Certificate of Date of Commercial Production for availing incentives with self-declaration supported by objective evidence (first GST sale invoice and electricity connection usage).
Reform 5	Mandate through legislation that information and documents once asked from the applicant by any of the government agency will not be asked again from the applicant but will be fetched through API from respective Government agency. Accordingly, documents issued by the Government will be fetched from online systems rather than asking the applicant to upload again.
Reform 6	<p>Ensure for GST registrations</p> <ul style="list-style-type: none"> i. Applications are approved within 7 days where the applications have not been flagged as risky ii. Applications are approved within 30 days from the date of submission of application in cases where the applications have been flagged as risky as per law iii. All queries related to GST registration to be sought once within 7 days from the date of receiving an application
Reform 7	<p>Mandate that States publish information on GST refund on an online public dashboard in the domain of the Commercial Taxes Department with the following details:</p> <ul style="list-style-type: none"> i. Number of refund applications filed via FORM GST RFD-01, including category-wise breakdown (exports without tax, exports with tax, supplies to SEZ, inverted structure, excess ledger balances, deemed exports, assessments/orders, etc.) ii. Number of acknowledgments issued (FORM RFD-02) within 15 days versus number of deficiency memos issued (FORM RFD-03) iii. Number of applications where 90% provisional refund (FORM RFD-04) was sanctioned iv. Number of applications where a final refund (FORM RFD-06) was issued directly (within 7 days of acknowledgement), bypassing the provisional step <p>Count of refunds disbursed within the statutory 60-day timeframe</p>

Reform No.	Reform Details
	<ul style="list-style-type: none"> v. Number of applications that crossed the 60-day limit, necessitating interest payments under Section 56 of the CGST Act vi. Number of taxpayers who filed applications for interest (u/s 56) vii. Number of taxpayers granted interest viii. Number of taxpayers were issued show-cause notices (FORM RFD-08) ix. Count of applications completed with the upload of required documents only (without extra document demands)
Reform 8	<p>GST registrations and refunds</p> <ul style="list-style-type: none"> i. Mandate internal monitoring and escalation system for GST registrations and refunds ii. Mandate that States establish an internal dashboard visible to the Commercial Taxes Commissioner, zone-wise/ circle-wise, covering pendency and processing timelines for registrations and refunds. iii. The system should include an auto-escalation matrix to ensure accountability, i.e., from Assistant Commissioner to Deputy Commissioner to Joint Commissioner to Commissioner, in case stipulated timelines are not met for the processing of applications or refunds.
Reform 9	Ensure that businesses are required to submit only self-attested documents, wherever applicable, instead of affidavits or notarized documents for obtaining clearances or fulfilling compliance requirements.
Reform 10	Set up service centers to assist taxpayers for e-filing of returns under the State/Union Territory GST Act. Ensure that the grievances arising in the process are captured in SWS and a real time dashboard is also published highlighting the resolution status.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 1	
1. The reform aims to introduce a common Know Your Customer (KYC) framework across the Single Window and departmental systems, allowing automatic reflection of changes in name, ownership, or address across all linked databases.	1. State notification or Government Order issued under the State Business Facilitation/IT Rules mandating establishment of a centralised KYC repository and inter-departmental data exchange through secure APIs, with binding applicability on all line departments.
2. It will remove the need for investors to update the same details separately with different departments such as Labour, Urban Local Bodies, and Legal Metrology.	2. KYC master data structure and field-mapping document approved by the Nodal Department specifying unique identifiers (PAN/CIN/LLPIN/GSTIN/UDYAM), source of truth for each field, and permissions for pre-fill or edit across systems.
3. It will create a single, reliable source of business information for the State, improving coordination among departments and reducing time taken for renewals and approvals.	3. Revised application formats of integrated departments showing removal of duplicate data fields and auto-population from the KYC repository, with date of adoption and version noted on each format.

Reform objective	Checklist for assessment
	<p>4. Department-approved SOP defining process for data update propagation, exception handling, conflict resolution, and record reconciliation across departments.</p> <p>5. Technical certification from the State IT Department confirming live API-based integration of departmental databases with the KYC repository and validation of auto-update functionality.</p> <p>6. Documented mechanism for periodic data-quality audit, including duplicate-record check, update verification, and rectification protocol approved by the Nodal Department.</p>
Reform 2	
<p>1. The reform aims to provide for perpetual or extended validity of key registrations, licences, and NoCs, eliminating the requirement for frequent renewals except in cases of violations.</p>	<p>1. Consolidated State Act amendment or Government Order/Notification issued under enabling provisions of respective Acts mandating perpetual or extended validity of registrations, licences, and NoCs listed under this reform, clearly defining duration, renewal exemption, and cancellation conditions in case of violation.</p>
<p>2. It will ensure continued compliance through annual self-declarations, complaint-based action, and risk-based inspections, with automatic continuation upon digital payment of recurring fees.</p>	<p>2. Approved Standard Operating Procedure (SOP) prescribing compliance mechanism through annual self-declaration, complaint-based action, and risk-based inspections, and providing for automatic continuation of validity upon digital fee payment where applicable.</p>
<p>3. It will simplify renewals by enabling pre-filled forms with previously submitted data and documents, reducing manual intervention by applicants.</p>	<p>3. Revised inspection guidelines and departmental circulars aligning inspection frequency, triggers, and documentation with the perpetual/extended validity framework.</p>
<p>4. It will cut procedural delays and lower compliance costs by removing repetitive submissions and physical interactions with departments.</p>	<p>4. Department-wise validation matrix or annexure appended to the notification identifying services brought under the new validity regime, date of implementation, and reference to corresponding legal provisions amended or superseded.</p>
<p>5. It will allow departments to focus on monitoring and enforcement through a risk-based approach instead of routine administrative processing.</p>	<p>5. State-level certification endorsed by the Nodal Department confirming operationalisation of the perpetual/extended validity framework across all applicable departments and categories of licences.</p>
<p>6. It will ensure continuity and certainty for investors by promoting predictability and stability in the regulatory framework.</p>	

Reform objective	Checklist for assessment
Reform 3	
1. The reform aims to eliminate the requirement for obtaining a separate No Objection Certificate (NOC) from municipalities or local bodies for a State Food Business Licence, as compliance is already ensured under FSSAI and municipal trade or health licences.	1. Notification/ amendment to relevant regulations/ Act/ Rule removing the requirement of separate NOC.
2. It will prevent duplication of regulatory approvals by recognising verifications already conducted under existing statutory frameworks.	2. Revised departmental process and SOP reflecting removal of NOC stage and acceptance of FSSAI and municipal trade/health licences as sufficient compliance.
3. It will simplify and expedite the licensing process, reduce compliance costs, and promote coordination between food safety authorities and local bodies.	3. Circular issued to all local bodies and field offices mandating discontinuation of NOC requirement for food business licences.
Reform 4	
1. The reform aims to replace the requirement of obtaining a Certificate of Date of Commercial Production with a self-declaration by the enterprise, supported by verifiable evidence such as the first GST sale invoice and electricity consumption data.	1. Notification/ Government Order/ Act/ Rule mandating replacement of Certificate of Date of Commercial Production with self-declaration mechanism supported by verifiable documents such as first GST sale invoice and electricity connection usage data.
2. It will eliminate dependency on departmental verification and reduce delays in sanction and disbursement of incentives.	2. Revised incentive application form and departmental SOP reflecting acceptance of self-declaration and removal of mandatory certificate issuance stage.
3. It will simplify the process by enabling automatic validation through digital records, ensuring faster and uniform processing of incentive applications.	3. Official communication issued to all implementing departments and industrial development agencies instructing uniform adoption of self-declaration process and discontinuation of certificate-based verification.
Reform 5	
1. The reform aims to establish seamless data exchange between departments through secure API integration, so that verified information and government-issued documents can be accessed directly from the source system without requiring re-submission by applicants.	1. Legislative amendment/ Government Order/ Act/ Rule mandating that information and documents once submitted to any Government agency shall be fetched through API integration from the issuing authority's system and not re-uploaded by the applicant.
2. Integration of Single Window and departmental systems with MeitY's Digi Locker (for individuals) and Entity Locker (for enterprises) may be enabled to access digitally signed and authenticated records with applicant consent.	2. Approved data-sharing framework or inter-departmental protocol identifying source systems, nodal custodians, and consent-based API access mechanism for document retrieval.

Reform objective	Checklist for assessment
3. This will minimize manual handling of documents, prevent duplication, and ensure faster, paperless processing of applications through trusted digital verification.	3. Revised departmental application formats and process flows reflecting removal of upload fields for Government-issued documents and inclusion of automated document fetch functionality.
Reform 6	
1. The reform seeks to institutionalize predictable timelines and a single-query mechanism for GST registration processing, ensuring faster approval and minimizing procedural uncertainty for applicants.	1. Notification/ circular/ Act/ Rule issued by the Commercial Taxes Department prescribing disposal timelines for GST registration applications — within 7 days for non-risky cases and within 30 days for risky cases — and mandating single query issuance within 7 days of receipt.
2. It aims to strengthen internal accountability by enforcing system-based monitoring of flagged and non-flagged cases in line with prescribed risk parameters.	2. Departmental SOP defining risk categorisation parameters, process for query generation, escalation matrix for delayed cases, and system control for preventing multiple queries.
3. This will result in uniform application of timelines, reduced delays, and improved ease of obtaining GST registration across the State.	3. Internal dashboard or supervisory report format approved by the Commissionerate to monitor pendency, query frequency, and compliance with the prescribed disposal timelines.
Reform 7	
1. The reform seeks to enhance transparency in GST refund processing through a public dashboard on the Commercial Taxes Department portal, displaying real-time data on refund applications filed (FORM GST RFD-01) with category-wise details such as exports, SEZ supplies, inverted duty structure, deemed exports, and excess ledger balances.	1. Notification/ circular/ Act/ Rule issued by the Commercial Taxes Department mandating publication of an online public dashboard on GST refunds, covering all specified parameters and updated on a real-time basis.
2. The dashboard is to reflect stage-wise progress, including acknowledgements (RFD-02), deficiency memos (RFD-03), provisional refunds (RFD-04), and final refunds (RFD-06) sanctioned within prescribed timelines.	2. Approved data schema and updation protocol defining FORM-wise data fields, data sources, update frequency, validation hierarchy, and officer accountability for accuracy of displayed information.
3. It should also disclose refund cases delayed beyond 60 days, interest liabilities under Section 56 of the CGST Act, and taxpayers who filed or received such interest.	3. Certification from the Commissionerate confirming automated data linkage between refund processing system and dashboard, ensuring real-time reflection of status with visible timestamp of latest update.
4. Data on show-cause notices (RFD-08) and cases completed without additional document requests must also be published to indicate process efficiency.	4. Documented mechanism for monthly data verification and exception reporting to ensure integrity of refund data published in the public domain.
5. The dashboard shall be updated on a real-time basis with the date and time of last update clearly displayed to ensure accountability and verifiable evidence of refund performance.	

Reform objective	Checklist for assessment
Reform 8	
1. The reform institutionalizes internal monitoring of GST registration and refund processing through a structured escalation and accountability framework.	1. Notification/ GO/ Act/ Rule issued by the Commercial Taxes Department mandating internal monitoring and escalation mechanism for GST registrations and refunds, defining officer-wise accountability at each level.
2. An internal dashboard, accessible to the Commercial Taxes Commissioner, is to display zone-wise and circle-wise pendency and processing timelines for applications and refunds.	2. Framework and SOP approved by the Commissionerate specifying configuration of zone-wise and circle-wise internal dashboard, parameters for pendency and disposal tracking, update cycle, and user access hierarchy.
3. The system includes an auto-escalation matrix to higher authorities in cases where stipulated timelines are not met, ensuring timely review and corrective action.	3. Escalation matrix document detailing time-based triggers, auto-escalation workflow, and designated officers (e.g. Assistant Commissioner → Deputy Commissioner → Joint Commissioner → Commissioner) for delay in processing of applications or refunds.
4. This strengthens oversight, enforces adherence to prescribed timelines, and improves administrative efficiency in service delivery.	4. Commissionerate certification confirming activation of dashboard and escalation mechanism in all zones and circles under the State Commercial Taxes Department.
Reform 9	
1. The reform provides that departments accept self-attested documents, wherever applicable, in lieu of affidavits or notarized copies for obtaining clearances, registrations, or fulfilling compliance requirements.	1. State Act, Rule, or Government Order/Circular issued by the Nodal Department mandating acceptance of self-attested documents in place of affidavits or notarized copies for all clearances and compliances, except where required under Central legislation.
2. It streamlines documentation procedures, reduces dependency on external attestation, and enables faster processing of applications.	2. Annexure to the notification listing approvals and services where affidavit or notarization requirements have been removed or modified, with reference to concerned departmental rules.
3. The measure lowers compliance costs and reinforces a trust-based, facilitative regulatory framework for businesses.	3. Revised application formats and process flows of departments showing deletion of affidavit/notarization stages and inclusion of self-attestation fields.
	4. Circular issued to all departments and field offices mandating uniform enforcement of the self-attestation provision and fixing accountability for non-compliance.

Reform objective	Checklist for assessment
Reform 10	
1. The reform facilitates on-ground support for taxpayers by establishing service centres across the State/UT to assist in e-filing of GST returns under the respective State GST Act.	1. Government Order or Circular issued under State/UT GST Act mandating establishment of taxpayer service centres across all jurisdictions for assisting in e-filing of returns and grievance submission.
2. Taxpayer grievances arising during the e-filing process are to be captured through the Single Window System, ensuring centralized tracking and timely resolution.	2. Operational framework or SOP approved by the Commissioner (Commercial Taxes) defining structure, authorisation, staffing norms, and standard services to be provided at each centre.
3. A real-time dashboard is to be published in the public domain displaying grievance status and resolution timelines to ensure transparency, accountability, and continuous performance monitoring.	3. Provision in the same order directing that all grievances received at the service centres be mandatorily captured and resolved through the State Single Window System.
	4. Departmental SOP specifying grievance categories, resolution timelines, escalation levels, and responsibility matrix for monitoring unresolved cases.
	5. Certification from the Commercial Taxes Department confirming that service centres have been established and are functioning in accordance with the Government Order.

Area 2: Central Inspection System

i. Risk-based inspections

Reform No.	Reform Details
Reform 11	<p>Supported by respective regulation/s, design and develop an online 'Central Inspection System' (CIS) for scheduling of compliance inspections, thereby eliminating duplication in inspection and improving predictability for businesses as well as allowing third-party inspections through a single, consolidated inspection framework to replace multiple overlapping checks. CIS should have the following provisions:</p> <ol style="list-style-type: none"> Define parameters to differentiate compliance inspection requirements based on risk profile (such as High, Medium, and Low risk) of industries under all the laws applicable in the State. Allow self-certification regarding applicable compliances for low risk by business, medium risk by third parties and high risk by officers. Define eligibility, procedure and roles & responsibility, penalties (in case of default) for onboarding third party professionals and entities to undertake compliance inspections. Mandate that accredited third parties can support businesses to ensure compliances, with mandatory rotation and conflict-of-interest safeguards for high-risk businesses. Exempt new businesses from penal provisions originating from compliance inspections (except in case of willful) default for 5 years from the date of start of commercial inspection.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 11	
1. The reform establishes an online Central Inspection System (CIS) to schedule and manage compliance inspections across departments, eliminating duplication and improving predictability for businesses.	1. Notification or amendment under relevant Labour, Factories, Boilers, Pollution Control, and Legal Metrology Acts mandating establishment of a unified Central Inspection System (CIS) for all departmental compliance inspections.
2. The system classifies industries as high, medium, or low risk, enabling self-certification for low-risk units, third-party inspections for medium-risk units, and departmental inspections for high-risk units.	2. Regulatory framework defining inspection parameters, risk categorisation (High/Medium/Low), and inspection frequency based on composite risk profile of establishments.
3. It defines eligibility, roles, and penalties for accredited third-party inspectors, ensuring mandatory rotation and conflict-of-interest safeguards.	3. SOP specifying process for self-certification by low-risk units, third-party inspection for medium-risk units, and departmental inspection for high-risk units, with auto-scheduling and randomisation logic.

Reform objective	Checklist for assessment
4. New businesses are exempted from penal provisions arising from compliance inspections for five years from commencement of operations, except in cases of wilful default.	4. Order or notification defining eligibility, accreditation procedure, and conflict-of-interest safeguards for third-party inspectors, including penalties for default or malpractice.
5. The CIS enables transparent, risk-based, and technology-driven inspection management, ensuring consistency, efficiency, and reduced compliance burden.	5. Notification exempting new businesses from penal provisions arising from compliance inspections for five years from commencement of operations, except in cases of wilful default.
	6. Circular mandating that all compliance inspections across departments be routed exclusively through the CIS.

ii. Inspection System

Reform No.	Reform Details
Reform 12	<p>Supported by respective regulation/s, design and develop an online 'Central Inspection System' (CIS) for scheduling of compliance inspections, thereby eliminating duplication in inspection and improving predictability for businesses as well as allowing third-party inspections through a single, consolidated inspection framework to replace multiple overlapping checks. CIS should have the following provisions:</p> <ol style="list-style-type: none"> i. Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS. ii. System should optimize inspections as per geographical regions for optimizing inspector's time. iii. CIS should have an online dashboard in public domain to clearly publish the data on number of applications received and completed, time taken, and fee incurred, if any, to grant approvals/certificate, which is updated preferably on real time or updated regularly (daily/ weekly/ fortnightly/ monthly), mentioning the date and time of information update. iv. Dashboard showcasing the type of inspections (complaint based, surprise, grant, compliances, renewal) conducted is available online. v. Upgrade online platforms to accept self-certifications and allocation/ inspection reports from third party inspectors. vi. Allow businesses to view and download submitted inspection reports for at least the past three years. vii. Applicant should be allowed to provide update/ respond in case the inspector has made some findings against the respective provision of the inspection before finalization. Classify findings as Critical (life safety), Major (statutory), Minor (procedural) and provide a cure period of 30 days for Minor findings, 15 days for Major findings and immediate action and stopping of work at specific equipment/ location for Critical findings.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 12	
1. The reform establishes an online Central Inspection System (CIS) to manage compliance inspections through computerized risk-based selection and inspector allocation, reducing duplication and improving predictability for businesses.	1. Notification or amendment under relevant Labour, Factories, Boilers, Pollution Control, and Legal Metrology Acts mandating establishment of a unified Central Inspection System (CIS) for all compliance inspections and allocation of inspectors through computerized risk assessment.
2. Inspections are to be optimized geographically to improve efficiency, while a public dashboard displays data on applications received, completed, timelines, fees, and types of inspections (complaint-based, surprise, grant, compliance, renewal) with real-time or periodic updates.	2. Regulatory framework defining risk-based selection parameters, inspection categorisation, and geographical optimisation norms for inspection scheduling.
3. The system will accept self-certifications and reports from accredited third-party inspectors and allow businesses to view and download inspection reports for the past three years.	3. Order and SOP approved by the Nodal Department specifying online publication of inspection data, including number of inspections conducted, category-wise details (complaint-based, surprise, compliance, renewal), time taken, and last date of update.
4. Applicants are to be given the opportunity to respond to inspection findings before finalization, with findings categorized as Critical, Major, or Minor, and corresponding cure periods of immediate action, 15 days, and 30 days.	4. Notification or circular enabling acceptance of self-certifications and submission of inspection reports by accredited third-party inspectors through the CIS.
5. The CIS promotes transparent, technology-driven, and accountable inspection management, ensuring consistency and ease of compliance.	5. Departmental SOP mandating provision for businesses to access and download their inspection reports for the past three years and to respond to findings before finalisation, with defined cure periods for Critical, Major, and Minor observations.
	6. Circular mandating that all departmental inspections be scheduled, conducted, and closed only through the CIS.

iii. Enabling provisions

Reform No.	Reform Details
Reform 13	<p>Supported by respective regulation/s, design and develop an online ‘Central Inspection System’(CIS)for scheduling of compliance inspections, thereby eliminating duplication in inspection and improving predictability for businesses as well as allowing third-party inspections through a single, consolidated inspection framework to replace multiple overlapping checks. CIS should have the following provisions:</p> <ol style="list-style-type: none"> i. Ensure that all the compliance inspections in the State/ UT are routed only through CIS for all business regulations in the State. ii. Publish a well-defined inspection procedure and a comprehensive inspection checklist/form on the CIS website which should be strictly followed by the inspector. iii. Harmonize the periodicity of compliance inspections to support joint inspection and mandate joint-inspection under all the following Acts are undertaken by the competent person. iv. Inspection reports should be uploaded within 24 hours of conducting the inspections with photos, readings, serial numbers, calibration proofs. v. No inspections should be done beyond that state issued digital checklist, except in case of complaint-based inspections. vi. Mandate that the same inspector will not inspect the same establishment twice consecutively. vii. Mandate surprise inspection or inspections based on complaints are held post approval of the HO are recorded in the system. viii. Unit get 72 hours’ notice before the scheduled visit ix. If the unit is not satisfied with the findings in the inspection, there should be a provision to file an appeal online within 30 days. Hearing should happen within 15 days leading to a reasoned order posted online. Only then should the Inspector be allowed to proceed with prosecution. x. Consolidate all compliances including the filing of returns under all applicable laws in the State, into one consolidated annual return, which is subject to inspection such that, basis self-reporting: <ol style="list-style-type: none"> a) Low risk businesses, not more than 5% of businesses are inspected through joint inspections through CIS and GPS trail b) Medium risk businesses are inspected by established third party inspectors and not more than 5% of businesses are counter inspected through joint inspections through CIS and GPS trail c) High risk businesses are inspected as per defined protocol through CIS and GPS trail

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 13	
1. The reform operationalizes a single, online Central Inspection System (CIS) covering all departmental inspections, ensuring every compliance inspection in the State/ UT is routed, scheduled, and monitored only through the CIS.	1. Consolidated notification or amendment under the Labour, Boilers, Factories, Pollution Control, and Legal Metrology Acts mandating that all compliance inspections be routed exclusively through the Central Inspection System (CIS) and prohibiting manual or offline inspections.
2. A uniform inspection procedure and digital checklist are to be published, with inspection reports uploaded within 24 hours along with photos, readings, and calibration proofs.	2. State-approved master inspection procedure and department-wise digital checklists notified through Government Order and published on the CIS portal, specifying parameters, frequency, and documentation to be used uniformly by inspectors.
3. The system harmonizes inspection periodicity to enable joint inspections, prohibits repetition of inspectors, allows only approved surprise or complaint-based inspections, and issues a 72-hour notice for scheduled visits.	3. Notification harmonising inspection periodicity across Acts and mandating joint inspections to be undertaken only by competent persons designated under respective laws.
4. Businesses may appeal inspection findings online within 30 days; hearings are to be completed within 15 days with reasoned orders published before prosecution.	4. Circular issued by the Nodal Department mandating upload of inspection reports within 24 hours with photographs, readings, calibration proofs, and rotation of inspectors to ensure the same officer does not inspect the same unit consecutively.
5. All compliances and returns under applicable laws are to be consolidated into one annual return, with risk-based coverage—up to 5% of low- and medium-risk units inspected through joint or third-party modes and high-risk units inspected as per defined protocol with GPS tracking.	5. Amendment or notification establishing an online appeal module under the CIS allowing appeal filing within 30 days, disposal within 15 days through reasoned order, and restriction on prosecution until completion of appeal.
6. The CIS ensures transparent, technology-driven, and accountable inspection management, reducing duplication and compliance burden across departments.	6. GO or amendment mandating consolidation of all compliance filings into a single annual return with risk-based inspection coverage: Low Risk – up to 5% joint inspections; Medium Risk – third-party inspections with ≤5% counterchecks; High Risk – inspections as per defined protocol with GPS tracking.
	7. Circular requiring 72-hour digital notice before scheduled inspection and recording of all surprise or complaint-based inspections in the CIS for audit trail and supervisory review.

Area 3: Labour regulation enablers

i. All labour laws

Reform No.	Reform Details
Reform 14	Unify electronic registration under all labour laws (excluding Factories and Boilers) with automatic approval (eliminating the requirement of inspection prior to registration), system-generated certificates carrying the same legal validity as manually issued certificates. One form required for the list of labour laws.
Reform 15	<p>Publish standardized formats online on the State Labour Department or Single Window portal, merging requirements under all labour laws and factories act.</p> <ol style="list-style-type: none"> Appointment Letter template including UAN/ ESIC/ LIN fields Digital Wage Slip format Registers: Attendance, Leave, Overtime, Accident, Hazardous Chemical Inventory Safety Committee: Constitution order, ToR, agenda, minutes format Women Night-Shift SOP: transport roster, escort policy, lighting checklist, ICC charter Contractor & ISMW Module: contract details, worker roster, e-Shram capture, entitlements passbook BOCW Forms: Self-assessment, payment, refund Inspection Checklists: General factory; hoists/lifts; pressure vessels; welfare; fire & electrical; construction site Returns
Reform 16	Eliminate the need for maintenance of multiple registers including the 'Muster roll register' and converge all the register related requirements, in electronic form.
Reform 17	Allow business to file an annual consolidated return maintained through state portal with auto-population from EPFO data, digital worker profiles and self-certification for compliant employers, supported by risk-based inspections.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 14	
1. The reform establishes a single electronic registration system for all labour laws (excluding Factories and Boilers) through one unified application form.	1. Notification or amendment under respective State Labour Rules mandating unified electronic registration for all labour laws (excluding Factories and Boilers) through a single online application form.
2. It enables automatic approval and issuance of system-generated certificates having the same legal validity as manually issued certificates, eliminating the need for pre-registration inspections.	2. Regulation or Government Order providing legal recognition to system-generated registration certificates with the same validity as manually issued certificates and eliminating the requirement of pre-registration inspection.

Reform objective	Checklist for assessment
<p>3. The measure streamlines registration processes, ensures uniformity across labour departments, and reduces the time and compliance burden for businesses.</p>	<p>3. Approved integrated form and data-mapping document specifying fields covering all applicable labour laws—Shops & Establishments, Contract Labour (Regulation & Abolition), Inter-State Migrant Workmen, Building and Other Construction Workers, Motor Transport Workers, Labour Welfare Fund, Payment of Gratuity, etc.</p>
	<p>4. Departmental SOP defining process for automatic approval, issuance of system-generated certificates, and real-time data sharing with all subordinate labour offices.</p>
	<p>5. Circular issued by the Labour Commissioner directing discontinuation of separate registration processes by individual wings and confirming exclusive acceptance of applications through the unified registration module.</p>
Reform 15	
<p>1. The reform aims to ensure uniformity and simplification in documentation and reporting under all labour laws and the Factories Act by publishing standardized formats on the State Labour Department or Single Window portal.</p>	<p>1. Notification or Government Order issued by the Labour Department mandating publication of standardized formats and templates under all labour laws and the Factories Act on the State Labour Department or Single Window portal.</p>
<p>2. Standardized templates are to include key documents such as appointment letters (with UAN/ESIC/LIN fields), digital wage slips, registers for attendance, leave, overtime, accident, and hazardous chemical inventory, as well as formats for safety committee constitution, minutes, and women night-shift SOPs.</p>	<p>2. Approved compendium of standard formats covering appointment letter (with UAN/ESIC/LIN fields), digital wage slip, registers (attendance, leave, overtime, accident, hazardous chemical inventory), safety committee documents, women night-shift SOP, contractor and ISMW module forms, BOCW self-assessment and refund forms, inspection checklists, and statutory returns.</p>
<p>3. Modules for contractors and inter-state migrant workmen, BOCW self-assessment and refund forms, inspection checklists, and returns are to be made available in prescribed digital formats.</p>	<p>3. Departmental circular directing all subordinate offices and establishments to adopt the published formats mandatorily, prohibiting use of any non-standard formats or locally prescribed templates.</p>
<p>4. This measure promotes consistency, reduces duplication of information across departments, and facilitates compliance through ready-to-use, publicly accessible templates.</p>	<p>4. Notification or amendment in relevant Labour and Factory Rules (where required) aligning prescribed registers, returns, and formats with those published online to ensure legal enforceability.</p>

Reform objective	Checklist for assessment
	5. Certification from the Labour Commissioner confirming publication, adoption, and uniform implementation of the standardized formats across all applicable labour legislations.
Reform 16	
1. The reform eliminates the requirement to maintain multiple physical registers, including the Muster Roll Register, by consolidating all register-related provisions under labour laws into a single electronic format.	1. Notification or amendment under relevant State Labour Rules mandating convergence of all statutory registers, including the Muster Roll Register, into a single unified electronic register applicable across all labour laws.
2. It enables centralized digital maintenance of statutory records such as attendance, wages, and leave, accessible to employers and labour authorities.	2. Approved digital register format and field-mapping document specifying data elements required under each Act and their consolidation into one composite electronic register.
3. The measure standardizes record-keeping, reduces duplication, and ensures efficient, transparent, and verifiable compliance across establishments.	3. Standard Operating Procedure (SOP) defining process for electronic maintenance, update, and authentication of unified registers, including access permissions for inspectors and employers.
	4. Departmental circular directing all establishments and field offices to discontinue maintenance of multiple physical or separate registers and to adopt the unified e-register format exclusively.
	5. Certification from the Labour Commissioner confirming implementation and statewide operationalisation of the unified electronic register across all covered establishments.
Reform 17	
1. The reform provides for filing of a single annual consolidated return through the State portal, replacing multiple returns under various labour laws.	1. Notification or amendment under relevant State Labour Rules mandating introduction of an annual consolidated return for all labour laws, replacing multiple periodic returns and enabling submission through the State portal.
2. The system will auto-populate data from EPFO, digital worker profiles, and other verified sources, with self-certification allowed for compliant employers.	2. Approved return format and data-integration framework specifying auto-population of fields from EPFO data, digital worker profiles, and other authenticated databases.

Reform objective	Checklist for assessment
3. Risk-based inspections will be undertaken based on submitted information to ensure targeted compliance oversight.	3. Standard Operating Procedure (SOP) detailing filing process, self-certification mechanism for compliant employers, and criteria for risk-based inspections linked to return data.
4. The measure simplifies reporting, ensures data integrity, and promotes efficient, trust-based regulation.	4. Departmental circular directing all labour offices to discontinue collection of separate returns under individual Acts and to rely exclusively on the consolidated annual return for compliance verification.
	5. Certification from the Labour Commissioner confirming activation of the annual consolidated return system and alignment of inspection planning with risk-based parameters derived from filed returns.

ii. Contract Labour (Regulation & Abolition) Act 1970

Reform No.	Reform Details
Reform 18	Replace establishment-specific licenses with a unified contractor license (one-time and state-wide validity), to reduce duplication across multiple establishments. (Ref Ch III of rules)
Reform 19	Increase threshold of applicability of the Act on businesses from 20 workers to 50 workers (Ref. rule b of sub-section 4 of section 1 of Act)
Reform 20	Clearly define core and non-core activities and permit flexibility in using contract labour in certain circumstances to remove the mandatory requirement of engaging contract labour only through contractors, allowing principal employers to hire workers directly on contract. (Powers granted to States under Section 10 of the Act)

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 18	
1. The reform mandates the issuance of a single, unified contractor license with one-time approval and state-wide validity under the Contract Labour (Regulation and Abolition) Act, 1970, replacing establishment-specific licenses.	1. Amendment to Chapter III of the State Contract Labour (Regulation and Abolition) Rules or equivalent provision mandating introduction of a unified contractor licence with one-time, State-wide validity in place of establishment-specific licences.
2. It removes the requirement for contractors to apply separately for each establishment, enabling them to engage workers across multiple worksites within the State under a single authorization.	2. Notification or Government Order issued by the Labour Department prescribing procedure, eligibility, and fee structure for obtaining the unified contractor licence and its applicability across all establishments within the State.

Reform objective	Checklist for assessment
3. The system is intended to reduce duplication, paperwork, and inspection load while ensuring that contractor details, workforce information, and compliance records are digitally captured and monitored through one platform.	3. Revised licence format and integrated application form approved by the Labour Department reflecting removal of establishment-specific fields and inclusion of contractor-level details with unique licence number.
4. This measure simplifies regulatory administration, improves transparency in contract labour deployment, and provides operational flexibility to both contractors and principal employers.	4. Departmental SOP defining process for issuance, renewal (if applicable), suspension, or cancellation of unified licences and linkage with digital worker roster and e-Shram database.
	5. Circular issued by the Labour Commissioner directing all licensing authorities to discontinue issuance of establishment-specific contractor licences and adopt the unified licence framework statewide.
Reform 19	
1. The reform seeks to enhance the threshold for applicability of the Act from 20 to 50 workers, thereby rationalizing regulatory coverage in line with the scale of business operations.	1. Amendment to rule (b) of sub-section (4) of section 1 of the concerned State Labour Act notified in the Official Gazette, revising the applicability threshold from 20 workers to 50 workers.
2. It aims to ease compliance requirements for smaller establishments with limited workforce engagement, allowing regulatory focus on medium and large enterprises where contract labour deployment is more significant.	2. Government Order issued by the Labour Department specifying date of enforcement, coverage, and transitional provisions for establishments already registered under the earlier threshold.
3. The measure ensures proportionate regulation, reduces administrative burden on small businesses, and promotes an enabling environment for enterprise growth and employment generation.	3. Updated application forms, registration workflows, and departmental SOPs reflecting the revised threshold and auto-validation of worker count at the time of registration or renewal.
	4. Circular issued to all field offices and inspectors directing implementation of the amended threshold and ensuring no registration or inspection is initiated for establishments employing fewer than 50 workers after the amendment's effective date.

Reform objective	Checklist for assessment
Reform 20	
1. The reform requires States, under powers granted by Section 10 of the Contract Labour (Regulation and Abolition) Act, 1970, to clearly define core and non-core activities and permit flexibility in engaging contract labour accordingly.	1. Notification or amendment issued by the State Government under Section 10 of the Contract Labour (Regulation and Abolition) Act clearly defining core and non-core activities for all applicable sectors and establishing criteria for classification.
2. It allows principal employers to directly hire workers on contract for non-core or permissible activities, removing the mandatory requirement to engage through licensed contractors.	2. Government Order or notification permitting principal employers to directly engage workers on contract for non-core activities, removing the mandatory requirement of engagement only through licensed contractors.
3. The measure enhances operational flexibility, ensures legal clarity in the engagement of contract labour, and supports efficient workforce utilization while maintaining compliance safeguards.	3. Department-approved Standard Operating Procedure (SOP) specifying documentation, conditions, and safeguards for direct contractual engagement by principal employers, including wage protection, social security, and record maintenance.
	4. Circular issued by the Labour Department directing all licensing authorities and inspectors to enforce the revised provisions uniformly and discontinue any previous practice contrary to the notification.
	5. Certification from the Labour Commissioner confirming operationalization of the revised framework and adherence to the notified definition of core and non-core activities across all covered sectors.

iii. Industrial Disputes Act, 1947

Reform No.	Reform Details
Reform 21	Allow Fixed Term Employment (FTE) enabling firms to directly hire workers for a defined period with full statutory benefits, while allowing employment to end automatically upon contract expiry without retrenchment approvals, notwithstanding anything contained in section 25F of the Act.
Reform 22	Enhance the threshold for applicability of the provisions of Chapter V B of the Act from 100 to 300 workmen.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 21	
1. The reform provides for engagement of workers on Fixed Term Employment (FTE) contracts for a specified duration, with entitlement to the same statutory wages, benefits, and service conditions as permanent employees.	1. Amendment or notification issued under the State Industrial Employment (Standing Orders) Act or Rules inserting provisions on Fixed Term Employment (FTE), allowing direct hiring of workers for a defined period with full parity in wages, hours, and benefits vis-à-vis permanent employees.
2. Employment under FTE will cease automatically upon expiry of the contract without the requirement of retrenchment approval, notwithstanding anything contained in Section 25F of the Industrial Disputes Act, 1947.	2. Notification specifying that employment under FTE shall automatically terminate upon contract expiry without requirement of retrenchment approval, notwithstanding provisions of Section 25F of the Industrial Disputes Act.
3. The measure ensures flexibility in workforce management, protects employee entitlements during the tenure of employment, and facilitates efficient operations in sectors with seasonal or project-based demand.	3. Approved Standard Operating Procedure (SOP) detailing conditions for engagement of FTE workers, format of fixed-term contracts, record-keeping requirements, and integration with social security systems (EPFO, ESIC).
	4. Circular issued by the Labour Department directing all field offices and inspectors to recognise FTE engagements as valid employment and to discontinue objection or penal action on expiry of such contracts.
	5. Certification from the Labour Commissioner confirming adoption of the FTE framework across all registered establishments and its alignment with central notifications and applicable labour codes.
Reform 22	
1. The reform seeks to enhance the threshold for applicability of the provisions of Chapter V-B of the Industrial Disputes Act, 1947 from 100 to 300 workmen, thereby rationalizing the regulatory framework governing layoffs, retrenchment, and closure.	1. Amendment to Section 25K of the Industrial Disputes Act or corresponding State amendment Act notified in the Official Gazette, revising the threshold for applicability of Chapter V-B from 100 to 300 workmen.
2. It aims to align employment regulations with current industrial scale and practices, reducing compliance burden on smaller establishments while maintaining protection for workers in larger enterprises.	2. Government Order issued by the Labour Department specifying the effective date of enforcement, transitional arrangements for existing establishments, and applicability scope under the revised threshold.

Reform objective	Checklist for assessment
3. The measure promotes labour-market flexibility, encourages business expansion, and ensures balanced regulation between workforce security and operational efficiency.	3. Updated registration and approval processes, application forms, and departmental SOPs reflecting the enhanced threshold for prior permission requirements related to lay-off, retrenchment, and closure.
	4. Circular issued to all Labour Commissioners, Regional Officers, and Inspectors directing uniform enforcement of the amended threshold and discontinuation of application of Chapter V-B to establishments employing fewer than 300 workmen post-notification.

iv. Factories Act, 1948

Reform No.	Reform Details
Reform 23	For applicability under section 2m of the Act, enhance the limit of 10 workers with the help of power and 20 workers should be raised to 20 and 40, respectively.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 23	
1. The reform provides for enhancement of the applicability threshold under Section 2(m) of the Factories Act, 1948, by increasing the limit from 10 to 20 workers where power is used and from 20 to 40 workers where power is not used.	1. Amendment to Section 2(m) of the Factories Act, 1948 (or corresponding State amendment Act) notified in the Official Gazette revising the applicability threshold from 10 to 20 workers (with power) and from 20 to 40 workers (without power).
2. It aims to rationalize the coverage of the Act in line with present-day industrial operations, excluding smaller establishments with limited workforce from the ambit of factory registration.	2. Government Order issued by the Labour Department specifying effective date of enforcement, transitional provisions for existing factories, and coverage under the revised definition.
3. The measure reduces regulatory burden on micro and small enterprises, promotes ease of starting and operating manufacturing units, and allows administrative focus on medium and large-scale industries.	3. Revised application forms, registration workflows, and departmental SOPs reflecting the enhanced worker thresholds for factory registration and related permissions.
	4. Circular issued to all Chief Inspectors of Factories and field officers directing uniform enforcement of the revised applicability thresholds and ensuring that no registration, inspection, or compliance requirement is imposed on establishments below the new limits.

v. Shops and Establishment Act

Reform No.	Reform Details
Reform 24	<p>Under the Shops & Establishment Act, allow all eligible commercial establishments to operate on a 24×7 basis across the State/UT to provide operational flexibility to retail, IT/ITES, logistics, hospitality, e-commerce, and other service sectors, enabling them to function round-the-clock, with:</p> <ol style="list-style-type: none"> Written consent of women employees, along with mandatory transport and security arrangements for night shifts Ensuring compliance with all provisions of the Act, such as weekly holidays, regulation of overtime, adherence to prescribed working hours, and prohibition of excessive duty Availability of welfare facilities such as canteen, restrooms, first aid, and issuance of ID cards Adequate security measures for nighttime economic activities.
Reform 25	Exempt factories registered and licensed under the Factories Act from registration under Shops & Establishments registration for the same premises. Shops & Establishments registration shall continue to apply only to separate offices, depots, or other commercial establishments outside the factory premises, as per applicability.
Reform 26	Exempt the requirement of obtaining a Trade License for businesses/ establishments that are already registered under the State Shops and Establishments Act.
Reform 27	Subsume requirement for Registration of Hotels under Shops & Establishments registration, wherever the Act is applicable.
Reform 28	Subsume license for lodging, restaurant, bar, spa, swimming pool from Municipal authority / Police under Municipal Trade license.
Reform 29	Subsume the license for slaughterhouse and meat shop under Municipal Trade license.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 24	
1. The reform enables all eligible commercial establishments across the State/UT to operate on a 24×7 basis, providing operational flexibility to sectors such as retail, IT/ITES, logistics, hospitality, e-commerce, and other service industries.	1. Amendment or notification issued under the State Shops and Establishments Act permitting all eligible commercial establishments, including retail, IT/ITES, logistics, hospitality, e-commerce, and service sectors, to operate on a 24×7 basis across the State/UT.
2. It requires establishments operating round-the-clock to ensure written consent of women employees for night shifts and to provide mandatory transport and security arrangements.	2. GO/Notification prescribing mandatory conditions for night operations, including written consent of women employees, provision of transport and security arrangements, and adherence to prescribed working hours and overtime limits.

Reform objective	Checklist for assessment
3. Compliance with statutory provisions relating to weekly holidays, overtime regulation, working hours, and prohibition of excessive duty must be maintained, along with provision of welfare facilities such as canteens, restrooms, first aid, and ID cards.	3. Approved Standard Operating Procedure (SOP) detailing welfare and safety provisions such as canteen, restrooms, first aid, ID cards, and onsite security requirements for night operations.
4. Adequate security measures are to be ensured for nighttime operations to safeguard employees and maintain safe workplace conditions.	4. Circular issued by the Labour Department or Nodal Authority directing local offices to implement the 24×7 operation permission uniformly and to ensure compliance through periodic risk-based inspections.
5. The measure promotes an enabling regulatory framework for continuous business operations, supporting employment generation and expansion of the night-time economy.	5. Certification from the Labour Commissioner confirming operationalisation of 24×7 permission framework, coverage of eligible sectors, and monitoring mechanism for compliance with stipulated safeguards.
Reform 25	
1. The reform exempts factories already registered and licensed under the Factories Act, 1948 from obtaining separate registration under the Shops and Establishments Act for the same premises.	1. Notification or amendment issued under the State Shops and Establishments Act exempting factories registered and licensed under the Factories Act from separate registration under the Shops and Establishments Act for the same premises.
2. Shops and Establishments registration will apply only to offices, depots, or commercial establishments functioning outside the factory premises, in accordance with statutory applicability.	2. Government Order clarifying continued applicability of Shops and Establishments registration only to separate offices, depots, warehouses, or other commercial establishments situated outside factory premises.
3. The measure removes duplication of registrations, reduces administrative burden on manufacturing units, and ensures clarity and consistency in the application of labour and establishment laws.	3. Revised application and registration process documentation reflecting exemption for factory premises and inclusion of validation checks to prevent duplicate registration under both Acts for the same location.
	4. Circular issued by the Labour Department or local registering authority directing field offices to enforce the exemption uniformly and to update departmental databases to reflect the revised applicability.
	5. Certification from the Labour Commissioner confirming implementation of the exemption framework and harmonisation of registration records between the Shops and Establishments system and the Factories database.

Reform objective	Checklist for assessment
Reform 26	
1. The reform provides for exemption from obtaining a separate Trade Licence for businesses and establishments already registered under the State Shops and Establishments Act.	1. Notification or amendment issued under the State Municipal or Urban Local Bodies Act exempting businesses and establishments registered under the State Shops and Establishments Act from obtaining a separate Trade License for the same premises and activities.
2. It removes duplication of registration processes and verification requirements undertaken by local bodies for the same premises.	2. Government Order specifying that Shops and Establishments registration shall be treated as sufficient proof of business operation for purposes of trade licensing, along with effective date of enforcement.
3. The measure simplifies compliance, reduces administrative interface with multiple departments, and promotes single-registration-based operation for commercial establishments.	3. Revised application formats and departmental SOPs of Urban Local Bodies reflecting removal of the Trade License requirement for establishments holding valid Shops and Establishments registration.
	4. Circular issued by the Urban Development or Municipal Administration Department directing all local bodies to implement the exemption uniformly and discontinue parallel processing of Trade Licenses for such establishments.
	5. Certification from the Nodal Department confirming implementation of the exemption across all Urban Local Bodies and alignment of registration databases between Shops and Establishments and Trade Licensing systems.
Reform 27	
1. The reform provides for subsuming the requirement of separate registration for hotels under the Shops and Establishments Act, wherever applicable in the State/UT.	1. Notification or amendment issued under the State Shops and Establishments Act and relevant Tourism/Hotel Trade Regulation Rules subsuming registration of hotels, lodges, guest houses, and similar establishments under the Shops and Establishments framework, wherever applicable.
2. It ensures that hotels are covered under a single registration framework instead of multiple overlapping approvals from different authorities.	2. Government Order specifying that a single Shops and Establishments registration shall serve as the registration for hotel operations, eliminating the requirement of a separate hotel-specific registration.
3. The measure simplifies procedures for hospitality establishments, reduces duplication of documentation, and enables unified regulatory oversight through a single registration system.	3. Revised application form and departmental SOP of the Labour and Tourism Departments reflecting integration of hotel registration fields within the Shops and Establishments registration process.

Reform objective	Checklist for assessment
	<p>4. Circular jointly issued by the Labour Department and Tourism Department directing all field offices and local bodies to discontinue issuance of separate hotel registrations and mandating reliance on the Shops and Establishments certificate for regulatory purposes.</p> <p>5. Certification from the Nodal Department confirming implementation of the integrated registration framework, cross-verification between both departments' databases, and uniform application across all districts.</p>
Reform 28	
<p>1. The reform seeks to subsume separate licences for lodging, restaurant, bar, spa, and swimming pool issued by Municipal or Police authorities into a unified Municipal Trade Licence.</p>	<p>1. Notification or amendment issued under the State Municipal or Urban Local Bodies Act subsuming separate licences for lodging, restaurant, bar, spa, and swimming pool under a single Municipal Trade Licence.</p>
<p>2. It eliminates the need for multiple applications, inspections, and renewals for the same premises, ensuring single-point authorisation for such establishments.</p>	<p>2. Government Order specifying that the unified Trade Licence shall serve as the composite authorisation for all such activities within municipal limits, with no separate approvals required from Police or other local authorities.</p>
<p>3. The measure streamlines approval processes, reduces administrative overlap between local authorities, and promotes ease of doing business in the hospitality and recreation sectors.</p>	<p>3. Revised Trade Licence application form and departmental SOP incorporating activity-specific parameters (safety, hygiene, excise, fire, public health) within the unified licensing framework.</p> <p>4. Circular jointly issued by the Urban Development Department, Home Department (Police), and concerned local bodies directing discontinuation of issuance of individual licences and enforcement of the unified framework.</p> <p>5. Certification from the Urban Development Department confirming implementation of the unified Trade Licence regime across all Urban Local Bodies and alignment of records with previously issued standalone licences.</p>
Reform 29	
<p>1. The reform mandates consolidation of separate licences for slaughterhouses and meat shops into a single Municipal Trade Licence issued by the local authority.</p>	<p>1. Notification or amendment issued under the State Municipal or Urban Local Bodies Act subsuming separate licences for slaughterhouses and meat shops under a single Municipal Trade Licence framework.</p>

Reform objective	Checklist for assessment
2. It removes multiple departmental approvals for the same premises, ensuring single-window licensing and uniform regulatory oversight.	2. Government Order specifying that the unified Trade Licence shall serve as the composite authorisation for operation of slaughterhouses and meat shops, incorporating conditions related to hygiene, waste disposal, and veterinary certification.
3. The measure simplifies procedures, improves inter-departmental coordination, and reduces compliance burden on meat processing and retail establishments.	3. Revised Trade Licence application form and departmental SOP integrating activity-specific parameters and compliance requirements within the unified framework.
	4. Circular jointly issued by the Urban Development Department, Animal Husbandry Department, and local bodies directing discontinuation of issuance of separate licences and adoption of the unified Trade Licence system.
	5. Certification from the Urban Development Department confirming implementation of the unified Trade Licence regime across all Urban Local Bodies and harmonisation of existing records for slaughterhouse and meat shop operations.

vi. Inter State Migrant Workmen Act, 1979

Reform No.	Reform Details
Reform 30	Increase threshold under section 3 (i) from 5 to 50 for registration and applicability

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 30	
1. The reform seeks to increase the threshold for registration and applicability under Section 3(i) of the Shops and Establishments Act from 5 to 50 employees, aligning the coverage with current business and employment patterns.	1. Amendment to Section 3(i) of the State Shops and Establishments Act notified in the Official Gazette, revising the threshold for registration and applicability from 5 to 50 employees.
2. It aims to exempt very small establishments from registration requirements, thereby reducing compliance burden on micro enterprises and enabling administrative focus on larger establishments.	2. Government Order issued by the Labour Department specifying the effective date of enforcement, coverage, and transitional provisions for establishments already registered under the earlier threshold.
3. The measure promotes proportional regulation, simplifies processes for small businesses, and supports ease of starting and operating establishments across the State/UT.	3. Updated application forms, registration workflows, and departmental SOPs reflecting the revised threshold and auto-validation of employee count at the time of registration or renewal.

Reform objective	Checklist for assessment
	<p>4. Circular issued to all registering authorities and field offices directing uniform implementation of the amended threshold and ensuring that no registration or inspection is initiated for establishments employing fewer than 50 persons after the amendment's effective date.</p> <p>5. Certification from the Labour Commissioner confirming implementation of the revised threshold across all registering authorities and alignment of registration databases with the new applicability limit.</p>

vii. Building and Other Construction Workers' Welfare Cess Act, 1996

Reform No.	Reform Details
Reform 31	<p>Mandate that in the filing of appeal under the BOCW Cess Act 1998 and rules, the Assessing Officer must:</p> <ol style="list-style-type: none"> Make an assessment within 90 days (not 6 months) Replies are due in 30 days (not 15), and Refunds and adjustments are managed electronically with a 30-day window (instead of 13 days). Appeal is to be disposed within 60 days Cess Collector's certificate is issued electronically that disputed amounts are deposited

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 31	
1. The reform mandates a streamlined and time-bound process for assessment, appeal, refund, and adjustment under the BOCW Cess Act, ensuring faster and fully electronic disposal of cases.	1. Amendment or notification issued under the Building and Other Construction Workers' Welfare Cess Act, 1996 and corresponding State Rules prescribing revised statutory timelines for assessment (within 90 days), reply submission (within 30 days), electronic refund/adjustment (within 30 days), and appeal disposal (within 60 days).
2. The Assessing Officer is required to complete assessments within 90 days, allow 30 days for submission of replies, and process refunds or adjustments electronically within 30 days.	2. Notification mandating issuance of the Cess Collector's certificate electronically, confirming deposit of disputed amounts before appeal hearing.

Reform objective	Checklist for assessment
<p>3. Appeals are to be disposed of within 60 days, with the Cess Collector issuing electronic certificates confirming that disputed amounts have been deposited.</p>	<p>3. Revised procedural guidelines or departmental SOP defining end-to-end electronic workflow for assessment, refund, and appeal processing, aligned with the new statutory timelines.</p>
<p>4. The measure enhances procedural efficiency, transparency, and accountability while reducing delays in cess-related dispute resolution.</p>	<p>4. Circular issued by the Labour or Welfare Cess Department directing all Assessing Officers and Appellate Authorities to comply with the revised timeframes and to process assessments and appeals only through the electronic system.</p>
	<p>5. Certification from the State Labour Welfare Board or Nodal Department confirming operationalisation of the amended timelines and implementation of electronic processing and certification system across all jurisdictions.</p>

Area 4: Land Administration and Transfer of Land and Property

i. Property Registration

Reform No.	Reform Details
Reform 32	<p>Records of property ownership and encumbrances – Integrate all land/property related records of ownership and encumbrances on one single online portal including:</p> <ol style="list-style-type: none"> Data of land transaction deeds for the last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.), Updated Record of Rights at all Revenue department offices (Date of mutation), and Data of Property Tax payment dues at all urban and rural areas of the State/UT (Name of the Property Taxpayer, Property Tax dues) Revenue Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]) Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]) Integrate with Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI) Integrate with utilities (electricity & water) Integrated with cadastral maps Ensure that ULPIN is identifiable in the property/ plot details
Reform 33	<p>Management of Revenue Courts – Mandate to Publish an online dashboard of land disputes in public domain with following features:</p> <ol style="list-style-type: none"> Publish information about the procedure and comprehensive list of documents for filing an application for the dispute Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for e-filing and document submission and verification Mandate that all applications are submitted online Design and implement a system to allow for e-summons Design and implement a system to allow publishing e-cause lists Design and implement a system to allow for e-payments for fees Design and implement a system to allow for issuing digitally signed orders Ensure that the system allows users to download the final signed decision from the online portal. Provide statistics of land disputes and publish list of current disputes online in public domain to clearly publish the data on number and type of land disputes, average time taken and fee incurred to resolve land disputes under Revenue Court Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform No.	Reform Details
Reform 34	<p>Digitize and publish online land transaction deeds including conveyance deed, property registry, Lease etc. kept at the sub-registrar offices and provide:</p> <ol style="list-style-type: none"> Transaction history for the last 20 years The Transaction history of 20 years to be displayed in tabular/dashboard form with access to relevant documents in downloadable forms for each transaction and Availability of Statistics Gender-Disaggregated Data* on Property Ownership Searchable metadata with the help of Survey no./Registration number, Registration date, Conveyance deed/property registry, etc. Website should clearly state that the information provided online is updated, and no physical visit is required <p>*States & UTs to ensure capturing Gender-Disaggregated Data for all land transactions from 1st April 2024.</p>
Reform 35	<p>Implement a system to trigger the mutation/name change as soon as the property is registered at sub registrar office for the following processes:</p> <ol style="list-style-type: none"> Mutation at land records office Name change at Municipal Corporation and Panchayats for property tax Name change in Electricity and Water bills
Reform 36	<p>Design and implement a system that at Sub Registrar office and ULB that allows</p> <ol style="list-style-type: none"> Online application submission, payment, tracking and monitoring without the need for a physical touch point for document submission, verification, and mandate that all applications are submitted online. Also publish information about the procedure and comprehensive list of documents for filing an application. Mandate that all applications are submitted online Ensure that the system allows users to download the final signed record from the online portal. Provide statistics of applications and disposals online in public domain to clearly publish the data on numbers, average time taken and fee applicable Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 32	
1. The reform mandates creation of a single online portal integrating all land and property ownership and encumbrance records across the State/UT to ensure transparency, accessibility, and data integrity.	1. Notification or Government Order issued by the Revenue Department mandating integration of all land and property ownership records, encumbrances, and related datasets on a single online portal covering the entire State/ UT.

Reform objective	Checklist for assessment
2. The portal is to consolidate data on land transaction deeds (last 20 years), updated Records of Rights, property tax dues for urban and rural areas, and court case details from both revenue and civil courts.	2. Data integration framework approved by the Revenue Department specifying data sources, structure, and exchange mechanism for linking: (i) land transaction deeds (20 years), (ii) Record of Rights, (iii) Property Tax dues, (iv) Revenue and Civil Court cases, (v) CERSAI records, (vi) utility data (electricity and water), and (vii) cadastral maps with ULPIN identification.
3. It is to be further integrated with the Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI), utility databases (electricity and water), and cadastral maps, with each property linked through a Unique Land Parcel Identification Number (ULPIN).	3. Amendment or Government Order authorising data-sharing between Registration, Revenue, Municipal, Judiciary, and Utility departments, with defined nodal responsibilities for maintaining updated information and ensuring authenticity of datasets.
4. The portal must be publicly accessible, display the latest date of update, and clearly state that no physical visit is required to obtain property-related information.	4. Standard Operating Procedure (SOP) defining integration protocol, data validation cycle, error rectification, and system update frequency, ensuring complete coverage of rural and urban areas.
5. The measure ensures unified access to verified property data, reduces the need for physical verification, and enables secure, real-time due diligence across all areas of the State/UT.	5. Circular issued by the Revenue Department directing all Sub-Registrar, Property Tax, and Utility offices to discontinue manual verification and confirm that the online portal is the single source of truth for ownership and encumbrance verification.
	6. Certification from the State IT/NIC Department confirming completion of inter-departmental integration, inclusion of all specified datasets, public accessibility of the portal, and display of latest update time stamp on the website.
Reform 33	
1. The reform seeks to digitize end-to-end management of land dispute cases under Revenue Courts through an online system that enables electronic filing, processing, and monitoring of all applications without the need for physical interface.	1. Notification or Government Order issued by the Revenue Department mandating online management of Revenue Court proceedings and publication of land dispute data through a public dashboard integrated with the State land records system.
2. The system will allow online submission of applications with prescribed procedures and document checklists, e-payment of fees, e-summons, e-cause lists, and issuance of digitally signed orders downloadable from the portal.	2. Approved procedural framework defining end-to-end digital workflow for dispute management, covering online application filing, e-payment, e-summons, e-cause list generation, hearing management, and issuance of digitally signed orders with downloadable final decisions.

Reform objective	Checklist for assessment
3. A public dashboard is to be developed to publish statistics and details of current disputes, including number and type of cases, average time taken, and fees incurred, updated in real time or at regular intervals with date and time of last update.	3. Regulatory order mandating exclusive acceptance of online applications for land dispute matters and discontinuation of physical submissions and offline processing at Revenue Courts.
4. The measure ensures transparency, accessibility, and efficiency in the functioning of Revenue Courts while reducing delays, manual intervention, and procedural complexity for citizens.	4. Approved Standard Operating Procedure (SOP) detailing data publishing protocol, frequency of updates, and parameters to be displayed on the public dashboard, including number and type of disputes, average time for disposal, and fee incurred.
	5. Notification or circular directing all Revenue Courts to update case data regularly and ensure integration with the State's land records and ULPIN database for real-time tracking of dispute status.
	6. Certification from the State IT/NIC Department confirming operationalisation of the system with public accessibility, digital signing functionality, automated reporting, and display of the latest update timestamp on the dashboard.
Reform 34	
1. The reform mandates digitization and online publication of all land transaction deeds, including conveyance deeds, property registries, and leases maintained at sub-registrar offices, to ensure transparent and verifiable access to property records.	1. Notification or Government Order issued by the Revenue or Registration Department mandating digitization and online publication of all land transaction deeds, including conveyance deeds, property registries, and leases maintained at sub-registrar offices.
2. The system will provide a 20-year transaction history in tabular or dashboard format with downloadable documents for each transaction, along with gender-disaggregated data on property ownership captured for all transactions from 1 April 2024 onward.	2. Data digitization and publication framework approved by the Registration Department specifying inclusion of 20 years of transaction history, searchable metadata (Survey number, Registration number, Registration date, document type), and linkage with gender-disaggregated property ownership data captured from 1st April 2024.

Reform objective	Checklist for assessment
3. The portal will include searchable metadata using parameters such as survey number, registration number, registration date, and document type, and will clearly indicate that information is up to date and no physical visit is required.	3. Approved Standard Operating Procedure (SOP) detailing process for digitization, verification, and periodic update of land transaction records, and providing for real-time synchronization between sub-registrar databases and the public portal.
4. The measure enhances transparency, simplifies property verification, and promotes gender-responsive data management in property ownership across the State/UT.	4. Notification directing all sub-registrar offices to discontinue manual or physical access requests and to ensure that downloadable documents, searchable metadata, and transaction dashboards are publicly available online with the latest update timestamp.
	5. Certification from the State IT/NIC Department confirming digitization of 20-year transaction records, publication on a publicly accessible portal, integration of gender-disaggregated data, and display of latest update date and time on the website.
Reform 35	
1. The reform provides for implementation of a system that automatically triggers mutation and name change processes immediately upon registration of property at the sub-registrar office.	1. Notification or Government Order issued jointly by the Revenue, Urban Development, Rural Development, and Energy Departments mandating automatic initiation of mutation and name change processes immediately upon completion of property registration at sub-registrar offices.
2. The system will enable automatic updation of ownership details in land records, property tax registers of Municipal Corporations and Panchayats, and utility databases for electricity and water connections.	2. Data exchange and integration framework approved by the Revenue Department defining API-based real-time transfer of registration data from sub-registrar offices to land records, municipal property tax, electricity, and water utility databases.
3. This measure ensures real-time synchronization of ownership data across departments, eliminates manual follow-ups by property owners, and promotes accuracy, transparency, and efficiency in post-registration processes.	3. Approved Standard Operating Procedure (SOP) specifying workflow, data fields, verification hierarchy, and timeline for auto-triggered mutation and updation of ownership details across all linked systems.
	4. Notification directing all concerned departments to discontinue requirement of separate applications for mutation and name change where registration data has been received electronically from the sub-registrar system.

Reform objective	Checklist for assessment
	5. Certification from the State IT/NIC Department confirming live integration of registration, land records, municipal, and utility databases; functionality of auto-trigger mechanism; and successful completion of real transaction validations across all linked systems.
Reform 36	
1. The reform mandates development of an integrated online system at Sub-Registrar Offices and Urban Local Bodies for electronic submission, payment, tracking, and monitoring of all applications without any physical interface.	1. Notification or Government Order issued by the Revenue and Urban Development Departments mandating establishment of an online system at Sub-Registrar Offices and Urban Local Bodies (ULBs) for end-to-end digital submission, payment, verification, and issuance of approvals, eliminating any physical touch point.
2. The system will publish detailed procedures and document checklists for filing applications and require that all submissions be made online, with provision for applicants to download the final digitally signed record from the portal.	2. Approved procedural framework defining the online workflow, payment gateway integration, document verification process, and requirement that all applications be submitted, processed, and disposed of only through the online system.
3. A public dashboard will display statistics on applications received and disposed, along with average processing time and applicable fees, updated on a real-time or regular basis with visible date and time of the latest update.	3. Notification directing publication of application procedure, comprehensive list of required documents, applicable fees, and timelines on the Sub-Registrar and ULB portals.
4. The measure ensures transparency, standardization, and efficiency in service delivery while eliminating physical touchpoints and improving citizen convenience.	4. Approved Standard Operating Procedure (SOP) ensuring users can download digitally signed certificates and records from the portal, and prescribing format for statistics on number of applications received, disposed, average time taken, and fee details.
	5. Circular mandating display of an online dashboard in public domain showing application and disposal data with date and time of last update and defining frequency for data updation (daily/weekly/fortnightly/monthly).
	6. Certification from the State IT/NIC Department confirming system functionality, public accessibility, and real-time or periodic dashboard updation as per the notified schedule.

ii. Property Tax

Reform No.	Reform Details
Reform 37	<p>Digitize and publish data of Property Tax payment dues online in public domain for all the Urban Local Bodies (ULBs) and Panchayats in the State/UT. The searchable metadata available should be:</p> <ol style="list-style-type: none"> Name of the Property Taxpayer 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 Design an online system to auto-calculate and pay the property tax Automate NOC issuance, if required, using pre-fed property and tax data; no manual intervention required.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 37	
1. The reform mandates digitization and online publication of property tax payment and dues data for all Urban Local Bodies (ULBs) and Panchayats across the State/UT to ensure transparency and accessibility.	1. Notification or Government Order issued by the Urban Development and Rural Development Departments mandating digitization and online publication of Property Tax payment dues for all Urban Local Bodies (ULBs) and Panchayats across the State/UT.
2. The portal will include searchable metadata such as the name of the property taxpayer and survey or unique property identification number, with a clear statement that the data is up to date and no physical visit is required.	2. Data integration and publication framework approved by the Nodal Department specifying searchable metadata fields — Name of Property Taxpayer, Survey/Unique Property Identification Number, payment status, and linkage with property records.
3. The system will provide auto-calculation and online payment of property tax and enable automated issuance of No Objection Certificates (NOCs) based on pre-fed property and tax data without manual intervention.	3. Approved Standard Operating Procedure (SOP) defining process for auto-calculation of Property Tax based on pre-fed property parameters, integration of payment gateway, and automated generation of NOC without manual intervention
4. The measure promotes efficiency, accuracy, and transparency in property tax administration while reducing human interface and improving ease of payment for citizens.	4. Notification directing all ULBs and Panchayats to discontinue physical tax payment and manual NOC processing, mandating exclusive use of the online system for computation, payment, and certification.
	5. Certification from the State IT/NIC Department confirming live publication of Property Tax data, functioning of auto-calculation and NOC modules, and public accessibility of updated data with display of latest update timestamp on the portal.

iii. Land allotment

Reform No.	Reform Details
Reform 38	Mandate that land allotment for approved projects be completed within 30 days, including issuance of lease or title transfer as applicable, and ensure periodic disclosure of completion status through upgraded online platforms for tracking, updates, public access, and transparency.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 38	
1. The reform mandates completion of land allotment, including issuance of lease deeds or title transfers, within 30 days of project approval.	1. Notification or Government Order issued by the Industries and Revenue Departments mandating that land allotment for all approved industrial, commercial, and infrastructure projects be completed within 30 days, including issuance of lease deeds or title transfer orders as applicable.
2. The implementing agency shall publish allotment progress and completion status on upgraded online platforms with features for tracking, periodic updates, and public access.	2. GO/ Circular defining the procedural timeline, inter-departmental coordination mechanism, and accountability matrix for ensuring completion of allotment and title issuance within the prescribed 30-day period.
3. The measure ensures transparency, accountability, and adherence to defined timelines in land allotment processes across the State/UT.	3. Approved Standard Operating Procedure (SOP) specifying stepwise process flow for land allotment, data entry, digital issuance of lease/ title documents, and exception handling for delayed cases.
	4. Notification directing publication of allotment status, including project details, allotment date, and lease/title issuance date, on an upgraded online platform accessible to the public, with periodic (weekly/monthly) updates and timestamp display.
	5. Certification from the State Industries Department confirming operationalisation of the 30-day allotment framework, online disclosure of status for all approved projects, and integration of allotment data with the State land management or single window system.

Area 5: Construction Permit and Building Regulations

i. Building plan approval

Reform No.	Reform Details
Reform 39	Develop an online system for registration of Licensed Technical Persons (LTPs) and Architects across the state in a manner that once a professional is registered, they are recognized across all Urban Local Bodies (ULBs)/ Development Authorities and Industrial Development Corporations in the State.
Reform 40	Rationalize the service delivery timeline for Construction Permit (in days): Instant Approval for Low Risk, 7 days for Medium Risk and 14 days for High Risk
Reform 41	States/UTs should exempt minor and low-risk constructions of small sheds on area of below 500 sqm from multiple NOCs and simplify construction related approvals through self-certification or third-party approval mechanism. States/ UTs will get full marks if more than 30% approvals are granted by third parties during the evaluation period.
Reform 42	Designate a single nodal agency as the common interface for all NOCs, integrated with building approval systems and mandate that building plan approvals across the State are issued through one online system, listing areas and corresponding ULB/ Development Authority applicable to avoid duplication and bring uniformity in procedures, and inspection checklist. Applicants will be able to identify the authority applicable to respective plot.
Reform 43	Online system developed for application and grant of construction permit should also provide a facility to check the drawing online as pre-scrutiny for compliance to development control rules and location related restrictions, if any, before making an application.
Reform 44	Allow auto-generation of Occupancy/ Completion certificate on certification from the licensed architect/ engineer for low and medium risk buildings along with geo-tagged photos and digital signatures, through online portal along with elimination of redundant fees and document resubmission.
Reform 45	Replace the requirement for physical inspection for plinth level completion (where construction is as per sanctioned plan or within compoundable limits) with self-certification on case of low-risk building or certificate from the architect for medium risk buildings.
Reform 46	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. States/ UTs will get full marks if more than 30% approvals are granted by third parties during the evaluation period.
Reform 47	Design and develop an online single window system for granting construction permits with the following functionalities: <ul style="list-style-type: none"> i. A common integrated application for all internal and external agencies required to provide NOCs/ Approvals such as Fire Services, Water and Sewerage Department, Permission for Alteration and Addition/ Revision/ Revalidation of Building Plan/ Permission for Demolition and Reconstruction of Building, Discoms, AAI, NMA, Railways/ Metro, Lift, Forest, labour, Factory Directorate Environmental etc.

Reform No.	Reform Details
	<ul style="list-style-type: none"> ii. NOCs related to internal construction (HVAC, rainwater harvesting), sites abutting state highways, approvals from specific industrial estate authorities, irrigation department, solid waste management), Traffic police, Collector, restricted land use related with Housing board, Revenue department, Municipal authority, Survey authorities, jail/ security zone proximity, etc. are either in-built or eliminated for low risk buildings. iii. Provision for making an online application with integrated payment without the need for a physical touch point for document submission and verification iv. 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 v. Ensure that the system issues digitally signed approved building plan vi. Provision for e-intimation of commencement of construction vii. Provision for e-intimation to authorities of plinth level completion viii. Provision for online common completion request form cum Occupancy Certificate Application with online payment ix. Provision for online issuance of signed occupancy cum completion certificate to the applicant x. The dashboard of the system should display joint site inspections be implemented, involving all concerned authorities, including Fire, Sewerage, Electricity, Labour (e.g., Factory License), Water Department, and internal departments responsible for granting construction permits in urban areas and Industrial Development Corporations (IDCs). xi. The system should allow for allocation of inspections to licensed architect/ engineer/ structural engineer, as applicable for low- and moderate-risk buildings for grant of Building plan approval, Plinth level inspection and Completion/ Occupancy certificate.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 39	
<p>1. The reform mandates development of an online system for registration of Licensed Technical Persons (LTPs) and Architects, enabling a single, state-wide registration valid across all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations.</p>	<p>1. Notification or Government Order issued by the Urban Development and Housing Department mandating creation of a unified online system for registration and recognition of Licensed Technical Persons (LTPs) and Architects across all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations in the State.</p>

Reform objective	Checklist for assessment
2. The system shall maintain a centralized database of registered professionals accessible to all approving authorities for verification and validation purposes.	2. Approved framework defining eligibility criteria, application procedure, registration validity, renewal conditions, and automatic recognition of registered professionals across all authorities through a single State-wide registration ID.
3. The measure eliminates the need for multiple registrations with individual authorities, ensures uniform recognition of professionals across the State/UT, and promotes efficiency and transparency in approval processes.	3. Standard Operating Procedure (SOP) specifying workflow for application submission, verification, approval, and integration of LTP/Architect database with the building plan approval and single window systems.
	4. Notification directing all ULBs, Development Authorities, and Industrial Development Corporations to discontinue local registration processes and rely exclusively on the unified online register for validation of LTPs/Architects.
	5. Certification from the State IT/NIC Department confirming launch of the unified registration system, inter-departmental integration, and real-time accessibility of the LTP/Architect database across all implementing agencies.
Reform 40	
1. The reform mandates adoption of risk-based timelines for issuance of construction permits to ensure timely and predictable service delivery across all approving authorities.	1. Notification or amendment issued by the Urban Development and Housing Department rationalizing service delivery timelines for construction permits—Instant Approval for Low-Risk buildings, 7 days for Medium-Risk, and 14 days for High-Risk categories.
2. Approvals shall be granted instantly for low-risk applications, within 7 days for medium-risk cases, and within 14 days for high-risk cases.	2. Government Order defining the criteria for risk classification of building projects, including parameters such as plot size, height, occupancy type, and structural complexity.
3. The measure standardizes processing timelines, enhances transparency, and ensures faster project commencement through a risk-based, time-bound approval framework.	3. Approved Standard Operating Procedure (SOP) prescribing the stepwise workflow, document requirements, scrutiny process, and auto-approval provisions aligned with the notified risk-based timelines.
	4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to implement the revised service delivery timelines uniformly through the online building plan approval system.

Reform objective	Checklist for assessment
	5. Certification from the State IT/NIC Department confirming configuration of risk-based timelines in the online approval system and operationalisation of instant, 7-day, and 14-day approvals as per the notified framework.
Reform 41	
1. The reform provides for exemption of minor and low-risk constructions, such as small sheds below 500 sqm, from multiple No Objection Certificates (NOCs) and complex approval processes.	1. Notification or amendment issued by the Urban Development and Housing Department exempting minor and low-risk constructions (small sheds below 500 sqm) from multiple NOC requirements and permitting self-certification or third-party approval in lieu of departmental clearances.
2. Approvals for such constructions are to be facilitated through self-certification or third-party verification mechanisms to expedite clearance.	2. Notification/ GO defining eligibility criteria for low-risk constructions, list of NOCs exempted, and conditions under which third-party or self-certification is acceptable for construction commencement.
3. States/UTs achieving more than 30% approvals through accredited third-party agencies during the evaluation period will be considered for full compliance.	3. Standard Operating Procedure (SOP) approved by the Nodal Department specifying empanelment, roles, and responsibilities of accredited third-party professionals, including inspection, certification, and reporting mechanisms.
4. The measure promotes ease of construction, reduces procedural delays, and strengthens risk-based, trust-oriented regulatory governance.	4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to operationalise the exemption and third-party/self-certification process through the online building permit system. 5. Certification from the State Urban Development Department confirming implementation of the simplified approval framework, percentage of approvals granted through third-party certification (target ≥30%), and statewide compliance with the notified mechanism.
Reform 42	
1. The reform mandates designation of a single nodal agency to serve as the common interface for all No Objection Certificates (NOCs) and to integrate these with the building plan approval system across the State/UT.	1. Notification or Government Order issued by the Urban Development and Housing Department designating a single nodal agency as the common interface for processing and integration of all NOCs related to building plan approvals across the State/UT.

Reform objective	Checklist for assessment
2. All building plan approvals are to be issued through one unified online system that lists applicable areas along with the corresponding Urban Local Body (ULB) or Development Authority, enabling applicants to identify the competent authority for their plot.	2. Amendment or order mandating that all building plan approvals be issued exclusively through one unified online system, integrated with NOC-issuing departments and covering all ULBs, Development Authorities, and Industrial Development Corporations.
3. The system shall ensure uniformity in approval procedures, standardized inspection checklists, and elimination of duplication in processing.	3. SOP specifying mapping of jurisdictions—ULBs, Development Authorities, and other local bodies—with corresponding area coverage, authority identification logic, and integration mechanism to eliminate duplication in approval processes.
4. The measure institutionalizes a single-window mechanism for construction-related approvals, ensuring transparency, efficiency, and predictability in service delivery.	4. Notification prescribing uniform inspection checklists, procedures, and timelines for building plan approvals to ensure standardisation across all jurisdictions.
	5. Certification from the State IT/NIC Department confirming operationalisation of the unified online approval system, integration with NOC departments, and functionality enabling applicants to identify applicable authorities and jurisdictional boundaries for their respective plots.
Reform 43	
1. The reform mandates that the online system for construction permit application and approval include a pre-scrutiny module allowing applicants to check and validate building drawings against prescribed Development Control Rules (DCR), zoning parameters, and location-based restrictions (such as heritage, environmental, or road setback limits) before formal submission.	1. Notification or Government Order issued by the Urban Development and Housing Department mandating integration of a pre-scrutiny module within the online construction permit system to enable applicants to check building drawings for compliance with development control rules and location-based restrictions prior to formal application submission.
2. The system should automatically detect deviations or non-compliance in the uploaded drawings and alert applicants to rectify errors, ensuring only compliant proposals proceed for official scrutiny.	2. SOP specifying functionality of the pre-scrutiny system, including validation parameters, geospatial checks, permissible land use, setback, height, and FSI compliance as per the applicable Development Control Regulations.
3. The pre-scrutiny feature must also enable cross-verification of site and plot details through integration with GIS-based layers and master plan data, ensuring accurate assessment of permissible use and building parameters.	3. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to operationalize the pre-scrutiny feature and ensure its availability on the unified building plan approval system.

Reform objective	Checklist for assessment
4. This functionality minimizes manual interventions, reduces resubmissions and delays, and improves accuracy and efficiency in building approval processes across all Urban Local Bodies (ULBs) and Development Authorities.	4. Departmental circular prescribing that pre-scrutiny reports generated online shall be digitally authenticated and accepted as preliminary compliance verification, eliminating manual pre-approval scrutiny.
5. The measure promotes transparency, predictability, and uniform compliance with planning and development control regulations across the State/UT.	5. Certification from the State IT/NIC Department confirming activation of the online pre-scrutiny module, integration with development control datasets, and functionality for applicants to verify drawing compliance before filing applications.
Reform 44	
1. The reform enables auto-generation of Occupancy and Completion Certificates through the online portal upon submission of certification by licensed architects or engineers for low and medium-risk buildings.	1. Notification or amendment issued by the Urban Development and Housing Department mandating auto-generation of Occupancy/Completion Certificates for low- and medium-risk buildings based on online submission of certification by licensed architects/engineers, supported with geo-tagged photographs and digital signatures.
2. The system shall accept geo-tagged photographs, digital signatures, and compliance declarations in lieu of physical inspection, eliminating redundant fees and repeated document submissions.	2. Notification/ GO defining risk categories eligible for auto-generation, required professional certifications, and verification protocols to ensure authenticity of submissions.
3. This measure streamlines post-construction approvals, reduces manual intervention, and ensures time-bound, transparent, and technology-driven issuance of certificates.	3. Approved Standard Operating Procedure (SOP) detailing end-to-end workflow for automated certificate issuance, elimination of redundant fees and document resubmission, and audit mechanism for random verification of issued certificates.
4. It promotes ease of doing construction, accountability of licensed professionals, and uniformity in approval processes across the State/UT.	4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to implement the auto-generation process exclusively through the unified online construction permit system.
	5. Certification from the State IT/NIC Department confirming functionality of the auto-generation module, integration of geo-tagged photo upload and digital signature features, and operational discontinuation of manual Occupancy/Completion Certificate issuance for eligible categories.

Reform objective	Checklist for assessment
Reform 45	
1. The reform provides for replacing the requirement of physical inspection at the plinth level with self-certification for low-risk buildings and certification from licensed architects or engineers for medium-risk buildings, where construction conforms to the sanctioned plan or is within compoundable limits.	1. Notification or amendment issued by the Urban Development and Housing Department replacing the requirement of physical inspection for plinth level completion with self-certification for low-risk buildings and certification by licensed architect/engineer for medium-risk buildings.
2. The system shall enable online submission of certificates along with geo-tagged photographs to verify compliance without on-site verification.	2. Notification/ GO defining eligibility criteria, risk classification parameters, and format for self-certification or professional certification, ensuring compliance with sanctioned building plans and compoundable limits.
3. This measure reduces inspection delays, enhances professional accountability, and ensures faster progression of construction activities while maintaining regulatory oversight through digital validation.	3. Approved Standard Operating Procedure (SOP) prescribing digital submission of plinth level certificates through the online building permit system, along with geo-tagged photographs and digital signatures of the certifying professional.
	4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to discontinue physical plinth inspections for eligible categories and rely on submitted self/architect certifications for approval of next construction stage.
	5. Certification from the State IT/NIC Department confirming activation of the online plinth certification module, acceptance of geo-tagged photo evidence, and discontinuation of physical inspection workflows for low- and medium-risk buildings.
Reform 46	
1. The reform provides for implementation of an online system that enables approval of building plans and completion stages based on third-party certification of structural designs and architectural drawings by duly authorized structural engineers and architects across all urban areas and Industrial Development Corporations (IDCs).	1. Notification or amendment issued by the Urban Development and Housing Department authorizing approval of building plan, construction, and completion stages based on third-party certification by accredited structural engineers and architects across all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations (IDCs).

Reform objective	Checklist for assessment
2. The system shall ensure that certifications are digitally submitted, verified, and recorded through the construction permit portal to eliminate duplication and reduce departmental processing time.	2. Notification/ GO defining eligibility criteria, empanelment process, scope of work, and accountability provisions for accredited third-party professionals undertaking certification of structural design and architectural drawings.
3. States/UTs achieving more than 30% of approvals through accredited third-party professionals during the evaluation period will be considered for full compliance.	3. Approved Standard Operating Procedure (SOP) prescribing workflow for submission, verification, and approval of applications based on third-party certification, including sample audit mechanism and penalties for false or negligent certification.
4. The measure promotes accountability, reduces physical interface, and strengthens efficiency, transparency, and professional oversight in the construction approval process.	4. Notification directing all ULBs, Development Authorities, and IDCs to integrate the third-party certification workflow into the online building approval system and discontinue mandatory departmental technical scrutiny for eligible cases.
	5. Certification from the State Urban Development Department confirming operationalization of the third-party certification framework and evidence that more than 30% of total approvals during the evaluation period were granted based on third-party certification.
Reform 47	
1. The reform mandates development of a unified online Single Window System (SWS) for construction permits through a common integrated application covering all internal and external agencies, including Fire, Water and Sewerage, Discoms, AAI, NMA, Railways/Metro, Labour, Factory Directorate, and Environment authorities.	1. Notification or Government Order issued by the Urban Development and Housing Department mandating design and development of an online Single Window System (SWS) for granting construction permits, covering all internal and external agencies involved in NOC and approval issuance.
2. The system shall integrate and automate approval processes, with redundant NOCs for low-risk buildings either eliminated or embedded within the workflow.	2. Approved regulatory framework specifying integration of agencies including Fire Services, Water and Sewerage, Discoms, AAI, NMA, Railways/Metro, Labour, Factory Directorate, Environment, and other relevant departments, with built-in or eliminated NOCs for low-risk buildings.
3. It will provide end-to-end online functionality for application submission, document verification, integrated payment, and auto-scrutiny of building plans in compliance with uniform building codes using AutoDCR or similar software.	3. Standard Operating Procedure (SOP) defining end-to-end workflow for online application, integrated payment, digital document submission, auto-scrutiny using AutoDCR (or similar software) as per uniform building codes/by-laws, and issuance of digitally signed building plan approvals.

Reform objective	Checklist for assessment
4. The platform shall support e-intimation of commencement and plinth level completion, online completion cum occupancy certificate requests, and issue digitally signed approvals through the portal.	4. Notification directing implementation of e-intimation modules for commencement of construction and plinth completion, along with an online form for combined Completion and Occupancy Certificate request with payment and digital approval functionality.
5. A real-time dashboard shall display joint site inspections conducted by all relevant departments, with inspection allocation to licensed architects, engineers, or structural engineers for low- and moderate-risk buildings.	5. Regulatory order mandating online scheduling of joint site inspections involving all relevant departments and enabling allocation of inspections to licensed architects/engineers/structural engineers for low- and moderate-risk buildings.
6. The measure ensures uniform, transparent, and technology-enabled processing of construction permits, reducing duplication, delays, and physical interface across all approving authorities.	6. Circular requiring that the SWS dashboard display inspection schedules, inter-departmental status, and real-time progress of applications across all ULBs, Development Authorities, and Industrial Development Corporations (IDCs).
	7. Certification from the State IT/NIC Department confirming operationalization of the integrated SWS, full functionality of listed modules, and live data connectivity with all participating departments and external agencies.

ii. Uniform Building Code

Reform No.	Reform Details
Reform 48	Enact a comprehensive uniform building code/building by-law applicable to the entire State.
Reform 49	Ensure that the uniform building code/building by-law includes accreditation programs and define eligibility criteria and responsibilities and set up a grievance and disciplinary mechanism for false or negligent certification for licensed architect/ engineer/ structural engineer allowed for grant of Building plan approval, Plinth level inspection and Completion/ Occupancy certificate for low and moderate-risk buildings.
Reform 50	Develop legally valid, flexible and GIS based master plans/ zonal plans/ land use plans for all urban areas and make it available online in public domain.
Reform 51	Ensure formal land use planning/ zoning regulations across the state incorporating the following: <ul style="list-style-type: none"> i. Requirements for trunk infrastructure availability (water, electricity, sanitation) ii. Hazard maps that identify areas in which construction is not permitted due to natural hazards iii. Hazard maps that identify minimum separation between residential and hazardous occupancies

Reform No.	Reform Details
	iv. Maps that identify areas in which construction of buildings is not permitted in relation to natural resources
Reform 52	<p>Ensure building regulation /code/standard have provisions to dispute the decision of the local authority</p> <ul style="list-style-type: none"> i. Publish information about the procedure and comprehensive list of documents for filing an application for the dispute ii. Design and implement a system that allows online application submission, payment, tracking and monitoring without the need for a physical touch point for e-filing and document submission and verification iii. Mandate that all applications are submitted online iv. Design and implement a system to allow for e-summons v. Design and implement a system to allow publishing e-cause lists vi. Design and implement a system to allow for e-payments for fees vii. Design and implement a system to allow for issuing digitally signed orders viii. Ensure that the system allows users to download the final signed decision from the online portal. ix. Provide statistics of land disputes and publish list of current disputes online in public domain

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 48	
1. The reform mandates adoption of a single, comprehensive, and uniform building code/building by-law applicable across all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations (IDCs) in the State/UT.	1. Notification or enactment of a comprehensive, uniform Building Code/Building By-Laws by the Urban Development and Housing Department, consolidating all construction-related regulations applicable across the entire State/UT.
2. The code shall consolidate and standardize provisions related to building plan approval, structural safety, fire safety, environmental compliance, accessibility, and occupancy certification under one regulatory framework.	2. Amendment or repeal of existing municipal, development authority, and industrial township by-laws to align with the newly notified uniform Building Code, ensuring single regulatory applicability throughout the State.
3. The measure ensures uniformity in standards, reduces procedural variations across jurisdictions, and promotes transparency, predictability, and ease of obtaining construction-related approvals.	3. Approved regulatory framework defining governance structure, approval authorities, inspection procedures, and compliance mechanisms under the uniform Building Code.

Reform objective	Checklist for assessment
	<p>4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations (IDCs) to adopt and enforce the uniform Building Code through their respective online systems, replacing earlier local by-laws.</p> <p>5. Certification from the Urban Development Department confirming statewide adoption, legal enforceability, and implementation of the uniform Building Code across all jurisdictions.</p>
Reform 49	
<p>1. The reform mandates inclusion of an accreditation framework within the uniform building code or building by-laws to define eligibility criteria, roles, and responsibilities of licensed architects, engineers, and structural engineers authorized to issue certifications for low and moderate-risk buildings.</p>	<p>1. Amendment or notification issued by the Urban Development and Housing Department incorporating accreditation and accountability provisions for licensed architects, engineers, and structural engineers within the State Building Code/Building By-Laws.</p>
<p>2. It provides for establishment of a grievance redressal and disciplinary mechanism to address instances of false, misleading, or negligent certification by such professionals.</p>	<p>2. Notification/ GO defining eligibility criteria, accreditation process, validity period, and professional responsibilities for certifying building plan approvals, plinth level inspections, and Occupancy/Completion Certificates for low- and moderate-risk buildings.</p>
<p>3. The measure ensures accountability, professional integrity, and quality assurance in the certification process for building plan approvals, plinth level inspections, and completion or occupancy certificates.</p>	<p>3. Notification or Government Order establishing a grievance redressal and disciplinary mechanism to address cases of false, negligent, or fraudulent certification, with defined penalties, suspension, or cancellation procedures.</p>
<p>4. It promotes trust-based self-regulation while safeguarding public safety and compliance with technical and structural standards.</p>	<p>4. Approved Standard Operating Procedure (SOP) detailing the accreditation workflow, renewal conditions, code of conduct, and institutional responsibilities of the accreditation authority and professional councils.</p> <p>5. Circular issued by the Urban Development Department directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations to enforce accreditation-based certification and to refer cases of professional misconduct to the designated disciplinary committee.</p>

Reform objective	Checklist for assessment
Reform 50	
1. The reform mandates preparation of legally valid, GIS-based Master Plans, Zonal Plans, and Land Use Plans for all urban areas across the State/UT to ensure spatially accurate and data-driven urban planning.	1. Notification or amendment issued by the Urban Development and Housing Department mandating preparation, approval, and adoption of legally valid, GIS-based Master Plans, Zonal Plans, and Land Use Plans for all urban areas of the State/UT.
2. The plans shall incorporate flexible zoning provisions to accommodate mixed land use, redevelopment, and emerging infrastructure requirements while maintaining statutory compliance.	2. Regulatory framework defining methodology, spatial standards, and mandatory GIS data layers including land use, zoning, transport networks, environmental buffers, utilities, and cadastral maps, ensuring alignment with national geospatial and urban planning norms.
3. The finalized plans are to be made available online in the public domain through an interactive GIS platform for reference by citizens, developers, and planning authorities.	3. Approved Standard Operating Procedure (SOP) detailing procedures for drafting, public consultation, validation, and periodic revision of GIS-based Master/Zonal Plans, along with digital authentication and publication protocols.
4. The measure ensures transparency, accessibility, and uniformity in urban planning, enabling evidence-based decision-making and sustainable land use management across the State/UT.	4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations (IDCs) to upload approved GIS-based plans on their official portals, ensuring public access and legal validity of the digital versions.
	5. Certification from the State IT/NIC Department confirming digitisation, online publication, and public accessibility of all approved GIS-based Master/Zonal/Land Use Plans, including visible update date, version control, and GIS layer functionality.
Reform 51	
1. The reform aims to institutionalize formal land use planning and zoning regulations across the State/UT that integrate trunk infrastructure requirements, hazard mapping, and environmental safeguards into spatial development frameworks.	1. Notification or amendment issued by the Urban Development and Housing Department mandating preparation and enforcement of formal land use planning and zoning regulations across the State/UT, integrating infrastructure and hazard-related restrictions.
2. It ensures that zoning regulations account for the availability of core infrastructure such as water supply, electricity, and sanitation, while restricting construction in hazard-prone or environmentally sensitive areas.	2. Regulatory framework defining zoning parameters incorporating availability of trunk infrastructure (water, electricity, sanitation) as preconditions for permitting development in identified zones.

Reform objective	Checklist for assessment
3. The reform mandates inclusion of hazard maps identifying prohibited construction zones, minimum separation between residential and hazardous occupancies, and exclusion areas linked to natural resources.	3. Notification approving and publishing hazard maps delineating: (i) areas where construction is prohibited due to natural hazards, (ii) minimum separation distances between residential and hazardous occupancies, and (iii) no-construction zones near natural resources.
4. The measure promotes risk-informed urban planning, sustainable land management, and resilience against environmental and infrastructural vulnerabilities.	4. Approved Standard Operating Procedure (SOP) detailing methodology for periodic update, public display, and integration of hazard and zoning maps with GIS-based Master Plans and online land use systems.
	5. Certification from the State IT/NIC Department confirming digitisation and online publication of zoning and hazard maps with date of last update, ensuring accessibility to the public and implementing agencies.
Reform 52	
1. The reform mandates inclusion of provisions within the building regulation/code/standard to allow applicants to dispute decisions of the local authority through a transparent, time-bound, and technology-enabled mechanism.	1. Amendment or notification issued by the Urban Development and Housing Department incorporating provisions within the State Building Regulations/Building Code for appeal and dispute resolution against decisions of local authorities.
2. It requires development of an online system for submission, payment, tracking, and monitoring of dispute applications without physical interaction, supporting e-filing, e-summons, e-cause lists, e-payments, and issuance of digitally signed orders.	2. Notification or Government Order establishing an online dispute resolution system enabling e-filing, e-payment, tracking, and monitoring of appeals, eliminating any physical touch point for document submission or verification.
3. The system shall enable applicants to download final signed decisions and publish statistics and current dispute data online for public access.	3. Approved Standard Operating Procedure (SOP) defining workflow for electronic filing, issuance of e-summons, publication of e-cause lists, digital hearing management, and issuance of digitally signed appeal orders.
4. The measure ensures transparency, accessibility, and accountability in dispute resolution related to building permissions and enforcement actions.	4. Notification directing that all dispute applications be mandatorily filed online and that final signed decisions be downloadable through the system, with real-time publication of appeal statistics and list of pending and disposed cases in public domain.

Reform objective	Checklist for assessment
	5. Certification from the State IT/NIC Department confirming operationalisation of the online appeal system, functionality of e-summons, e-cause list, digital order issuance, and public dashboard displaying dispute status and update timestamp.

iii. Fire safety

Reform No.	Reform Details
Reform 53	States should publish a detailed Fire NOC inspection checklist (format + documents required) to be strictly followed by both department officials and third-party agencies, according to the type of building/ premises.
Reform 54	Make Fire NOC/ License validity perennial, replacing periodic renewals with mandatory annual/ periodic online compliance submissions to the Fire Safety Officer, ensuring continued adherence to fire safety norms by the owner and risk-based random audits by the department.
Reform 55	Permit licensed and registered third-party agencies to conduct inspections and issue Fire NOC renewals for non-exempt buildings, with provisions for random departmental audit. The system should allow access to such third-party inspectors, empaneled through a process and training. States/ UTs will get full marks if more than 30% approvals are granted by third parties during the evaluation period.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 53	
1. The reform mandates publication of a detailed Fire NOC inspection checklist by the State/UT, specifying the inspection format, required documents, and procedural steps to be followed by departmental officials and accredited third-party agencies.	1. Notification or Government Order issued by the State Fire Department mandating publication of a detailed Fire NOC inspection checklist specifying format, parameters, and documents required for each category of building or premises.
2. The checklist shall be categorized according to the type and risk level of building or premises to ensure uniformity, transparency, and accountability in fire safety inspections.	2. Approved standardised inspection checklist and documentation template prepared in accordance with the National Building Code and relevant State Fire Safety Rules, covering functional and structural fire safety parameters.
3. The measure standardizes inspection practices, minimizes procedural ambiguity, and promotes efficiency and compliance in the Fire NOC approval process.	3. Notification directing that the published checklist be mandatorily used by both departmental officers and empanelled third-party agencies for Fire NOC inspections and renewals, with no deviation permitted.

Reform objective	Checklist for assessment
	<p>4. Approved Standard Operating Procedure (SOP) defining procedure for periodic review and updation of the checklist, specifying responsibility for maintaining version control and public disclosure.</p> <p>5. Certification from the State Fire Department confirming publication of the approved inspection checklist on the department's website and integration of the checklist format into the online Fire NOC system.</p>
Reform 54	
<p>1. The reform provides for replacing periodic renewal of Fire NOC/License with perennial validity, subject to mandatory annual or periodic online submission of fire safety compliance reports by the owner to the Fire Safety Officer.</p>	<p>1. Amendment or notification issued under the State Fire Services Act or Rules mandating perennial validity of Fire NOC/License, replacing periodic renewals with annual or periodic online compliance submissions by the building owner to the Fire Safety Officer.</p>
<p>2. It enables risk-based random audits by the Fire Department to verify continued adherence to prescribed fire safety norms.</p>	<p>2. Regulatory framework defining frequency, format, and verification process for compliance submissions, along with parameters for risk-based random audits by the Fire Department.</p>
<p>3. The measure eliminates repetitive renewals, reduces administrative burden, and ensures continuous compliance through digital monitoring and targeted inspections.</p>	<p>3. Approved Standard Operating Procedure (SOP) prescribing workflow for online submission, scrutiny, and acknowledgement of annual compliance reports, and specifying trigger conditions for departmental inspection or enforcement action.</p> <p>4. Notification directing all Urban Local Bodies (ULBs), Development Authorities, and Industrial Development Corporations (IDCs) to implement the perennial Fire NOC regime through the unified online system and discontinue renewal-based processing.</p> <p>5. Certification from the State Fire Department confirming implementation of the perennial validity framework, functionality of the online compliance submission module, and operationalisation of risk-based random audit mechanism.</p>

Reform objective	Checklist for assessment
Reform 55	
1. The reform enables licensed and registered third-party agencies to conduct fire safety inspections and issue Fire NOC renewals for non-exempt buildings through an online, transparent, and empanelled mechanism.	1. Notification or amendment issued under the State Fire Services Act or Rules authorising licensed and registered third-party agencies to conduct inspections and issue Fire NOC renewals for non-exempt buildings, with oversight by the Fire Department.
2. The system shall provide secure access to authorized third-party inspectors empanelled through defined eligibility, training, and accreditation procedures, with provisions for random departmental audits to ensure accountability and compliance.	2. Regulatory framework defining eligibility criteria, empanelment process, training requirements, scope of work, and accountability provisions for third-party fire safety inspectors.
3. States/UTs achieving more than 30% of Fire NOC approvals through accredited third-party agencies during the evaluation period will be considered for full compliance.	3. Approved Standard Operating Procedure (SOP) detailing inspection workflow, certification format, renewal process, and provisions for random departmental audits to verify third-party inspection quality and compliance.
4. The measure enhances efficiency, reduces departmental workload, and ensures credible, risk-based fire safety verification through regulated third-party participation.	4. Notification directing integration of third-party inspection module into the online Fire NOC system, enabling registered inspectors to access, upload, and issue Fire NOC renewals digitally.
	5. Certification from the State Fire Department confirming operationalisation of the third-party inspection framework and that over 30% of total Fire NOC renewals during the evaluation period were granted through empanelled third-party agencies.

Area 6: Environmental Regulation Enablers

i. Environment consent enablers

Reform No.	Reform Details
Reform 56	Permit accredited third-party professionals and entities to grant Consent to Establish and Consent to Operate for businesses with investment of more than ₹50 lakhs and up to ₹2 Crores. A negative list of industries is to be published for which such grant of approval will not be allowed. States/ UTs will get full marks, if more than 30% approvals are granted by third parties during the evaluation period.
Reform 57	Exempt White Category industries from Consent to Establish/Operate, in line with CPCB norms - only intimation should be required.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 56	
1. The reform permits accredited third-party professionals and entities to grant Consent to Establish (CTE) and Consent to Operate (CTO) for industries with investment between ₹50 lakh and ₹2 crore, through a transparent and accountable mechanism.	1. Notification or amendment issued under the State Pollution Control Board (SPCB) Rules authorising accredited third-party professionals and entities to grant Consent to Establish (CTE) and Consent to Operate (CTO) for industries with investment between ₹50 lakhs and ₹2 crores.
2. A negative list of industries shall be published specifying categories excluded from third-party approval to ensure environmental and regulatory safeguards.	2. Regulatory framework defining eligibility criteria, empanelment process, accreditation standards, and accountability provisions for third-party entities authorised to issue CTE/CTO under SPCB supervision.
3. States/UTs achieving more than 30% of CTE/CTO approvals through accredited third-party agencies during the evaluation period will be considered for full compliance.	3. Notification publishing a negative list of industries excluded from third-party approval, specifying categories requiring direct departmental scrutiny due to environmental sensitivity or statutory restrictions.
4. The measure promotes efficiency, reduces processing time, and strengthens risk-based environmental regulation through professional participation and system-based oversight.	4. Approved Standard Operating Procedure (SOP) prescribing workflow for application submission, third-party assessment, issuance of consent, and periodic departmental audits for quality assurance and compliance verification.
	5. Circular directing integration of the third-party consent process with the online consent management system, enabling digital issuance of approvals and randomised audit selection by SPCB.

Reform objective	Checklist for assessment
	6. Certification from the State Pollution Control Board confirming operationalisation of the third-party consent mechanism and evidence that at least 30% of total CTE/CTO approvals during the evaluation period were granted through accredited third parties.
Reform 57	
1. The reform provides for exemption of industries classified under the White Category, as per CPCB norms, from the requirement of obtaining Consent to Establish (CTE) and Consent to Operate (CTO).	1. Notification or amendment issued by the State Pollution Control Board (SPCB) adopting CPCB guidelines and exempting industries under the White Category from obtaining Consent to Establish (CTE) and Consent to Operate (CTO), requiring only online intimation before operations commence.
2. Such industries shall be required to only submit an online intimation to the State Pollution Control Board prior to commencement of operations.	2. Regulatory framework cross-referencing the latest CPCB Office Memorandum on industry categorisation, defining scope and criteria for White Category classification, and ensuring automatic alignment with future CPCB updates.
3. The measure eliminates unnecessary regulatory approvals for non-polluting industries, reduces compliance burden, and promotes ease of setting up and operating environmentally benign enterprises.	3. Approved Standard Operating Procedure (SOP) detailing workflow for online intimation, automated acknowledgment, and post-intimation random verification.
	4. Notification directing all SPCB regional offices to discontinue acceptance of CTE/CTO applications for White Category industries and to record all intimations through the online portal.
	5. Dashboard provision displaying number of White Category intimations, sectoral distribution, and verified cases to ensure transparency and performance monitoring.
	6. Departmental order instituting annual review of White Category exemptions to prevent misuse and ensure compliance with environmental standards.
	7. Certification from the State IT/NIC Department confirming integration of the White Category module with the online consent management system and public accessibility of updated data.

Area 7: Utilities and Infrastructure Services

i. Electric Connection

Reform No.	Reform Details
Reform 58	Automate Discom NOC based on transformer load/capacity benchmarks, to be computed in the system.
Reform 59	Mandate DISCOMS to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis: <ol style="list-style-type: none"> Average Hours of Steady supply voltage supplied to consumers per week Number and hours of disruptions/ power cuts per week Reason for power disruptions
Reform 60	Discoms to notify customers of planned outages (maintenance and load shedding) for next month in advance and should notify planned outages via email/SMS/ WhatsApp and update an online calendar.
Reform 61	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain, one month in advance.
Reform 62	Ensure that information on effective tariffs is available online, and that customers are notified of a change in tariff ahead of the billing cycle.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 58	
1. The reform mandates automation of the No Objection Certificate (NOC) process by DISCOMs based on pre-defined transformer load and capacity benchmarks computed automatically within the system.	1. Notification or Government Order issued by the State Energy Department or Electricity Regulatory Commission mandating automation of the Discom NOC process for new and existing connections based on pre-defined transformer load and capacity benchmarks computed within the online system.
2. The system shall determine eligibility, auto-generate the NOC, and integrate with the Single Window or Construction Permit platform to ensure seamless data exchange and real-time status updates.	2. Regulatory framework defining benchmark parameters for load availability, permissible transformer capacity utilisation, and automatic eligibility computation for issuance of NOC without manual intervention.
3. The measure eliminates manual intervention and discretion, standardizes power clearance procedures, and ensures transparent, timely, and predictable service delivery for electricity-related approvals.	3. Approved Standard Operating Procedure (SOP) detailing automated workflow for NOC generation, verification hierarchy, data integration with the building approval and single window systems, and exception handling for cases requiring manual review.

Reform objective	Checklist for assessment
	<p>4. Notification directing all State Distribution Companies (Discoms) to adopt the automated NOC module and discontinue manual scrutiny for cases falling within defined transformer capacity thresholds.</p> <p>5. Certification from the State Energy Department or Discom confirming implementation of the automated NOC mechanism, integration with relevant approval systems, and successful generation of system-computed NOCs during the evaluation period.</p>
Reform 59	
<p>1. The reform mandates DISCOMs to design and operate an online dashboard in the public domain providing division-wise data on electricity supply quality across the State/UT.</p>	<p>1. Notification or Government Order issued by the State Energy Department or Electricity Regulatory Commission mandating all DISCOMs to design, maintain, and publish an online public dashboard displaying division-wise electricity service quality parameters on a real-time basis.</p>
<p>2. The dashboard shall display, on a real-time basis, the average weekly hours of steady voltage supply, number and duration of power disruptions, and corresponding reasons for outages.</p>	<p>2. Approved data structure and reporting framework specifying parameters to be displayed—(i) average hours of steady supply voltage per week, (ii) number and duration of power disruptions per week, and (iii) reasons for each disruption.</p>
<p>3. The measure ensures transparency, accountability, and performance monitoring in electricity distribution and service delivery.</p>	<p>3. Standard Operating Procedure (SOP) defining data sources, frequency of update, validation responsibility, and escalation mechanism for non-reporting or data inaccuracy.</p> <p>4. Notification directing all DISCOMs to integrate division-wise service quality data with the public dashboard and ensure continuous real-time updates through automated feeder-level systems.</p> <p>5. Certification from the State Energy Department or Electricity Regulatory Commission confirming live operation of the public dashboard, real-time data updation, and public accessibility with visible timestamp of the latest update.</p>
Reform 60	
<p>1. The reform mandates DISCOMs to provide advance notification of all planned outages (maintenance and load-shedding) for the upcoming month, with subsequent updates for any changes.</p>	<p>1. Notification or order issued by the State Energy Department/Electricity Regulatory Commission mandating advance publication (one-month) of planned outages (maintenance/load-shedding) and multichannel customer notification (email/SMS/WhatsApp) by all DISCOMs.</p>

Reform objective	Checklist for assessment
2. Customers are to be informed through email/SMS/WhatsApp alerts, and an online outage calendar is to be maintained with feeder/area details and timestamps of last update.	2. Approved SOP specifying outage planning cycle, minimum notice period, reschedule/change alerts (T-24/T-2 hours), subscriber management (opt-in/opt-out, preferred channel, language), and compliance with TRAI/IT rules on consent and messaging.
3. The measure ensures predictability of supply, enables customer preparedness, and strengthens transparency and accountability in outage management.	3. Directive requiring an online division-wise outage calendar (month view + downloadable feed) with reason, feeder/area, start–end time, and last-updated timestamp, and prescribing responsibility for data validation and timely updates.
	4. Escalation and accountability framework defining penalties for non-notification or late updates, including reporting to the regulator and weekly exception logs from DISCOMs.
	5. Commissionerate/Regulator certification confirming statewide operationalisation of the advance-notification regime across all DISCOMs and adherence to the notified SOP.
Reform 61	
1. The reform mandates the electricity regulator to publish, on a monthly or quarterly basis, division/utility-wise data on total outage duration and outage frequency in the public domain.	1. Notification or order issued by the State Electricity Regulatory Commission (SERC) mandating publication of division-wise data on total duration and frequency of electricity outages on a monthly or quarterly basis, one month in advance, in the public domain.
2. The disclosures are to be issued at least one month in advance, hosted on a publicly accessible portal with the date and time of last update clearly indicated.	2. Approved data reporting framework defining parameters for outage duration (hours) and frequency (number of interruptions), data sources (DISCOM feeder-level systems), and timelines for data submission by DISCOMs to the regulator.
3. The measure enables transparent performance monitoring and predictability for consumers and stakeholders.	3. Standard Operating Procedure (SOP) specifying validation mechanism, data consolidation process, and responsibility matrix for ensuring data accuracy and timely publication.
	4. Notification directing the SERC to host outage performance data on its official website with clear display of reporting period, division/region coverage, and timestamp of last update.
	5. Certification from the SERC confirming implementation of the publication framework, adherence to reporting timelines, and public accessibility of updated outage data as per the prescribed schedule.

Reform objective	Checklist for assessment
Reform 62	
1. The reform mandates publication of effective tariff information by DISCOMs in the public domain and prior notification to consumers of any change in tariff before commencement of the billing cycle.	1. Notification / Order issued by the State Electricity Regulatory Commission (SERC) mandating publication of category-wise effective tariffs in the public domain and advance notification of tariff changes before the next billing cycle.
2. The system shall display existing and revised tariff rates category-wise, indicate the effective date of revision, and auto-trigger digital alerts to registered consumers through email/SMS/WhatsApp in advance of billing.	2. Tariff Disclosure Framework approved by the SERC defining tariff parameters (consumer categories, fixed and variable charges, effective dates), data sources (approved tariff orders, DISCOM systems), and timelines for submission of updates by DISCOMs.
3. The measure ensures transparency in tariff dissemination, facilitates advance financial planning for consumers, and promotes timely, predictable, and standardized communication of tariff changes.	3. Standard Operating Procedure (SOP) issued by the SERC outlining verification, approval, and publication workflow; consumer-notification process; and responsibility matrix for data accuracy and timely updates.
	4. Directive / Circular requiring SERC or DISCOMs to host tariff details and revision notices on their official website with: <ul style="list-style-type: none"> i. Effective and previous tariff periods, ii. Consumer categories and rates, iii. Date of publication and timestamp of last update.
	5. Evidence of Advance Consumer Intimation, such as: <ul style="list-style-type: none"> i. Samples of SMS / Email / WhatsApp alerts, ii. Public notice or announcement uploaded online, iii. Circular to DISCOMs prescribing advance-intimation procedure.
	6. Certification from the SERC confirming implementation of the publication framework, adherence to advance-notification timelines, and continuous public accessibility of tariff information and revision history.

ii. Water Connection

Reform No.	Reform Details
Reform 63	ULBs to notify customers of planned outages (maintenance) for next month in advance and should notify them of planned outages via email/SMS/ WhatsApp and update an online calendar.
Reform 64	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain, one month in advance.
Reform 65	Display information on tariffs (in Rs. per kL) and notify customers of the change in tariff ahead of the billing cycle (for commercial and industrial users)
Reform 66	Automate Ground Water NOC issuance using defined groundwater risk zones and self-certified declarations.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 63	
1. The reform mandates that Urban Local Bodies (ULBs) publish a schedule of planned water-supply outages for the upcoming month in the public domain prior to the commencement of the billing cycle.	1. Notification or order issued by the Urban Local Body (ULB) or Jal Board mandating advance publication of next month's planned water supply outages (maintenance) and multi-channel notification to consumers via Email, SMS, or WhatsApp.
2. The system shall update an online outage calendar displaying date/time windows, affected wards/streets, and reasons for maintenance, and shall auto-trigger advance alerts to registered consumers via email/SMS/ WhatsApp.	2. Approved outage disclosure framework defining parameters (ward/zone, date, duration, reason, service area, and type of maintenance), data sources (O&M schedules, SCADA/work orders), and timelines for preparation and dissemination of the monthly plan.
3. The measure ensures transparent, predictable, and standardized communication of maintenance-related service interruptions, enabling consumers to plan water usage and mitigate disruption.	3. Standard Operating Procedure (SOP) issued by the ULB or Jal Board detailing the process for consolidation, validation, and approval of the monthly outage plan; responsibility matrix for departments involved; and defined cut-off date for dispatch of notifications.
	4. Direction or circular requiring the ULB/Jal Board to host the outage calendar on its official website, displaying affected zones/wards, outage start and end times, reason for outage, timestamp of last update, and provision for a downloadable monthly schedule.

Reform objective	Checklist for assessment
	<p>5. Evidence of advance intimation, including at least one of the following:</p> <ul style="list-style-type: none"> i. Samples of Email/SMS/WhatsApp messages sent to consumers, ii. Public notice or bulletin uploaded on the website showing the upcoming month's outage schedule, iii. Dispatch logs or records confirming send dates and publication timing relative to outage period. <p>6. Certification from the ULB or Jal Board confirming implementation of the publication framework, adherence to the advance-notification timelines, and continuous public accessibility of the outage calendar and related communication records.</p>
Reform 64	
<p>1. The reform mandates that the regulator publish data on the total duration and frequency of water-supply outages in the public domain on a monthly or quarterly basis, at least one month in advance.</p>	<p>1. Notification or order issued by the State Water Supply Regulator or Urban Local Body (ULB) mandating advance publication (one month before the reporting period) of monthly or quarterly data on total water supply outage duration (hours) and frequency (number of interruptions) in the public domain.</p>
<p>2. The system shall display division-wise and zone-wise outage statistics, including number of disruptions, total hours of non-supply, and average restoration time, through an online dashboard updated regularly.</p>	<p>2. Approved data reporting framework defining parameters (duration, frequency, ward/zone coverage, service type, and reason for interruption), data sources (ULB/Jal Board SCADA logs, O&M records, maintenance schedules), and timelines for submission of data by field divisions to the regulator or competent authority.</p>
<p>3. The measure enhances transparency, strengthens performance monitoring of service delivery, and enables data-driven planning for reliability and efficiency in water-supply management.</p>	<p>3. Standard Operating Procedure (SOP) issued by the regulator or ULB specifying verification mechanism, consolidation and approval workflow, and responsibility matrix for ensuring accuracy and timely advance publication of outage data.</p> <p>4. Directive or circular requiring hosting of the outage performance data on the official regulator or ULB website with clear display of reporting period, zone/ward coverage, methodology note, downloadable dataset (CSV/XLS/PDF) or online dashboard, and timestamp of last update.</p>

Reform objective	Checklist for assessment
	<p>5. Evidence of advance publication, including at least one of the following:</p> <ul style="list-style-type: none"> i. Screenshots or archived web pages showing dataset uploaded one month in advance, ii. System or publication logs indicating date and time of data upload, iii. Communication or circular from ULB/Jal Board confirming submission of data as per timeline. <p>6. Certification from the regulator or ULB confirming implementation of the data publication framework, adherence to advance-publication timelines, and continuous public accessibility of updated outage performance information during the assessment period.</p>
Reform 65	
<p>1. The reform mandates publication of commercial and industrial water tariffs (₹ per kL) in the public domain and prior notification to consumers of any change in tariff before commencement of the billing cycle.</p>	<p>1. Notification or order issued by the competent authority (Water Regulator/ULB/Jal Board) mandating publication of tariff information in ₹/kL for commercial and industrial users and advance notification of any tariff change prior to the next billing cycle.</p>
<p>2. The system shall display existing and revised slab-wise tariffs (including fixed/variable charges and effective date), provide a downloadable tariff schedule with reference to the tariff order, and auto-trigger advance alerts to registered consumers via email/SMS/WhatsApp.</p>	<p>2. Approved tariff disclosure framework defining parameters (consumer category, slab-wise volumetric rates in ₹/kL, fixed charges, cess/surcharges, effective date), data sources (tariff orders/billing system), and timelines for submission of updated tariff data by field divisions to the competent authority.</p>
<p>3. The measure ensures transparent, predictable, and standardized communication of tariff changes, enabling advance financial planning and non-discretionary dissemination of tariff information for commercial and industrial users.</p>	<p>3. Standard Operating Procedure (SOP) specifying verification and approval workflow for tariff updates, communication process for advance intimation to consumers, and the responsibility matrix for accuracy and timeliness.</p> <p>4. Direction or circular requiring hosting of current and previous tariffs on the official website with clear display of consumer categories, slab-wise rates in ₹/kL, effective/previous tariff periods, and timestamp of last update.</p>

Reform objective	Checklist for assessment
	<p>5. Evidence of advance consumer intimation, including at least one of the following:</p> <ul style="list-style-type: none"> i. Samples of Email/SMS/WhatsApp alerts issued prior to the billing cycle with effective date and revised ₹/kL rates, ii. Public notice uploaded online announcing the forthcoming tariff change, iii. Circular to field divisions detailing the advance-notification procedure and timelines. <p>6. Certification from the Water Regulator/ULB/Jal Board confirming implementation of the tariff publication framework, adherence to advance-notification timelines, and continuous public accessibility of tariff information and revision history during the assessment period.</p>
Reform 66	
<p>1. The reform mandates automation of the Ground Water No Objection Certificate (NOC) issuance process based on pre-defined groundwater risk zones and self-certified declarations submitted by applicants.</p>	<p>1. Notification or order issued by the State Ground Water Authority mandating automation of Ground Water No Objection Certificate (NOC) issuance based on predefined groundwater risk zones and self-certified declarations by applicants.</p>
<p>2. The system shall auto-determine eligibility using mapped risk categories (safe, semi-critical, critical, over-exploited), validate self-declarations through integrated data sources linked with CGWA/ State Ground Water Authority databases, and auto-generate NOCs where applicable without manual intervention.</p>	<p>2. Approved framework defining parameters for classification of groundwater zones (safe, semi-critical, critical, over-exploited), eligibility conditions for self-certification, and data sources (CGWB/State hydrogeological mapping).</p>
<p>3. The measure ensures standardized, transparent, and timely issuance of Ground Water NOCs, eliminates discretion, and promotes sustainable groundwater management through risk-based automation.</p>	<p>3. Standard Operating Procedure (SOP) specifying system workflow for automated NOC generation, validation of self-declarations, and responsibility matrix for periodic data updates and monitoring of compliance.</p> <p>4. Notification or directive mandating integration of the automated NOC module with the State Single Window System or dedicated groundwater portal, including GIS-based mapping of risk zones and rule-based approval logic.</p>

Reform objective	Checklist for assessment
	<p>5. Evidence of system functionality, including at least one of the following:</p> <ul style="list-style-type: none"> i. Screenshots or video walkthroughs showing auto-selection of risk zones and self-certification-based approval, ii. Sample anonymised transaction logs indicating date, application ID, and automated NOC issuance without manual intervention, iii. Copy of public notice or circular informing stakeholders of the automated process. <p>6. Certification from the State Ground Water Authority confirming implementation of the automated system, functionality of risk-zone-based approval, and adherence to self-certification and transparency requirements during the assessment period.</p>

iii. Electricity & Water Connection

Reform No.	Reform Details
Reform 67	Mandate integration of electricity and water service providers (e.g., DISCOMs, Jal Boards) with urban local body systems or building permit systems. Once a building permit or tenancy certificate is issued (e.g., by municipal corporation), the utility service provider should automatically receive the necessary information to initiate electricity/water connection, removing the need for a separate application by the user. This will reduce compliance steps and improve turnaround time.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 67	
1. The reform mandates full digital integration of electricity and water service providers (such as DISCOMs and Jal Boards) with Urban Local Body (ULB) and building permit systems through secured APIs and automated data exchange.	1. Notification or order issued by the Urban Development Department or competent authority mandating integration of electricity and water service providers (DISCOMs, Jal Boards) with Urban Local Body (ULB) or Building Permit systems to enable automatic initiation of utility connections upon permit or tenancy issuance.
2. The system shall auto-transfer approved applicant details (including property ID, applicant credentials, and occupancy status) from the building permit or tenancy certificate module to the respective utility agency for initiation of new connection processing.	2. Approved integration framework defining key data fields (applicant details, address, GIS coordinates, permit/tenancy ID), responsible entities (ULB, DISCOM, Jal Board), and protocols for secure real-time data exchange.

Reform objective	Checklist for assessment
<p>3. The measure eliminates the requirement for separate applications by users, standardizes inter-departmental coordination, and ensures automatic, time-bound provisioning of electricity and water connections upon permit approval.</p>	<p>3. Standard Operating Procedure (SOP) detailing workflow for data validation, automatic transmission, acknowledgment mechanism, and responsibility matrix for maintaining data integrity.</p>
	<p>4. Directive or circular eliminating the requirement for a separate user application and mandating automatic processing of connections based on system-triggered data from the ULB or building permit platform.</p>
	<p>5. Government Order or MoU between ULB, DISCOM, and Jal Board specifying roles, data governance, coordination, and audit mechanism for sustained implementation.</p>
	<p>6. Certification from the Urban Development Department or nodal agency confirming implementation of integration framework, elimination of separate applications, and adherence to defined data exchange protocols across all participating entities.</p>

Area 8: Contract Enforcement and Dispute Resolution

i. Commercial Dispute Resolution Enablers

Reform No.	Reform Details
Reform 68	Establish a dedicated division/bench under the High Court to hear commercial disputes
Reform 69	Establishing specialized commercial benches (in fields such as intellectual property, arbitrations, technology litigations etc.) in High Courts having original civil/ commercial jurisdiction. Similarly, benches may be designated at District Court level where such original civil/ commercial jurisdiction is not there in their respective High Courts
Reform 70	States to have an online system for commercial courts that allows: <ol style="list-style-type: none"> i. e-filing for commercial disputes in Commercial courts ii. issuance of e-summons for commercial disputes in Commercial courts iii. publishing of e-cause lists for commercial disputes in Commercial courts iv. e-payment of court fees and process fees for Commercial disputes in Commercial courts v. digitally signed certificate of court orders
Reform 71	Each Commercial Court, Commercial Division, Commercial Appellate Division shall maintain, publish, and update statistical data every month regarding the number of suits, applications and appeals filed and pendency of such cases, status of each case and number of cases disposed off. Highlight cases which are adjourned more than three times in a row.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 68	
1. The reform mandates establishment of a dedicated commercial division or bench under the High Court for exclusive adjudication of commercial disputes, in accordance with the Commercial Courts Act, 2015.	1. Notification or order issued by the State Government, in consultation with the High Court, establishing a dedicated Commercial Division or Bench under the High Court for exclusive adjudication of commercial disputes.
2. The designated division/bench shall be responsible for expeditious hearing and disposal of commercial cases above the specified pecuniary jurisdiction, ensuring specialized judicial attention and consistency in interpretation.	2. Approved framework defining jurisdiction, pecuniary limits, subject-matter coverage, and linkage with the Commercial Courts Act, 2015 and relevant State rules.
3. The measure strengthens institutional capacity for dispute resolution, promotes investor confidence, and ensures timely, predictable, and efficient adjudication of commercial matters.	3. Government notification or gazette publication specifying location, composition (number of judges), and operational commencement date of the Commercial Division/Bench.

Reform objective	Checklist for assessment
	<p>4. Circular or administrative order issued by the Registrar General of the High Court outlining case allocation procedure, listing norms, and responsibility matrix for case management and reporting.</p> <p>5. Evidence of implementation, including cause lists or court records reflecting listing of commercial matters before the designated bench during the assessment period.</p> <p>6. Certification from the State Law Department or High Court Registry confirming establishment and functioning of the dedicated Commercial Division/Bench in accordance with the notified framework and legal mandate.</p>
Reform 69	
<p>1. The reform mandates establishment of specialized commercial benches within High Courts having original civil or commercial jurisdiction to exclusively hear cases in specific domains such as intellectual property, arbitration, technology, and other commercial litigations.</p>	<p>1. Notification or order issued by the State Government, in consultation with the High Court, establishing specialized Commercial Benches in identified fields such as Intellectual Property, Arbitration, and Technology-related litigations within High Courts having original civil or commercial jurisdiction.</p>
<p>2. In States and Union Territories where High Courts do not exercise original civil or commercial jurisdiction, corresponding specialized benches shall be designated at the District Court level to ensure uniform access to commercial justice.</p>	<p>2. Approved framework defining subject-matter specialization, pecuniary thresholds, territorial jurisdiction, and linkage with the Commercial Courts Act, 2015, along with provisions for creation of corresponding benches at the District Court level where the High Court lacks original jurisdiction.</p>
<p>3. The measure institutionalizes domain-specific judicial expertise, expedites adjudication of complex commercial matters, and ensures consistency, predictability, and efficiency in the resolution of high-value and technical disputes.</p>	<p>3. Government notification or gazette publication specifying the location, composition (number of judges), and subject categories allocated to each specialized Commercial Bench or designated District-level Bench.</p> <p>4. Circular or administrative order issued by the Registrar General of the High Court detailing case allocation criteria, filing procedure, and responsibility matrix for tracking specialized cases under respective categories.</p> <p>5. Evidence of implementation, such as cause lists, case registers, or court records showing listing and adjudication of matters before specialized benches during the assessment period.</p>

Reform objective	Checklist for assessment
	<p>6. Certification from the State Law Department or High Court Registry confirming establishment and functioning of the specialized Commercial Benches in accordance with the notified framework, legal provisions, and consultation procedure under the Commercial Courts Act, 2015.</p>
Reform 70	
<p>1. The reform mandates establishment of an integrated online system for Commercial Courts across all levels, aligned with the Commercial Courts Act, 2015, to enable complete digitization of commercial dispute management.</p>	<p>1. Notification or order issued by the State Government, in consultation with the High Court, mandating establishment of an integrated online system for Commercial Courts across all levels, aligned with the Commercial Courts Act, 2015.</p>
<p>2. The system shall support e-filing of cases, e-issuance of summons, online publication of e-cause lists, e-payment of court and process fees, and generation of digitally signed court orders, with secure user login for litigants and advocates.</p>	<p>2. Approved framework defining functional modules (e-filing, e-summons, e-cause lists, e-payment of court and process fees, digitally signed orders) and designated implementation agency (NIC/High Court IT Cell).</p>
<p>3. The measure ensures paperless, efficient, and predictable judicial service delivery, reduces procedural delays, and enhances accessibility and trust in commercial dispute resolution systems across States and Union Territories.</p>	<p>3. Standard Operating Procedure (SOP) issued by the High Court or Registrar General outlining user authentication protocols, workflow for digital case management, access control for litigants and advocates, and prescribed turnaround timelines for each digital service.</p>
	<p>4. Circular or administrative direction mandating exclusive use of the online system for all commercial dispute filings and discontinuation of parallel offline processes, except under special approval of the Registrar General.</p>
	<p>5. Government Order or technical memorandum defining data-sharing and integration arrangements between the Commercial Court platform and eCourts databases, enabling real-time data exchange and publication of time-stamped performance dashboards.</p>
	<p>6. Certification from the High Court Registry or State Law Department confirming full operationalization of the integrated system with functional modules for e-filing, e-summons, e-cause lists, e-payments, and digitally signed orders, along with demonstrated functionality and secure user access across all Commercial Courts in the State.</p>

Reform objective	Checklist for assessment
Reform 71	
<p>1. The reform mandates that each Commercial Court, Commercial Division, and Commercial Appellate Division maintain, publish, and update monthly statistical data on the number of suits, applications, and appeals filed, pending, and disposed of.</p>	<p>1. Notification or order issued by the High Court or State Government mandating all Commercial Courts, Commercial Divisions, and Commercial Appellate Divisions to maintain and publish monthly statistical data on commercial cases in the public domain.</p>
<p>2. The system shall display detailed case-wise information, including filing date, current status, stage of proceedings, and flag cases adjourned more than three consecutive times for monitoring judicial efficiency.</p>	<p>2. Approved data reporting framework defining parameters (number of suits, applications, and appeals filed; pendency; disposal; case status; number of adjournments), frequency of reporting (monthly), and data sources (case management system/eCourts database).</p>
<p>3. The measure ensures transparency, strengthens data-driven judicial management, and enables performance tracking to promote timely and accountable disposal of commercial disputes.</p>	<p>3. Standard Operating Procedure (SOP) issued by the High Court or Registrar General specifying the process for compilation, validation, and publication of data; the responsibility matrix for court registries; and timelines for submission and update.</p>
	<p>4. Direction or circular mandating publication of statistical data on the official High Court website or dedicated portal with clear display of reporting period, court/division coverage, and timestamp of last update, including a separate column highlighting cases adjourned more than three times consecutively.</p>
	<p>5. Evidence of implementation, such as screenshots or archived web pages showing publication of the prescribed data with adjournment details and monthly updates during the assessment period.</p>
	<p>6. Certification from the High Court Registry or State Law Department confirming establishment of the reporting framework, regular publication of monthly statistics, and compliance with the directive to highlight cases adjourned more than three times in succession.</p>

Area 9: Decriminalization and Legal Rationalization

i. Criminal provisions

Reform No.	Reform Details
Reform 72	Design and implement an online wizard/ system with the following features/information:- i. List of criminal provisions under various Acts including section/ rule ii. Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector iii. Type of offence and punishment.
Reform 73	Identify the relevant department/ ministry in charge of administering the act/ rule/ regulation which provides for criminal prosecution. Identify the criminal provision administered by it. Ask for data on the number of times the provision has been used for prosecution.
Reform 74	Classify provisions involving criminal provisions on the level of seriousness. They can be classified as i.e., i. High - Results to risk in human life, safety, or death, impacts public interest, damages the environment, financial fraud, or willful negligence. ii. Medium – Offences which require subjective determination or analysis by the administering department; and iii. Low – Inadvertent in nature, technical, involve no public interest.

Reform objective and associated checklist for assessment

Reform objective	Checklist for assessment
Reform 72	
1. The reform mandates design and implementation of an online wizard or system that consolidates and presents information on criminal provisions applicable to businesses under various Central and State Acts.	1. Notification or order issued by the State Government or nodal department mandating design and implementation of an online system or wizard to consolidate and display criminal provisions applicable to businesses under various Acts, Rules, and Regulations.
2. The system shall display, in a searchable and structured format, the list of criminal provisions with corresponding section or rule numbers, description of each provision including the trigger or event point leading to liability, type of offence (compoundable/non-compoundable), and associated punishment.	2. Approved framework defining system architecture, data fields (Act name, section/rule, description, trigger/event point, type of offence, and punishment), data sources (State Acts, Rules, and relevant departmental statutes), and responsible departments for data validation and updates.
3. The information shall be presented through an interactive dashboard enabling users to filter by sector, Act, or nature of offence, thereby ensuring transparency, legal clarity, and ease of compliance for businesses.	3. Standard Operating Procedure (SOP) specifying workflow for data collation, vetting by legal departments, periodic review for amendments, and responsibility matrix for hosting and maintaining the online wizard.

Reform objective	Checklist for assessment
	<p>4. Notification or circular directing all regulatory departments to provide verified information on criminal provisions in a standard template for integration into the system, ensuring uniformity and completeness.</p> <p>5. Directive mandating that the system display the consolidated information on a public-facing dashboard with search and filter functionalities by Act, sector, and type of offence, along with date of last update.</p> <p>6. Certification from the nodal department confirming implementation of the online wizard, inclusion of verified criminal provisions from all applicable departments, operational dashboard accessibility, and periodic review mechanism for updates and accuracy.</p>
Reform 73	
<p>1. The reform mandates that each department or ministry administering any Act, Rule, or Regulation containing criminal provisions relating to business activities shall identify and designate a nodal officer to coordinate data collection and reporting.</p>	<p>1. Notification or order issued by the State Government designating a nodal department to coordinate identification of all Acts, Rules, and Regulations containing criminal provisions administered by State departments, boards, and agencies.</p>
<p>2. The authority shall prepare a consolidated list of such provisions with corresponding section/rule numbers, brief descriptions of the offences, and compile data on the number of prosecutions initiated under each provision during the last three financial years.</p>	<p>2. Approved framework defining parameters for data collection — including Act/Rule name, administering department, section/rule number, description of criminal provision, type of offence, and prescribed punishment — and specifying formats for uniform data submission.</p>
<p>3. The compiled information shall be published through an online dashboard or repository accessible to public to facilitate transparency and periodic review.</p>	<p>3. Circular or communication issued to all administrative departments directing them to identify and report criminal provisions under their jurisdiction, along with historical data on prosecutions initiated, cases pending, and cases disposed of, for a specified reference period.</p>
<p>4. The measure enables evidence-based assessment of enforcement trends, supports decriminalization and rationalization of regulatory frameworks, and promotes a proportionate, risk-based compliance ecosystem.</p>	<p>4. Standard Operating Procedure (SOP) prepared by the nodal department outlining the process for data compilation, validation, reconciliation with court and police records, and periodic updating of prosecution data.</p>

Reform objective	Checklist for assessment
	<p>5. Directive mandating that compiled information be consolidated in a centralized database or register, accessible to relevant departments and oversight authorities for monitoring and policy review.</p> <p>6. Certification from the nodal department confirming completion of data collection across all administrative departments, verification of prosecution statistics, and establishment of a centralized repository of criminal provisions administered by the State.</p>
Reform 74	
<p>1. The reform mandates classification of all criminal provisions under business-related Acts, Rules, and Regulations based on the seriousness and nature of the offence, to enable proportionate regulatory enforcement.</p>	<p>1. Notification or order issued by the State Government or designated nodal department mandating classification of all criminal provisions administered by State departments based on seriousness of offence, in line with prescribed categories — High, Medium, and Low.</p>
<p>2. The provisions shall be categorized as — (i) High: offences posing risk to human life, safety, or public interest, causing environmental damage, financial fraud, or wilful negligence; (ii) Medium: offences requiring subjective determination or departmental analysis; and (iii) Low: inadvertent, technical, or procedural violations involving no public interest.</p>	<p>2. Approved classification framework defining objective criteria for categorization, including parameters such as risk to human life or safety, impact on public interest or environment, financial fraud or wilful negligence, requirement of subjective departmental analysis, and nature of technical or inadvertent offences.</p>
<p>3. The measure establishes a uniform, risk-based framework for criminal provision assessment, facilitating rationalization, graded enforcement, and informed policy decisions toward decriminalization and compliance simplification.</p>	<p>3. Circular issued to all administrative departments directing them to review and classify each identified criminal provision under their jurisdiction as High, Medium, or Low, using the approved framework and standard reporting template.</p> <p>4. Standard Operating Procedure (SOP) issued by the nodal department specifying methodology for review, validation of departmental classifications, consolidation of results, and responsibility matrix for oversight and periodic reclassification.</p>

Reform objective	Checklist for assessment
	5. Directive mandating submission of a consolidated classification report by the nodal department to the State Government, and maintenance of a master register mapping each provision to its assigned seriousness level with date of last review.
	6. Certification from the nodal department confirming completion of classification across all departments, validation of assigned categories (High/Medium/Low), and establishment of a centralized database for ongoing monitoring and updates.

D. Instructions for Uploading Evidence and Assessment Methodology

1. Overview

- i. BRAP 2026 comprises seventy-four (74) reforms covering process simplification, deregulation, system integration and end-to-end online delivery of services, collectively carrying 363 marks.
- ii. Assessment shall be carried out through a three-step process:
 - a. Uploading and verification of evidence by DPIIT
 - b. Submission of verified user database by States/UTs
 - c. User feedback survey to validate on-ground implementation

2. Classification of reforms

- i. Generic Reforms refer to the reforms that improve the overall regulatory framework or institutional processes of the State/UT and do not involve a direct business user. Examples include publication of procedures, adoption of model Acts, or notification of uniform standards.
- ii. User-Specific Reforms involve a direct and measurable interface with business users through service delivery systems or portals. Examples include grant of approvals, licenses, registrations and utility connections.

The categorized list of reforms, along with their respective weightages and the mapping of user data for generic reforms, is provided in the document titled “BRAP 2026 – Reforms Mapping and Weightage Matrix”, issued along with this guidebook.

3. Grouping of States and UTs

For the purpose of assessment and evaluation, all States and Union Territories shall be grouped into two administrative categories based on geographic and demographic considerations, without implying any hierarchy of performance.

Category	Coverage
Category X	North-Eastern States (except Assam) and Union Territories (except Delhi)
Category Y	All other States including Assam and National Capital Territory of Delhi

4. Steps in assessment and evaluation

The assessment and evaluation process shall be undertaken through a three-step sequential framework designed to ensure transparency, and outcome-based measurement.

All three steps are sequential and mandatory. Non-completion of any step shall render the corresponding reform ineligible for assessment and scoring.

4.1. Step I – Uploading of Evidence and Assessment by DPIIT

i. General Provisions

- a) All States and UTs shall upload reform-wise evidence on the BRAP Portal within the timelines specified in Annexure I.
- b) DPIIT shall examine each submission to confirm actual implementation, system functionality, and compliance with the requirements prescribed in the guidebook.

ii. Submission and validity of evidence

- a) Evidence of reforms approved as “Yes” under BRAP 2024 shall be retained on the BRAP Portal for carry-forward assessment under BRAP 2026. States/UTs may upload fresh evidence where deemed necessary.
- b) If previously approved evidence does not reflect the current regulatory or ICT status, new evidence shall be mandatorily submitted.
- c) Fresh evidence uploaded against a carry-forward reform previously marked “Yes” shall be treated as new evidence and subjected to complete reassessment.
- d) Evidence uploaded after the cut-off date (as per Annexure I) shall not be assessed, except during the officially permitted clarification window.

iii. Mandatory components of evidence

Each submission shall mandatorily include the following elements to establish verifiable proof of implementation:

- a) **URL of Online System:** Publicly accessible URL depicting the live functional module, without VPN or intranet restrictions. The link shall direct to the exact transaction page and not to the homepage or a redirect.
- b) **System Accessibility Certificate:** Certificate issued by the State NIC/IT Department confirming that the system is publicly accessible and has maintained minimum 90% uptime for at least one (1) month prior to submission.
- c) **Video Walkthroughs and Screenshots:** End-to-end transaction demonstration—application, payment, status tracking, approval, and certificate download—with visible system date and time stamps.
- d) **Backend/Demo Credentials:** Read-only/demo credentials for DPIIT verification of functionality and workflow. Credentials shall remain valid for at least 90 days post-upload.
- e) **Government Order/Circular:** Order or circular mandating compulsory online processing and discontinuation of offline procedures, indicating the date of enforcement.
- f) **Integration/API Verification:** Where inter-departmental data exchange exists, submission of API documentation or logs evidencing active data transfer between the Single Window System and departmental databases.
- g) **Dashboard Evidence:** URL of a live dashboard showing applications received, disposed and pending, average disposal time, and the date/time of last data refresh.

- h) **Real Transaction Evidence:** Anonymised transaction logs or dashboard extracts showing actual applications processed during the assessment period.
- i) **User Communication and Support:** Links or copies of public notices, user manuals, and helpdesk details displayed on the portal.
- j) **Language:** Evidence shall be in English (preferably) or Hindi. Where any other language is used, translation in English or Hindi shall be provided.
- k) **File Consolidation:** Multiple documents for one reform shall be combined into a single PDF file before uploading.

iv. Technical and compliance conditions

- a) Only fully operational ICT systems shall be accepted. Systems under pilot, beta or partial rollout shall not qualify.
- b) A reform shall be considered implemented only when the system is operational across the entire State/UT and not restricted to a particular district or zone. A declaration to this effect shall be uploaded by the Nodal Department.
- c) All URLs submitted as evidence shall remain publicly accessible for a minimum period of five (5) years. A declaration to this effect shall be uploaded by the Nodal Department.
- d) States/UTs may be required to conduct a live demonstration of each reform during DPIIT evaluation to confirm functionality and system integration.
- e) Evidence for one reform shall not reference or substitute evidence for another reform.
- f) Only one iteration of clarification shall be permitted. States/UTs shall submit the response within seven (7) working days, excluding Sundays and public holidays.
- g) All screenshots, system logs and videos shall display visible timestamps (system date and time).
- h) Partial marking shall not be permitted.

v. Classification of reforms during evaluation

Category	Definition
Yes	Reform implemented
No	Reform not implemented
NA1	Regulatory requirement eliminated through Government Process Re-engineering (GPR); full marks awarded; user feedback not required
NA2	Reform not applicable due to judicial order, absence of users (< 30 for Category Y), or geographical/institutional constraint beyond control of State/UT

vi. Reforms weightage

Each reform shall be evaluated independently as per BRAP 2026 – Reforms Mapping and Weightage Matrix issued along with the guidebook. Redistribution of marks between reforms shall not be permitted.

4.2. Step II – Uploading of User Data by States and UTs

i. General Provisions

- a) Following completion of evidence submission, all States and UTs shall upload verified user databases corresponding to each reform implemented.
- b) The user database shall form the basis for the feedback survey conducted by DPIIT to validate actual system usage and user experience.
- c) Data submission shall be made only through the BRAP Portal. Submissions by email or physical means shall not be accepted.

ii. Submission Requirements

- a) User data shall be uploaded strictly for the assessment period specified in Annexure I. Data outside this period shall not be considered.
- b) Each dataset shall contain complete and validated records for every user who has availed the service during the defined period.
- c) The upload shall be made in the standard format prescribed in Annexure II, containing all mandatory fields.
- d) Every record shall include a valid 10-digit mobile number and a functional email ID.
- e) Incomplete or invalid entries shall be automatically rejected by the portal.
- f) The portal shall perform automated validation and de-duplication checks based on mobile number and email ID to ensure data integrity.
- g) Where multiple files are uploaded within the submission window, the latest validated upload prior to the cut-off date shall be treated as final.

iii. Reserve List

- a) States/UTs shall include a reserve list comprising 25 per cent additional records per reform to enable replacement of non-responsive or invalid entries during the feedback survey.
- b) The reserve entries shall follow the same structure as the primary dataset and shall be flagged in the designated field (Reserve = Yes/No).

iv. Validation and eligibility

- a) Entries failing validation shall be flagged with an error code and shall not be considered for sampling unless rectified and re-uploaded within the submission window.
- b) Failure to submit a complete and validated user database for any reform shall render that reform ineligible for assessment.

v. Data privacy and use

- a) States/UTs shall ensure that user data is collected and shared with DPIIT solely for the purpose of BRAP 2026 assessment and feedback survey.

- b) Contact information shall be used exclusively for communication relating to the BRAP survey.
- c) DPIIT shall maintain confidentiality of user data, applying secure handling and restricted access controls.
- d) Each survey communication shall contain an opt-out provision; opted-out users shall be replaced from the reserve list to maintain required sample size.

4.3. Step III – Feedback Survey by DPIIT

i. General provisions

- a) DPIIT shall conduct a structured user feedback survey to verify the on-ground functionality and usage of reforms marked as “Yes” during evidence assessment.
- b) Feedback shall be sought only for those reforms whose evidence has been approved as implemented.
- c) The survey shall be conducted within the period prescribed in Annexure I, using telephonic, digital, and limited face-to-face methods.

ii. Modes of feedback

- a) **Telephonic Interviews:** Users shall be contacted by phone and asked structured questions regarding the service availed. Responses shall be recorded as “Yes” or “No.”
- b) **WhatsApp/SMS/Email Links:** Survey links may be sent to users through WhatsApp/ SMS/ Email. Each message shall include authentication and a brief description of survey purpose.
- c) **Video Conference/ Face-to-Face Interaction:** DPIIT may verify select responses through direct interaction or video conferencing.

iii. Priority Areas for Face-to-Face validation

DPIIT may undertake face-to-face or video conference–based interviews for selected high-impact areas, with priority given to the following:

- a) Land and Property Registration
- b) Construction Permits
- c) Environment enablers
- d) Utility Connections
- e) Single Window System

iv. Sampling and coverage

- a) The complete validated user database uploaded by States/UTs shall serve as the sampling frame.
- b) Sampling shall follow the criteria below:

Category	Sampling Criteria	Remarks
Category X	2% of total user database; maximum 100 users through random sampling method	If fewer than 15 users exist, DPIIT may survey all users face-to-face.
Category Y	2% of total user database; minimum 30 and maximum 100 users through random sampling method	Random selection through automated draw.

Randomisation shall be executed through a system-generated draw to ensure objectivity.

v. **User selection and data validity**

- a) Where a user has availed multiple departmental services, the same user may be selected for more than one reform. However, States/UTs are encouraged to provide distinct users for each reform to ensure higher feedback quality and avoid respondent fatigue.
- b) The system shall prioritise unique users while generating the survey sample.
- c) In case DPIIT is unable to contact a user due to invalid or non-functional details, that record shall be eliminated and replaced from the reserve list.
- d) If the contacted user indicates that the actual transaction was made by another person within the organisation or through an intermediary, DPIIT shall make reasonable efforts to reach that actual user. If unreachable, the case shall be treated as non-responsive and replaced accordingly.
- e) Users validly availing multiple departmental services shall be considered eligible respondents for all such services.

vi. **Questionnaire and response handling**

- a) DPIIT shall prepare reform-wise and user-category-specific questionnaires.
- b) Each questionnaire shall contain a qualifying question confirming actual system usage; users responding “No” shall not be asked further questions for that reform.
- c) All responses shall be recorded digitally and stored securely in a database.
- d) Respondent details shall remain confidential and shall not be shared with any State/UT.

vii. **Confidentiality and data validity**

- a) Responses shall be anonymised and encrypted prior to aggregation.
- b) Questionnaires shall not be circulated in advance to preserve the integrity of the survey.
- c) Invalid or unverifiable responses shall be excluded from evaluation.

5. Scoring and methodology

i. General principles

- a) Each reform under BRAP 2026 shall carry marks as prescribed in the BRAP 2026 – Reform Mapping and Weightage Matrix issued along with the guidebook.
- b) Scoring shall be based on two components: Evidence Verification – 30 per cent, and User Feedback – 70 per cent.
- c) All computations shall be performed automatically by the BRAP Portal to ensure uniformity.

ii. Formulae for reform-level computation

- a) Each reform shall be scored individually using the following formulae:
 - a) Evidence Score
 - b) Feedback Score
 - c) Final Score (for each Reform)
- d) The above ratio of 0.3 (Evidence): 0.7 (Feedback) shall remain fixed for all reforms under BRAP 2026.

iii. Feedback Thresholds

Category	Minimum Positive Responses Required	Feedback Marks Awarded
Category X	50 per cent or more positive responses	Full feedback marks
Category Y	60 per cent or more positive responses	Full feedback marks
—	Below threshold	Zero feedback marks

Note: A “positive response” means confirmation of actual use and visibility of the specific reform action point during the assessment period.

iv. Action-point basis

- a) Each reform comprises one or more action points. Marks assigned to a reform shall be distributed equally among its action points.
- b) Achievement of each verified action point shall determine the corresponding marks awarded.
- c) Accordingly, the total marks of a reform shall vary in proportion to its number of action points. For example, a reform with 6 action points shall carry 6 marks in total, with each action point valued at 1 mark.

v. Grading of States and Union Territories

Based on their final percentage score, States and UTs shall be graded within their respective categories as follows:

Grade	Percentage Range
Top Achievers	Above 90 %
Achievers	80 % – 90 %
Fast Movers	70 % – 80 %
Aspirers	Below 70 %

Annexure – I**BRAP 2026–Timelines for Implementation, Evidence and Assessment**

#	Activity	Details	Timelines
1	Action Plan	Release of BRAP 2026 Action Plan	15 th Nov'25
2	BRAP 2026 Implementation	Time Period	15 th Nov'25 – 15 th Jul'26
3	Evidence submission	Uploading of evidence on DPIIT portal	15 th Jul'25 – 15 th Aug'26
4	User data	Uploading User Data	16 th Jul'26 – 15 th Aug'26
5	Assessment	Assessment of BRAP 2026	16 th Aug'26 – 16 th Oct'26
6	User Survey	Period for feedback	16 th Aug'26 – 16 th Oct'26
7	Assessment result	Report preparation & release of final assessment	Nov'26

Note:

- i. All portal cut-offs are at 23:59 hours IST on the due date.
- ii. No extensions shall be permitted unless formally notified by DPIIT.
- iii. Survey operations may run concurrently with assessment within the above period.

Format for user database submission

Sl. No.	Name of Department	Service Name	Entity Name	Respondent Name	Designation	Contact No.	Email ID	District	Date of Service	Reserve (Yes/No)



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