



KARNATAKA INDUSTRIAL AREAS DEVELOPMENT BOARD

(A Government of Karnataka Undertaking)

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No. KIADB/HO/IT Cell/108/ 1453-a/2023-24

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Circular

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

Ref:

1. State Level Business Reforms Action Plan 2024 release by Department for Promotion of Industry & Internal Trade.
2. EODB Coordination committee meeting held on 25-07-2024 under the chairpersonship of Additional Chief Secretary to Government cum Development Commissioner to the Government.
3. Government Order No: CI 179 IAP (e) 2020 dated 29-01-2021 & 30-01-2021.
4. DPAR 29 PRJ 2020 Bengaluru, dated 09-08-2021.

With Reference to above Subject Karnataka Industrial Area Development Board (KIADB) has undertaken several measures for improvising Ease of Doing Business in the State. Additionally, KIADB is actively working to foster entrepreneurial and industrial growth through its statewide operations.

As per the guidelines and directives issued vide (1) and (2) above, KIADB has developed online systems for G2B service delivery. In addition to services made online vide (3), following new services has been included:

- Obtaining Sewerage Connection
- Permission for Alteration and Addition/Revision/Revalidation of Building Plan/Permission for Demolition and Reconstruction of Building

It must be ensured that all the applications are submitted online only, with no requirement for submissions of hard copy in person. The online system must facilitate applicants to fill the online application form, upload documents, application submission, e-payment, tracking of application status, download the final digitally signed approval certificate. The applicant shall receive SMS and e-mail notifications at critical stages of application processing such as application submission, query submission, response and approval or rejections at various levels, respectively. The portal shall also provide a provision for Third-Parties to

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verify the authenticity of the approval/permission granted by the department based on unique reference number.

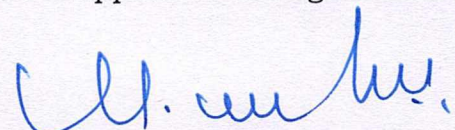
In addition, an online dashboard (application-wise) shall also be made available in public domain providing information on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate.

The following key features are mandated in the online system/portal for all G2B services provided by KIADB including (3) above:

- 1) Standard Operating Procedures for G2B services with timelines, step by step approval process, document checklists and applicable fee (if any) is published online and KIADB will ensure that portal is regularly reviewed and updated.
- 2) Online systems of KIADB services facilitate
 - a. Online application submission without any physical touch-point/offline submission.
 - b. E-Payment of applicable fee for approval/permissions/NOC, if any.
 - c. Online facility for tracking the application status for the applicant
 - d. Online functionality for Third-party verification to check the authenticity of the approval/permissions/NOCs granted by the department.
 - e. Facility to download digitally signed approval certificate in applicant's login.
- 3) System generated SMS and e-mails to the applicant at the critical stages of the application.
- 4) Timelines for delivery of the above services are mandated under Karnataka SAKALA Services Act, 2011 and (Amendment) Act, 2014. The application must be disposed-off within the stipulated timeline notified by the department. In case of breach of service delivery timelines, grievance mechanism/escalation matrix shall be applicable as per notification.
- 5) Department vide ref. 4 has also adopted iPGRS and grievances are being handled through online portal only. The portal also includes working procedures and escalation mechanism for time-bound redressal.
- 6) Dashboard with data display on the number of applications received and granted, fee incurred to grant approvals/certificate and the average time/fee taken by the Department to complete the entire approval process. The dashboard comprises all parameters as per DPIIT, GoI guidelines and being updated on daily basis and displays date & time stamp. Department may add additional fields in dashboard (as may be required).
- 7) The application module and dashboard has been integrated for displaying updated data on portal on real time/daily basis and user shall be able to drill down to application-level details such as application number (masked), application date and approval date, statutory fee paid under different heads (as applicable) defined by the department, average fee and others.

- 8) An online real time dashboard on quality of water has also been published on its official website to provide information covering water pressure and water quality - TDS (Total Dissolve Solids).
- 9) Online mechanism for feedback has been linked with online application and maintained by the department for internal assessments.
- 10) Provisions to dispute the decision of the KIADB/local authority included by Government in Unified Building By-laws
- 11) ULB's to include sustainable water use practices such as Rainwater harvesting/ Solid waste/ bio-sludge management as a mandatory requirement while providing construction permits for new buildings and as a mandatory.
- 12) To provide new water connections, it has been mandated that all internal / external water installation works shall be carried out by a licensed professional and the frequency will be as follows:
 - a. Based on self-certification by the Licensed professional, one-time inspection shall be carried out by the concerned official (water cell)
 - b. Quality and safety check will be undertaken for installation works by licensed professionals.
 - c. Qualification of Licensed professional should be followed as per Government Notification.
- 13) KIADB is notifying business units/consumers regarding water supply related planned maintenance/outages next 1 month in advance and the data/information has been available on the portal.
- 14) Plug and Play option Shall be integrated with Online Single Window System Procedure timelines and rules for Obtaining the land and all requisite Clearance shall be Published on KIADB Portal

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.



**Chief Executive Officer &
Executive Member, KIADB**