



PROCEEDINGS OF THE GOVERNMENT OF KARNATAKA

Sub: Online service delivery to the businesses for effective governance -Ease of Doing Business -reg.

- Read: 1) State Level Business Reforms Action Plan 2020-21 released by Department for Promotion of Industry & Internal Trade, dated 25.08.2020.**
- 2) Government Order No: DPAR 190 NaSeKa 2017, dated 19.10.2017.**
- 3) Notification No: IADB/ADM.1287/7001/2016-17, dated 02.08.2016.**

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Preamble :-

Government of Karnataka has undertaken several measures for improvising Ease of doing business in the State. Further, Karnataka Industrial Areas Development Board (KIADB) has initiated several steps to improve the entrepreneurial and industrial development in its activities throughout the state.

To promote Ease of Doing Business in Karnataka and in reference to the State Level Business Reforms Action Plan 2020-21 released by Department for Promotion of Industry and Internal Trade (DPIIT) read at (1) above, KIADB has developed comprehensive online systems, wherein service approvals shall be applied, accepted and processed mandatorily through online mode only.

Online systems have been made available for the following services vide Government order read at (2) and (3) above:

- Obtaining Water supply Connection
- Water supply bill e-payments
- Land Allotment
- Intimation for Payment of initial deposit & EMD
- Issue of allotment letter
- Issue of confirmatory letter
- Issue of possession certificate
- Execution of lease-cum-sale agreement

Further, as cited in the Action Plan read at (1) above, it must be ensured that all the applications are submitted online only with no requirement for submissions of a hard copy (applications cannot be accepted offline). The online system must facilitate applicants to fill up the online application form, upload documents, application submission, e-payment, tracking of application status and download the final digitally signed approval certificate. The applicant must receive SMS and e-mail notifications at critical stages of application processing such as application submission, query submission and response and approval or rejection at various levels respectively.

Also, the processing and approval by each approving department/ agency are done mandatorily online without any further requirement of physical presence or manual submission throughout the process. Besides, an online provision to be provided for Third-Parties to facilitate verification about the authenticity of the approval or registration granted.

Hence, this order.

GOVERNMENT ORDER No: CI 179 IAP(e) 2020,

BENGALURU, Dated: 29.01.2021.

In the circumstances explained above and based on the mandate orders issued vide Government Order No: DPAR 190 NaSeKa 2017, dated 19.10.2017, the following key features are mandated in the online system/portal for all the aforementioned industry services henceforth:

- 1) Standard Operating Procedures for industry services with timelines, step by step approval process, document checklists, and applicable fee is published online on KIADB portal.
- 2) Online submission of application by the applicant without the need for any physical touch-point/ offline submission.
- 3) E-payment of applicable fee for approval/permissions/NOCs.
- 4) Online processing of the application and online approval by competent official/ authority.
- 5) Online facility for tracking the application status for the applicant.
- 6) Facility to download digitally signed approval certificate in applicant's login.
- 7) System generated SMS and e-mails to the applicant at critical stages of the

application i.e., application submission, query submission and response, approval/rejection and others as applicable.

- 8) Online provision for Third-party verification about the authenticity of the approval/ permissions/ NOCs granted by the department.
- 9) Disposal of application within the stipulated timeline as mandated under SAKALA (Public Service Guarantee Act).

It is, hereby, instructed not to accept any manual application/submission of documents in addition to the details submitted by the applicant through online mode.

This order shall come into effect from the date of publication of this order.

By order and in the name of
Governor of Karnataka,

N. Kumar
(N. KUMAR) 29/1/2021

Under Secretary to Government (I.D)
Commerce and Industries Department.

To:

ma 29/1/2021
The Compiler, Karnataka Gazette, Bengaluru – with a request to publish in the next issue.

Copy to:

- 1) Commissioner for Industrial Development and Director, Department of Industries and Commerce, Khanija Bhavan, Race Course Road, Bengaluru-01.
- 2) The Chief Executive Officer & Executive Member, Karnataka Industrial Areas Development Board, Khanija Bhavan, Race Course Road, Bengaluru-01.
- 3) Chief Engineer – 1& 2, Karnataka Industrial Areas Development Board, Khanija Bhavan, Race Course Road, Bengaluru-01.
- 4) Managing Director, Karnataka Udyog Mitra, Karnataka Industrial Areas Development Board, Khanija Bhavan, Race Course Road, Bengaluru-01.
- 5) Secretary– 1, 2 & 3, Karnataka Industrial Areas Development Board, Khanija Bhavan, Race Course Road, Bengaluru-01.
- 6) All the Executive Engineers of KIADB (through CEO & EM, KIADB).
- 7) PS to Chief Secretary, Vidhana Soudha, Bengaluru-01.
- 8) PS to Additional Chief Secretary to Govt., Commerce & Industries Department, Vikasa Soudha, Bengaluru-01.
- 9) PA to Director (Technical Cell), Commerce & Industries Department, Vikasa Soudha, Bengaluru-01.
- 10) Guard File / Spare Copies.