Best practices in Telangana

i. Telangana State Industrial Project Approval and Self-Certification System (TG-iPASS):

- The key-strategy of the industrial policy is "Minimum Inspection - Maximum Facilitation"
- First state in the country to enact TG-iPASS act to provide speedy clearances
- End-to-end online system – No physical touch point
- Common Application form for all departments reducing the number of enclosures (reduced from 110-10)
- Bestowing the **right to the investor** for a time-bound clearance
- 15-day clearances for mega projects and 30-day clearance for other projects: **shortest in the country**
- Deemed to be approved on 16th day or 31st day
- Only state that allows **automatic approvals** based on self-certification
- No need to wait for a prior permission even for a day to get your operations running
- State holds itself **accountable for delays**
- Penalty will be levied on the government official causing the delay
- No inspections for pre-establishment approvals

ii. Labour Reforms

- Elimination of the requirement of renewal of registrations/licenses by allowing of auto-renewal system wherever possible across the departments.
- Introduction of Central Inspection System (CIS), which allows computer-based allocation of Industries/Factories/Establishments based on risk category.
- Exemption from inspections was introduced wherever the risk factor is low.
- Introduction of Third-party Certification system by empaneling agencies.
- Introduced online single integrated returns filing system for labour laws applicable in the State/UT

iii. Pollution Control Board

- Exemption to green industries for any inspections has been put in place. Further, renewal period has been increased from 1 year to 5 years through auto renewal mode.
- Third party certification to medium risk industries and self-certification to low risk industries has been introduced.
- Agencies/Institutes are empanelled for third party certification for orange category of industries instead of departmental inspection.

iv. Commercial disputes

- Setting up of two dedicated commercial courts for resolving commercial disputes.
- Introduction of Paperless court module in the commercial courts with features such as e-filing, e-summons, e-payments, e-Cause list and digitally signed certificates of court orders.

- Statistical data regarding the number of suits, applications and appeals along with the pendency details is updated and published every month.

v. Land Administration

- Complete digitization of land records
- Created India's Largest Industrial Land Bank
- Developed a GIS based mapping system to provide details about the land earmarked for industrial with details of all infrastructure facilities available.
- Introduced plug and play option for promoting sectoral investments of land earmarked for industrial purpose is being proposed.
- Enacted Telangana Rights in Land and Pattadar pass Books Act, 2020 and Telangana Municipal Laws (Amendment) Act 2020 to streamline land records and registrations in the State. To implement these Acts, "Dharani", an online system for all matters related to lands, agricultural, residential and commercial properties in urban and rural areas is introduced

vi. Reducing the Regulatory compliance burden in the state

- To further simply business approvals and processes, nearly 1278 compliance burden provisions were simplified or eliminated. In addition, around 1000 compliance reduction measures have been identified which are being evaluated for implementation in the State.

vii. Innovative institutions

- **T-Hub:** World's largest incubator ecosystem; actively working with 2000+ national and international startups raising funding of $1.94 Bn
- **T-Works:** Aims to provide services such as IP facilitation, Product design, rapid prototyping and component sourcing. This center has emerged as one of the largest Prototyping facilities in the country.
- **WE Hub:** We-Hub is India's only state led incubator to encourage Women Entrepreneurs. It has already incubated 5,967 startups.
- **Research & Innovation Circle of Hyd (RICH):** Links research institutions, academia and industry along with VCs, angel investors and incubator, and actively facilitates process of taking their research to market.
- **Telangana State Innovation Cell (TSIC):** An initiative by State Government for aspiring innovators, start-ups, and changemakers to promote innovation at grass roots level.
- **Emerging Technologies Wing:** Created to develop ecosystem required for industry and govt. depts to leverage emerging tech, in 8 key areas such as Blockchain, AI, IoT, Cloud, 3D Printing, VR/AR, Robotics and Big Data
- **Telangana Academy for Skill and Knowledge (TASK)** - Skilling youth and making them more employable and hence, curbing the unemployment rate in the State.
- **Telangana Young India Skill University:** Leveraging the vast network of technical and academic institutions, the State has established "Telangana Young India Skill University" under Public-Private Partnership (PPP) model. The major aim of the

university is to reduce unemployment and closing the skills gaps for the youth in the State.

viii. Technology Enabled Services

a) T-Nethanna

- The State has introduced "T-Nethanna" App, which offers crucial support for understanding and tackling challenges faced by powerloom unit owners and workers.
- Workers after registering through the application, can lodge complaints with geo-tagged photos, learn the eligibility for relevant schemes, and receive immediate SMS notifications about any changes or additions to the schemes, including the Thrift Fund Scheme and Nethanna Bhima.

b) Naanyatha app:

The Hyderabad Metropolitan Water Supply and Sewerage Board (HMWSSB) has a dedicated app which displays updated real-time information regarding the Water Supply Status, Timing of Supply, Quality of Supply. There is an option of registering grievances against any of these three parameters as well.

c) CDMA:

- The Commissioner & Director of Municipal Administration (CDMA) in partnership with, National Remote Sensing Centre (NRSC) has developed a mobile application to geo-tag all the urban properties with the help of 'Bhuvan', which provides images and map visualization.The objective is to integrate property information spatially by geo-tagging each property and un-earth under-assessed and un-assessed properties.
- Developed Citizen Buddy Mobile App for mobile delivery of services and citizen services grievance addressal system with resolution mechanism
- Developed CDMA WhatsApp chatbot for easy/fast service delivery.

d) MyGHMC app:

MyGHMC is an integrated app with services delivered by GHMC to the citizens of Hyderabad which include payment of property tax, trade license fee, view status of Building Permission applications. The app helps in

- Encouraging online mobile payments
- Increasing the effective use of the GHMC services while bringing in transparency
- Easy tracking & decision making through dashboard reports
- Encouraging timely redressal of the grievances