SINGLE WINDOW SYSTEM

///CSM™

Minimize Time
Maximize Convenience

SINGLE WINDOW SYSTEM

Single Window System is paperless & contactless ICT based intervention that provide a hassle free experience to investors and promote ease of doing business.

Whether it is domestic or foreign investment, industrial investors have to prepare and submit large volumes of information and documents to the approval authorities to comply with regulatory requirements.

NEED FOR SINGLE WINDOW SYSTEM

- Undefined timelines of the processes leads to delay

- No MIS in place to track status of applications

- Long turnaround time for clearances from various departments

- Inconvenience in individual offline submission of applications for industry set up along with multiple manual interface

- Procedural delays caused by offline processing and payment of fees for the applications

With the introduction of single window systems, all approvals can be obtained at one place without the investor having to go to multiple locations. Automation of such workflows not only saves times but also introduces complete transparency and accountability in such transactions.

DID YOU KNOW?

- India has shown a massive jump to rank 63 in 2019 from 142 in 2014 in the Ease of Doing Business rankings by World Bank

- This success has been primarily attributed to the implementation of Single Window Systems mandated under Business Reforms Action Plan by Department for Promotion of Industry and Internal Trade (DPIIT)

OUR SOLUTION

We are experienced in conceptualizing and implementing end to end single window systems to promote a conducive business environment. The main objective of such systems is to provide industry facilitation, centralized status reporting, monitoring mechanism, and fast tracked decision making.

FEATURES

1. Interactive Info-Wizard

- Investor can obtain information regarding all approvals/procedures/ timelines required for starting operations of her/his business/ industrial unit.
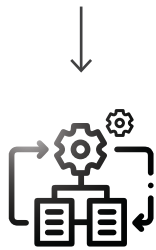
2. Online Registration

- A prospective investor before setting up any business (small/ medium/large industrial units) has to register his company/business on the single window portal.

3. GIS Enabled Online Portal

- Investor can view spatial/geographical land data which helps in making informed decision while making investment, without the need of a physical visit.

- The system also provides location specific attributes in terms of connectivity, rail and road linkages and other physical, health and educational infrastructure available in the vicinity of a selected industrial land.

4. Availability of Land

- Prospective investors can identify & choose suitable industrial land required for his/her business. Based on the preferred parameters such as the district, size of land required, facilities available in the vicinity, the portal identifies and provides information regarding the suitable and available land.

- Detailed information about key attributes of existing operational industries in a particular cluster such as sector of operation, products, capacity, employment, raw material linkages etc. is also made available online.

5. Automated Application Workflow

- Through this single window portal an investor needs to fill up a common application form and submit documents related to his/her project investment estimated value, nature of business, employment generated and financial viabilities.

6. Automated Industry Categorization & Evaluation Process

- Based on the above parameters & document submitted by the prospective investors the system categorizes & escalates to the respective approval authorities/departments.

- After prior verification by the approval authorities /departments update the status of the project in the single window system.

7. Construction Permit Enablers

- Online building plan approval system has been integrated in the single window system which allows the investors to apply & submit for design/construction, completion and occupancy permits and make necessary payments through this system.

- Auto-scrutiny of the submitted plans is done through the system according to the appropriate building code in compliance with enforcement regulations,

- Third party approvals & certification based on (as applicable during the construction and/or completion phase) structural design and architectural drawings by certified structural engineers and architects is carried out through single window system.

8. Permit, NOC & Clearance Services

Environmental Clearances

- Based on the environmental categorization, investors can apply for clearances through this system.

Obtaining Electricity Connection

- The portal facilitates online document submission, payment and tracking for electricity connection.

Labour Regulation

- Registration, grant & renewal of Licenses/Registrations from different departments like Labour Directorate, Directorate of Factories & Boilers, Odisha State Pollution Control Board, and Legal Metrology Department are done through the single window portal.

Water Permission

- Requisite land can apply for Obtaining Water Connection for construction/operation through this single window system.

- All authorities shall issue clearances in compliance with the timelines. When any authority does not issue clearances in compliance with the timeline, the nodal agency provide it's with a written consent to the investor. Such deemed approvals continue until the departments or authorities issues any formal clearances.

9. Incentive Approval

- Incentives of all relevant industrial / sectoral policies is enforced and accessed via the single window portal.

- An incentive claim form is generated through single window system which then goes for approval to the respective authority and is disbursed to the investor.

10. Post Land Allotment Services

- Facilitates online applications for post land allotment matters, online payments, processing of application and download of sanctioned letters

11. CSR Administration & Responsive Engagement

- The CSR platform has been integrated in the single window system which operates as a one-stop shop for all events relevant to the CSR. It will direct companies on indexes of personal growth and focus areas for various sectors

12. Central Inspection Framework

- Single window system ensures hassle free synchronized inspection of Industries by different departments within a time-bound manner, saving time and resources for the investor companies.

13. Dashboards & Reports

- Auto alerts to applicants through SMS/ Emails

- Customized online MIS reports for monitoring at different levels

14. Grievance Redressal Mechanism

- The system enables investor to register/raise any project grievances. And these grievances raised on the portal are considered and resolved in a time bound manner.
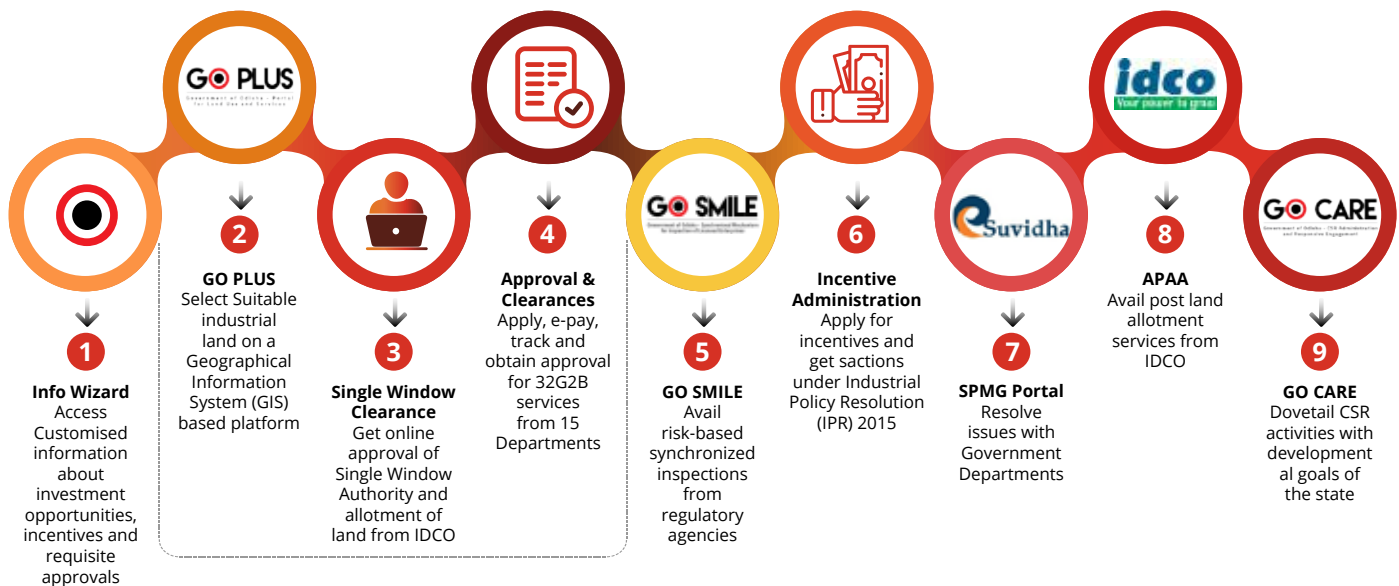
CASE STUDY

GO SWIFT INVESTOR FACILITATION PORTAL IN ODISHA

GO SWIFT
Government of Odisha - Single Window for Investor Facilitation and Tracking

Go Swift is a single window system for investor facilitation and project approval in Odisha. The portal has been implemented for Industrial Promotion and Investment Corporation of Odisha Limited (IPICOL) under the aegis of Department of Industries, Govt. of Odisha.

- Timelines mandated by the Orissa Right to Public Services Act (ORTPSA 2012) have been mapped for each service to ensure that all approvals are delivered in a time bound manner to the investors. As on date, 32 services from 15 State Government departments have been covered through API integration in this portal.

- This portal is supported by features such as integration with payment gateways for online payment, and use of SMS & Email to notify investors on application progress and/or notify department authorities on pending tasks.

1 Info Wizard
Access Customised information about investment opportunities, incentives and requisite approvals

2 GO PLUS
Select Suitable industrial land on a Geographical Information System (GIS) based platform

3 Single Window Clearance
Get online approval of Single Window Authority and allotment of land from IDCO

4 Approval & Clearances
Apply, e-pay, track and obtain approval for 32 G2B services from 15 Departments

5 GO SMILE
Avail risk-based synchronized inspections from regulatory agencies

6 Incentive Administration
Apply for incentives and get sactions under Industrial Policy Resolution (IPR) 2015

7 SPMG Portal
Resolve issues with Government Departments

8 APAA
Avail post land allotment services from IDCO

9 GO CARE
Dovetail CSR activities with developmental goals of the state

Coverage of Single Window System of States
GO SWIFT supports the industrial units through the entire lifecycle

KEY STATISTICS (MAR 2020 EXIT)

Application Received	:	1531
Application Processed	:	1526
Investment Generated	:	1526 Cr
Industry Registered	:	10290
Employment Potential	:	228780

This system has been awarded under the **"SILVER"** category of National e-Governance Awards, 2020 and is often hailed as a benchmark for single window systems in India.

CSM Technologies is a pioneering Tech Services organization that harnesses the power of existing and emerging technologies to provide solutions with tangible impact on efficiency of governance and quality of citizens' lives.

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