

ASCEND 2019

11th Feb, 2019

Success of Haryana in Feedback criteria



Department of Industries and Commerce
Government of Haryana



HARYANA

A THRIVING ECONOMY



HIGHEST PER CAPITA INCOME (among the leading Industrial States) –
INR 1.78 Lakh

*Source- State Economic Survey 2016-2017



2nd Highest State in average Agricultural household income: INR 2.21 Lakh

*Source- Survey Conducted by NABARD-NSSO in 2017-18



PROSPEROUS MARKET BASE

Urban Haryana ranked no. 1 in Monthly Per capital Expenditure among all major Indian states



AMONG THE LEADERS IN AUTOMOBILE PRODUCTION

Producer of 50% of the passenger vehicles & 60% of motorcycles in India



AMONGST THE TOP 5 STATES IN EXPORT CONTRIBUTION

Haryana's contribution to the total exports from India was 4.37% in 2017-18, a steady increase from 3.88% in 2016-17.

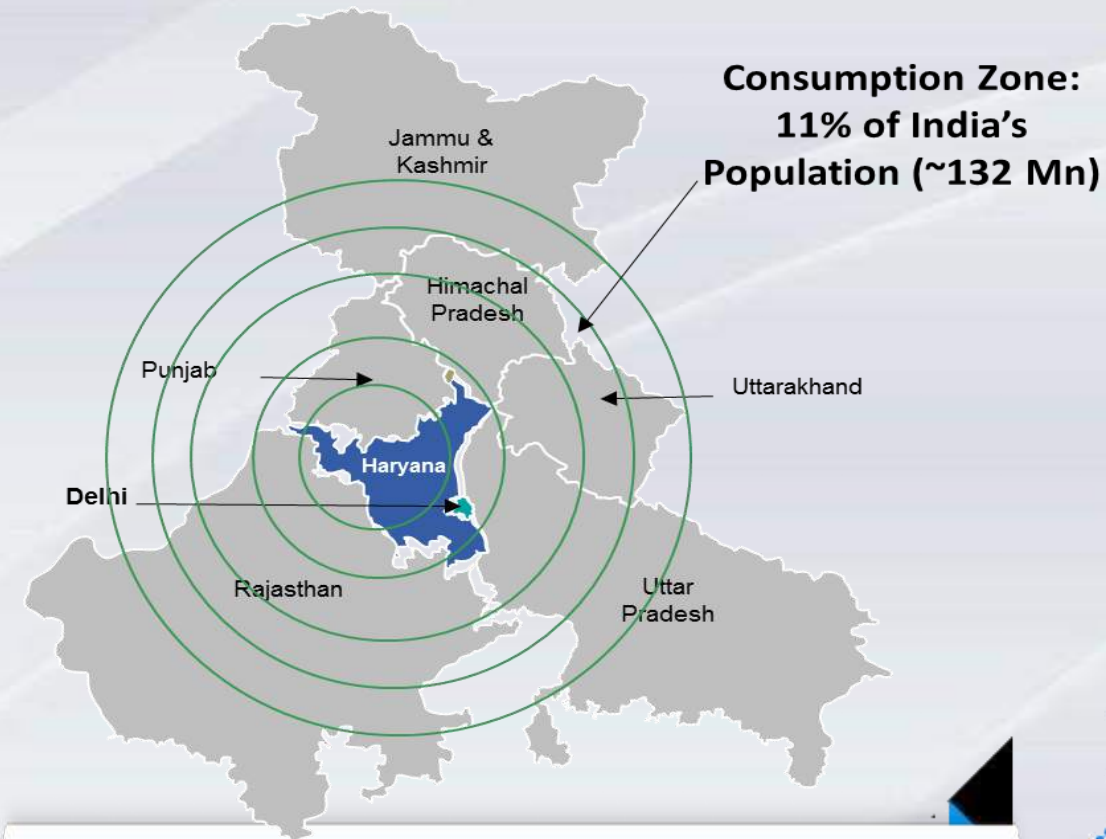
UNIQUE LOCATIONAL ADVANTAGE

Lies at the Heart of the country

- Approximately 2/3rd of Haryana lies in NCR region: 13 districts of Haryana are a part of the National Capital Region
- The entire State is within 250 km from New Delhi International Airport
- Modern retail penetration at 26%, highest in the country

GST Regime: An impetus to Haryana's Economy

- ❖ Strategic factors such as proximity to market and manufacturing zones making Haryana an obvious choice to setup Logistics hubs and Warehouses



Proximity to NCR gives access to Market with high propensity to consume

Haryana

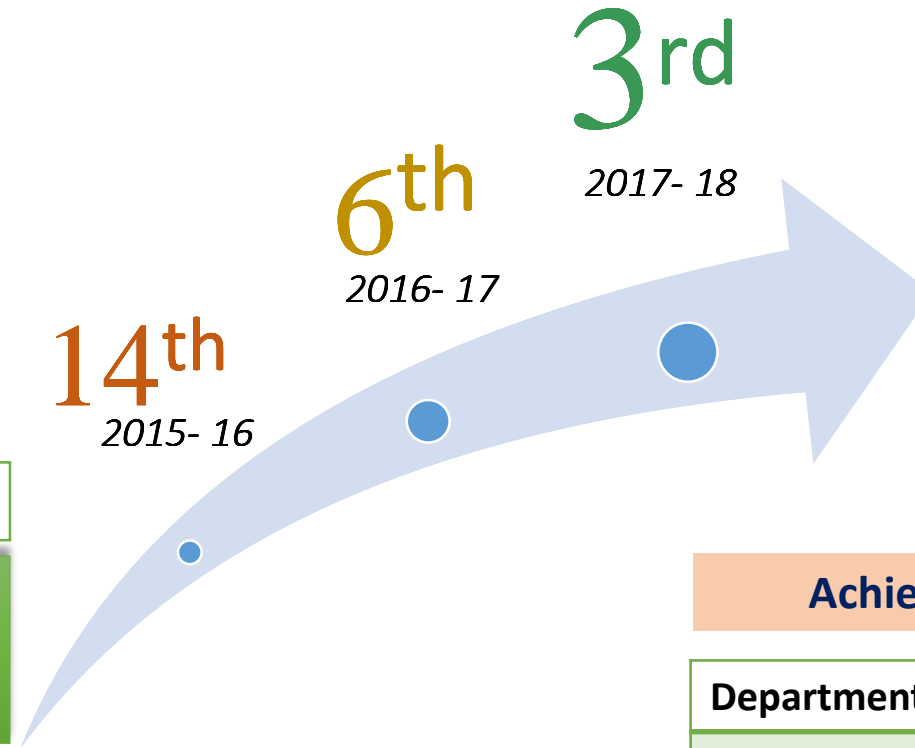
1st in North India in Ease of Doing

IIIrd in the country in Ease of Doing Business rankings 2017- 18

Offering hassle free regulatory regime

- 31 'No CLU' blocks, 75 'Auto CLU' blocks
- Self certification for building plan approval
- Auto-renewal of CTO

Striving for the BEST



Achieving investor delight

Department	Feedback Score
Industries Dept. (Boiler)	98.3%
Pollution Control Board	96.3%
Single Window System	94.1%
Dept. of Labour	94.0%

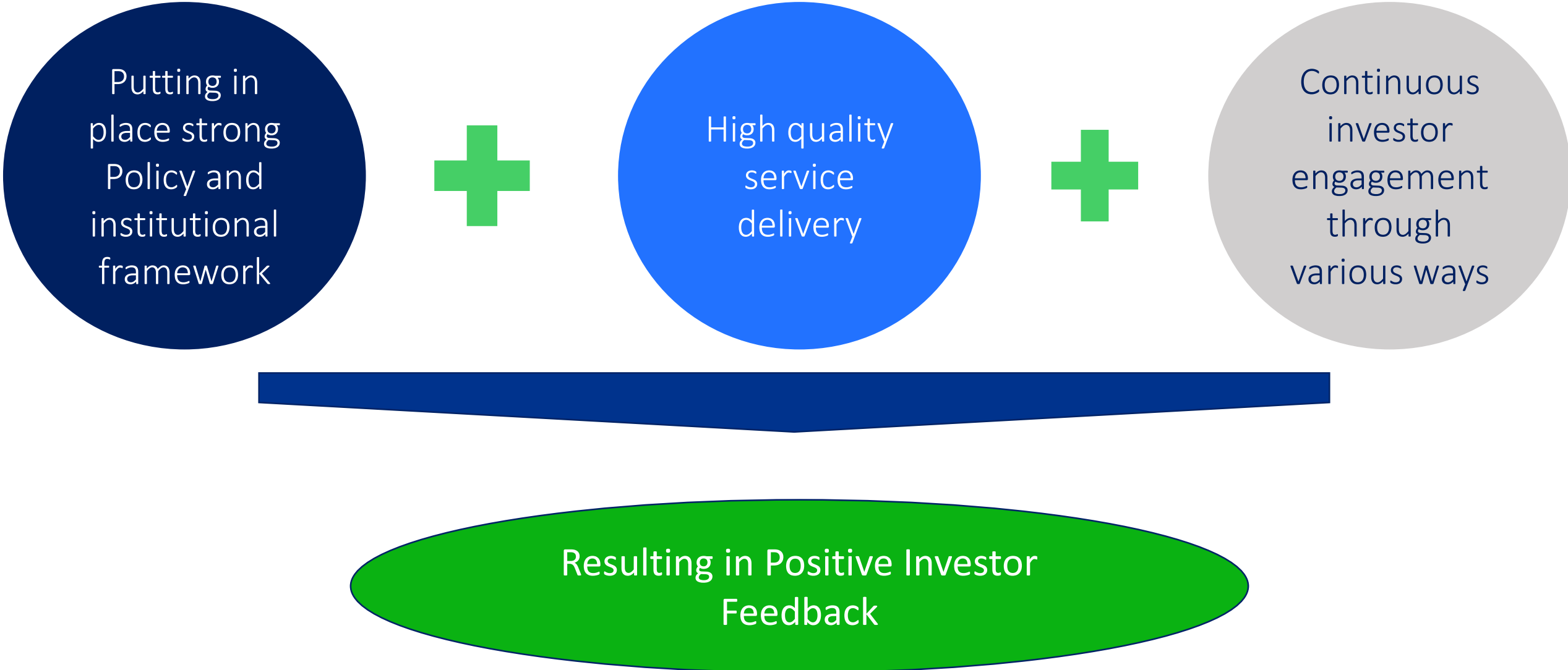
We stand committed on our core agenda of

“In time delivery of services at your door step”

More than 82% investors are satisfied from our services – 2017-18

Targeting to achieve 100% investor satisfaction rate..

Continuous Focus on creating conducive environment



Strong Policy and Institutional framework



Single Roof Solution with statutory backing

<https://investharyana.in>



80+

enterprises related services 

20

Nodal Officers

20+

Departments in one office 

50+

Relationship Managers, IFOs and Relationship Executives to facilitate investors

30+15 days

Clearances /services granted in maximum of 45 days

45 days

Deemed Clearances after the completion of 45 days from the date of complete application

Focus on not just 'Starting business', but inspections made easy leading to hassle-free running of business



Central Inspection System to simplify business regulations and bring transparency and accountability in compliance inspections

<http://cisharyana.in/>



View inspection schedule list in advance on

<http://cisharyana.in/>

Verify the inspecting officer as per schedule

One view dashboard for all upcoming and past inspections

Inspection reports available in view and downloadable format to investor

Provision for establishments to report unofficial visits by inspectors/ officials on CIS portal

Upcoming Feature

No random inspection without prior approval of HoD

Online submission of inspection report within 48 hours

Computerized allocation of Inspectors to bring transparency in inspections

Computerized risk assessment for identifying establishments that need to be inspected

Well defined inspection procedure and checklists

Path breaking reforms by various departments creating positive business sentiment

Other Key reforms

Specialized commercial court at Gurugram

- Additional District and Session Judge posted at Commercial Court Gurugram to resolve disputes
- Online e-filing of cases, online payment of fees, e-cause list, e-summons etc. available on publically accessible website

All the land information are available under one website (<http://jamabandi.nic.in>)

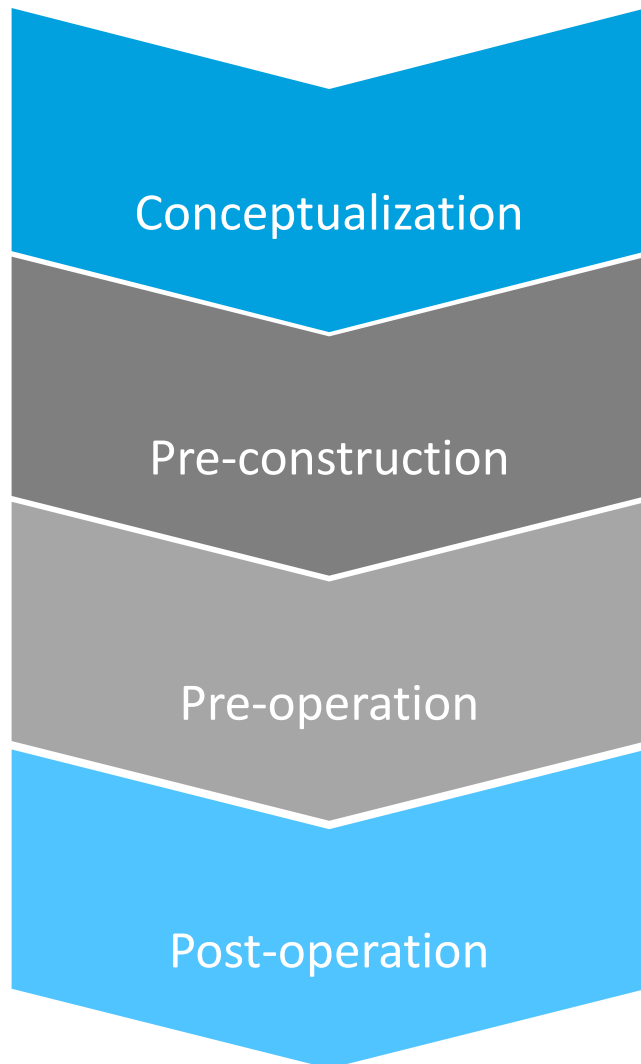
- To establish property ownership details and identify tax encumbrances on publically accessible website (i.e. <http://jamabandi.nic.in>) with features
- Land ownership records of last 10 years
- Information on Property Tax payment
- Information of Civil court and Revenue Court case data

Information of Civil court and Revenue Court case data

Case No.	Main Case Detail.	Party Detail	Advocate Detail	Hearing Date	Case Status
203300024102017	MISC DJ-2410-2017	RUSPAL W/S AMRIK SINGH	RAJESH K RAI	01-FEB-2019	PRE-ADMISSION

Other Key Reforms

Our efforts to make ease in regulations / processes for entire Business lifecycle



- **Online availability of Land Bank:** GIS system for displaying availability of land and available infrastructure on HSIIDC website
- **Information wizard** - helping investors to know required services to start a business
- **Incentive wizard** - know your incentives while sitting in your office
- **Auto Scrutiny** software for Building Plan approval
- Building plan approval through **Self-Certification for low risk category**
- **Validity of Factory License** and all subsequent renewals increased to 5 years 10 years
- Limits raised from 20 to 50 for obtaining contract license and registration of employer, workers under Contract Labour (R & A) Act, 1970
- Increased validity of Consent to Establish and Operate
- Auto Renewal of Consent to Operate
- Exemption of Green industries from compliance inspection based on satisfactory history of compliance
- Exemption of Commercial establishments seeking renewals under Punjab & Haryana Shops & Establishment Act

High quality service delivery



<https://investharyana.in>

Speedy Clearances 

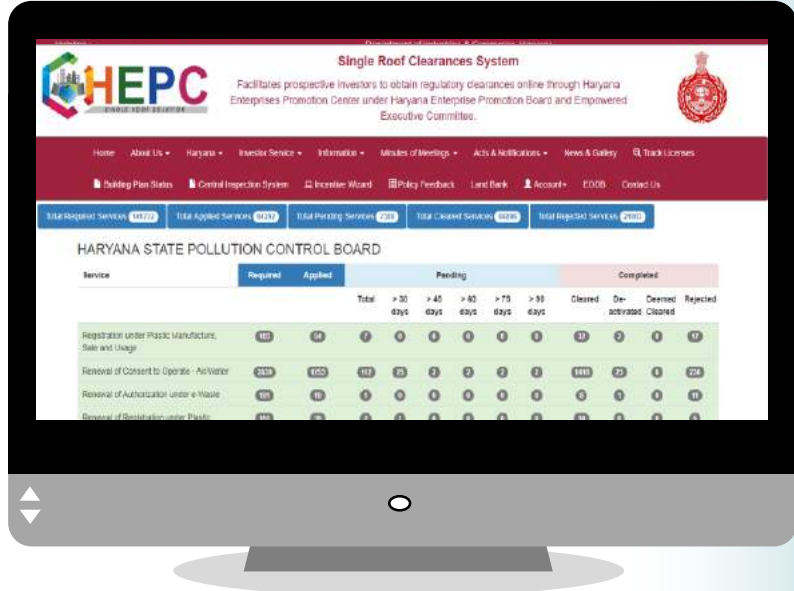
▪ **Average time for some key services vital for setting up of industry is so far 30 days**

Department	Service	ACT (in days)	Timelines as per Act
HSPCB	Consent to Establish (CTE)	36	120
	Authorization Under Hazardous Waste Rules	31	120
	Consent to Operate (CTO)	37	120
TCP	License to Establish Brick Kiln	26	30
Department of I&C	Registration under Boiler Act	18	22
HSIIDC	Building Plan (Industrial Plots)	*SPOT Approval	15
Labour- Labour Wing	License for Contract under provision of Contract Labour Act	22	26
Average Clearance Time for Services		28.3	64.7

▪ **66,000+ services granted through HEPC**



▪ **Publicly viewable Performance Dashboard**



Continuous investor engagement
through various ways



Online mechanism to log investor queries

For any query

Dedicated Helpdesk and 6 member team to facilitate investors

 **1800-180-2132**

1400 Query Tickets Generated

1360 resolved within time

only 40 are Open

~99% resolution rate within time

Average time for query resolution is 2 days



Online Query Recording



Online Ticket Generation (sent via email to investors)

Ticket moved to concerned Nodal officer

In case of delay, the query automatically escalated to the HoD

Prioritization of ticket

Resolution within maximum of 4 days

Ticket resolution monitored by ACS Industries and Concerned Secretary of Dept.

Continuous Investor Engagement drives improved customer satisfaction

We have adopted a '*Comprehensive Feedback Mechanism*'

Feedback on services on
HEPC Portal

Rate us ★★★★★

Dedicated helpline number
1800-180-2132



HEPC WhatsApp
Group
(+91 76967 06077)

WhatsApp



Facebook
<https://www.facebook.com/investharyana/>

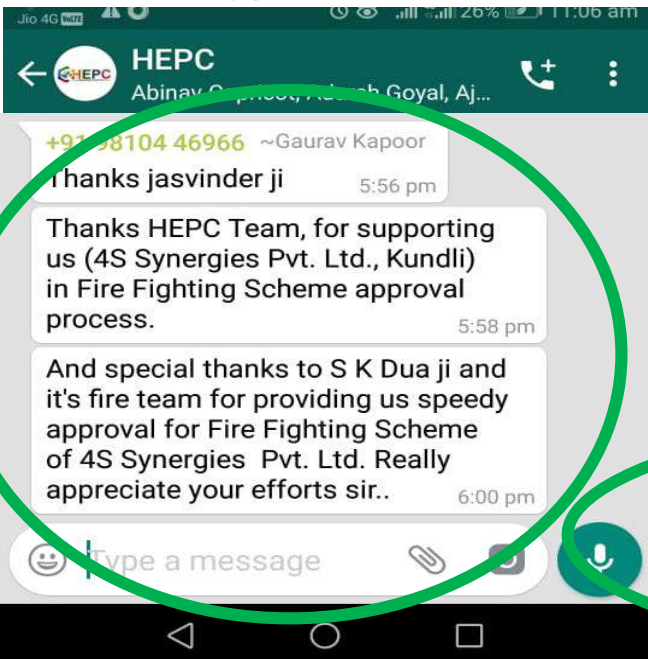


Twitter
<https://twitter.com/investharyana?s=03>

Social Media

Rohit Chawla Thanks HEPC and Invest Haryana . Had applied for Shop and Establishment License for Panchkula .We received our license with no hassle or any difficulty .The Call center team and their TL Ms Shilpa Vajpai were so helpful and also the Labour Inspector who visited the premises . Amazing job . i wish all the government departments become as fast , agile like them ...thanks again ... keep up the good work ...

Like · Reply · 4w



METRO MOTORS ★★★★★

16 Jun, 2018 04:14 pm

I am very happy and satisfied with the central inspection system of the department. It's a good initiative taken by the State government, which will help in saving a lot of valuable time of the investors.

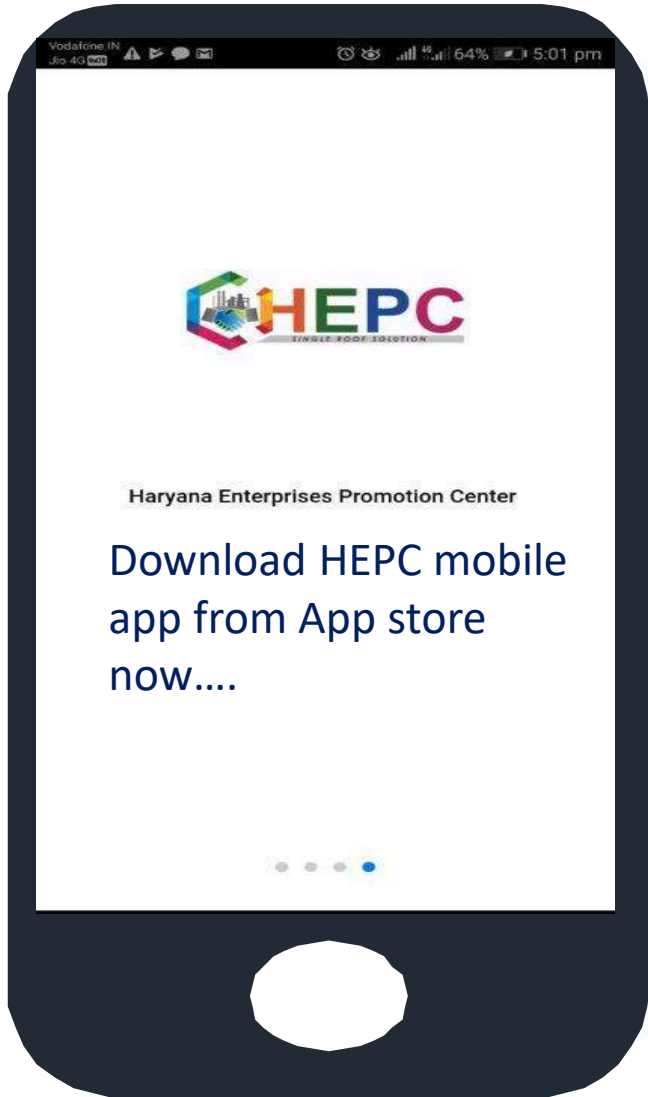


Feedback Mechanism being implemented at HEPC

Feedback Statistics in last 2 months

Particulars	Count
Total Feedbacks received	1507
Departments for which feedback received	21
Services for which feedback received	59
Average Feedback Rating	4.70

Rating	Total	EEC	DLCC
Excellent	82%	75%	83%
Very Good	12%	16%	11%
Good	3%	4%	4%
Average	1%	2%	1%
Poor	2%	3%	1%
Total	1415	208	1207
Avg. Rating	4.70	4.57	4.72



App supports Android version only

Dedicated HEPC Mobile App for seamless investor facilitation

Effective monitoring and tracking of real time status of application through dedicated '**HEPC Mobile App**' especially designed for investors

Key Features



- **All information** such as *how to apply, user manual, know your clearances* now available on your mobile...



- **Service Status** – now track real time status of your application on your mobile..



- **Service Dashboard** to view department's performance



- **Comprehensive feedback capturing through HEPC app**

Thank You



1800-180-2132



facebook.com/investharyana



twitter.com/investharyana

Website: <https://investharyana.in/>

Helpline :-1800-180-2132

email @ hepc.helpdesk@gmail.com



Knowledge partner

Key contacts

<https://haryanaindustries.gov.in/>

Helpline : 011-23363628, 23364822
ipcharyana@yahoo.com

Key contacts:

*Director, Department of Industries & Commerce,
Government of Haryana;
Phone: 0172-2701344*

Department of Industries & Commerce, Haryana
1st floor, 30 Bays Building,
Sector 17, Chandigarh
India

www.investharyana.in

Helpline : 1800-180-2132
hepc.helpdesk@gmail.com

<http://hsiidc.org.in/>



Annexure

List of approvals/services provided through CAF

Back

HSPCB

- Authorization under Bio Medical Waste
- CTO
- CTE
- Authorization for Hazardous Waste
- Renewal of Consent to Operate - Air-Water

HSIIDC

- Approval of Building plan
- Allotment of plots
- Issuance of sewerage connection
- Occupation or Completion Certificate (Form BR-IVA)
- Occupation or Completion Certificate (Form BR-IVB)
- Release of permanent water connection

DEPT. OF INDUSTRIES & COM.

- Lubricating License for Trading
- Lubricating License for Manufacturing
- Registration under Boiler Act
- Renewal Under Boiler Act

UHBVN/DHBVN

- Approval For Regular Electricity Connection (UHBVN/DHBVN)
- Approval For Temporary Electricity Connection (UHBVN/DHBVN)

LABOUR DEPARTMENT - LABOUR

- Registration of Principal Employers
- License for contractor under provision of Contract Labour
- Shop Registration under shops and establishment act
- Renewal under shops and establishment act
- Registration certificate of Establishment Inter State Migrant Worker men

LABOUR DEPARTMENT - FACTORY

- Approval of factory plan
- Factory registration or license
- Renewal Factory registration or license
- Registration under The Building and Other Construction Workers Act

TOWN & COUNTRY PLANNING

- Application for Licence to Establish Kiln
- Approval of Building plan
- Change of Land Use under Controlled Area
- NOC for establishment of unit under Urban Area Act
- Occupation or Completion Certificate (Form BR-IVA)
- Occupation or Completion Certificate (Form BR-IVB)
- NOC for unit falling outside controlled or urban area

FOOD & SUPPLIES DEPARTMENT

- Licence for brick kiln
- Registration Under Weights and Measures Dealer License
- Registration Under Weights and Measures Manufacturer License
- Registration Under Weights and Measures Repairer License

URBAN LOCAL BODIES

- Application for New Fire Fighting Scheme
- Approval of Building plan
- Change of Land Use under MC Limit
- NOC for Fire Service
- Occupation or Completion Certificate (Form BR-IVA)
- Issuance of sewerage connection
- Issuance of Trade License under section 330
- Issuance of Water connection

PUBLIC HEALTH ENGG. DEPT.

- Issuance of permanent water connection
- Issuance of sewerage connection

List of HEPC services



Microsoft Excel Worksheet

Participating departments under one roof

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	Town and Country Planning (TCP)	Uttar/Dakshin Haryana Bijli Vitran Nigam	Haryana State Pollution Control Board (HSPCB)	Labour Department
Food & Drug Administration	Department of Industries and Commerce (DIC)	Chief Electrical Inspector	Department of Forest	Haryana State Industrial Development Corporation Ltd (HSIIDC)
HUDA	Haryana Urban Local Bodies Department	Environment	Department of Electronics and IT	Public Works Department - PWD
Department of Agriculture	Department of Ayush	GMDA	Department of Mines & Geology	Food and Supply Department
Public Health Engineering - PHED	https://investharyana.in			



Single Roof Clearances System

Facilitates prospective investors to obtain regulatory clearances online through Haryana Enterprises Promotion Center under Haryana Enterprise Promotion Board and Empowered Executive Committee.



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- [Search CAF](#)
- [Track Licenses](#)
- [Building Plan Status](#)
- [Central Inspection System](#)
- [Incentive Wizard](#)
- [Caf Service Status](#)
- [Average Service Clearance](#)
- [Datewise Dept Dashboard](#)
- [Service Dashboard](#)
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- [Draft Policy](#)
- [Policy Feedback](#)
- [Account](#)
- [EODB](#)
- [Contact Us](#)

Datewise Stats
Total Required Services **126540**
Total Applied Services **80830**
Total Pending Services **8392**
Total Cleared Services **55565**
Total Rejected Services **17846**

HARYANA STATE POLLUTION CONTROL BOARD

Service	Required	Applied	Pending					Completed				
			Total	> 30 days	> 45 days	> 60 days	> 75 days	> 90 days	Cleared	De-activated	Deemed Cleared	Rejected
Authorization Under Hazardous Waste Rules	2024	1297	102	30	22	17	2	1	1081	13	0	114
CTE	3916	3074	136	40	23	14	3	1	2427	72	0	569
Renewal of Consent to Operate - Air/Water	1961	1054	167	17	12	9	5	1	766	23	0	120
CTE-Renewal	654	57	0	0	0	0	0	0	48	1	0	10
Consent to Operate - Air/Water	3429	2444	224	52	35	20	3	3	1918	35	0	296
Registration under Plastic Manufacture, Sale and Usage	88	44	6	2	1	1	1	0	26	2	0	14
Authorization under Bio Medical Waste	2861	2204	130	28	23	3	0	0	1953	9	0	127



HARYANA
New Opportunities

Central Inspection System



Industry Login

Department Login

Home

About Us ▾

Inspection System

Inspection Formats

FAQ ▾

Industries List

Inspection Schedule ▾

SOP

Central Inspection System

Haryana Enterprise Promotion Centre - HEPC

Government of Haryana

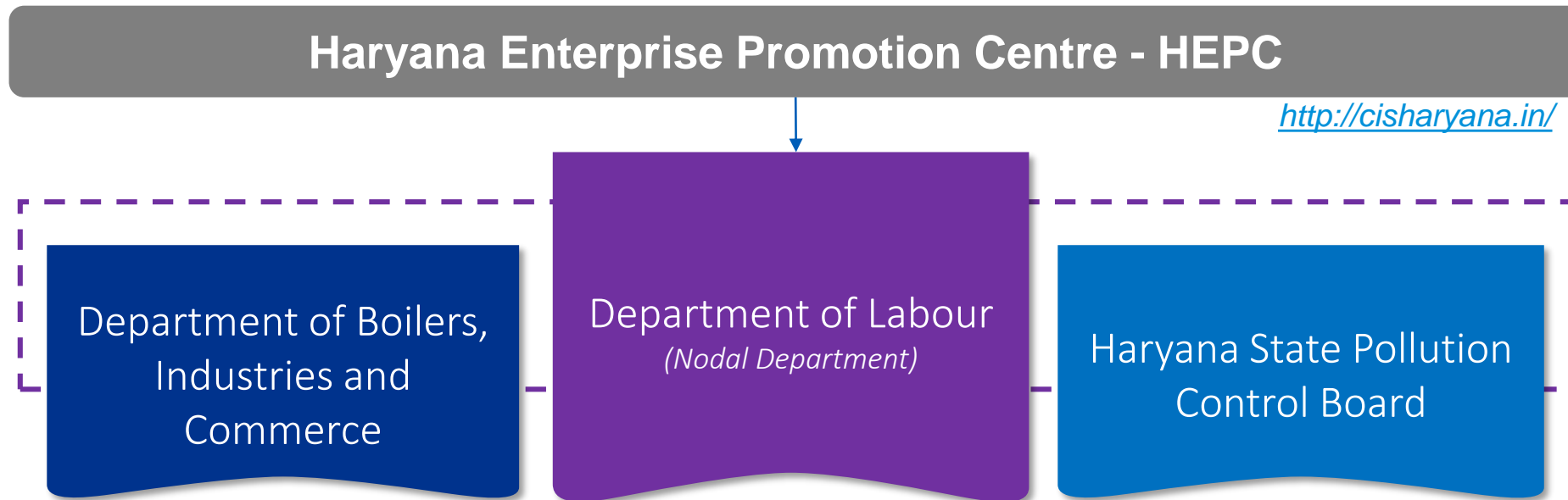
Ease of Doing Business

will not inspect the same unit on two consecutive occasions

Institutional Mechanism of Central Inspection System

Nodal Agency – Haryana Enterprise Promotion Centre, HEPC

Haryana Enterprise Promotion Centre has institutionalized the Central Inspection System with an aim to achieve the objective of simplifying business regulations and bring in transparency & accountability in compliance inspections.







Inspection Schedule List

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***Firms/Department can view the inspection Schedule List without any requirement of Login.
This feature has helped firms to verify the inspecting officer is as per schedule or no.***

Inspection Schedule List

From Date: 01-01-2018  To Date: 04-07-2018  -- All Departments -- 

District Name: All  Industry Name:

SI#	District	Inspection Date	Name of Industry	Inspection Dept	Inspector	Contact No
1	Sonipat	01-04-2018	KEU INTERNATIONAL PVT TLD	Pollution Dept	Amrish Kumar	9729099024
2	Fatehabad	01-04-2018	Bharat Bricks Co	Pollution Dept	Sachin Kumar	09911558100
3	Mewat	03-04-2018	Tanwar Bhatta Company	Pollution Dept	Dinesh Yadav	9466791610
4	Karnal	03-04-2018	Shiv Tar Petro	Pollution Dept	Shailender Arora	9416192051
5	Palwal	03-04-2018	SUMRIDHI ALUMINIUM PVT LTD	Pollution Dept	Akansha Tanwar	8527754659
6	Sonipat	03-04-2018	Hue Plus Industries	Pollution Dept	Amrish Kumar	9729099024
7	Kurukshetra	03-04-2018	PRAKASH RICE MILLS	Labour Dept	Hardeep Chaudhary	9896232457

Central Inspection System – Inspection Dashboard

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- NAVIGATION
- Dashboard
 - Industries Details >
 - Upload Inspection Report of BOE/Third party
 - Update Industry Information
 - Inspection History
 - Holidays Calendar

36935 Industries under central Inspection Framework	20503 Industries to be inspected by Pollution Control Board	2840 Industries to be inspected by Industries Department	13592 Industries to be inspected by Labour Department	0 Unattended Inspection till 06 July 2017
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Inspection Schedule			View Detail
#	Inspection Date	Name of Industry	Inspector Name
1	09-07-2018	ASHIRWAD ENTERPRISES	Sh. Kaushik

Pending Inspection			View Detail
#	Inspection Date	Name of Industry	Inspector Name
No Record Found			

Unattended Inspection			View Detail
#	Inspection Date	Name of Industry	Inspector Name
No Record Found			