



EXPLORE | INVEST | GROW

Single Window Agency





Single Window Agency

The Single Window Clearance System was formed as a consequence to **Jammu and Kashmir Single Window (Industrial Investments and Business Facilitation) Act, 2018 (Act No. 10 of 2018)** to provide necessary time bound license, permissions and sanctions for the establishment of industry in the UT of Jammu and Kashmir.

- The Single Window Clearance System Portal is a single window facilitation mechanism for investors. The portal is a medium of information for investors on Government policies, incentive schemes and the availability of infrastructure.
- It provides manuals to help investors understand the application process for proposed investment projects. The portal will also facilitate different stakeholder departments to process applications by investors and approve them online.
- It also aims to build a centralized repository of sector-wise investments in the State and Government policies, and ultimately to deliver to investors a high-quality and responsive service.

Key Benefits

- Centralized system to monitor applications with the minimum paperwork
- Single window for interaction between investors and Government departments
- Accessibility of the portal from across the globe
- Simplified application process for investors to make it user-friendly, cutting the time for processing the application
- Increased departmental ownership through file-tracking
- System to check the status of applications by State authorities and investors
- Handholding support to the investor fraternity across all districts in the State

Investors Corner

The system will facilitate registration for users interested in Jammu and Kashmir, enabling them to collect information regarding facilities, infrastructure availability, and the sector-wise permissions required etc.



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Personalized account for Investors

- ❑ All the alerts and intimations will be available to the investor in their portal inbox
- ❑ Each investor can make applications for new projects through their account
- ❑ The list of projects committed by the investor till date will be displayed in the personalized account
- ❑ The system will provide numerous project details such as the description, infrastructural requirements, investment, employment, application forms
- ❑ Investors will be able to make online applications relating to each project through the portal – for land, water, and power, for instance
- ❑ Information dissemination to investors about queries about infrastructure facilities, Government policies and incentive schemes
- ❑ Online tracking of application status and issues

Online Single Window System: One Stop Solution

- ❑ **Combined Application Form (CAF) and CAF-Q Logic:** helps Investors to know the applicable approvals through **Know Your Approval (KYA)** required for setting up of business and making them operational in J&K on selection of simple binary set of options
- ❑ **Know Your Incentive (KYI):** Helps Investors to know the applicable incentives and with eligibility criteria (Developed for **DoIC**, development and integration of other dept. **IPRD, PDD & Tourism** under process completion expected by 15th January, 2022)
- ❑ **Information Wizard (129 Services): User Friendly** repository of all type of SoPs, Notifications, PSGA timelines and Users Guide at one place, which is accessible through simple selection process, helps to know and apply services easily
- ❑ **Integrated MIS dashboard (129 Services) in Public domain of SW** with mean and median- bringing transparency and monitoring MIS health
- ❑ **Central Inspection System with** Labour Dept, JKPCB and Legal & Meteorology (Health) ensuring joint inspection and **Joint Inspection under Integrated Building Plan Approval Management System-BPAMS** with Construction permit like; **Utility (Electricity, Water) connection, Fire NoC, NMA, AAI, Factory Plan**



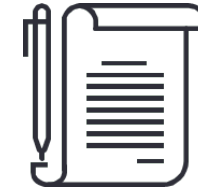
J&K Single Window System



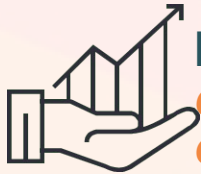
One stop solution to **Industries**



129 services online on www.investjk.in



Combined Application For (CAF) and **CAF Q-Logic**



Easy to do Business **and conducive working environment**



Know Your Approval (KYA) and **Know Your Incentives (KYI)**



Central Inspection System and Joint Inspection



Information Wizard - User Friendly repository of all type of SoPs, Notifications, PSGA timelines and Users Guide at one place



Integrated MIS dashboard in Public domain with mean and median

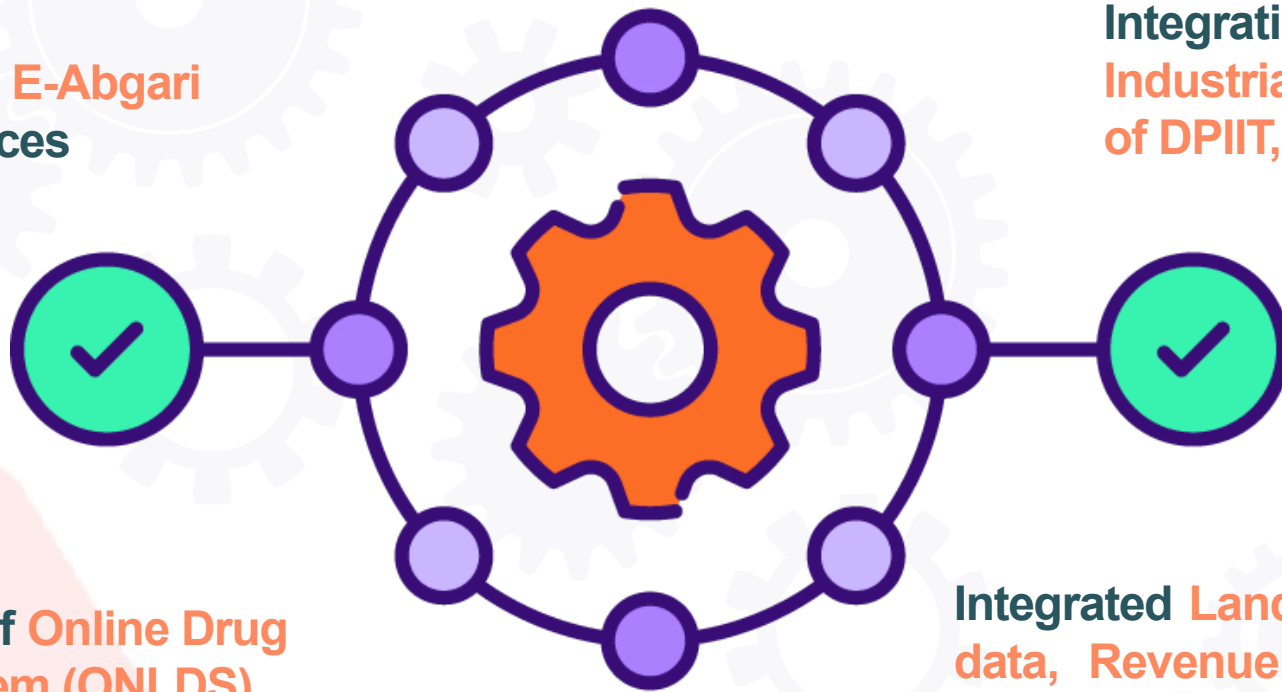


Integrating with J&K Department and GoI Central Portal

Integration with **National Single Window System (DPIIT, GoI)**

Integration with **E-Abgari** for Excise services

Integration with **India Industrial Land Bank (IILB) of DPIIT, GoI**



Central Portal of Online Drug Licensing System (ONLDS)

Integrated Land, Property, Civil Court Case data, Revenue Records data, and Utility Records (Water and Electricity)



Minimising Regulatory Compliance Burden (MRCB)

27 Departments have been involved to identify the burdensome compliances

547 reforms identified and **464** such compliances reduced

Enabling Single Window System standard practices for EoDB

Deemed approval post lapse of timelines or Automatic escalation matrix

Stopping parallel/ Dept. portal and offline applications (**SWS-IT solution**)

Monitoring and Improving MIS health of approval and Grievance Redressal System – **Zero Pendency and within timelines**

Feedback through **Ease of Doing Business and Ease of Living** Improvement

Sector Experts and Department wise Helpdesk to align with SW-Helpdesk and Grievance Redressal System



Way Forward

Streaming IPFC: Grievance/Query through ensuring Weekly/Fortnightly Meeting at SW and Department level, Monthly meeting by CS, Quarterly meeting by Hon'ble LG.

Feedback Improvement through Ease of Doing Business and Ease of Living performance to link with appraisal for all concerned departments

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Enabling Single Window System standard practices for EoDB: Way Forward

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- **Stopping parallel/ Dept. portal; Stopping offline applications (SWS-IT solution)**
- **Streaming IPFC:** Grievance/Query through ensuring Weekly/Fortnightly Meeting at SW and Department level, Monthly meeting by CS, Quarterly meeting by Hon'ble LG.
- Monitoring and Improving **MIS health** of approval and Grievance Redressal System –**Zero Pendency and within timelines**
- **Sector Experts and Department wise Helpdesk** to align with SW-Helpdesk and Grievance Redressal System
- Feedback Improvement through Ease of Doing Business and Ease of Living performance to link with appraisal for all concerned departments:
 - **Stakeholder Feedback on Business Reforms** (Questionnaires- Pilot Run) and awareness through : Tele-callers for spreading awareness & seeking feedback, Advertisement/ Display of Business Reforms at Key Location/ Channels/ Banks
 - **Social Media Awareness** Campaign through Department.
 - **G2B and G2C** campaign at Department, Regional level and District Level