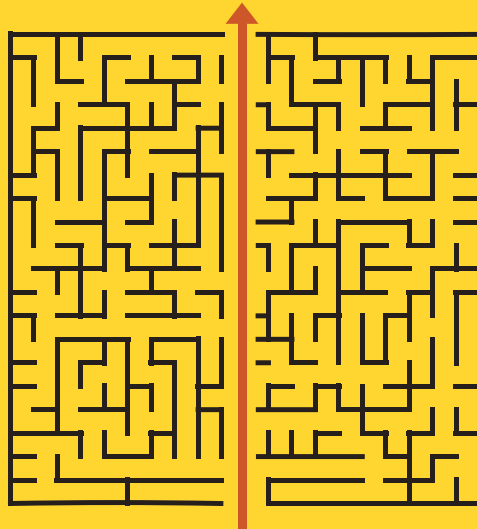




सत्यमेव जयते  
Government of West Bengal

# the.next.level

DOING BUSINESS IN WEST BENGAL  
faster procedures • more transparency

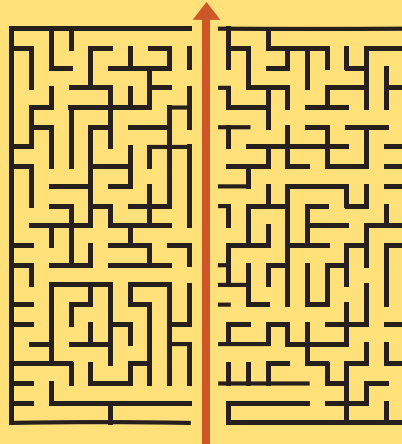


COMETO  
BENGAL  
RIDE THE  
GROWTH



# the.next.level

DOING BUSINESS IN WEST BENGAL  
faster procedures • more transparency



# INTRODUCTION

West Bengal is a key state of India, where industrial growth is higher than the national average. To accelerate industrial growth, the West Bengal Government has cut through time-consuming, resource-draining procedures – a foe of any business – to spur growth. It has embarked upon smart public administration that is crucial for industrial competitiveness and economic growth.

A lot of initiatives have been taken in this direction by various government departments in the last couple of years. The challenges of availability of all statutory information in the public domain, introduction of web-based and online services, simplification of government procedures, ease of making application, cutting down unnecessary paper work and timely delivery of services have been addressed.

Perhaps the most far-reaching change has been the digitising of services so that new and old businesses are required submit data less frequently and services can be provided more efficiently and more securely for everyone.

In the area of large industries, Shilpa Sathi provides single-window application services to entrepreneurs for doing business with minimal hassle and transaction costs. The pricing policy of land in industrial parks has gone online, resulting in more transparency. The disbursement of incentives can now be tracked online. The whole range of tax administration and payment for all government transactions have gone online.

In the MSME sector, web-based platforms provide a variety of services; from simplified versions of Acts & Rules, the requirement of statutory compliances, and to the location of government offices. A Single Application Gateway receives all applications made by an entrepreneur to government entities for statutory compliances and to avail government incentives which means an applicant is now not required to visit government offices for clearances and approvals. A new web portal allows entrepreneurs to post their business proposals on the portal after which he is connected to investors

and professional experts or mentors.

In the non-digital space, large-scale simplification of procedures and new initiatives are changing the landscape of doing business in the areas such as food processing and horticulture; infrastructure and development; municipal affairs, panchayat and rural development; land and land reforms; labour and transport. Simplification of the process of getting trade licenses, building plan sanctions, delinking approvals from other departments that do not add value to decision-making by the department concerned, faster mutation and conversion of land, replacing affidavits and gazetted officer attestation by self-declaration/attestation, appropriate delegation and decentralization have guided these initiatives. Necessary amendments in labour laws are being undertaken. Getting fire licenses, environment clearances, power connections, etc, have become easier and time-bound. The Right to Service Act of the State Government lays down a definite deadline to provide various services to citizens. The services covered under the Act are reviewed regularly and more and more services are being added to the list.

Under an agreement with IIM Calcutta, 400 departmental officers are being trained at the institute.

These tools have the potential to change the business environment in the state and the results are already showing. From here, the only way to go is forward and the State Government is committed to doing that.

This publication lists the key initiatives taken by departments for ease of doing business in the State.

# CONTENTS

## **INDUSTRY**

- Commerce & Industries 7
- MSME & Textiles 9
- Food Processing Industries and Horticulture 10

## **INFRASTRUCTURE & DEVELOPMENT**

- Urban Development 13
- Environment (WBPCB) 13
- Municipal Affairs 15
- Panchayat & Rural Development 15
- Fire & Emergency Services 16

## **FINANCE & TAXATION**

- Finance 19
- Commercial Taxes 20

## **LAND**

- Land Registration 23
- Land & Land Reforms 23

## **LABOUR**

25

## **TRANSPORT**

29

## **UTILITIES**

- West Bengal State Electricity Distribution Company 33
- Water Resources Investigation and Development 33



# INDUSTRY

## COMMERCE & INDUSTRIES

[www.wbidc.com](http://www.wbidc.com)

### 1. Shilpa Sathi – Single Window Services for large industries

Shilpa Sathi comprising representatives of various Departments/Directorates of Government at West Bengal Industrial Development Corporation (WBIDC)'s office provides single window application services to the entrepreneur for doing business. Representatives from the departments of Labour, Fire & Emergency Service, Power, Irrigation & Waterways, Pollution Control Board & Kolkata Municipal Corporation attend the Single Window Cell office. The Cell facilitates expeditious disposal of matters relating to clearances of various Government Departments/Authorities for setting up industrial units in the State.

### 2. Online application for clearances under Shilpa Sathi

Online application through Common Application Form for clearances through Shilpa Sathi web portal is underway.

### 3. Time bound clearances under the Shilpa Sathi Single Window Services

Clearances	Timeline
Mutation of land	21 days
Conversion of land	30 days
Consent to establish from WBPCB	Red: 60 days Orange: 30 days Green: 21 days
Consent to operate from WBPCB	Red: 60 days Orange: 30 days Green: 21 days

Clearances	Timeline
Registration, license and its renewal under the Factories Act 1948	21 days
Permit for ground water	DLA: 30 days SLA: 21 days HLIDC: 15 days
Permit for surface water	SLA: 21 days HLIDC: 21 days
Bulk power supply	11 KV: 30 days 33 KV: 45 days 132 KV: 60 days
Fire license	60 days

### 4. Task Force to follow up with departments concerned

A Task Force under Shilpa Sathi closely monitors the progress of applications with participation from the departments concerned. It meets every week to expedite project clearances and address specific problems received from industry.

### 5. Relationship Managers and Business Synergy Centre for proposal facilitation

Senior Relationship Managers are provided for all major projects. They are responsible for day-to-day monitoring of the progress and also to address bottlenecks in government departments.

### 6. Pricing policy of land goes online

Pricing of all industrial parks are available on the official

website of WBIDC ([www.wbidc.com](http://www.wbidc.com)) to ensure transparency.

### **7. Online Terms and conditions for Allotment of Land/Module in Industrial Parks**

Detailed terms and conditions of allotment of land/module in various industrial parks of WBIDC has been uploaded on the official website of WBIDC ([www.wbidc.com](http://www.wbidc.com)) to ensure transparency.

### **8. Online Appraisal of Proposals for Allotment of Land/Module in Industrial Parks**

Detailed appraisal criteria has been provided on the official website of WBIDC to ensure transparency.

### **9. Online monitoring of applications for 14Y land clearance and allotment**

WBIDC's official website has an online monitoring system to check the status of applications for 14Y land ceiling clearances and applications for the allotments of land/modules in industrial parks. Applicants can know the status of their applications through WBIDC's e-service.

---

Time frame for processing of cases u/s 14Y of WBLR Act is 90 days of submitting completed application.

---

### **10. Disbursement of Incentives monitored online**

The application and disbursements of incentives that are provided to medium and large scale industries in accordance with the Industrial Policy of Government of West Bengal are monitored and their statuses tracked online.

---

Time frame for disposal of application under State Capital Investment Subsidy by WBIDC is 30 days.

---

### **11. Registration to get incentives for new large-scale industries simplified**

The number of documents required for Registration Certificate (Part-I) has been reduced to 7 from 20 earlier.

The number of documents required for Registration Certificate (Part-II) has also been reduced to 8 from 16 earlier.

The following documents are **not required** anymore.

- *For Registration Certificate (Part-I)*
  - I. Memorandum of Article of Association
  - II. PAN of the Company
  - III. Audit report, Director's report, Balance Sheet, Profit & Loss A/C for 3 years
  - IV. List of plant & machinery with date of purchase & value
  - V. Sanction letter of bank and certificate of Directors in case of other source of finance
  - VI. Name & quantities of raw materials required per annum
  - VII. Certificate of conversion of classification of land in land record
  - VIII. Trade License from local body
  - IX. Factory License
  - X. Permission for use of water from SWID or IWD
  - XI. Fire Safety License
  - XII. Explosive License
  - XIII. Power connection agreement from power utility
- *For Registration Certificate (Part-II)*
  - I. Tech-Economic Feasibility Report
  - II. Appraisal by Bank or by WBIDC
  - III. Auditor's certificate/CA certificate for utilization of fund
  - IV. CA certificate on item wise cost
  - V. Power connection certificate
  - VI. Copy of application to Director of Electricity Duty
  - VII. First electric bill
  - VIII. VAT registration
  - IX. Certificate of CA/CE on Commencement of Commercial Production



### 1. MSME & Textile Policy 2013-18

New policies for MSMEs and Textiles were notified in 2013. Both policies are strong on simplifying the business regulatory environment in the state, introducing strict deadlines for clearances and enhancing the quality of human resource through training and skill development. The other benefits include capital investment subsidies, interest subsidies on term loans, electricity duty waivers, power subsidies, stamp duty and registration fee waivers, entry tax reimbursements for plants and machinery and VAT reimbursement.

### 2. Scheme of Approved Industrial Park (SAIP)

SAIP offers opportunities to the private sector to set up large industrial parks in the state with government facilitation. The state government actively supports the setting up the park, extends many fiscal and non-fiscal incentives and facilitates the right business environment to run the parks.

### 3. One-stop portal for MSMEs ([myEnterprisewb.in](http://myEnterprisewb.in))

A web-based facilitation platform ([myEnterprisewb.in](http://myEnterprisewb.in)) provides simplified versions of Acts & Rules, the government incentives available, requirement of statutory compliances, location of government offices, etc. An entrepreneur gets the basic minimum knowledge and understanding of the statutory requirements to start and operate an MSME enterprise. Online filing of the Entrepreneur's Memorandum is available on the web portal.

### 4. MSME Facilitation Centre (MFC)

MSME Facilitation Centres set up in the District Industries Centre (DIC) act as single point service providers to MSMEs for all their needs. The MFCs provide all necessary information to an entrepreneur and facilitates completion of necessary administrative procedures for setting up and running a business.

### 5. Single Application Gateway – online statutory application facility

A Single Application Gateway (SAG) linked to the web portal [myEnterprisewb.in](http://myEnterprisewb.in), provides the software backbone to operate the MFC. SAG receives all applications made by an entrepreneur to government entities for statutory compliances and to avail government incentives. The applicant is now not required to visit government offices for clearances and approvals.

### 6. Unique Clearance Centre (UCC)

The Unique Clearance Centres (UCC) set up in select districts, fast-track land mutation and conversion. It works exclusively for industrial land cases. It provides an entrepreneur a single window for land mutation and conversion cases.

### 7. MSME Equity Venture Capital Fund (VCF)

The West Bengal MSME Equity VCF launched in partnership with SIDBI provides equity funding to selected entrepreneurs for start-up and growth. A Fund Manager along with a group of mentors will appraise projects, mentor, handhold and provide marketing, financial and management support to selected entrepreneurs to guide and take business to the next level.

### 8. Web portal that connects entrepreneurs, investors and professional experts/mentors for West Bengal's MSMEs ([www.msmebengalinvest.in](http://www.msmebengalinvest.in))

This portal is a digital platform that connects entrepreneurs, investors and professional experts/mentors. Prospective entrepreneurs can post their business proposals on this portal.

### 9. Process to claim incentives simplified

The process to claim incentives have been simplified by dispensing with the Eligibility-cum-Registration Certificate (ECRC). Now an entrepreneur can apply directly for incen-

tives after obtaining Entrepreneur Memorandum (EM) II, thus eliminating the two-stage application process and multiple inspections.

### **10. Single Common Application Form for incentives**

A Common Application Form for all incentives is being introduced, thereby eliminating separate forms for each incentive.

### **11. Application for incentives goes online**

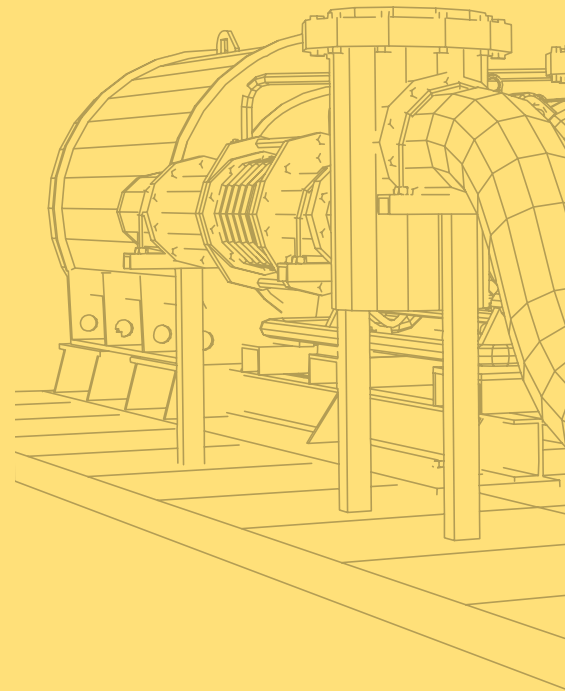
The application, monitoring and status of incentive applications are available online in the Single Application System in the [my-enterprisewb.in](http://my-enterprisewb.in) web portal for MSMEs.

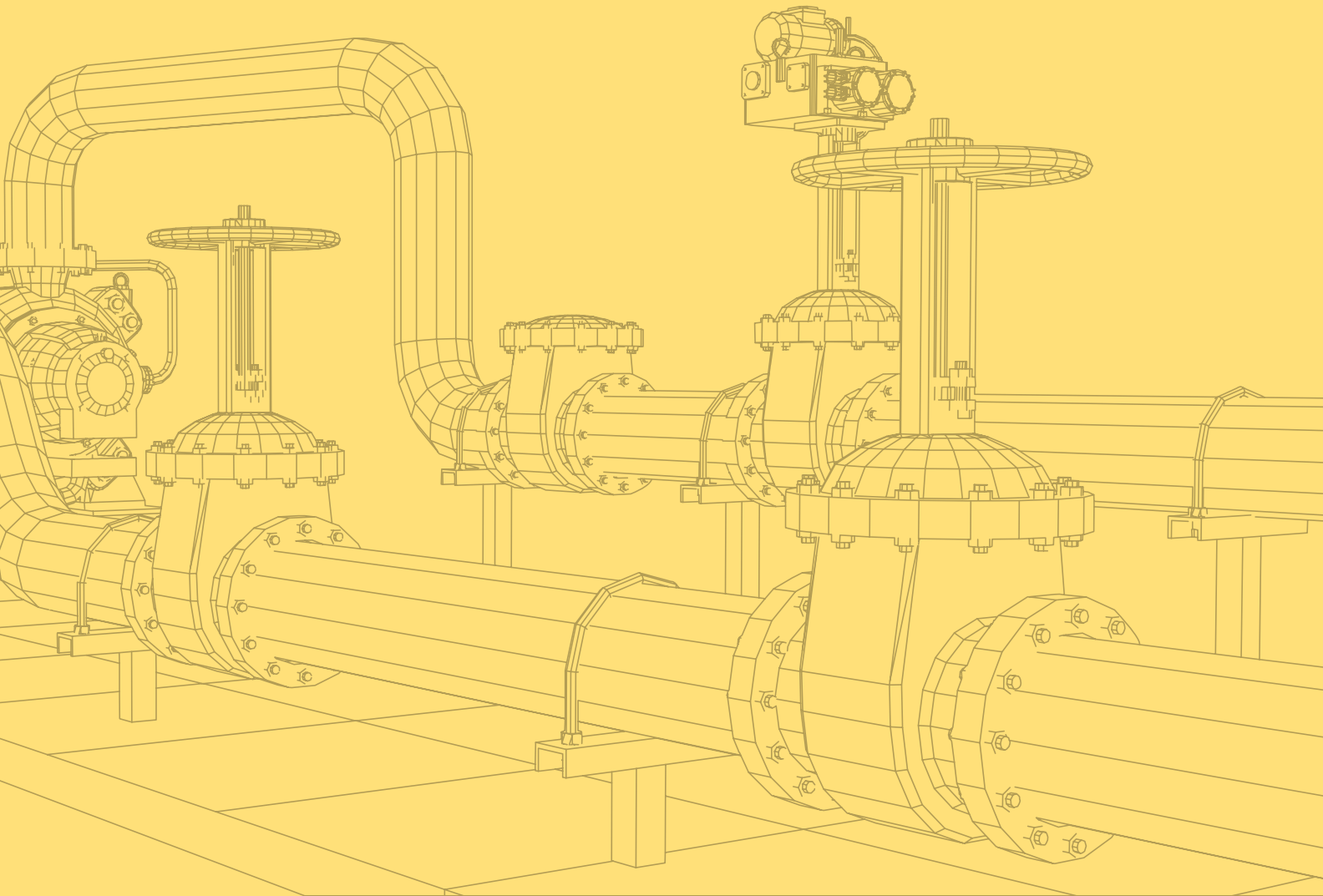
## **FOOD PROCESSING INDUSTRIES AND HORTICULTURE**

[www.wbfpigov.in](http://www.wbfpigov.in)

**1. Web portal for statutory information:** The website, [www.wbfpigov.in](http://www.wbfpigov.in), provides real time details of the Directorates of the Food Processing Industries, Horticulture and Cinchona and other Medicinal Plants (COMP) as well as the West Bengal State Food Processing and Horticulture Development Corporation.

**2. Online application and tracking system:** Online application facility has been introduced on the official portal. Entrepreneurs/NGOs/Heads of Institutions can make online applications under the National Mission on Food Processing. Applicants as well as other viewers can track the progress of applications on the site. This has ensured transparency as well as reduced visits by applicants to government offices.







# INFRASTRUCTURE & DEVELOPMENT

## URBAN DEVELOPMENT

[www.wburbandev.gov.in](http://www.wburbandev.gov.in)

### 1. Transaction Advisory Services to handhold investors

Transaction Advisors have been appointed to handhold potential investors of the New Town Financial Hub in Kolkata. A professional team provides handholding support at the investor's office, helps to fill out forms and even prepare presentations for the boards of the investor institutions.

### 2. Facilitation Desk

A Help and Facilitation desk has been set up in the Land Manager's office to help in the paperwork of all land matters in Salt Lake including Sector 5 (Nabdiganto) where most of the State's IT companies are located. Equipped with a computerised databank, investors wishing to transfer property or change the nature of their businesses are given help.

### 3. Nodal Officer for setting up townships

To set up private townships, entrepreneurs can get handholding support from the Nodal Officer and assistance from a team of urban planners at the headquarters of the UD Department.

### 4. Weekly Review Meet

HIDCO holds regular review meetings with all officers every Tuesday to solve, inter alia, the issues of investors in New Town Kolkata.

### 5. Constitution of Govt-Industry Joint Committee

Government officers and Members of Association sit across

the table every two weeks to solve problems relating to documentation on land matters

### 6. Delegation of building plan sanction powers

Power of giving Development Permission of Projects with Industrial Land Use Proposal u/s 134 of West Bengal Town and Country Act (Planning and Development) is delegated to WBIDC, WBSIDC, WBIIDC, and WEBEL for setting up industrial units in their Industrial Estate/ Industrial Parks

## ENVIRONMENT/WEST BENGAL POLLUTION CONTROL BOARD

[www.wbpcb.gov.in](http://www.wbpcb.gov.in)

### 1. Web-based Environment Management Information System

Consent administration (Consent to Establish and Consent to Operate) of WBPCB has been decentralised and a web-based 'Environment Management Information System' (<http://emis.wbpcb.gov.in>) introduced for speedy disposal of consent applications.

### 2. Modified industry categories

In line with the categorisation of industries throughout the country, the WBPCB has introduced modified industrial categories along with a transparent industrial setting policy for better environment friendly industrial development in the

state. The same is made available in the official web site ([www.wbpcb.gov.in](http://www.wbpcb.gov.in)).

### 3. Expediting services for applications received through Single Window facilitation centre

Consent applications received through “Shilpa Sathi”, the single window industrial facilitation centre of the state government, are processed at the Head Office of WBPCB directly for speedy disposal.

### 4. Helpdesks

Helpdesks have been functioning in all Offices of WBPCB for providing guidance and technological solutions to the industries on environmental matters. Helpdesks are located at Salt Lake, Tollygunge, Howrah, Hooghly, Kakinara, Durgapur, Asansol, Haldia, Malda and Siliguri.

### 5. Simplification and removal of redundant documents

Documentation has been simplified and development of a Common Application Form catering to various environmental related applications. The following documents are now not required for application for CoE and CoO respectively.

- *Consent to Establish*

- Trade License/Certificate of Enlistment/No objection from local authority
- Affidavit/CA certificate for gross capital investment
- Authorization letter
- Partnership deed/Article of Memorandum
- Land conversion
- Factory License
- Fire License
- NOC from Excise Dept

- *Consent to Operate*

- Land conversion
- Authorization letter
- Factory License
- Previous Trade License, electricity bill, SSI certificate (for pre December 1997 units)

- NOC from Excise Dept.

### 6. Time-bound pollution clearances introduced

The deadlines fixed for consent administration:

- Green category industry - 15 days
- Orange category – 1 month
- Red category – 2 months

### 7. Green industries exempted from environmental clearances

49 industries exempted from consent requirement by the Pollution Control Board. Also, green category industry exempted from environmental clearances and inspection.

### 8. Common Application Form implemented

Common Application Form catering to various environment related acts with checklist of all prerequisites uploaded in official website

### 9. Inspection process standardised

Standard Operating Procedure for approval and inspection process introduced. Green category industry exempted from inspection.

### 10. Extended validity of environmental clearances

Category Of Industries	Validity Period of Consent at a time	
	Existing	Revised
Green	5 years	7 years
Orange	4 years	5 years
Red	1 year (1st time consent) 2 years (Renewal) 3 years (ordinary red)	3 years (in all cases)

### 11. Exemption of requirement of pollution control certificates for electricity connections

Requirement of pollution control certificates as prerequisites for providing electricity connection is removed.

## MUNICIPAL AFFAIRS

[www.wbdma.gov.in](http://www.wbdma.gov.in)

### 1. Submission of Trade License application simplified in municipal areas

Application for the Certificate of Enlistment of Profession, Trade and Callings (commonly known as a Trade License) can also be submitted online through [www.myenterprisewb.in](http://www.myenterprisewb.in) for MSME and through [www.wbidc.com](http://www.wbidc.com) (Shilpa Sathi) for large industries.

### 2. Introduction of issuance of provisional and permanent Trade License

Issuance of Provisional certificate of enlistment for one year till the pre-requisite clearances of other departments/ authorities are obtained is introduced.

### 3. Validity of Trade License extended to 3 years

Permanent certificate of enlistment is to be issued on obtaining clearances required from other departments/authorities, with extended validity period up to 3 years.

### 4. Grant of Trade License simplified with fixed time frame

Standardization of rates and standardisation of documents along with timeline for issuance of provisional as well as permanent Certificate of Enlistment of Profession, Trade and Callings (Trade License) introduced at Urban Local Bodies. Time limit for issue of Provisional Certificate of Enlistment by ULBs is 15 days.

### 5. Delegation of power for sanction of building plan for industrial parks

For setting up of an industry in an industrial park within a Municipal area/ Development Authority, concerned Industrial Authority/ Corporation (WBIDC, WBIIDC, WBSIDC & WEBEL) shall provide the permission for construction of buildings.

### 5. Online application for Building Plan sanction

Online applications for Building Plan sanctions introduced in

major Municipal Corporations (KMC, NITA, etc). Time limit for disposal of application by ULBs is 15 days. In the process of disposal of application, if No Objection under T&CP Act is not received by the ULB within 15 days of communication, it will be presumed that there is no objection from the authority/department concerned.

## PANCHAYAT & RURAL DEVELOPMENT

[www.wbprd.gov.in](http://www.wbprd.gov.in)

### 1. Simplified application for Trade License

Application for a 'Trade License' in Panchayat areas can be submitted online through [www.myenterprisewb.in](http://www.myenterprisewb.in) for MSME and through [www.wbidc.com](http://www.wbidc.com) (Shilpa Sathi) for large industries.

### 2. Simplified application for Building Plan sanction for industries

Application for submission of building plan in panchayat area can be submitted through MSME Facilitation Centre (MFC) or Shilpa Sathi as the case may be.

### 3. Time bound disposal of application and services

- Trade License in Panchayat areas will be issued in 30 days.
- Building Plan sanctions in Panchayat areas will be issued within 30 days or 60 days under Development Authorities.
- License for Offensive & Dangerous Trade in Panchayat areas will be available within 30 days.

### 4. Validity of Trade License extended to 3 years

Trade License in Panchayat area will be issued with validity period of three years.

### 5. Delegation of power for sanction of Building Plan in industrial parks

Building Plan sanction for setting up industrial units in Industrial Estate/ Industrial Parks within Panchayat areas will be provided by concerned Industrial Authority/ Corporation (WBIDC, WBSIDC, WBIIDC, WEBEL)

## FIRE AND EMERGENCY SERVICES

[www.wbfes.in/home/public\\_service](http://www.wbfes.in/home/public_service)

### **1. Web-based Single Application Gateway**

Development of a web based portal for online application facility is underway.

### **2. Decentralisation of issue of license for storing and preserving hazardous substances**

Decentralisation of the issuance of the license to District Collectors has been approved and implementation is underway.

### **3. Industry Cell created**

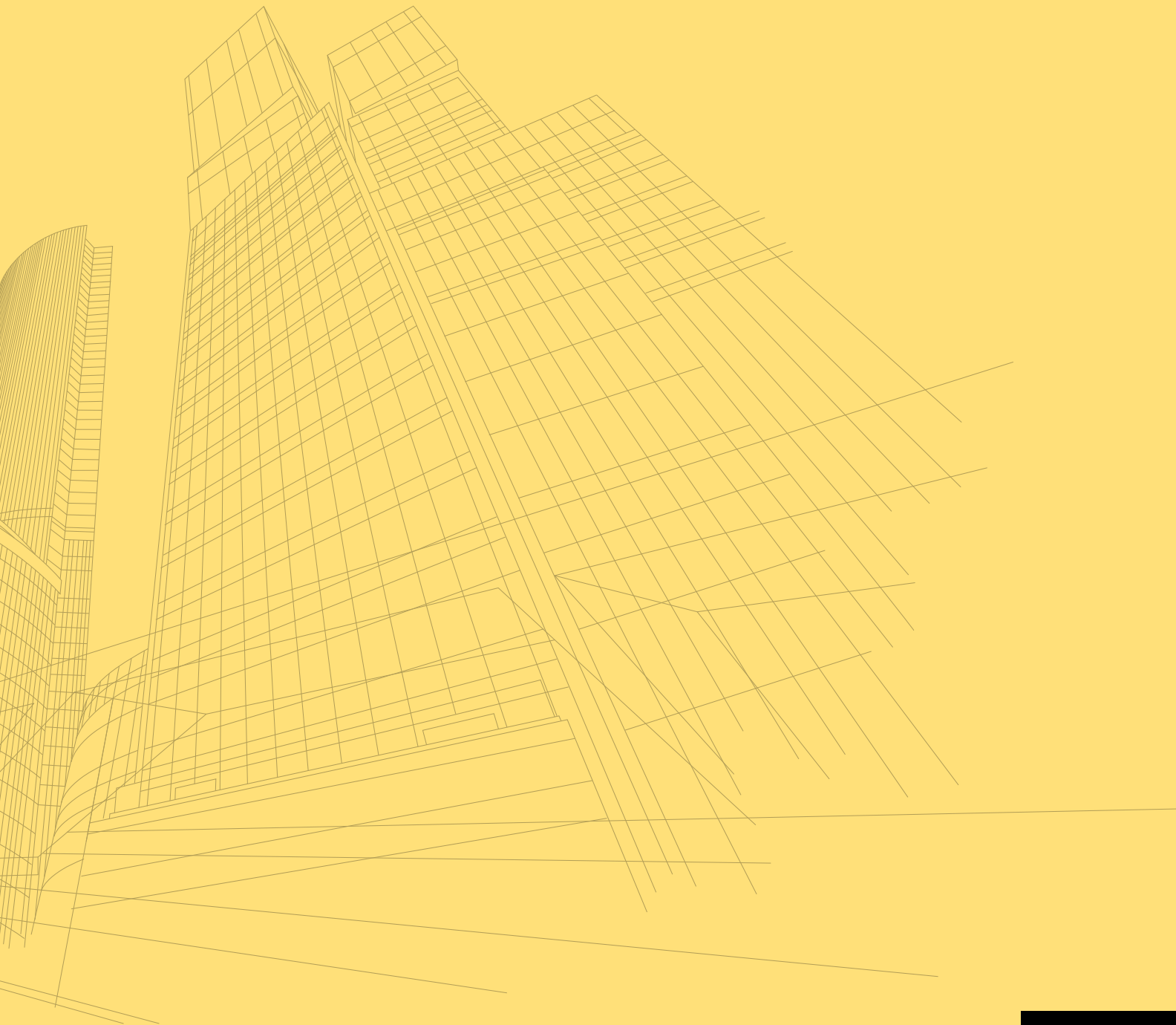
The Cell has been created for handholding the entrepreneurs on statutory clearances.

### **4. Simplified procedure and standardization of document**

Common drawing scale has been adopted for standardization of drawing submission for application to obtain Fire License and Factory License.









# FINANCE & TAXATION

## FINANCE

[www.wbfin.nic.in](http://www.wbfin.nic.in)

### 1. Integrated Financial Management System (IFMS)

The Integrated Financial Management System (IFMS) with real-time financial information and integrated databases has strengthened management and monitoring of government funds and accounts. e-Bantan has improved DDO management and efficiency of budget estimation and distribution. e-Pradan, another of the 7 modules of IFMS has reduced beneficiaries' hassles by crediting cash to their bank accounts online. The online system for credit confirmation-cum-release of funds has eliminated the need for administrative departments to send concerned files to the Finance Department, thus expediting the process of fund release and improving utilization of the flagship central schemes. Centralised Treasury Module (CTS) has also been successfully implemented in the state.

### 2. Financial Decentralization

Appointment of Financial Advisors to facilitate expeditious planning and implementation of development and welfare programmes.

*Re-appropriation power:* There has been decentralization of powers of re-appropriation from the Finance Department to the concerned Administrative Department by introducing an 'On-line Re-appropriation System'.

*Introduction of e-system of Letter of Credit (LoC):* This system has been introduced in the Public Works Department, Public Health Engineering, Forest and other Works departments for greater financial delegation and speedy decision-making at individual level.

*Appointment of Executive Agency:* In order to reduce the project preparation and execution load of the infrastructure departments like PWD and to increase the number of projects undertaken, the administration has appointed 10-12 government agencies to take charge of preparing detailed project reports, determine project costs and act as facilitator between the executing agencies and the administrative departments. Consultant engagement.

### 3. Other important reform measures

*Exploring alternate means of funding by partnering with private players:* The Finance Department has a public-private partnership (PPP) Policy and a PPP Cell. Transaction Advisors have been empanelled for providing policy advisory support, project development and management support through conduct of feasibility studies, preparation of detailed project reports (DPRs) etc. for PPP projects.

*Workflow based File Tracking System (WFTS):* This instantaneous online file and letter movement system allows senior departmental officials to know the status of files being circulated through their department as well as to keep a check on the performance of lower officials through the departmental master which bears data on the number of files sent, received and pending with a certain official. The transit time has reduced from 15 days to 7 days, thus reducing decision-taking time on the part of government officials and helping in optimal resource utilization through its uniform working procedures. By improving linkage between Finance and other administrative departments, fund allotment and release time has been reduced from 20 days to 5 days.

*e-Tendering:* The web portal <https://wbtenders.gov.in> launched for work and material procurement of all state governments/ departments/PSEs/boards above Rs 5 lakh. Participating bidders can track the status of their submitted bids at successive stages of evaluation through mobile alerts as well as information on list of other participating suppliers, documents furnished by his competitors and price quotations. The provision of 24X7 accessibility has reduced travelling time and bid submission time for bidders from 6 days to 2 days.

## COMMERCIAL TAXES

[www.wbcomtax.nic.in](http://www.wbcomtax.nic.in)

### 1. e-Registration

Dealers can file apply online at [www.wbcomtax.gov.in](http://www.wbcomtax.gov.in), print a copy, sign and post it to Central Registration Unit, 1st Building, 3rd Floor, Directorate of Commercial Taxes, 14 Beldhata Road, Kolkata-15. Demat RC would be sent by email; No hearing; No physical verification of place of business prior to grant of RC; Registration Certificate has been dematerialized and can be downloaded by the prospective tax payer; Minimum sales norms has been done away with; Facility of tracking online applications; Stage wise intimation is sent in form of sms/ email to the dealers and a copy is sent to Commercial Tax Helpdesk's email archive; Tatkhani (instant) Registration; Composite VAT Registration (CVN).

### 2. Online filing of Returns

- No physical visit required; Valuable data on tax behaviour of individual tax payers & commodities can be generated; Facilitation Centre (to help small dealers); Automatic checking of arithmetical accuracies and consistencies of the returns filed; Electronic returns can be filed 24x7 using the internet; Dealer can file electronic return through secured mode viz. using Digital Signature; No print copy needs to be sent to WBCTD if submitted with digital signature.

### 3. Online payment and OTC through GRIPS

Online payment through Centralised Revenue Receipt portal

(GRIPS) introduced; Payment can be made 24X7; Payment can be made online by net banking /OTC in GRIPS any bank branch; Facility of automatic verification of data with GRIPS; Payment gets linked to the return resulting in valuable data on dealer profile, commodity tax behaviour & evasion alerts; When a new branch is opened, it will be automatically GRIPS enables from day one; No challan needed to be submitted, no physical visit required.

### 4. Online Assessment

Introducing the concept of deemed assessment, thus reducing the no. of dealers assessed; Introducing online initiation of assessment & online generation of demand with SMS service; Selective, risk-based assessment is in place.

### 5. Online Central Declaration Forms

Online issue, filing and processing of 'C' forms and 'F' forms introduced; Dealers may generate 'C' and 'F' forms electronically based on the return data.; Generation of CST forms is immediate; All CST forms data is fully updated and available on TINX- SYS simultaneously; Filing of the statement online and matching with TINXSYS suffices; In case of short filing of CST forms, the dealers have the option paying balance tax at full applicable rate and enjoy the deemed assessment provision.

### 6. Electronic Way Bills

Manual issue of way bills replaced by e-waybill for bringing any taxable goods from outside the state; Auto generation of waybills based on dealers declaration; Simplified waybills from two parts into a single page; In 2012-13 the Directorate has also extended the facility of online Waybill Generation to Unregistered dealers and persons; Couriers companies can register and generate declarations on behalf of individuals; Physical visits substantially reduced.

### 7. Sales Tax Deducted at Source

Online filing of form 19A; STDS certificate generation in demand; No need to file physical copy of STDS certificate; Auto credit of STDS based on form 19A; Facility to see the credit

of STDS and Mismatch statement of STDS credit.

### **8. Online facilities in Profession Tax**

E-Application for PT Registration and e-Application for PT Enrolment; Delivery of service completed instantaneously with auto verification of email id, mob number; Applicant gets PT Certificate online; No physical visit required

### **9. Online Grievance Redressal**

Online Grievance Redressal Cell / e- Grievance Redressal Cell is constituted by the Directorate of Commercial Taxes for redressal of various grievances of the dealers both registered and applied for new registration; Dealers can track status of their registered grievances on- line, by referring the unique “Grievance Record id” provided to them at the time of registering the grievances; Instantaneous acknowledgement and grievance id by SMS; Stage wise up-dation of status by SMS; Auto-reminder to department official every 7 days to re- dress; Escalation of pending status is automatic; Citizen can escalate if not satisfied by the action taken.

### **10. VAT Refund and Payment through ECS**

The concept of pre-assessment refund available only for exporters has now been extended to other dealers mak-

ing Inter State sales; Government Process Re-engineering (GPR) has ensured that the dealers are given refund within 30 days after filing of return for particular quarter; No need for pre verification by field (Charge) offices; Reconciliation is done online; Refund amount credited directly to applicant’s bank account in the bank through ECS; No physical visit required

### **Regional office of Commercial Tax Appellate and Revisional Board set up**

A Bench with two members of the West Bengal Commercial Tax Appellate and Revisional Board has been set up in Siliguri for dealers of North Bengal. Dealers need not come to Kolkata with business records to file petitions before the Board and for its hearings and thus has reduced time and cost involved in such litigation.

The Board is the second revisional authority within the Finance Department in respect of appeals against first appellate orders under the West Bengal Sales Tax Act, 1994, The Central Sales Tax Act, 1956, the Bengal Agricultural Income Tax Act, 1944, the West Bengal Electricity Duty Act, 1935, the West Bengal Value Added Tax Act, 2003 and the West Bengal Tax on Entry of Goods into Local Areas Act, 2012.



# Land

## LAND REGISTRATION

[www.wbregistration.gov.in](http://www.wbregistration.gov.in)

**1. Online assessment of property:** The market value of immovable property can be assessed on the official website (<https://wbregistration.gov.in>). The stamp duty and registration fees to be paid can be calculated online.

**2. Easier, Safer and Cost-effective Ways to Pay Stamp Duty and Registration Fees:** Stamp duty and registration fees can be paid through GRIPS (both through net banking and over the counter of selected banks).

**3. Hassle-free Registration:** Time slot booking has minimised waiting time in registration offices for registration.

**4. Single Day Delivery:** Registered deeds are delivered on the same day on which it is presented for registration.

**5. Simultaneous Registration and Mutation:** All registration offices are connected to the Land and Land Reforms Department electronically. Under the NLRMP scheme, mutation/change of name of owner of land by the L&LR Department starts as soon as landed property is registered.

**6. Instantaneous Searching Facility:** Information on registration is stored in a central server to facilitate online searching. This helps in ascertaining non-encumbrance.

## LAND & LAND REFORMS

[www.banglarbhumi.gov.in](http://www.banglarbhumi.gov.in)

**1. Website for land information:** [www.banglarbhumi.gov.in](http://www.banglarbhumi.gov.in), provides information on land matters and fee structures.

**2. Setting time limit for mutation and conversion:** Time limits of 21 days and 30 days set from application for mutation and

conversion of land respectively for setting up industries, provided the papers are complete. While disposing of mutation and conversion petitions, if NOC from department/ authority/ local body concerned is not received in 14 days, it will be presumed that there is no objection from the said body similar to that of ULC clearance.

**3. Online facility for data Integration:** Networking of all registration offices with the offices of Land and Land Reforms Department enables sharing/exchange of information ensuring that data of registration executed at the registration offices will be available real time to the BL & LRO office for starting the process of mutation instantaneously. In 168 BL&LRO offices, data bases have been developed for e-integration with property registration.

**4. Removal of redundant documents:** The following documents are not required for application for land conversion. (i) NOC from adjacent plot holders; (ii) NOC from WBPCB; (iii) NOC from WBSEDCL; (iv) NOC from NHAI/PWD; (v) NOC from Fire & Emergency Services Dept; (vi) NOC from GM, DIC; (vii) Vetted Detailed Project Report (DPR)

**5. Units in Industrial Estate/Park** which have land conversion need not apply for land conversion separately.

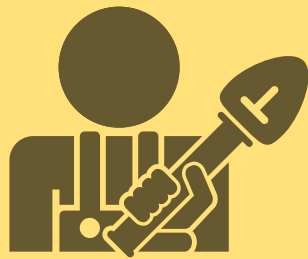
**7. Zoning of maps:** Land-use maps have been prepared for all districts pending Burdwan, Bankura, Purulia and Paschim Medinipur. The public can access Digital LR and RS maps.

**8. Land Bank:** Land details of L&LR Dept, industrial parks and other departments are available and updated.

**9. More inclusions in amendment in 14Y of WBLR Act:** The amendment in 14Y of the WBLR Act now includes township, fishery, transportation terminal, and logistic hub.

**10. Lessee and assignee khatian has been introduced**

**11. On-the-spot plot information and certified copy of RoR:** Over the counter service is available in all 346 blocks for plot information and certified copy of RoR. Time limit for availability of certified copy of RoR is 2 days.





# Labour

[www.wb.gov.in/portal/wblabour](http://www.wb.gov.in/portal/wblabour)

**1. Website for labour related information:** Comprehensive checklist for all requirements related to approvals and certificates are available on the official website. Development of portal for online services is underway.

**2. Online application for Factory License:** Application for registration and grant of licence under Factories Act, 1948 can be submitted electronically online through the official portal of the Directorate of Factories, Govt. of West Bengal on payment of fees through GRIPS portal of the Govt. of West Bengal.

**3. Exemption of registration of clerical department of a factory:** Clerical department of a factory which is situated within the factory premises need not to take separate registration under Shops & Establishments Act 1963.

**4. Amendment to 'notice of overtime' under Shops & Establishments Act 1963:** Notice of overtime in Form T to the appropriate authority by a shopkeeper/ employer can be given within 30 days after such overtime work done, instead of the previous rule to give notice 24 hours before any overtime work done.

**5. Online registration, changes, & renewal under Shops & Establishments Act 1963:** Online facility has been launched through E- District Mission Mode Project, State wide roll out scheme.

**6. Single Inspection strategy:** Shops & Establishment Directorate has been merged with Labour Commissionerate enabling single inspection team to conduct various inspections under different Labour laws.

**7. Grievance addressal mechanism:** Launch of Labour de-

partment helpline: Helpline number-18001030009. Manual grievance addressal facility has been introduced at all Regional Labour Offices.

**8. Setting up of Single Window system:** Single Window system has been introduced for registration under Shops & Establishments Act, 1963 or registration and grant of license under the West Bengal Factories Rules, 1958. Application may be submitted and certificate may be received through the Single Window system of Labour department situated at New Secretariat Buildings, 11th Floor, Kolkata 700001

**9. Final report submission within 72 hours** after inspection has been introduced.

**10. Fees for factories Directorate** can be paid through online GRIPS portal.

**11. Deemed approval for applications** are in force for Factory License Registration/Renewal and approval of site & plan.

**12. Extended time of opening of shops/establishments:** Amendment has been made for shops and establishments can to remain open from 8 am till 10 am. Also, shops and commercial establishments are exempted from the mandatory closure of one and half day.

**13. Time bound services under Right to Services Act** Services and the stipulated time limit for rendering services under Department of Labour has been notified under West Bengal Right to Public Services Act, 2013, with identified Designated Officer responsible for providing the services, the Appellate Officer and the Reviewing Officer, including Directorate of Boilers, Directorate of Factories and Labour Commissioner.

**14. Third party inspection/ certification and deemed approval:** Third party service providers to provide certifications and conduct inspections is implemented for Factories and Boiler Directorates. Deemed approval for Boiler Certification introduced.

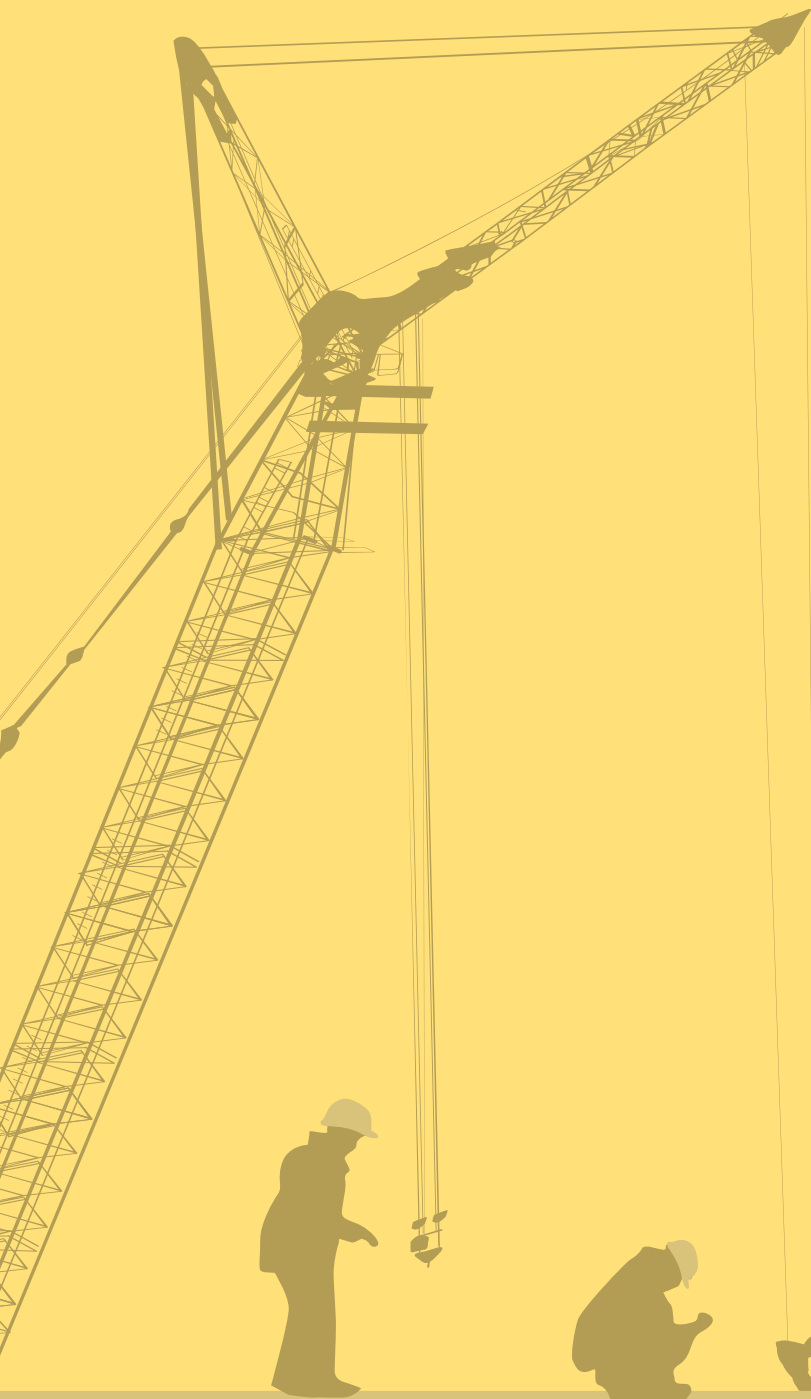
**15. Directory of Boiler manufacturers and contractors published:** List of directory of approved manufacturers and contractors are available online by Boiler Directorate.

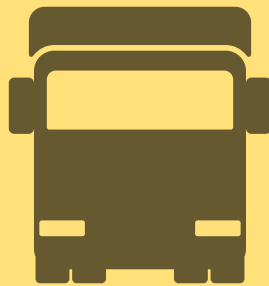
**16. Maintenance of e-register:** Maintenance of register and record electronically is permitted.

**17. Extended validity of Factory License:** Amendment has been made so that issue of Factory License is valid for 3 years for one year. Also, the cycle of issue of license would be counted from the date of issue of the license instead of the calendar year.

**18. Amendments in Labour Laws:** Cabinet has approved proposal to amend Contract Labour (Regulation & Abolition) Rules, 1972 for making the provision for issuance of license to remain in force for one calendar year instead upto 31st December of the year. Also, no child not completed the age of 14 years cannot be employed in any shop or establishment.







# Transport

[www.vahan.wb.nic.in/wb](http://www.vahan.wb.nic.in/wb)

## **1. Citizen friendly initiatives**

Twenty-one new Motor vehicles Offices covering all the sub-divisions set up; and three more new MV offices in three different sub-divisions to reach the M.V. administration to the doorstep of the people has been set up.

## **2. Introduction of simplified procedure, decentralization and devolution of powers**

Granting Stage Carriage Permits made easier and business-friendly; National Permits for good carriages now issued by the RTAs at the district level; Permits for passenger transport vehicles (stage carriage, contract carriages etc.) covering areas upto three (3) regions now issued by RTAs only instead of State Transport Authority (STA) as in the past; Power of issuance of permits for contract carriages covering the whole of West Bengal for the tour operators approved by the Tourism Department now stands transferred to the RTAs from the STA.

## **3. Introduction of online facilities**

All MV offices are connected online; Services to the people now being catered from all the M.V. Offices at a faster pace; Information on registration particulars of any vehicle is instantly and easily available enabling transparency and wider public access to critical information; Online transaction facilities are introduced for some important services, like (a) Issuance of Driving License, (b) Registration of vehicles and (c) Payment of tax in order to make the process hassle-free and faster is also on the anvil; Development of one 'Inspection & Certification of Motor Vehicles' and one 'Driving Training & Testing Centre' with modern and automated technology for inspection and testing has been introduced.

## **4. Expansion of Metro Railways and development of transport infrastructure**

The Metro network in the city of Kolkata (including suburbs) is being expanded with unprecedented intensity; A number of new bus-stands in important locations of the State and a bus Terminus at Santragachhi are constructed which has eased the pressure on the movement of vehicular traffic.

## **5. Augmentation of passenger transport services**

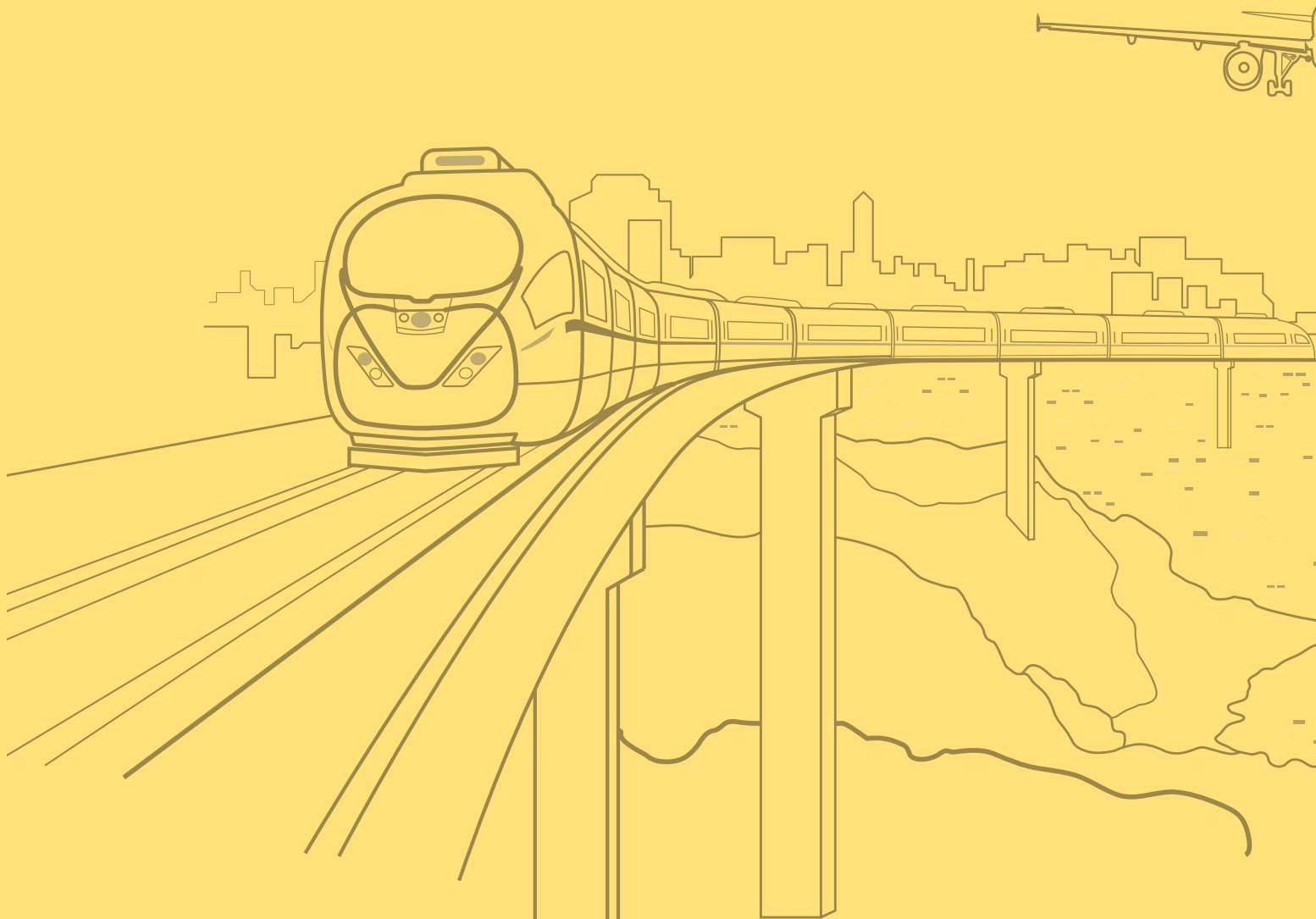
Road connectivity and the quality of the passenger transport network enhanced; More than 1000 new high standard AC as well as non-AC buses have been rolled out, 15,000 comfortable and modern blue and white 'no refusal taxis' in urban centres and private bus services has been introduced.

## **6. Promotion of open sky policy**

Development of the existing airport in Behala as a second airport for the city; Upgradation of Bagdogra airport at the foothills of the Himalayas with night-landing facilities; Development of the greenfield airport at Andal-Durgapur; Expansion of Coochbehar airport; Low-cost passenger-friendly helicopter connectivity between Kolkata and other tourism destinations.

## **7. Exploring the river Ganga and other rivers**

Jetty infrastructure and promotion of waterways activities for enhanced and more attractive river cruises, going upto Patna, Varanasi etc introduced; Shree Ramakrishna-Shree Ma-Vivekananda Heritage Circuit connecting Dakshineswar, Belur and other heritage ghats on the Ganga in Kolkata metropolis rolled out; Pleasure and pilgrimage cruises on the Ganga and other rivers and creeks in the Sundarbans forest area and more intensive use of National Waterway-1 for cargo movement in the offing.









# UTILITIES

## WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY

[www.ubpower.nic.in/www.wbsedcl.in](http://www.ubpower.nic.in/www.wbsedcl.in)

**1. Spot billing facility:** 100% Spot Billing for Low and Medium Voltage Domestic & Commercial Consumers has been introduced

**2. Online payment:** Online payment through Internet Banking, Debit Card and Mobile for all Low & Medium consumers throughout the State has been made operational.

**3. Online application for industrial power connection:** Procedure introduced for online application of industrial power connection to WBSEDCL, DVC and India Power Corporation.

**4. Payment of Service Connection Charge and Security Deposit in instalment:** System has been introduced for payment of service charge and security deposit in instalment for all single phase new connection up to 1 KW load demand under domestic category

**5. Dedicated agricultural feeders:** "Sech Bandhu" scheme funded by the State Government is being introduced to segregate agricultural feeders for better peak load management and improved voltage profile.

**6. Harnessing Hydel power potential:** Improvement of Hydel generation capacity by tapping existing potential in the State.

**7. Planning for efficiency:** Conversion of existing bare LT overhead mains to LT overhead A.B. Cable line to reduce interruption has been planned.

**8. Planning for reliable service:** Planned for commissioning of 120 new sub-stations in three years in the existing network for ensuring steady and reliable power.

**9 Time bound new power connection:** Simplified procedure introduced to install electricity connection to industries within 15 days. (3 days for inspection, 3 days for generation of quotation and 15 days for installation after deposition of quotation money). Also, all intending consumers of WBSEDCL with a load upto 50 KVA can make online application, generation of quotation and payment. Extending the facility to loads upto 150 KVA is underway.

**10. Exemption of requirement of pollution control certificates for electricity connection:** Requirement of pollution control certificates as prerequisites for providing electricity connection is removed.

## WATER RESOURCES INVESTIGATION AND DEVELOPMENT

[www.wbadmip.org](http://www.wbadmip.org)

**1. Web based information and application system launched**  
Official web portal available for all information and online application facility for ground water extraction clearances

**2. Simplification and time bound disposal of clearance for ground water clearance**

Ground water extraction clearance for industrial use will be

available within 30 days in cases where the proposed rate of extraction per hour is within 50 cubic meter from each well for 10 hours a day by a pump set of 10 HP and within 21 days in cases where the proposed rate of extraction is within 100 cubic meter per hour from each well for 10 hours a day by a pump set with capacity of 25 HP and will be issued by District Level Authority (DLA)/ Corporation Level Authority (CLA) and State Level Authority (SLA) respectively. Clearance for ground water extraction exceeding 100 cubic meter per hour, will only be forwarded to High Level Inter Departmental Committee (HLIDC) and will be dispose of within maximum period of 45 days.





सत्यमेव जयते

Government of West Bengal

