Ease of Doing Business

Lessons from e-Biz and Ideas for the Future
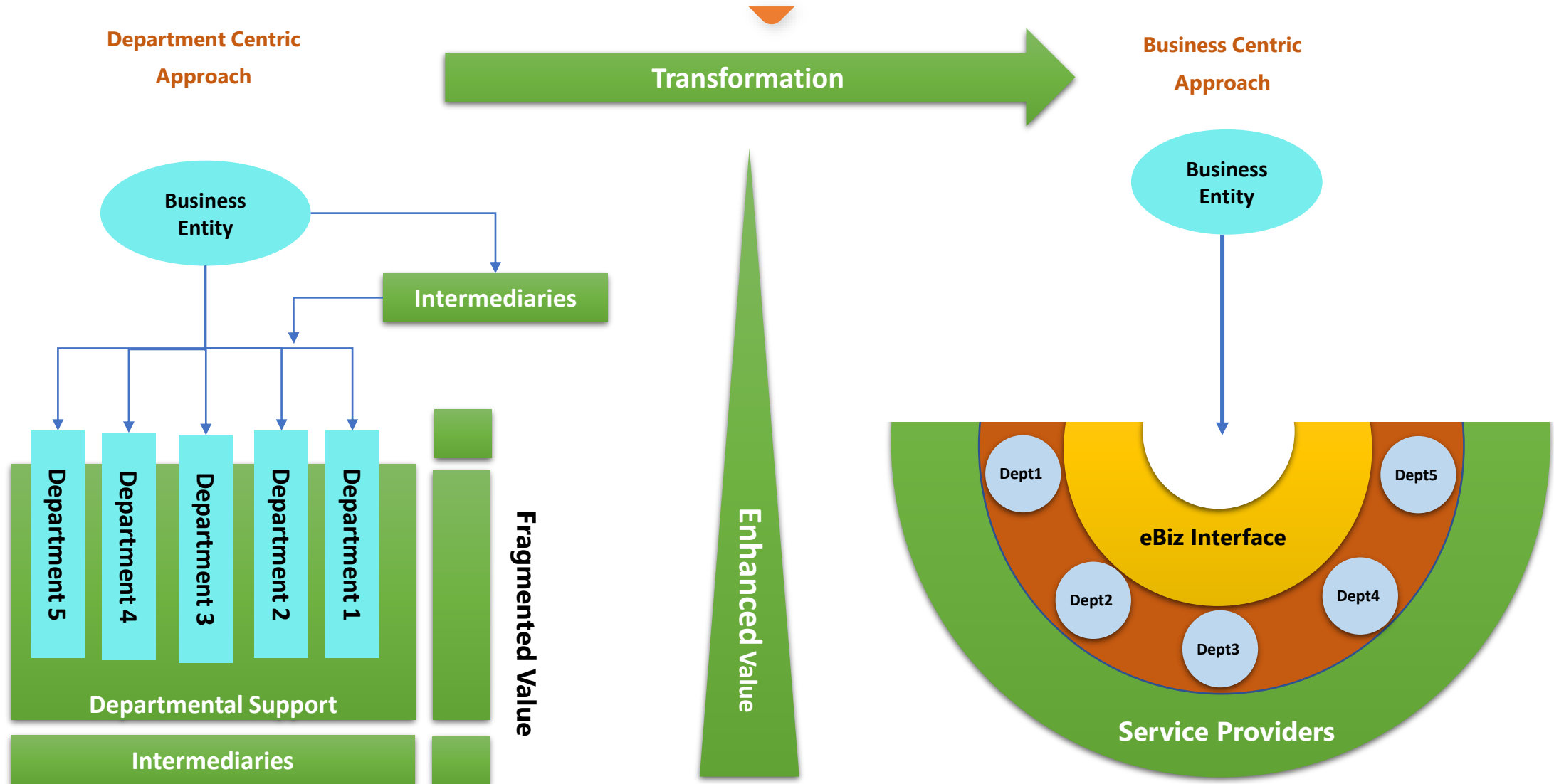
Table of
Contents

About eBiz

e-Biz is a one-stop-shop of convenient and efficient online G2B services to the business community, by reducing the complexity in obtaining information and services related to starting businesses in India, and dealing with licenses and permits across the business life-cycle.

The vision of eBiz is to transform the business environment in the country by providing **efficient, convenient, transparent and integrated electronic services to investors, industries and businesses** in the areas of information on forms & procedures, licenses, permits, registrations, approvals, clearances, permissions, reporting, filing, payments and compliances throughout the lifecycle of an industry or business entity.

Department Centric to Business Centric Approach

Department Centric Approach

Transformation

Business Centric Approach

Business Entity

Intermediaries

Department 5
Department 4
Department 3
Department 2
Department 1

Departmental Support

Intermediaries

Fragmented Value

Enhanced Value

Business Entity

Dept1
Dept5
Dept2
Dept4
Dept3

eBiz Interface

Service Providers

4

Government system was not geared up to implement such a transformational project

Key features of e-Biz

Creation of a business-friendly environment, through easy and **convenient access** to information and services

A **service-oriented** approach to the investors, industries and businesses.

A **Single Window** approach by Government in catering to the requirements of businesses w.r.t G2B services throughout the business life- cycle, namely , during Pre-establishment, Start-Up, Operations, Expansion and Closure stages of the business.

Establishing a **platform** for integrating the services provided by the Central, State and local governments to the business community.

Provision of Government Services not only by concerned Government departments alone but also by private **Value-Added Service Providers**, where possible and necessary.

Objectives for the project

OBJECTIVES

Establish a single-window mechanism integrating the services of central, state and local governments

Reduce the time for pre-establishment processes.

Simplified forms, procedures and information in a convenient and cost–effective manner

Event-based, online G2B interactions and transactions

Transparency, speed, certainty & responsiveness.

Automate workflow in the regulatory departments.

Automated systems for online tracking and monitoring of applications, grievance redressal and dispute resolution

State-of-the-art G2B ecosystem that supports the requirements of the business community for information and services, in a customer-centric manner and on basis of felt needs.

Challenges in Consulting Phase

1) Re-look at archaic laws – repealing obsolescent Acts and amend, where necessary.

2) Lack of reforms (simplification of rules, procedures, and compliances).

3) Process Re-engineering in the consulting phase and not passing on to the System Integrator.

4) Choice of Business Model – PPP vs Govt. Funding.

   • Challenges in estimation of Volumes for new projects.

5) Onboarding of states – lack of awareness at that time.

Challenges in Implementation Phase

1) Every central & state department was not ready to process applications received from eBiz.

   • They felt their front-end would become irrelevant.

2) Integration required investment from central and state department, which was not budgeted.

   • Took considerable amount of time to get budget approved.

3) Lack of inter-departmental coordination for data sharing / data exchange.

4) System Integrator's lack of understanding of Govt. processes.

5) Utopian expectations from SI – Lack of experience in reforms.

   • Purely IT talent driven organizations.

6) Program Management nightmare – Departmental cooperation and consent for participation in the program.

Ideas for Future – Organizational

01

Inclusive Governance Structure with the ability to liaise with various stakeholder groups.

02

Strong Program Management Structure.

- Ability to coordinate with States and Local Governments.
- Convince stakeholders for faster implementation.

03

Conservative approach to transaction volumes against windfall expectations.

04

Value added service providers to kick-in after transaction volumes pickup

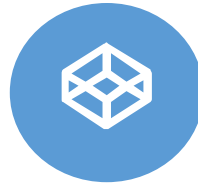- Create ability for the Government to have delayed monetization to maximize the potential.

Ideas for Future – Legal & Technology

LEGAL

Drive massive reforms in simplifying the processes, forms and amend Acts, where necessary.

Dispense with forms where possible – Remove "Applications" Vs "Reach-out" to Businesses.
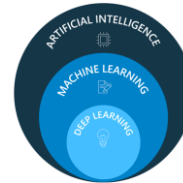
TECHNOLOGY

Advances in the integration architectures to be leveraged.

     - Open API based platforms.

Role of AI / ML to be leveraged to ease the usage of the platform

Driving the international marketing and inviting businesses into the country to Technology enabled solutions.

Need for Composite Application Forms

Ease of Doing Business

Fill CAF (Composite Application Form) and Uploads necessary annexures

Service Selection
Selects multiple services need for the task from end to end.

1) Land Conversion service
2) Amalgamation Service
3) Layout Approval Service
4) Sub-Division Service - (Survey Dept post approval of plan)
5) Building Permission approval

Uploads
- Fills form
- Upload Master Plan for township (to DTCP)
- Makes payment for all the services
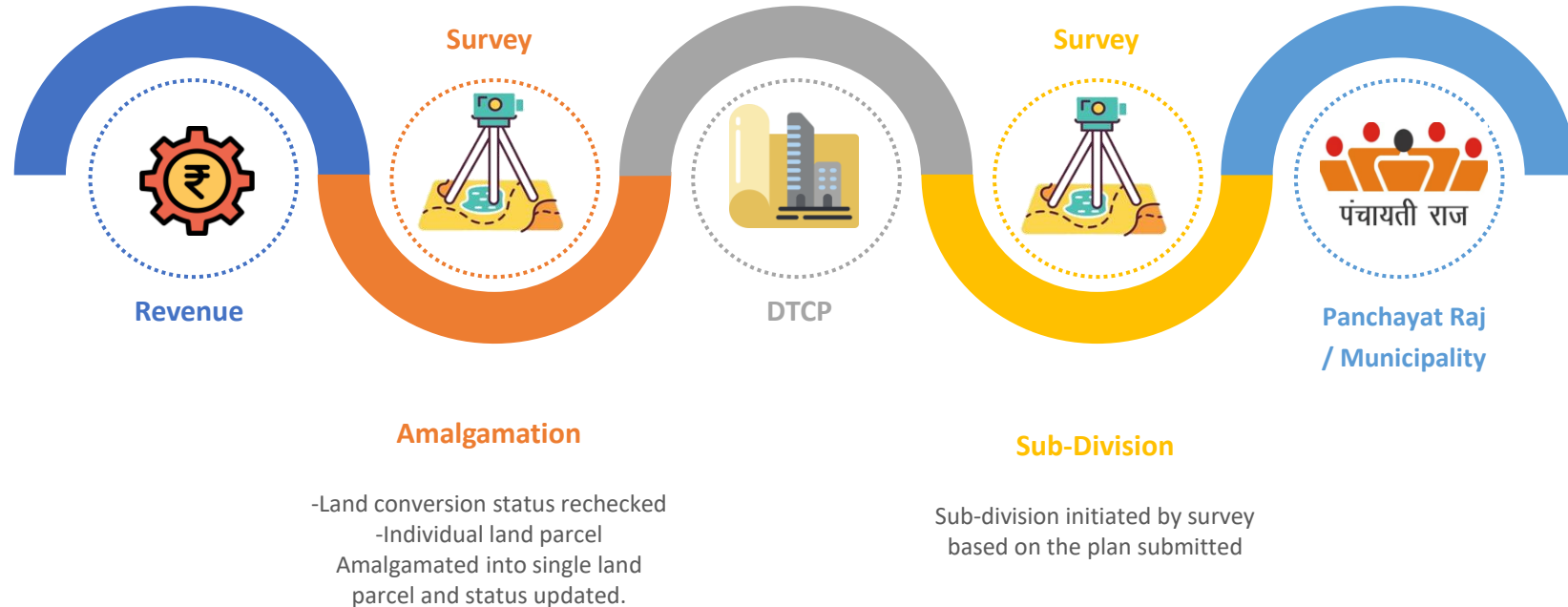
Generates CAF Application from

Land Conversion Service

Land Conversion completed and status updated.

Layout Approval

- Amalgamation status verified
- Layout approval based on master plan of township submitted.

Building Permission Approval

BPA issued by respective authority

Survey

Survey

Revenue

DTCP

Panchayat Raj / Municipality

पंचायती राज

Amalgamation

-Land conversion status rechecked
-Individual land parcel Amalgamated into single land parcel and status updated.

Sub-Division

Sub-division initiated by survey based on the plan submitted

Murali K. Bommireddy
murali.b@nisg.org (9989095111)

THANK YOU