Deregulation Exercise Phase - II

Report on

PA21: Monitor and Reduce end-to-end Turnaround Time (TAT) on Single Window System

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1. Introduction

India has made remarkable progress in improving Ease of Doing Business over the past ten years, bringing in multitude of reforms. Reducing Compliance Burden for businesses has followed a four-pronged strategy of simplification, elimination, digitization, and decriminalization.

Single Window Systems have been an essential element of the simplification and digitization exercise at the State levels. The efforts made towards these directions have also been captured as part of the Business Reform Action Plan (BRAP), a collaborative exercise of the Central and State Governments, since its launch in 2014-15. As per the last assessment 30 States/ UTs have functional Single Window Systems (SWS).

SWS is a digital platform that provides investors a single touch point to seamlessly apply for approvals, obtain licenses, meet their compliance requirements as well as access relevant information throughout the business lifecycle. By reducing physical touchpoints and procedural delays, the SWS promotes transparency, accountability, and timely service delivery. A successful and effective SWS involves re-engineering that simplifies procedures at the backend reducing the number of steps taken for approval, doing away with non-essential documents or seeking information already available, etc.

The key objectives of a SWS can be classified as providing a One-stop digital access thereby eliminating or substantially doing away with physical interface and the need to visit multiple government departments for approvals, compliances or accessing relevant regulatory information; faster approvals reducing time taken and documentation required; transparency and efficiency by providing real-time (or near real time) status of applications; ensuring seamless flow of information across departments doing away with seeking of information repeatedly.

2. Deregulation Exercise Phase - I

Table A: Department-wise status of 80 services on the Delhi Single Window System (DSWS) under Deregulation Exercise Phase-I:

S.No	Department Name	Integrated	Not-Applicable *	Not-Integrated	Central Government	Grand Total
1.	Agri Unit, Dev Dept	3	1			4
2.	Center (Petroleum and Explosives Safety Organization, PESO)				1	1
3.	Commercial Taxes		1			1
4.	CPCB			1		1
5.	DDA	1				1
6.	Delhi Fire Services	3				3
7.	Delhi Jal Board		2	2		4
8.	Department of Tourism	1				1
9.	Dept. of Revenue	3	1		1	5
10.	DPCC	5	1			6
11.	Drugs Control				5	5
12.	DSIIDC		1			1
13.	DTTDC	1				1
14.	Excise	5	3			8
15.	Forest & Wildlife	1				1
16.	FSSAI				1	1
17.	Industries		2			2
18.	Labour	10	4			14
19.	MCD	10				10
20.	Power	2	1			3
21.	PWD	1				1
22.	Registrar Cooperative Societies	1				1
23.	RERA	2				2
24.	Trade & Taxes	1				1

S.No	Department Name	Integrated	Not-Applicable *	Not-Integrated	Central Government	Grand Total
25.	Transport			1		1
26.	Weights & Measures	1				1
	Grand Total	**51**	**17**	**4**	**8**	**80**

Note: * These services are not applicable to Delhi SWS as informed by the Industries Department.

Table B: List of 55 Services integrated/ onboarded on the DSWS portal.

Sl No.	Department Name	Approvals/ Clearances as per given excel
1	Agriculture	License for pest control operations
2	Agriculture	Registration to Sale
3	Agriculture	Seed License
4	DDA	Change in Land use
5	Delhi Jal Board	Obtaining Water Connection
6	Delhi Jal Board	Sewerage Connection
7	DPCC	Authorization - Bio-Medical Waste
8	DPCC	Authorization - Construction and Demolition (C&D) Waste
9	DPCC	Authorization - Hazardous Waste
10	DPCC	Authorization - Solid Waste
11	DPCC	Consent to Establish (SPCB)
12	DPCC	Authorization under Battery Waste Management Rules, 2020
13	DTTDC	Permission for Movie Shooting
14	Tourism Department	Registration of Travel Agents
15	Excise	Bar License (Grant of HCR License)

Sl No.	Department Name	Approvals/ Clearances as per given excel
16	Excise	Brand Registration (Grant of Brand / Label Registration (IMFL) - L-1 Licenses)
17	Excise	FLM-2 License for establishment of Foreigner liquor bottling plant and operation (Grant of L-1F /L-32 Wholesale License of Foreign Liquor)
18	Excise	Label Registration (Grant of Brand / Label Registration (FL) - L-1 F Licenses)
19	Excise	License for IMFL sale, import/export (Grant of L-1/L-31 Wholesale license (IMFL)
20	Fire	Fire License/ NOC
21	Fire	NOC required for setting up of Explosives, Manufacturing,
22	Fire	Permission for Storage of explosive and flammable materials
23	Forest & Wildlife	NOC for tree felling
24	Labour	Approval of plan for factory
25	Labour	Installation of lift/escalator and related inspections
26	Labour	License under Contract Labour (Regulation & Abolition) Act- CLRA
27	Labour	License under Factories Act
28	Labour	Registration of Boiler Manufacturers
29	Labour	Registration of Boilers
30	Labour	Registration of Principal Employer under CLRA
31	Labour	Registration under Building and Other
32	Labour	Registration under Inter-State Migrant Workmen Act
33	Labour	Registration under Labour Welfare Fund
34	Labour	Registration under Shops and Establishment Act
35	MCD	Building Plan Approval / Online Building Plan System

Sl No.	Department Name	Approvals/ Clearances as per given excel
36	MCD	Mobile Tower Installation
37	MCD	NOC from municipality/ local body for State License for food business
38	MCD	Registration for Trade License
39	MCD	Registration of Hotels / (Consent to operate the Hotels - ETL)
40	MCD	Registration of Water Sports, and Adventure Sports Operators, etc – HTL/ (Consent to operate the amusement parks)
41	MCD	Sanction for Storage of Construction Materials
42	MCD	Slaughterhouse license
43	MCD/DDA	Layout Plan Approval / Online Town Planning Approval
44	Power	Electricity Connection - Temporary
45	Power	Net Metering Application and Connection Agreement
46	PWD	Permission for Road cutting / Plan Dig and Monitoring System
47	Registrar Cooperative Society	Registration of Cooperative Societies
48	RERA	Registration of builder under RERA
49	RERA	Registration of rest estate agent under RERA
50	Revenue	Cinematograph License
51	Revenue	Registration of Partnership Firms
52	Revenue	Registration of Societies
53	Trade & Taxes	VAT Registration Certificate
54	Transport Dept	Goods carriage permit
55	Weights & Measures	Registrations under Legal Metrology

3. Deregulation Exercise Phase – II

I. A meeting was held on 13th January 2026 under the Chairmanship of Special Secretary, Cabinet Secretariat, Government of India, at Delhi Secretariat, to review the status of Phase I and introduce Phase II of the Compliance Reduction and Deregulation Exercise. In this meeting, it was decided that for PA21: Monitor and Reduce end-to-end Turnaround Time (TAT) on Single Window System, action was to be taken by the Industries and IT Department, GNCTD. The mandate of PA21 is:

   (i) Publishing end-to-end turnaround times on the Single Window System for two phases- from application filing to approval for commencement of construction, and from post-construction application filing to approval for commencement of operations; and

   (ii) Using the Single Window System to record queries and analyse common reasons for queries and rejections, and to study licence wise turnaround times with a view to significantly reducing TATs.

   (iii) The Chair asked that end-to-end turnaround times under the single-window system should be published in a timebound manner and monitored. The Chair stated that in a majority of Indian states, the Single Window System is not reducing the delays to significant extent, and the endeavour should be to reduce the end to end turn-around time significantly.

II. Subsequently, meeting was held on 19.01.2026, under the Chairmanship of Hon'ble Chief Minister, Delhi to review the progress and implementation roadmap of the Compliance Reduction and Deregulation Exercise with particular emphasis on Phase-II and the status of implementation of Phase-II. In this meeting for PA 21: Monitor and Reduce end-to-end Turnaround Times (TAT) on Single Window System, it was decided that required action to be taken by the MCD, NDMC, Industries and IT Department.

   In accordance with the recommendations contained in the docket issued by the Cabinet Secretariat, all the concerned Departments should publish the end-to-end turnaround times under the Single Window System in a time-bound manner and ensure close monitoring of the same. Further, the Chair advised to make the Single Window System more efficient, transparent, and user-

friendly to advance the objectives of EoDB and Ease of Living in the NCT of Delhi.

III. **PA21: Monitor and Reduce end-to-end Turnaround Times (TAT) on Single Window System**.

Problem Statement:

When an entrepreneur or businessman wants to start a business, it involves primarily two stages:

- Stage 1: From application filing to final approval for commencement of construction.
- Stage 2: From post-construction application filing to final approval for commencement of operations.

There is a lack of end-to-end visibility in the investor journey, as current Single Window Systems capture only approval-wise timelines and do not reflect the complete investment lifecycle.

- Publishing and benchmarking turnaround times promote transparency and accountability across the approval process. Continuous monitoring of performance enables the identification of persistent delays and creates opportunities for timely course correction.
- Additionally, systematically capturing query patterns helps to identify procedural bottlenecks and policy ambiguities, which can then be addressed through process simplifications.

Best Practices / Benchmark:

(i). **Singapore's GoBusiness** Portal publishes average processing times and highlights process improvements based on query analytics. The website GoBusiness Singapore portal (https://www.gobusiness.gov.sg/) is Singapore's official one-stop digital platform for businesses to interact with the government.

GoBusiness was conceived as a single, unified platform that puts the user journey at the center, rather than departmental structures. It is an integrated online portal developed by Singapore's government (Ministry of Trade & Industry, Smart Nation Digital Government Group, and GovTech) to simplify all business-related government services.

(AskGov) GoBusiness aims to reduce turnaround times, eliminate duplication, and enhance ease of doing business.

(ii). **Bureau of Investment Promotion/ Invest Punjab:**

- The Punjab Bureau of Investment Promotion Act, 2016 empowers Invest Punjab to operate as a unified, legally mandated regulator for investors.
- Under this framework, the bureau can issue more than 40 approvals on behalf of over 12 departments, including Housing & Urban Development, Forest, Labour, Revenue, Fire, Punjab Pollution Control Board, Excise & Taxation, and Power.
- The model is distinctive because the statutory powers of these departments are vested directly in the CEO or senior officers deputed to the office.
- All the relevant officers responsible for giving approvals / NOCs like building plan approval, fire, town planning etc sit in the office of the CEO and the CEO is the Controlling Officer / Reporting Authority for all these officers. This enables the CEO to take decisions and issue approvals independently, without relying on traditional departmental routing

Recommendation: The Union Territory may consider publishing end-to-end turnaround times (TAT) on the Single Window System (SWS) in two critical phases:

(i). **Turnaround time - 1 (To start Construction)**: From application filing to final approval for commencement of construction.

(ii). **Turnaround time - 2 (To start Operations)**: From post-construction application filing to final approval for commencement of operations.

SWS should record how many queries are raised and analyse the common reasons for queries and rejections.

IV. A meeting was held on 28.01.2026, under the Chairmanship of Joint Commissioner (Industries) to review the Phase II of the compliance reduction and Deregulation Exercise and to ensure strict adherence to the prescribed timelines. In this meeting, the Chair asked the IT Department to convene a meeting with MCD to complete its study analyse the turnaround time of

services provided on all the concerned portals (eDistrict, MCD's Online Building Plan System and the MHA portal) and work towards reducing the overall turnaround time to improve ease of doing business and ease of living.

V. A meeting was held on 04.02.2026 under the Chairmanship of the worthy Chief Secretary, GNCTD, to review progress under Phase II of the Deregulation Exercise and ensure adherence to prescribed timelines. In this meeting, it was directed that Industries Department in consultation with IT Department to quickly undertake a detailed study of the Turn-around Times (TAT), online service delivery timelines of the MCD's Online Building Plan System (OBPS), and the portal maintained by MCD, Eatery House, and the Single Window System of Delhi. After this the endeavour must be to reduce end to end turn-around time significantly.

VI. A meeting was held on 14.03.2026 minutes issued dated 24.03.2026 under the Chairmanship of the Chief Secretary, GNCTD, to review the progress under Phase II of the Deregulation Exercise and ensure adherence to prescribed timelines. It was noted with concern that Delhi is presently ranked last among all UTs with maximum number of uninitiated PAs and progress has been unsatisfactory regarding implementation of Phase II of the Deregulation Exercise in Delhi.

In this meeting, Chief Secretary asked that development of form-level integration of the Single Window System be taken up by the IT Department immediately in consultation with Industries and other concerned Departments. Department of IT will study the TAT for Single Window system, and concerned license giving departments to make initiatives to reduce end to end turnaround time. Timelines with milestones and action plan to be submitted by the Department of IT on RCP portal immediately.

VII. A meeting was held on 01.04.2026, under the Chairmanship of Special Secretary (IT) with the Industries, Labour, DSIIDC and MCD to discuss the timeline and roadmap of their business licenses/ services under the PA21 as a part of the Deregulation Exercise Phase II.

In this meeting, Industries Department informed that the data for studying the TAT shall only be available on portal after launch of DSWS and also suggested that the minimum timeline to study the TAT should be 06 months after the launch of DSWS.

VIII. A meeting was held on 19.05.2026, under the Chairmanship of worthy Chief Secretary, GNCTD to review the progress on PA21 as a part of Deregulation Exercise Phase II.

In this meeting, Industry Department was directed to launch the DSWS. A committee under Chairmanship of Addl. Chief Secretary (AR), with Pr. Secretary (Finance) and Secretary (IT) as members was constituted to approve and finalize the modified process flow & TAT of the services of each department.

IX. A follow-up virtual meeting through video conferencing was held on 20.05.2026 under the Chairmanship of Additional Chief Secretary (AR) with all the Stakeholder Departments under PA21 to study the existing business process flow "AS-IS" and proposed "TO-BE" process flow diagram in accordance with the SimpleGov project of Tamil Nadu.

X. As on 01.06.2026, 95 services are shown live on the DSWS portal (https://sws.delhi.gov.in/servicecharter).

Table C: Department-wise Services live on the DSWS as on 01.06.2026.

Sr. No.	Name of the Department	Name of the Service
1	BSES Rajdhani Power Limited	Net Metering Application and Connection Agreement
2	BSES Rajdhani Power Limited	New Connection of Electricity
3	BSES Yamuna Power Limited	Net Metering Application and Connection Agreement
4	BSES Yamuna Power Limited	New Connection of Electricity
5	Tata Power Delhi Distribution Limited	Customer Onboarding
6	Tata Power Delhi Distribution Limited	Net Metering Application and Connection Agreement (Tata Power-DDL)
7	Delhi Development Authority	Change Of Land Use
8	Delhi Development Authority	Industrial to commercial / Institutional CLU
9	Delhi Fire Service	Fire Safety Certificate for all types of occupancies covered under Rule 27 of the Delhi Fire Service Rules, 2010

Sr. No.	Name of the Department	Name of the Service
10	Delhi Fire Service	Fire Safety Certificate renewal for all types of occupancies covered under Rule 27 of the Delhi Fire Service Rules, 2010
11	Delhi Pollution Control Committee	Authorization for import of Ferrous & non-ferrous scrap under Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
12	Delhi Pollution Control Committee	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016
13	Delhi Pollution Control Committee	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016
14	Delhi Pollution Control Committee	Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016
15	Delhi Pollution Control Committee	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016
16	Delhi Pollution Control Committee	Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981) & Water (Prevention and Control of Pollution) Act, 1974
17	Delhi Pollution Control Committee	Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981) & Water Act (Prevention and Control of Pollution) Act, 1974
18	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Change of Constitution (COC)
19	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Payment of Lease Rent (Payment of Dues)
20	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Permission to Mortgage (NOC for Joint Mortgage)
21	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Restoration of Plot after cancellation
22	Department of Excise Entertainment & Luxury Tax	Brand and Label registration for Foreign Liquor Wholesale License

Sr. No.	Name of the Department	Name of the Service
23	Department of Excise Entertainment & Luxury Tax	Brand and Label registration for Indian Liquor Wholesale License
24	Department of Excise Entertainment & Luxury Tax	L-15 (Service of Indian Liquor in a hotel to residents in their rooms)
25	Department of Excise Entertainment & Luxury Tax	L-16 (Service of Indian Liquor in a bar/restaurant attached to a HOTEL)
26	Department of Excise Entertainment & Luxury Tax	L-17 (Service of Indian Liquor in independent restaurant)
27	Department of Excise Entertainment & Luxury Tax	L-18 (Service of Indian wine, beer and alcopop in independent restaurant)
28	Department of Excise Entertainment & Luxury Tax	L-19 (Round the clock service of Indian Liquor in independent restaurant located either in arrival or departure area of International Airport)
29	Department of Excise Entertainment & Luxury Tax	L-20 (Service of Indian Liquor in a bar/dining car in a luxury train)
30	Department of Excise Entertainment & Luxury Tax	L-28 (Service of Indian Liquor in a club)
31	Department of Excise Entertainment & Luxury Tax	L-29 (Service of IL at a club/mess whose membership exclusively for Govt servants, Retired Govt servants, including members of armed forces)
32	Department of Excise Entertainment & Luxury Tax	L-30
33	Department of Excise Entertainment & Luxury Tax	L1 Licence for wholesale vend of Indian Liquor and L31 Licence for warehouse for storage of Indian Liquor
34	Department of Excise Entertainment & Luxury Tax	L15,L-15F (Service of Foreign Liquor in a hotel to residents in their rooms, to the holder of licence in form L-15)
35	Department of Excise Entertainment & Luxury Tax	L16&L-16F (Service of Foreign Liquor in a bar/restaurant attached to a hotel to the holder of licence in form L-16)
36	Department of Excise Entertainment & Luxury Tax	L17&L-17F (Service of Foreign Liquor in independent restaurant to the holder of licence in form L-17)
37	Department of Excise Entertainment & Luxury Tax	L18&L-18F (Service of Foreign wine, beer and alcopop in independent

Sr. No.	Name of the Department	Name of the Service
		restaurant to the holder of licence in form L-18)
38	Department of Excise Entertainment & Luxury Tax	L19&L-19F (Round clock service of FL in independent restaurant located in area of International Airport to the holder of licence in form L-19)
39	Department of Excise Entertainment & Luxury Tax	L1F Licence for wholesale vend of foreign Liquor and L32 Licence for warehouse for storage of foreign Liquor
40	Department of Excise Entertainment & Luxury Tax	L20&L-20F (Service of Foreign Liquor in a bar/dining car in a luxury train to the holder of licence in form L-21)
41	Department of Excise Entertainment & Luxury Tax	L28&L28F (Service of Foreign Liquor in a club to the holder of licence in form L-28)
42	Department of Excise Entertainment & Luxury Tax	L29&L-29F (Service of Foreign Liquor at a club/mess whose membership is exclusively for Govt servants, retired Govt servants and the club/mess)
43	Department of Excise Entertainment & Luxury Tax	P-10 (Permit for Service of Indian Liquor and Foreign Liquor at a place other than the licensed premises)
44	Department of Excise Entertainment & Luxury Tax	P-10A (Permit for serving Indian Liquor and/or Foreign Liquor at a place other than licensed premises)
45	Department of Excise Entertainment & Luxury Tax	P-11 (Permit For Liquor Exhibitors)
46	Department of Forests and Wildlife	Tree Felling and Transplantation under Delhi Preservation of Trees Act (DPTA) - 1994
47	Department of Trade & Taxes	Registration under DVAT Act
48	Development Department (Agriculture Unit)	Analysis of Seed Quality Samples
49	Development Department (Agriculture Unit)	Grant of Fertilizer license
50	Development Department (Agriculture Unit)	Grant of insecticide license to sell, to stock, Commercial Pest Control,Amendment of insecticide licence
51	Development Department (Agriculture Unit)	Grant of Seed License
52	Labour Department	Amendment in Registration Certificate of Establishment Employing Contract Labour Under CLA Act, 1970

Sr. No.	Name of the Department	Name of the Service
53	Labour Department	Approval of Installation of Passenger Lift, Lift Shaft and Machine Room
54	Labour Department	Grant of License for Contractor under Section 12 of Contract Labour (Regulation & Abolition) Act, 1970
55	Labour Department	Grant of License For Working of Passenger Lift
56	Labour Department	Grant of Registration of Establishment employing Building Workers of BOCW (RE&CS) Act, 1996
57	Labour Department	Grant of Registration of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970
58	Labour Department	Online amendment of License under the Factories Act,1948
59	Labour Department	Online Issuance of Boiler Erector or Repairer under the Boilers Act,1923
60	Labour Department	Online Issuance of Certificate of Boiler Manufacturer under the Boiler Act, 1923
61	Labour Department	Online Renewal of Certificate of Boiler Erector or Repairer under the Boilers Act,1923
62	Labour Department	Periodical Inspection of Lifts
63	Labour Department	Registration and Grant of Factory License Under the Factories Act, 1948
64	Labour Department	Registration of Employer's Establishment Under Delhi Labour Welfare Board
65	Labour Department	Registration of Establishment under Inter State Migrant Workmen (RE&CS) Act, 1979
66	Labour Department	Renewal of certificate of boilers manufacturer
67	Labour Department	Renewal of License under the Factories Act, 1948
68	Labour Department	Renewal/Amendment of Licence for Contractor under Contract Labour (R&A) Act, 1970
69	Labour Department	Shops and Establishment Registration
70	Municipal Corporation of Delhi	Factory License

Sr. No.	Name of the Department	Name of the Service
71	Municipal Corporation of Delhi	General Trade License
72	Municipal Corporation of Delhi	Health Trade License 2
73	Municipal Corporation of Delhi	Mobile Tower Permission
74	Municipal Corporation of Delhi	Online Building Plan System
75	Municipal Corporation of Delhi	Online Town Planning Approval
76	Municipal Corporation of Delhi	Property tax Emutation
77	Municipal Corporation of Delhi	Unified Portal for Licensing of Eating / Loading & Boarding Establishment in Delhi
78	Municipal Corporation of Delhi	Veterinary License
79	Public Works Department	Plan Dig and Monitoring System
80	Real Estate Regulatory Authority, NCT of Delhi	Registration of Builder (Promoter)
81	Real Estate Regulatory Authority, NCT of Delhi	Registration of Real Estate Agents
82	Registrar Co-operative Societies	Registration of Co-operative Societies
83	Revenue Department	Grant of License of Cinematograph
84	Revenue Department	Provisional Certificate of Cinematograph
85	Revenue Department	Registration of Partnership Firms
86	Revenue Department	Registration of Societies
87	Revenue Department	Renewal of License of Cinematograph
88	Delhi Tourism & Transportation Development Corporation Ltd.	E-Film Shooting
89	Tourism Department	Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator

Sr. No.	Name of the Department	Name of the Service
90	Tourism Department	Renewal of Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator
91	Weights & Measures Department	Importers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011
92	Weights & Measures Department	Licence as Dealers under the Legal Meterology Act,2009
93	Weights & Measures Department	Licence as manufacturer under the Legal Meterology Act,2009
94	Weights & Measures Department	Licence as Repairers under the Legal Meterology Act,2009
95	Weights & Measures Department	Registration Of Packers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011

XI. A meeting was held on 03.06.2026 under the Chairmanship of Additional Chief Secretary (AR) to review the existing SLA/TAT and proposed SLA/TAT after business process re-engineering on PA21 as a part of Deregulation Exercise Phase II in which all the stakeholder departments were asked to share the signed copy of the stage-wise timelines along with the existing SLA, proposed SLA, AS-IS and TO-BE process flow diagrams.

4. Steps taken by IT Department in respect of the PA21 as a part of Deregulation Exercise Phase II.

1. A meeting was held on 01.04.2026 under the Chairmanship of the Special Secretary (IT) with the Industries, Labour, DSIIDC and MCD to discuss the timeline and roadmap of their business licenses / services under the PA21.

2. A letter dated 21.04.2026 was issued and circulated to all the respective departments with a request to share the service-wise timeline details of their services as per the given format.

   Table D: Requisite Data from all the Stakeholder Departments under PA21.

Name of Service / License	Stages	Stage - wise Time Taken	SLA implemented (Yes or No)	SLA Timeline	Average Turnaround time (from Initial to Approval Stage)

3. A team of IT officers was constituted to study the TAT of 19 Department and 55 service licenses/ approvals under PA21 as per the DPIIT.

4. A meeting was held on 20.05.2026 of the committee constituted under the chairmanship of ACS (AR) with the member Pr. Secretary (Finance) and Secretary (IT) with all the stakeholder departments to discuss the SLA, TAT timeline and Business process re-engineering of their services timeline in accordance with the SimpleGov Project of Tamil Nadu under the PA-21 of the Deregulation Exercise – Phase II.

5. DO letter dated 25.05.2026 of Secretary (IT) was sent to all the HODs of stakeholder departments under PA21 for those services, whose SLA timelines was not notified or defined under the Right to Services Act.

6. SLA of 23 services whose SLA were not yet notified, have been processed for notification out of the 55 services as per the DPIIT mandate for DSWS.

7. A circular dated 01.06.2026 was issued to the departments to examine their SLAs, internal procedures and workflows for identifying the reduction in the

TAT for all their services as per the DPIIT mandate for PA21 as a part of Deregulation Exercise Phase II.

8. Review meeting of the committee with the stakeholder departments was held on 03.06.2026, wherein all the departments were asked to submit their stage-wise timelines along with the existing SLA, proposed SLA, AS-IS and TO-BE process flow diagrams latest by 04.06.2026 for the 95 services live on the DSWS.

9. Table E: Current SLA timeline and Pre / Post Construction category under PA21 of the 95 live services shown on the DSWS.

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
1	BSES Rajdhani Power Limited	Net Metering Application and Connection Agreement	75	Post Construction
2	BSES Rajdhani Power Limited	New Connection of Electricity	35	Post Construction
3	BSES Yamuna Power Limited	Net Metering Application and Connection Agreement	75	Post Construction
4	BSES Yamuna Power Limited	New Connection of Electricity	35	Post Construction
5	Tata Power Delhi Distribution Limited	Customer Onboarding	75	Post Construction
6	Tata Power Delhi Distribution Limited	Net Metering Application and Connection Agreement (Tata Power-DDL)	35	Post Construction
7	Delhi Development Authority	Change Of Land Use	120	Pre and Post Construction
8	Delhi Development Authority	Industrial to commercial / Institutional CLU		Same as Sr. No. 7
9	Delhi Fire Service	Fire Safety Certificate for all types of occupancies covered under Rule	Not Defined	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
		27 of the Delhi Fire Service Rules, 2010		
10	Delhi Fire Service	Fire Safety Certificate renewal for all types of occupancies covered under Rule 27 of the Delhi Fire Service Rules, 2010	Not Defined	Post Construction
11	Delhi Pollution Control Committee	Authorization for import of Ferrous & non-ferrous scrap under Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	120	Post Construction
12	Delhi Pollution Control Committee	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	90	Post Construction
13	Delhi Pollution Control Committee	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	60	Pre Construction
14	Delhi Pollution Control Committee	Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016	60	Post Construction
15	Delhi Pollution Control Committee	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	120	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
16	Delhi Pollution Control Committee	Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981) & Water (Prevention and Control of Pollution) Act, 1974	Red = 120 Orange = 120 Green = 120	Pre Construction
17	Delhi Pollution Control Committee	Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981) & Water Act (Prevention and Control of Pollution) Act, 1974	Red = 120 Orange = 120 Green = 120	Pre Construction
18	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Change of Constitution (COC)	90	Post Construction
19	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Payment of Lease Rent (Payment of Dues)	7	Post Construction
20	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Permission to Mortgage (NOC for Joint Mortgage)	30	Post Construction
21	Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)	Restoration of Plot after cancellation	Not Defined	To be Delisted from DSWS
22	Department of Excise Entertainment & Luxury Tax	Brand and Label registration for Foreign Liquor Wholesale License	42	Post Construction
23	Department of Excise	Brand and Label registration for Indian	42	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
	Entertainment & Luxury Tax	Liquor Wholesale License		
24	Department of Excise Entertainment & Luxury Tax	L-15 (Service of Indian Liquor in a hotel to residents in their rooms)	28	Post Construction
25	Department of Excise Entertainment & Luxury Tax	L-16 (Service of Indian Liquor in a bar/restaurant attached to a HOTEL)	28	Post Construction
26	Department of Excise Entertainment & Luxury Tax	L-17 (Service of Indian Liquor in independent restaurant)	28	Post Construction
27	Department of Excise Entertainment & Luxury Tax	L-18 (Service of Indian wine, beer and alcopop in independent restaurant)	28	Post Construction
28	Department of Excise Entertainment & Luxury Tax	L-19 (Round the clock service of Indian Liquor in independent restaurant located either in arrival or departure area of International Airport)	28	Post Construction
29	Department of Excise Entertainment & Luxury Tax	L-20 (Service of Indian Liquor in a bar/dining car in a luxury train)	30	Post Construction
30	Department of Excise Entertainment & Luxury Tax	L-28 (Service of Indian Liquor in a club)	6	Post Construction
31	Department of Excise Entertainment & Luxury Tax	L-29 (Service of IL at a club/mess whose membership exclusively for Govt servants, Retired Govt servants, including members of armed forces)	6	Post Construction
32	Department of Excise	L-30 (License for possession of liquor	15	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
	Entertainment & Luxury Tax	at home in excess of individual possession limit)		
33	Department of Excise Entertainment & Luxury Tax	L1 Licence for wholesale vend of Indian Liquor and L31 Licence for warehouse for storage of Indian Liquor	42	Post Construction
34	Department of Excise Entertainment & Luxury Tax	L15,L-15F (Service of Foreign Liquor in a hotel to residents in their rooms, to the holder of licence in form L-15)	28	Post Construction
35	Department of Excise Entertainment & Luxury Tax	L16&L-16F (Service of Foreign Liquor in a bar/restaurant attached to a hotel to the holder of licence in form L-16)	28	Post Construction
36	Department of Excise Entertainment & Luxury Tax	L17&L-17F (Service of Foreign Liquor in independent restaurant to the holder of licence in form L-17)	28	Post Construction
37	Department of Excise Entertainment & Luxury Tax	L18&L-18F (Service of Foreign wine, beer and alcopop in independent restaurant to the holder of licence in form L-18)	28	Post Construction
38	Department of Excise Entertainment & Luxury Tax	L19&L-19F (Round clock service of FL in independent restaurant located in area of International Airport to the holder of licence in form L-19)	28	Post Construction
39	Department of Excise Entertainment & Luxury Tax	L1F Licence for wholesale vend of foreign Liquor and L32 Licence for	28	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
		warehouse for storage of foreign Liquor		
40	Department of Excise Entertainment & Luxury Tax	L20&L-20F (Service of Foreign Liquor in a bar/dining car in a luxury train to the holder of licence in form L-21)	30	Post Construction
41	Department of Excise Entertainment & Luxury Tax	L28&L28F (Service of Foreign Liquor in a club to the holder of licence in form L-28)	6	Post Construction
42	Department of Excise Entertainment & Luxury Tax	L29&L-29F (Service of Foreign Liquor at a club/mess whose membership is exclusively for Govt servants, retired Govt servants and the club/mess)	6	Post Construction
43	Department of Excise Entertainment & Luxury Tax	P-10 (Permit for Service of Indian Liquor and Foreign Liquor at a place other than the licensed premises)	4	Post Construction
44	Department of Excise Entertainment & Luxury Tax	P-10A (Permit for serving Indian Liquor and/or Foreign Liquor at a place other than licensed premises)	7	Post Construction
45	Department of Excise Entertainment & Luxury Tax	P-11 (Permit For Liquor Exhibitors)	30	Post Construction
46	Department of Forests and Wildlife	Tree Felling and Transplantation under Delhi Preservation of Trees Act (DPTA) - 1994	60	Post Construction
47	Department of Trade & Taxes	Registration under DVAT Act	15	Post Construction
48	Development Department(Agriculture Unit)	Analysis of Seed Quality Samples	21	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
49	Development Department(Agriculture Unit)	Grant of Fertilizer license	21	Post Construction
50	Development Department(Agriculture Unit)	Grant of insecticide license to sell, to stock, Commercial Pest Control,Amendment of insecticide licence	21	Post Construction
51	Development Department(Agriculture Unit)	Grant of Seed License	21	Post Construction
52	Labour Department	Amendment in Registration Certificate of Establishment Employing Contract Labour Under CLA Act, 1970	30	Not Applicable
53	Labour Department	Approval of Installation of Passenger Lift, Lift Shaft and Machine Room	30	Pre Construction
54	Labour Department	Grant of License for Contractor under Section 12 of Contract Labour (Regulation & Abolition) Act, 1970	30	Not Applicable
55	Labour Department	Grant of License For Working of Passenger Lift	45	Post Construction
56	Labour Department	Grant of Registration of Establishment employing Building Workers of BOCW (RE&CS) Act, 1996	30	Not Applicable
57	Labour Department	Grant of Registration of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970	30	Not Applicable

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
58	Labour Department	Online amendment of License under the Factories Act,1948	60	Post Construction
59	Labour Department	Online Issuance of Boiler Erector or Repairer under the Boilers Act,1923	60	Post Construction
60	Labour Department	Online Issuance of Certificate of Boiler Manufacturer under the Boiler Act, 1923	60	Post Construction
61	Labour Department	Online Renewal of Certificate of Boiler Erector or Repairer under the Boilers Act,1923	60	Post Construction
62	Labour Department	Periodical Inspection of Lifts	30	Post Construction
63	Labour Department	Registration and Grant of Factory License Under the Factories Act, 1948	30	Pre Construction
64	Labour Department	Registration of Employer's Establishment Under Delhi Labour Welfare Board	Instant	Not Applicable
65	Labour Department	Registration of Establishment under Inter State Migrant Workmen (RE&CS) Act, 1979	30	Post Construction
66	Labour Department	Renewal of certificate of boilers manufacturer	60	Post Construction
67	Labour Department	Renewal of License under the Factories Act, 1948	30	Post Construction
68	Labour Department	Renewal/Amendment of Licence for Contractor under Contract Labour (R&A) Act, 1970	30	Not Applicable
69	Labour Department	Shops and Establishment Registration	Instant	Pre Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
70	Municipal Corporation of Delhi	Factory License	90	Pre Construction
71	Municipal Corporation of Delhi	General Trade License	Instant	Post Construction
72	Municipal Corporation of Delhi	Health Trade License 2	60	Post Construction
73	Municipal Corporation of Delhi	Mobile Tower Permission		Move to DoT
74	Municipal Corporation of Delhi	Online Building Plan System	59	Pre Construction
75	Municipal Corporation of Delhi	Online Town Planning Approval		Pre Construction
76	Municipal Corporation of Delhi	Property tax eMutation	Instant	Post Construction
77	Municipal Corporation of Delhi	Unified Portal for Licensing of Eating / Loading & Boarding Establishment in Delhi	60	Post Construction
78	Municipal Corporation of Delhi	Veterinary License	60	Post Construction
79	Public Works Department	Plan Dig and Monitoring System	45	Pre Construction
80	Real Estate Regulatory Authority, NCT of Delhi	Registration of Builder (Promoter)	30	Not Applicable
81	Real Estate Regulatory Authority, NCT of Delhi	Registration of Real Estate Agents	30	Not Applicable
82	Registrar Co-operative Societies	Registration of Co-operative Societies	90	Pre and Post Construction
83	Revenue Department	Grant of License of Cinematograph	60	Post Construction

Sr. No.	Name of the Department	Name of the Service	Current SLA Timeline	Pre / Post Construction
84	Revenue Department	Provisional Certificate of Cinematograph	60	Post Construction
85	Revenue Department	Registration of Partnership Firms	60	Pre and Post Construction
86	Revenue Department	Registration of Societies	60	Pre and Post Construction
87	Revenue Department	Renewal of License of Cinematograph	60	Post Construction
88	Delhi Tourism & Transportation Development Corporation Ltd.	E-Film Shooting	15	Not Applicable
89	Tourism Department	Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator	30	Not Applicable
90	Tourism Department	Renewal of Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator	30	Not Applicable
91	Weights & Measures Department	Importers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011	45	Post Construction
92	Weights & Measures Department	Licence as Dealers under the Legal Meterology Act,2009	45	Post Construction
93	Weights & Measures Department	Licence as manufacturer under the Legal Meterology Act,2009	45	Post Construction
94	Weights & Measures Department	Licence as Repairers under the Legal Meterology Act,2009	45	Post Construction
95	Weights & Measures Department	Registration Of Packers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011	45	Post Construction

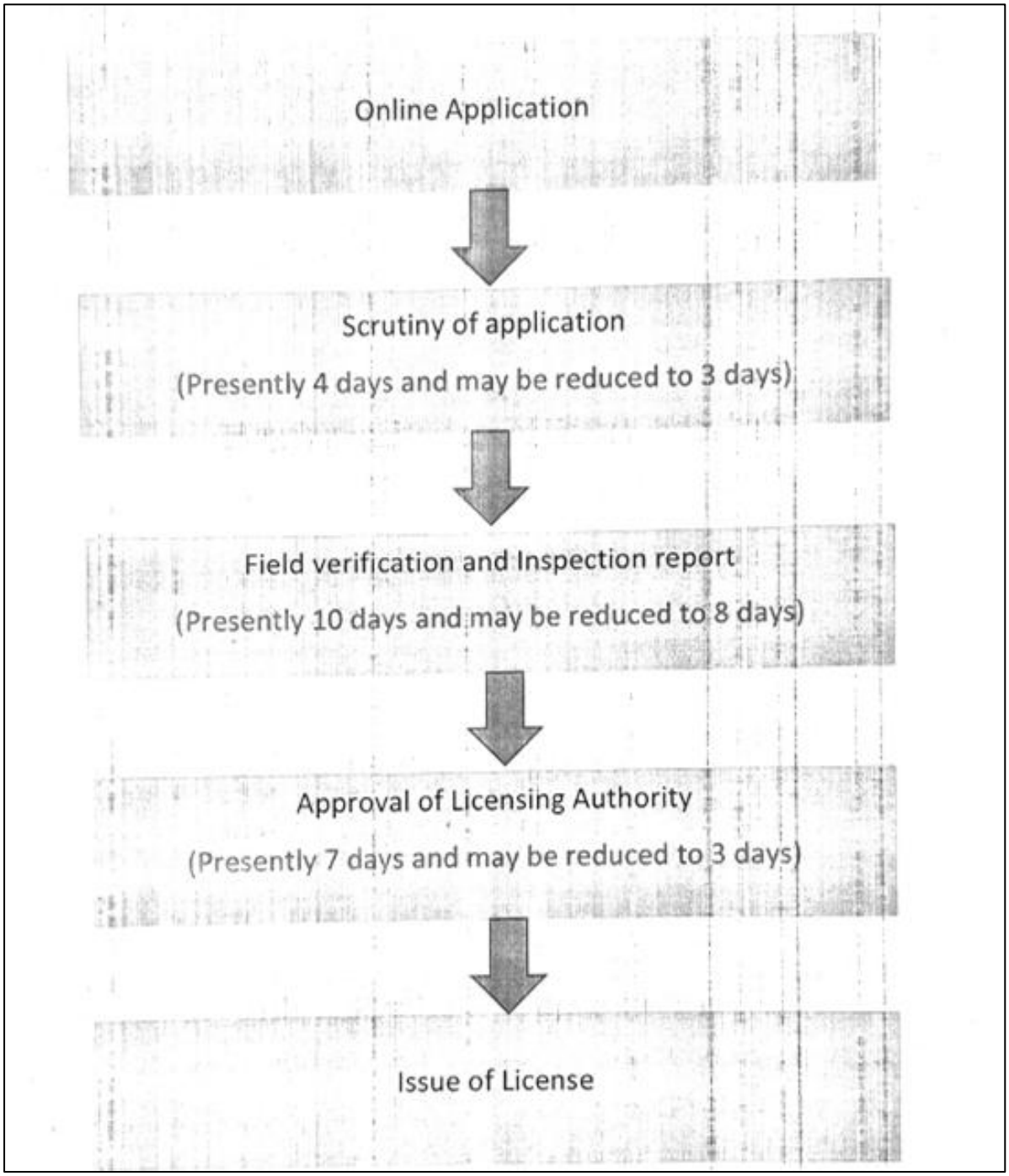
10. Department-Wise list of Pre TAT & Post TAT SLAs along with AS-IS and TO-BE Process Flow schema.

(i). Development Department (Agriculture Unit)

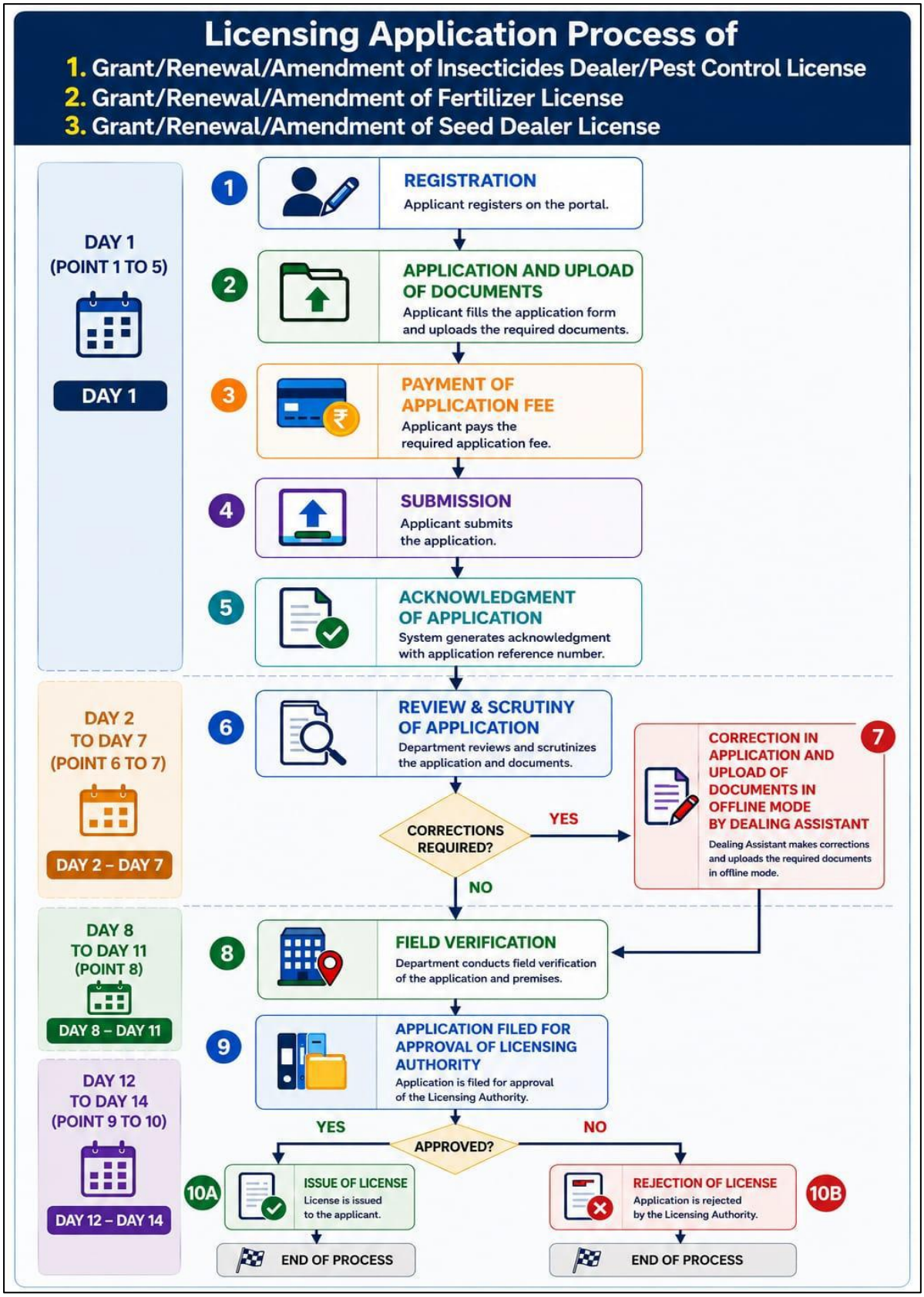
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Analysis of Seed Quality Samples	21	14	Stages: 1. Application Submission – 1 Day 2. Scrutiny of Application – 6 Day 3. Field Verification – 4 Day 4. Approval from Authority – 3 Day
2	Grant of Fertilizer license	21	14	
3	Grant of insecticide license to sell, to stock, Commercial Pest Control, Amendment of insecticide licence	21	14	
4	Grant of Seed License	21	14	

Manufacturing license of seeds, insecticides and Fertilizers is not applicable in Delhi.

AS-IS Process Flow
Analysis of Seed Quality Samples, Grant of Fertilizer license, Grant of insecticide license to sell, to stock, Commercial Pest Control, Amendment of insecticide licence and Grant of Seed License.



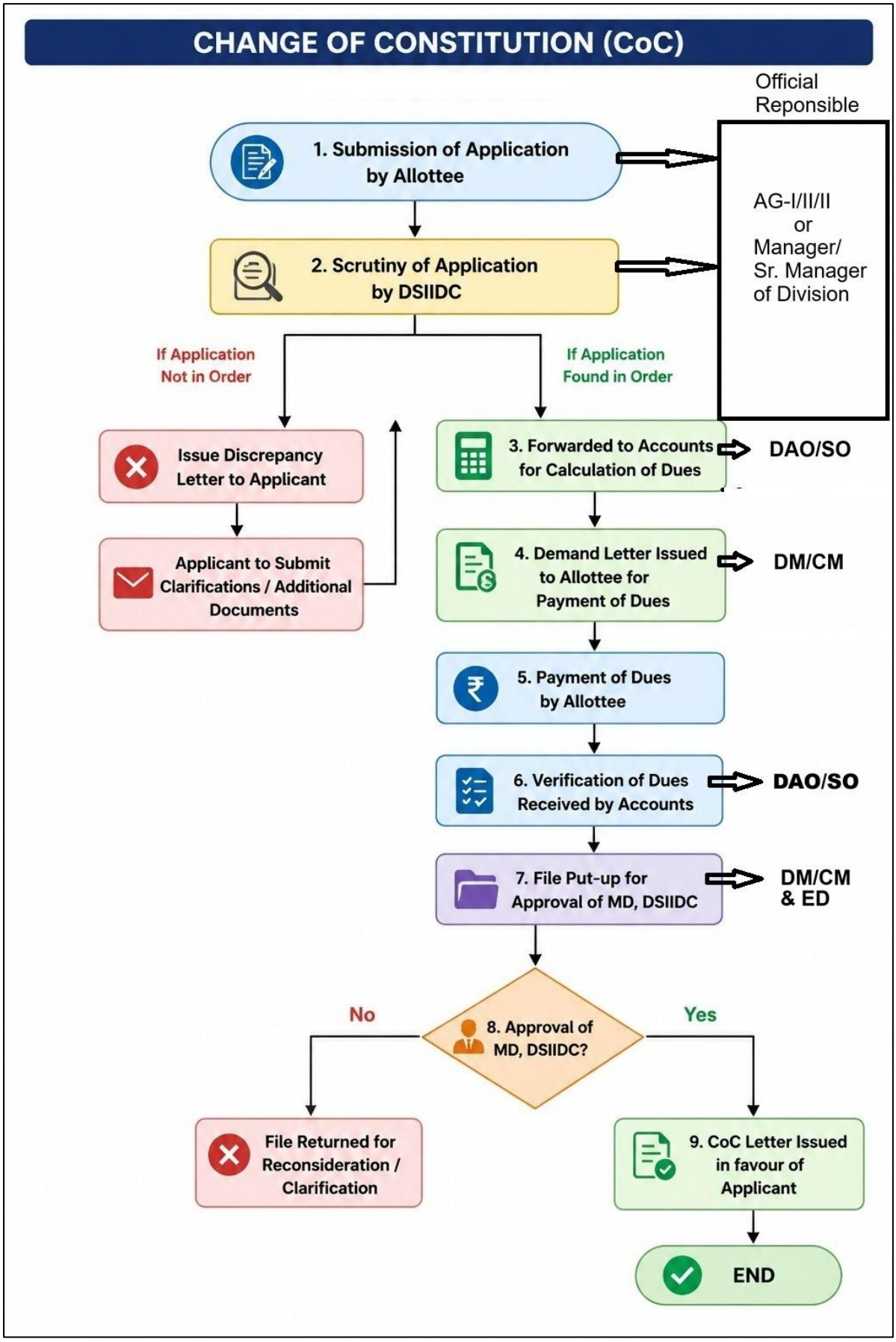
TO-BE Process Flow



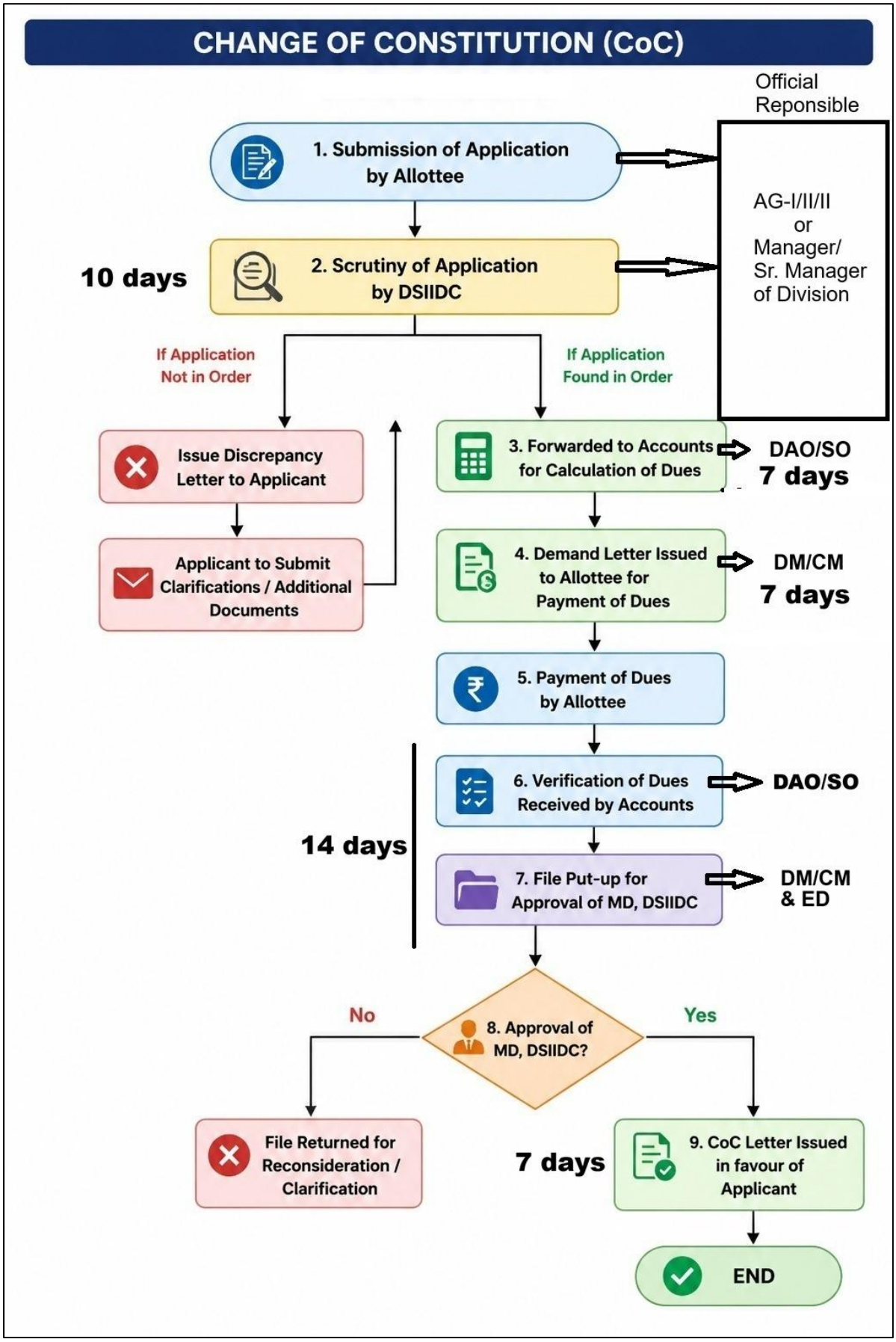
(ii). Delhi State Industrial and Infrastructure Development Corporation (DSIIDC)

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Change of Constitution (COC)	90	45	Stage: 1.Application Submit 2.Scrutiny of Application – 10 Days 3.Forwarded to accounts – 7 Days 4.Issuance of Demand letter for payment of Dues – 7 Days 5.Verification of Dues & put up for Approval of MD, DSIIDC – 14 Days 6. CoC letter issued – 7 Days
2	Payment of Lease Rent (Payment of Dues)	3	7	Stage: 1.Application Submit 2.Forwarded to accounts – 2 Days 3. Calculation of outstanding Dues – 4 Days 4. Total Dues updated on portal – 1 Day 5.Payment of Dues
3	Permission to Mortgage (NOC for Joint Mortgage)	30	15	Stage: 1.Application Submit 2.Scrutiny of Application – 3 Days 3.Forwarded to accounts & Issuance of Demand letter for payment of Dues – 3 Days 4.Verification of Dues & put up for Approval of MD, DSIIDC – 3 Days 5. Issuance of permission letter – 6 Days
4	Restoration of Plot after cancellation	DSIIDC has sent the letter to the Special Secretary (Industries) vide dated 04.06.2026 for removing this service from the DSWS.		

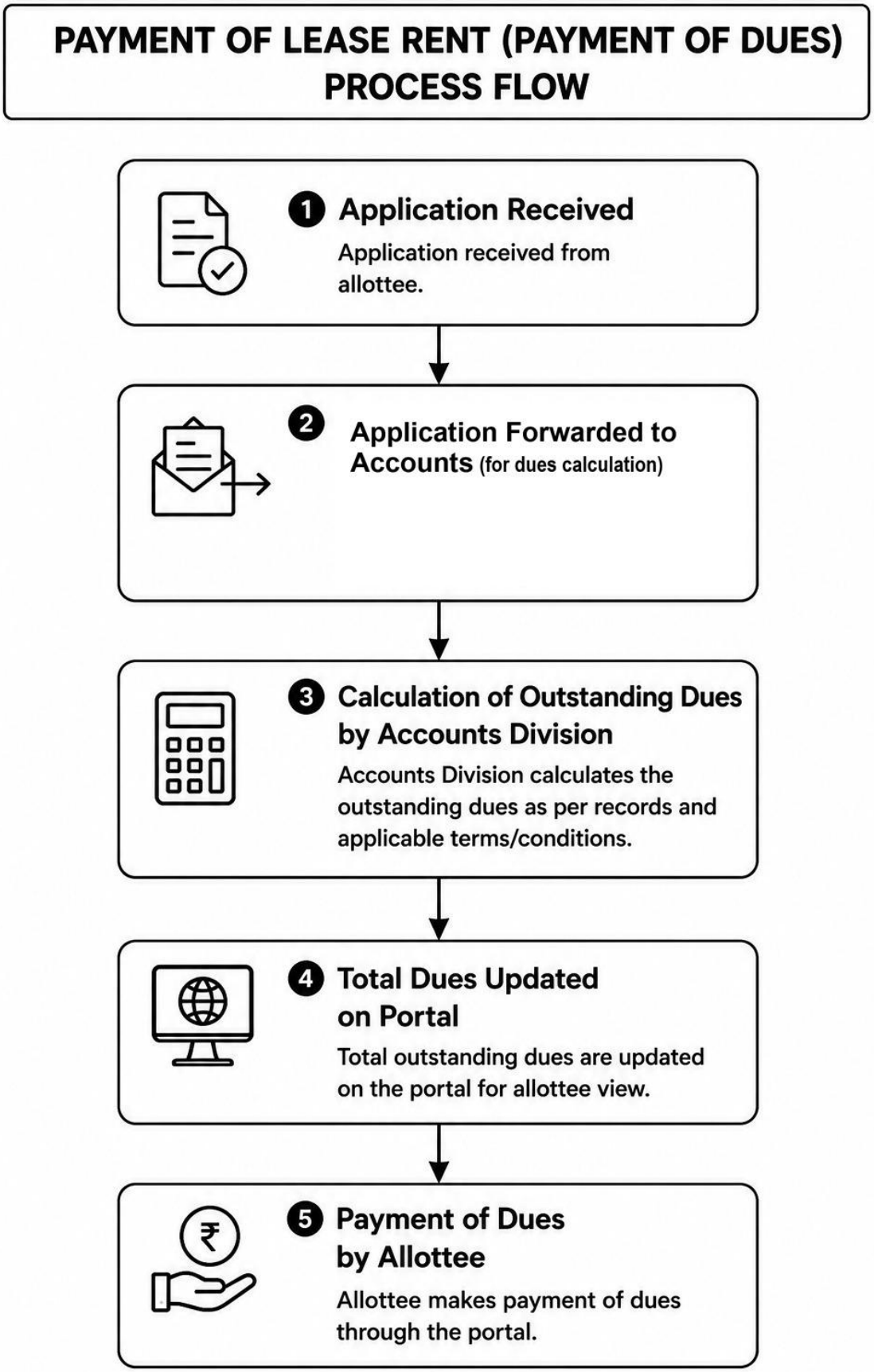
AS-IS Process Flow



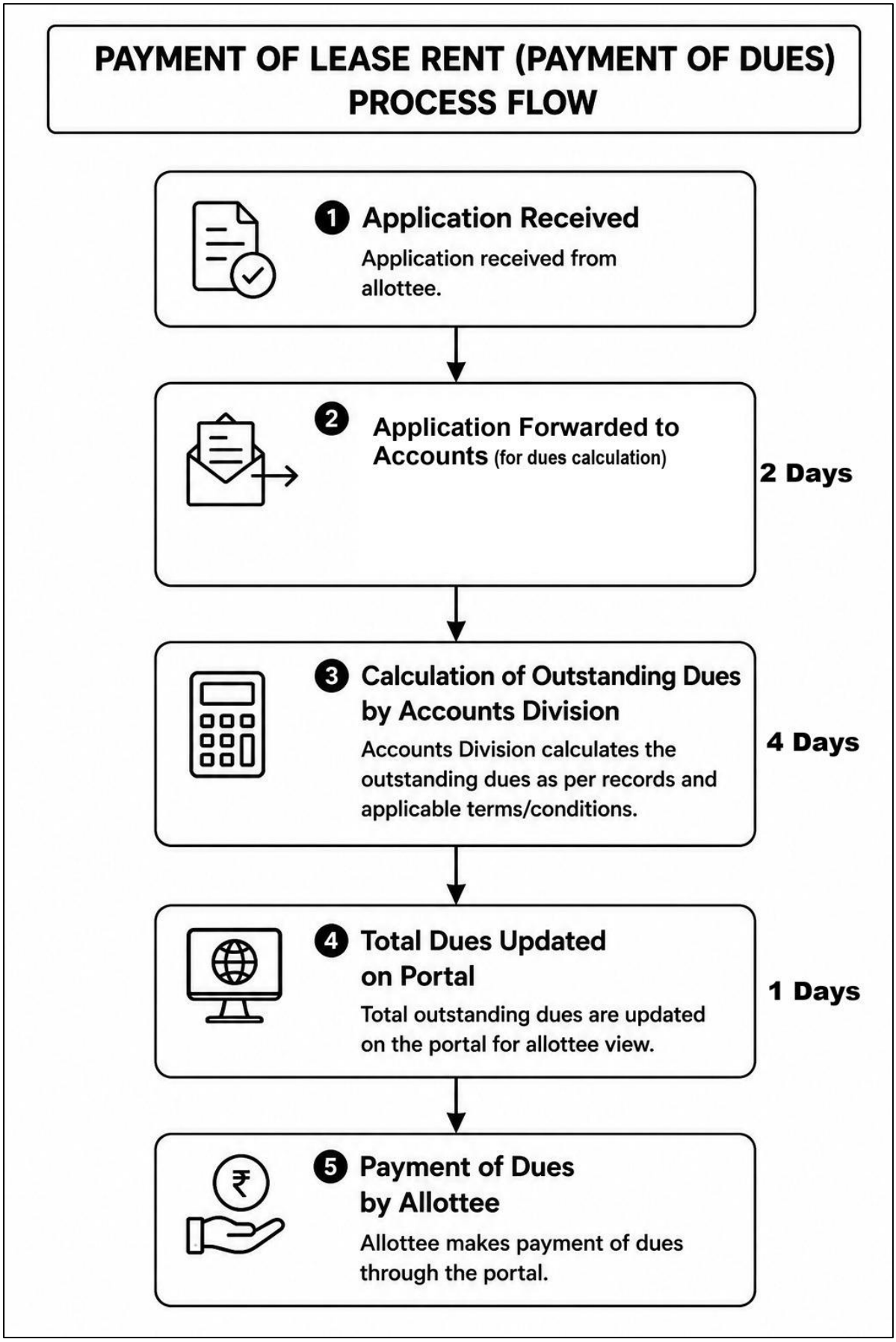
TO-BE Process Flow



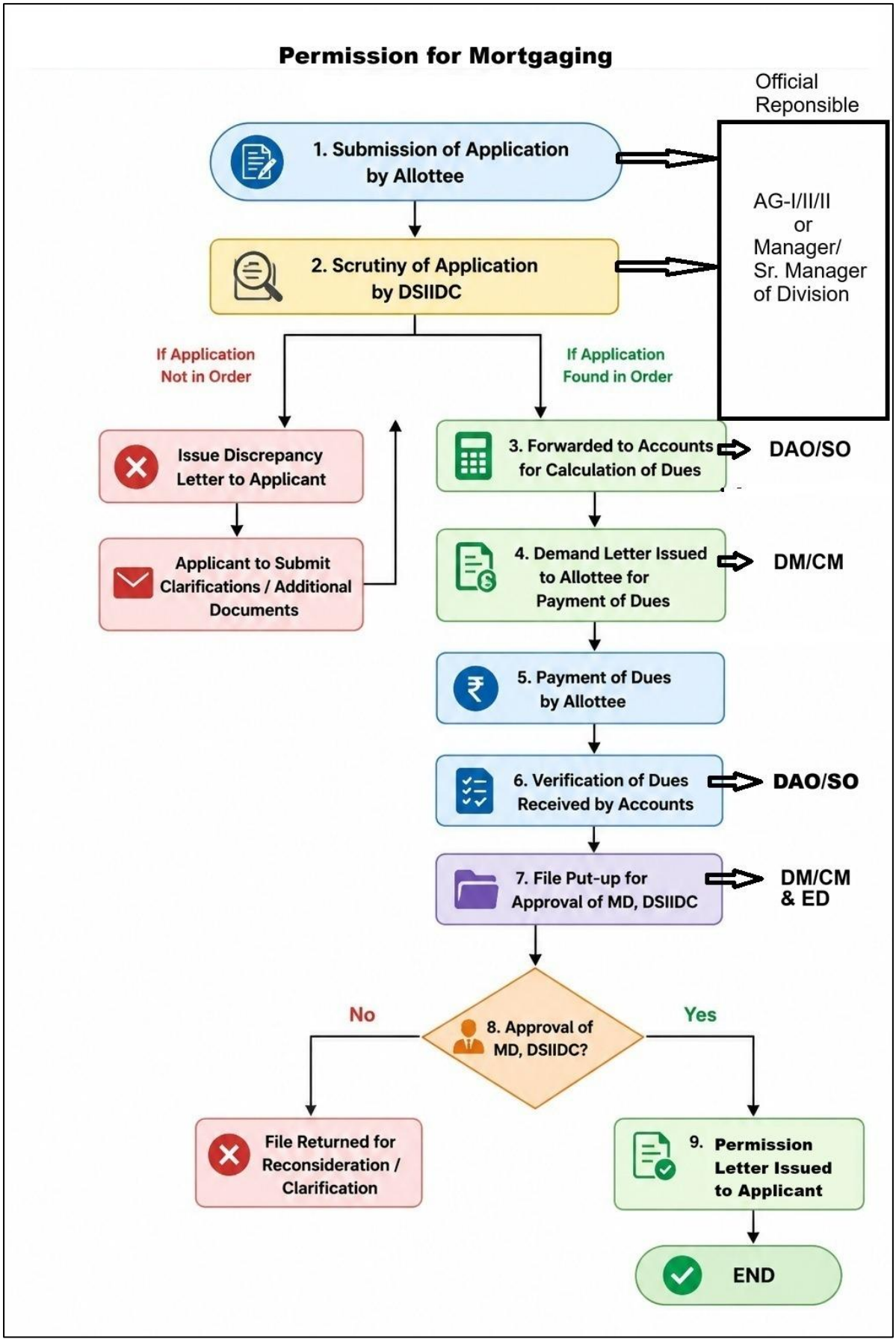
AS-IS Process Flow



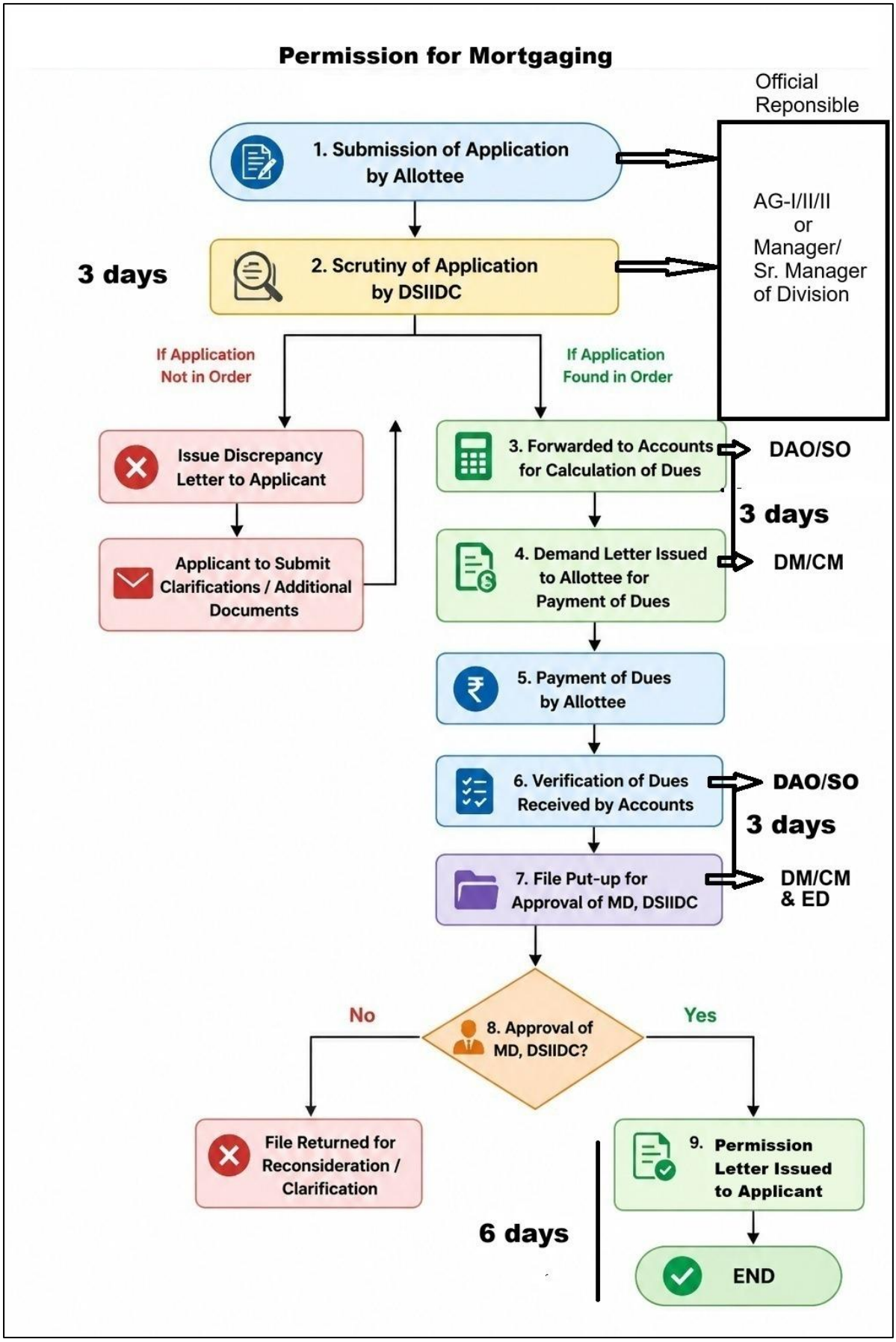
TO-BE Process Flow



AS-IS Process Flow



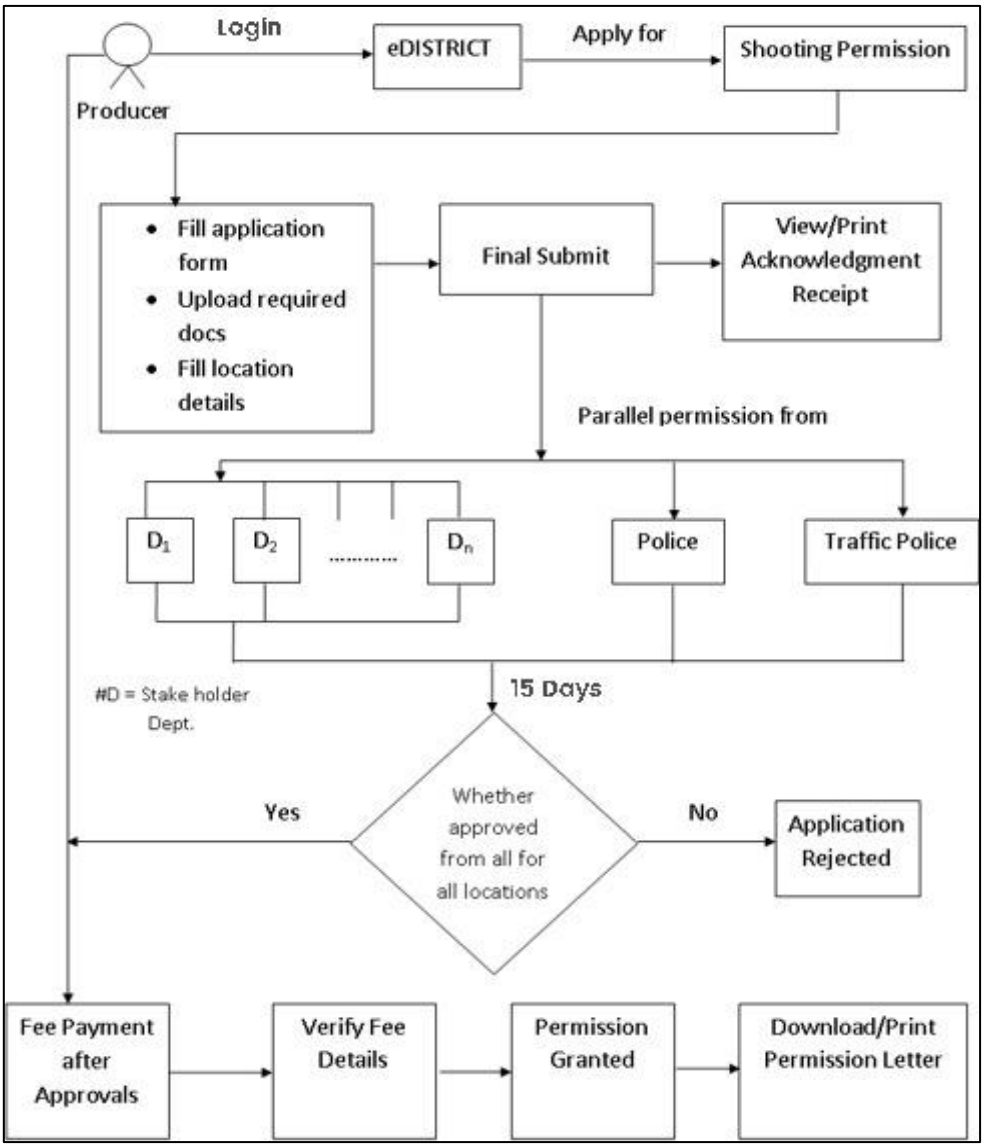
TO-BE Process Flow



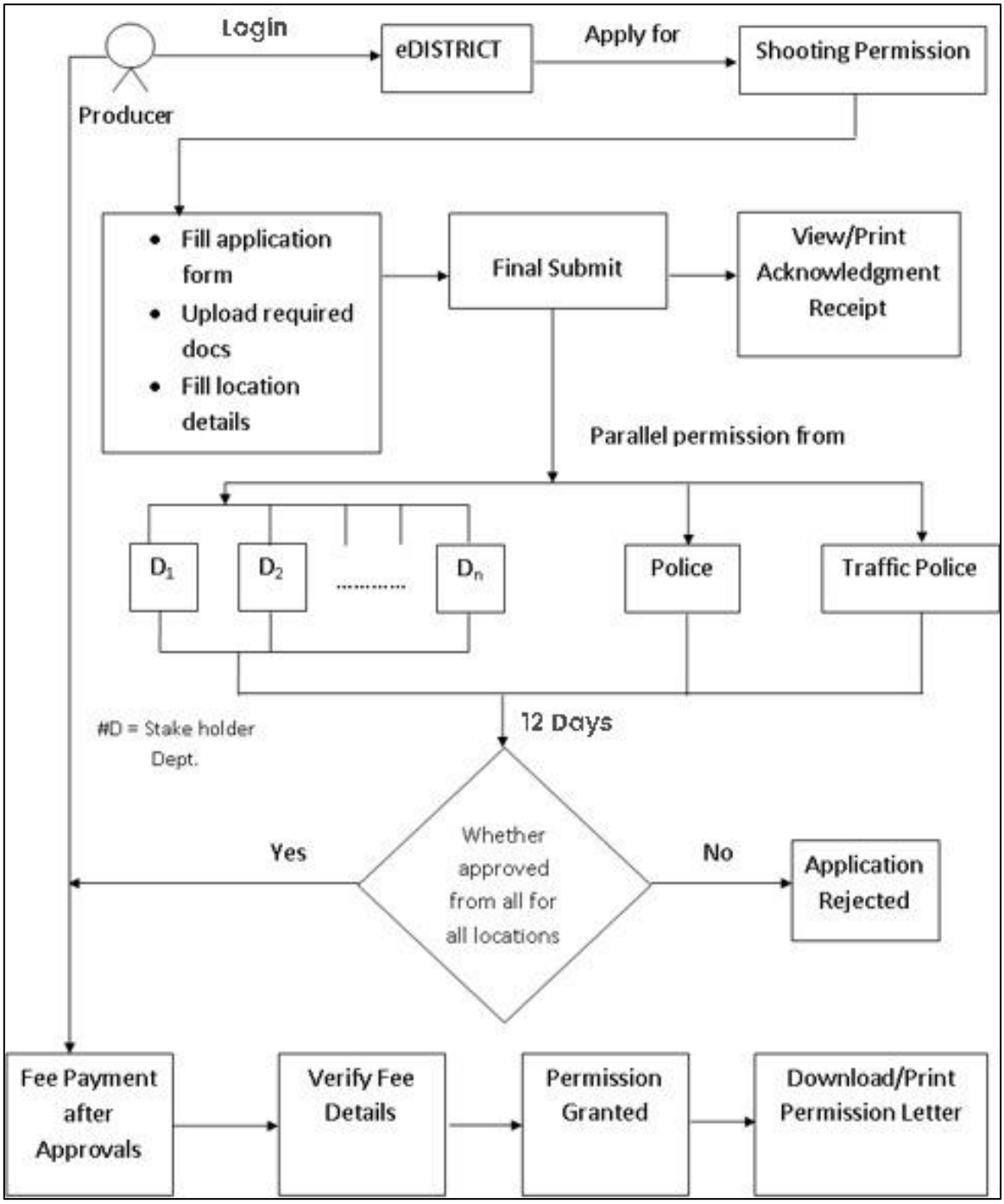
(iii). Delhi Tourism & Transportation Development Corporation Ltd. (DTTDC)

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	E-Film Shooting	15	12	Stages: 1.Application Submission – 0 Day 2.Forward to Stakeholder Departments (Delhi Police, Traffic Police etc.) to get the Parallel Permission – 12 Days.

AS-IS Process Flow



TO-BE Process Flow



(iv). Department of Excise Entertainment & Luxury Tax

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Brand and Label registration for Foreign Liquor Wholesale License	42	35	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 24 Day 3. Supervisory level – 3 Day 4. Price Hearing – 5 Day 5. Approver Level – 2 Day 6. Branch Level – 1 Day
2	Brand and Label registration for Indian Liquor Wholesale License	42	35	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 24 Day 3. Supervisory level – 4 Day 4. Approver Level – 5 Day 5. Branch Level – 2 Day
3	L-15 (Service of Indian Liquor in a hotel to residents in their rooms)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
4	L-16 (Service of Indian Liquor in a bar/restaurant attached to a HOTEL)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
5	L-17 (Service of Indian Liquor in independent restaurant)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
6	L-18 (Service of Indian wine, beer and alcopop in independent restaurant)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
7	L-19 (Round the clock service of Indian Liquor in independent restaurant located either in arrival or departure area of International Airport)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				5. Approver Level – 4 Day 6. Branch Level – 1 Day
8	L-20 (Service of Indian Liquor in a bar/dining car in a luxury train)	30	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 7 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 2 Day
9	L-28 (Service of Indian Liquor in a club)	6	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
10	L-29 (Service of IL at a club/mess whose membership exclusively for Govt servants, Retired Govt servants, including members of armed forces)	6	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
11	L-30 (License for possession of liquor at home in excess of individual possession limit)	15	15	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 8 Day 3. Supervisory level – 4 Day 4. Approver Level – 2 Day 5. Branch Level – 1 Day
12	L1 Licence for wholesale vend of Indian Liquor and L31 Licence for warehouse for storage of Indian Liquor	42	35	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 17 Day 3. Branch Level (Inspection) – 7 Day 4. Supervisory level – 7 Day 5. Approver Level – 3 Day 6. Branch Level – 1 Day
13	L15,L-15F (Service of Foreign Liquor in a hotel to residents in their rooms, to the holder of licence in form L-15)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
14	L16&L-16F (Service of Foreign Liquor in a bar/restaurant attached to a hotel to the	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day

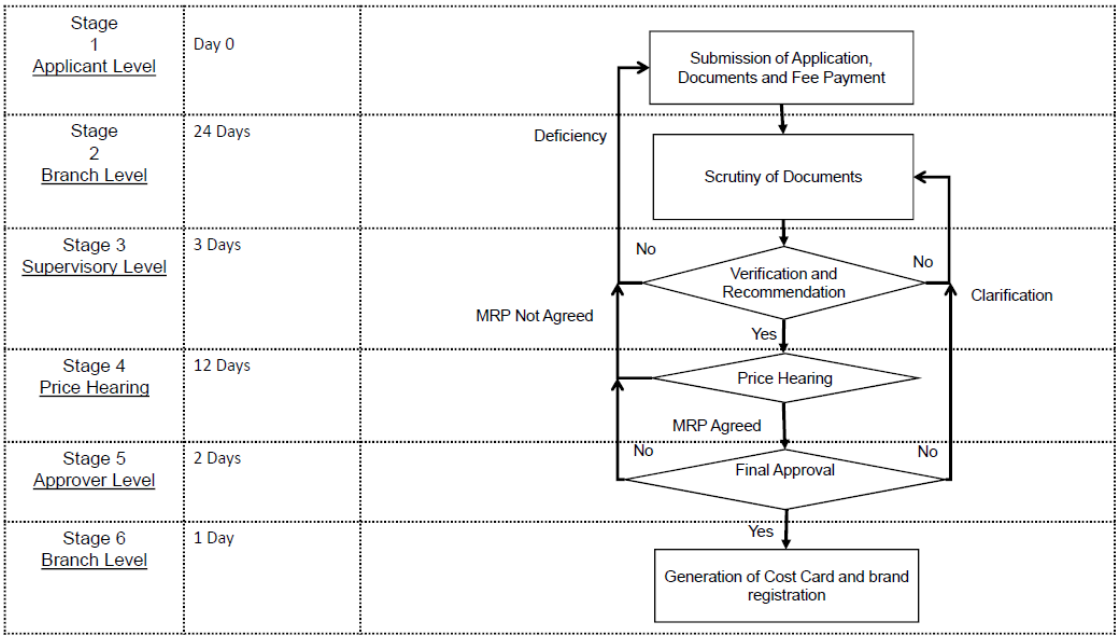
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
	holder of licence in form L-16)			3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
15	L17&L-17F (Service of Foreign Liquor in independent restaurant to the holder of licence in form L-17)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
16	L18&L-18F (Service of Foreign wine, beer and alcopop in independent restaurant to the holder of licence in form L-18)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
17	L19&L-19F (Round clock service of FL in independent restaurant located in area of International Airport to the holder of licence in form L-19)	28	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				5. Approver Level – 4 Day 6. Branch Level – 1 Day
18	L1F Licence for wholesale vend of foreign Liquor and L32 Licence for warehouse for storage of foreign Liquor	28	35	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 17 Day 3. Branch Level (Inspection) – 7 Day 4. Supervisory level – 7 Day 5. Approver Level – 3 Day 6. Branch Level – 1 Day
19	L20&L-20F (Service of Foreign Liquor in a bar/dining car in a luxury train to the holder of licence in form L-21)	30	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 7 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 2 Day
20	L28&L28F (Service of Foreign Liquor in a club to the holder of licence in form L-28)	6	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
21	L29&L-29F (Service of Foreign Liquor at a club/mess whose membership is exclusively for Govt servants, retired Govt servants and the club/mess)	6	20	Stages: 1. Applicant Level – 0 Day 2. Branch Level (Scrutiny) – 5 Day 3. Branch Level (Inspection) – 8 Day 4. Supervisory level – 2 Day 5. Approver Level – 4 Day 6. Branch Level – 1 Day
22	P-10 (Permit for Service of Indian Liquor and Foreign Liquor at a place other than the licensed premises)	4	4	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 1 Day 3. Supervisory level – 1 Day 4. Approver Level – 1 Day 5. Branch Level – 1 Day
23	P-10A (Permit for serving Indian Liquor and/or Foreign Liquor at a place other than licensed premises)	7	6	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 3 Day 3. Supervisory level – 1 Day 4. Approver Level – 1 Day 5. Branch Level – 1 Day
24	P-11 (Permit For Liquor Exhibitors)	30	7	Stages: 1. Applicant Level – 0 Day 2. Branch Level – 4 Day 3. Supervisory level – 1 Day 4. Approver Level – 1 Day 5. Branch Level – 1 Day

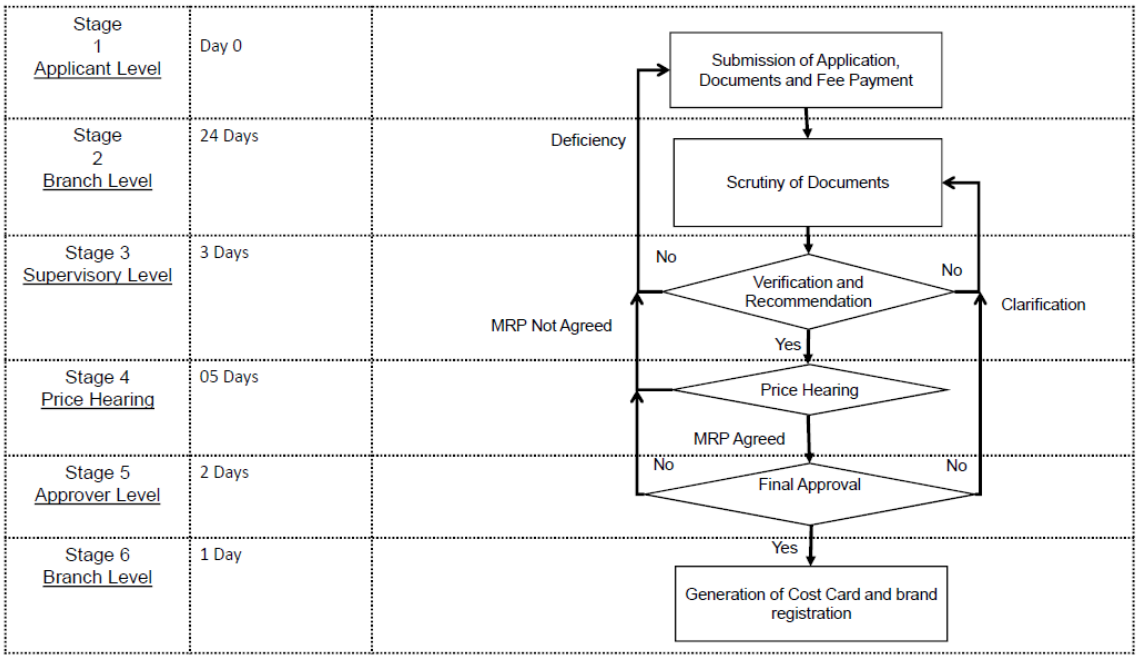
AS-IS Process Flow

Brand and Label Registration for Indian Liquor Wholesale License (ExistingTimeline: 42 Days)



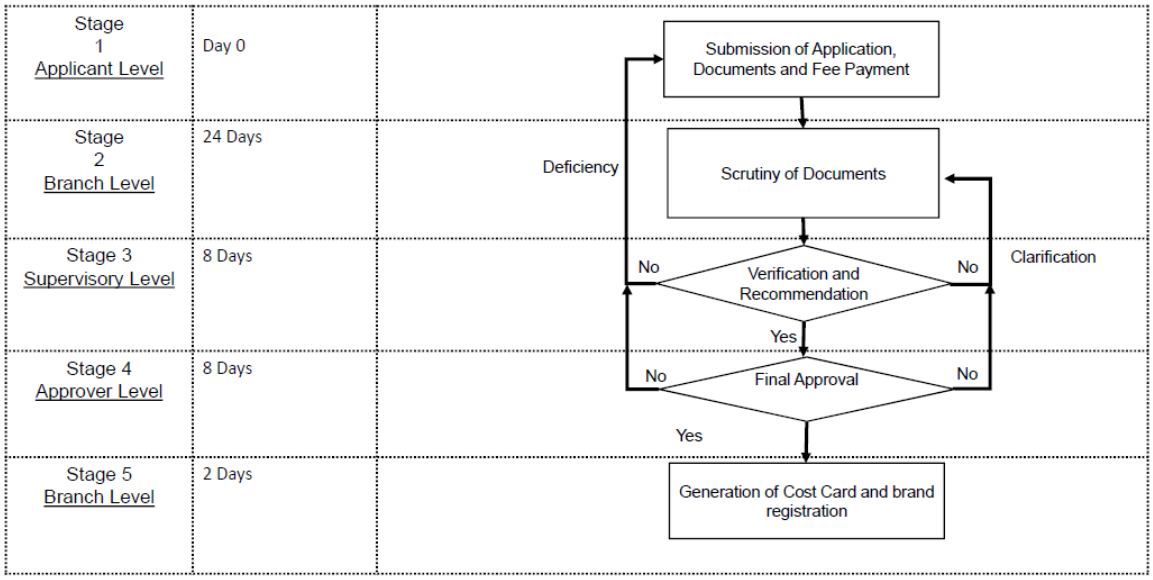
TO-BE Process Flow

Brand and Label Registration for Indian Liquor Wholesale License (ProposedTimeline: 35 Days)



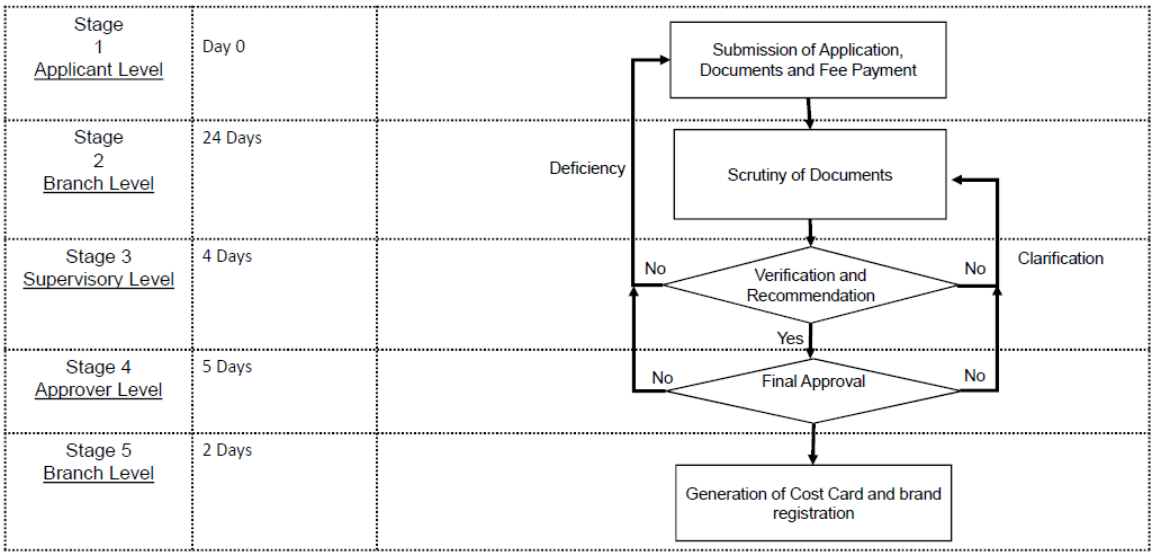
AS-IS Process Flow

Brand and Label Registration for Foreign Liquor Wholesale License (ExistingTimeline: 42 Days)



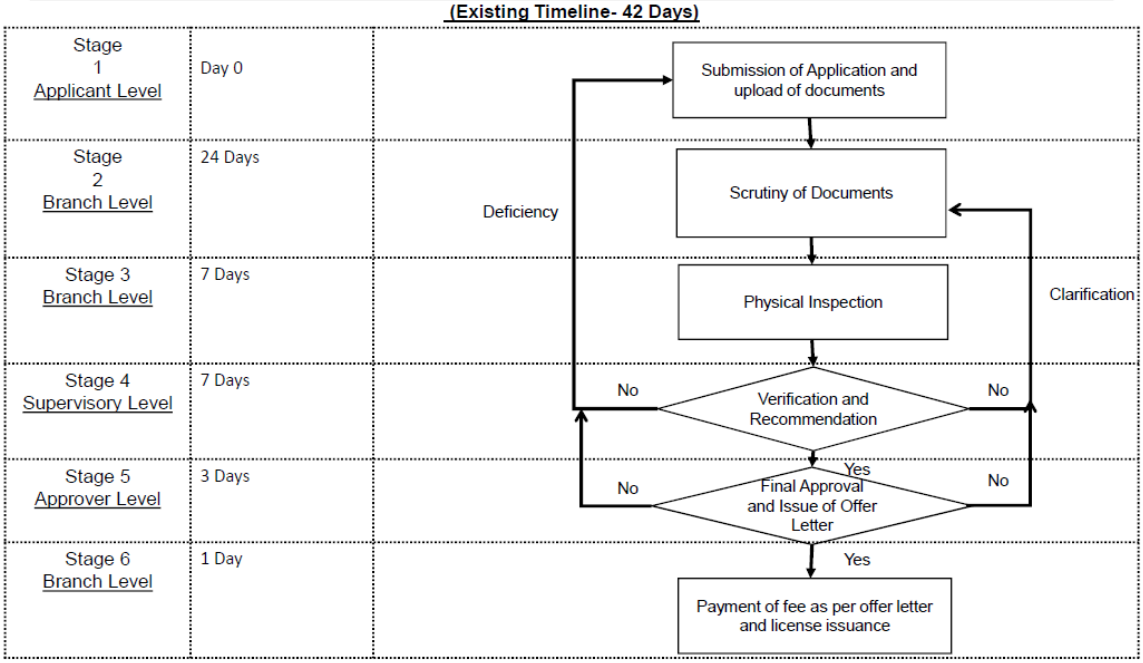
TO-BE Process Flow

Brand and Label Registration for Foreign Liquor Wholesale License (Proposed Timeline: 35 Days)



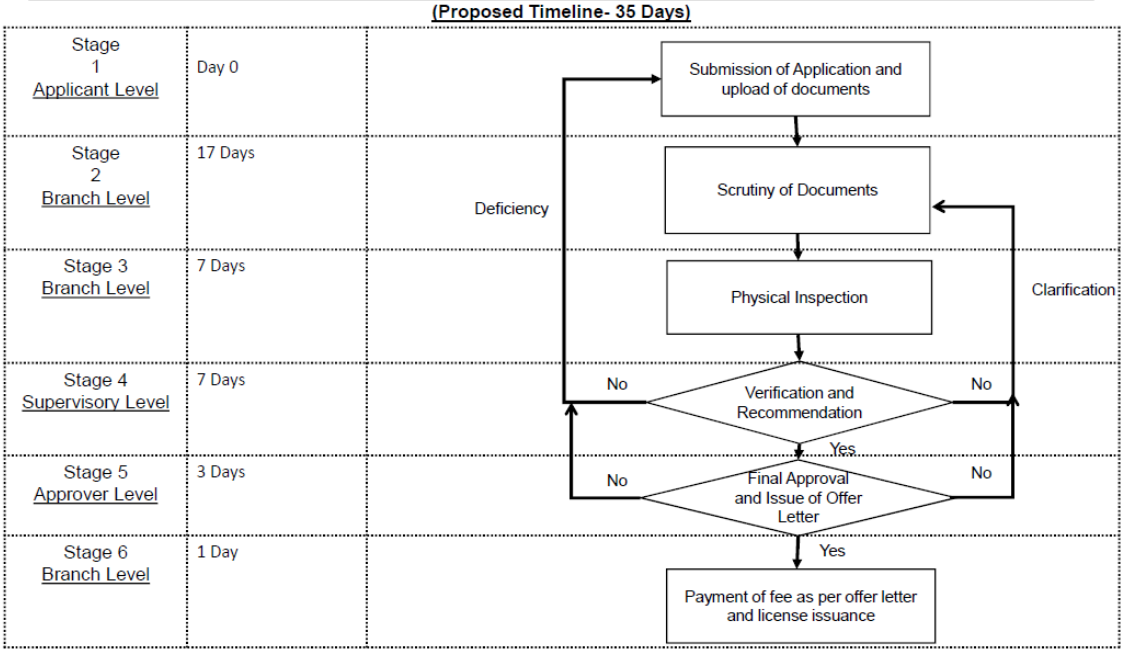
AS-IS Process Flow

L-1/1F Wholesale vend of Indian/ Foreign Liquor and L-31/32 License for Warehouse for storage of Indian/ Foreign Liquor (Existing Timeline- 42 Days)



TO-BE Process Flow

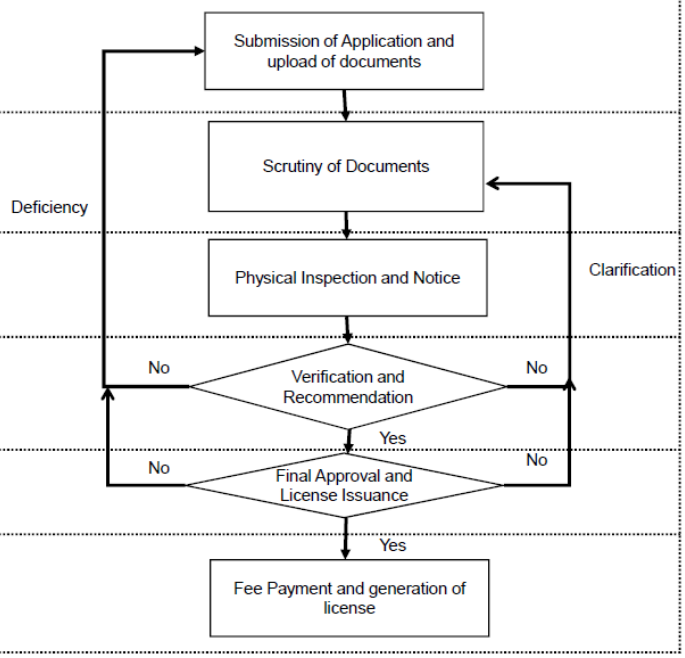
L-1/1F Wholesale vend of Indian/ Foreign Liquor and L-31/32 License for Warehouse for storage of Indian/ Foreign Liquor (Proposed Timeline- 35 Days)



AS-IS Process Flow

L15/15F/16/16F/17/17F/18/18F/19/19F Service of Indian /Foreign Liquor in a hotel room/ hotel bar/hotel restaurant/independent restaurant/restaurant in arrival or departure terminal of International Airport (Existing Timeline-28 Days)

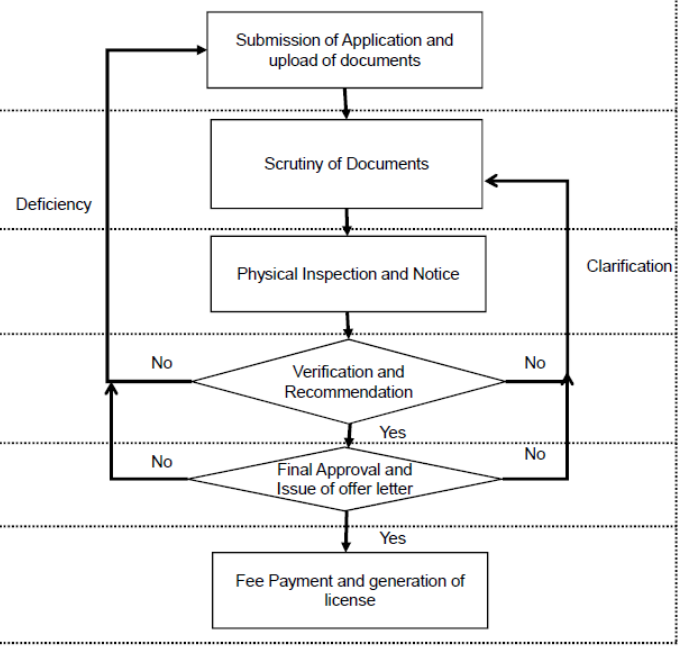
Stage 1 Applicant Level	Day 0	Submission of Application and upload of documents
Stage 2 Branch Level	05 Days	Scrutiny of Documents
Stage 3 Branch Level	16 Days	Physical Inspection and Notice
Stage 4 Supervisory Level	2 Days	Verification and Recommendation
Stage 5 Approver Level	4 Days	Final Approval and License Issuance
Stage 6 Branch Level	1 Day	Fee Payment and generation of license



TO-BE Process Flow

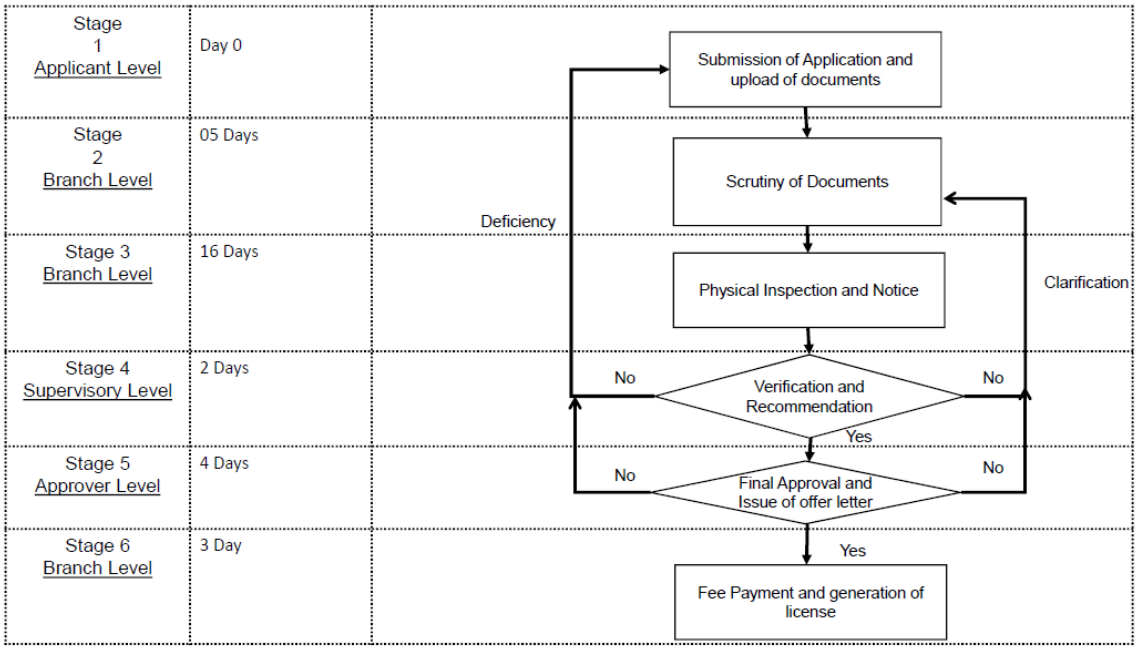
L15/15F/16/16F/17/17F/18/18F/19/19F Service of Indian /Foreign Liquor in a hotel room/ hotel bar/hotel restaurant/independent restaurant/restaurant in arrival or departure terminal of International Airport (Proposed Timeline-20 Days)

Stage 1 Applicant Level	Day 0	Submission of Application and upload of documents
Stage 2 Branch Level	05 Days	Scrutiny of Documents
Stage 3 Branch Level	08 Days	Physical Inspection and Notice
Stage 4 Supervisory Level	2 Days	Verification and Recommendation
Stage 5 Approver Level	4 Days	Final Approval and Issue of offer letter
Stage 6 Branch Level	1 Day	Fee Payment and generation of license



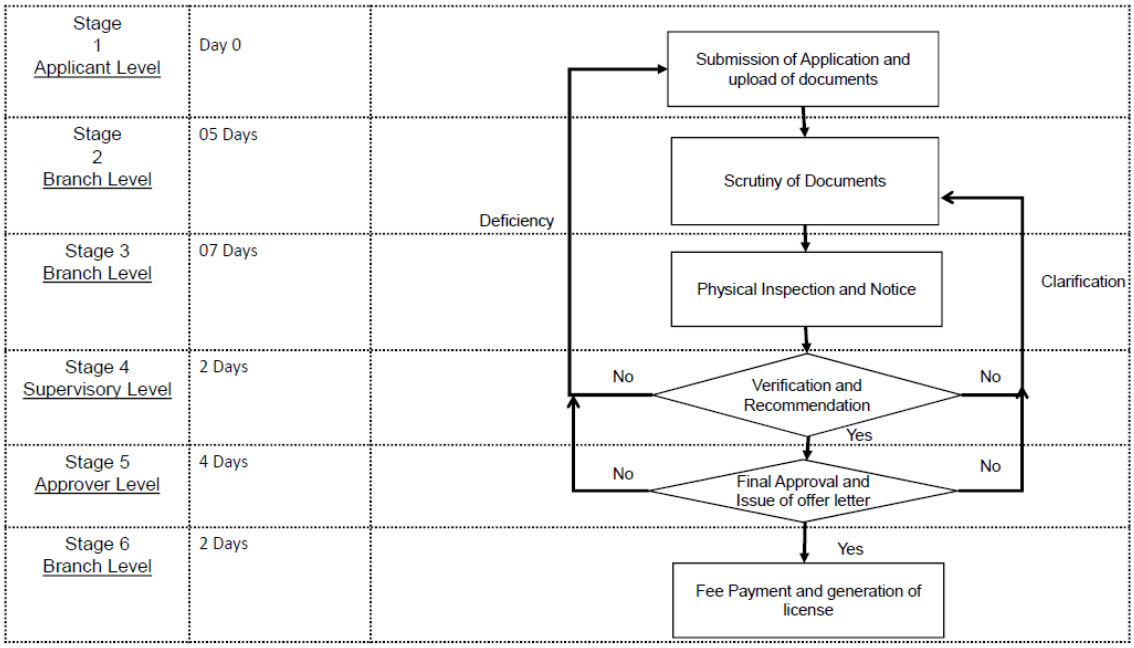
AS-IS Process Flow

L20/ 20F Service of Indian Liquor in a bar/dining car in a luxury train (Existing Timeline: 30 Days)



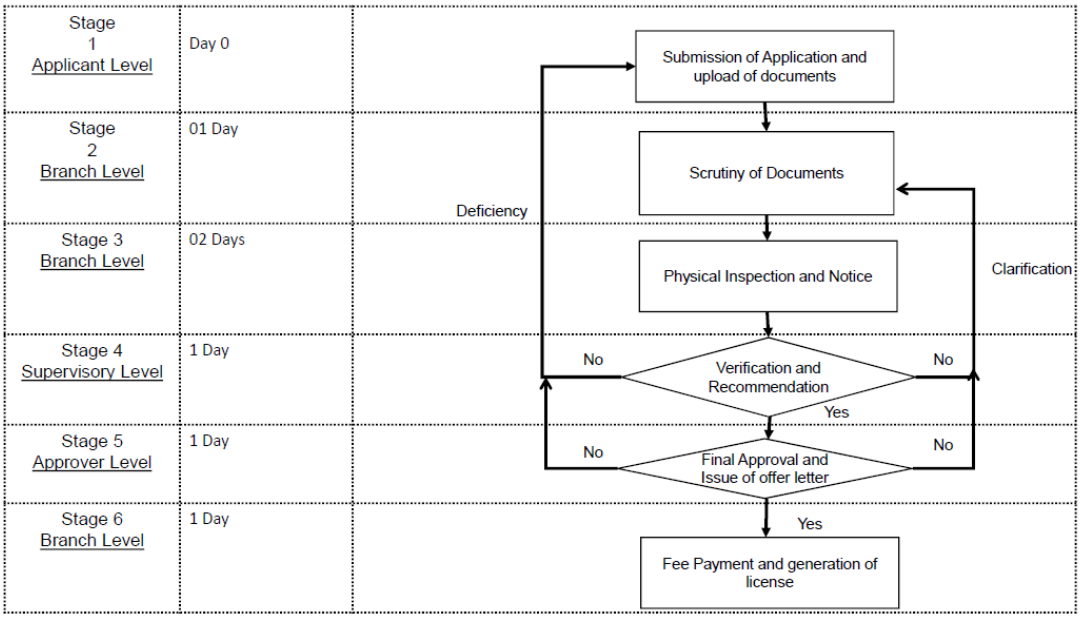
TO-BE Process Flow

L20/ 20F Service of Indian Liquor in a bar/dining car in a luxury train (Proposed Timeline: 20 Days)



AS-IS Process Flow

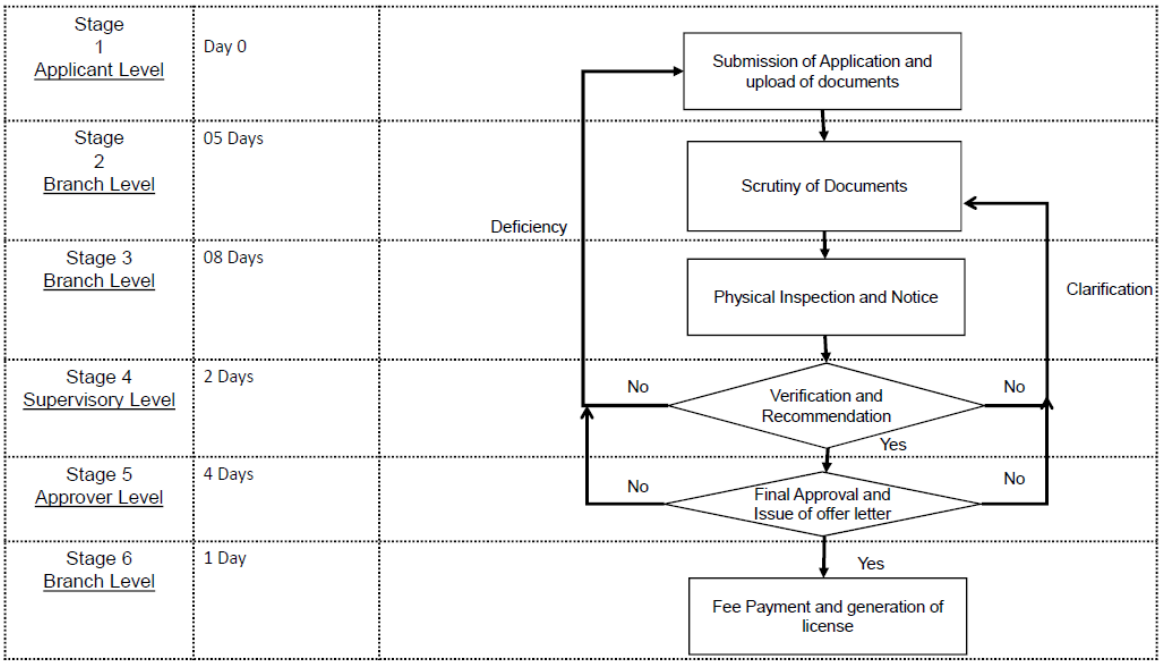
L28/ 28F/ 29/ 29F Service of Indian/ Foreign Liquor in a Club (Current Timeline- 6 Days*)



**The current timeline for these licenses is 6 days but the same is not realistic as the Delhi Excise Act and Rules mandate an inspection and notice period for these licenses.*

TO-BE Process Flow

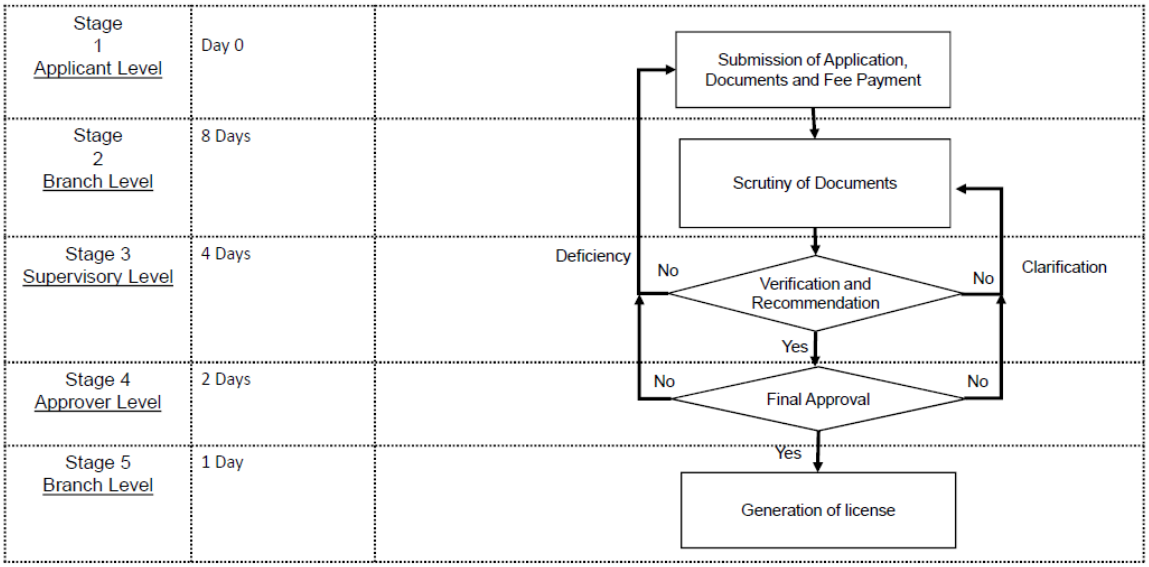
L28/ 28F/ 29/ 29F Service of Indian/ Foreign Liquor in a Club (Proposed Timeline- 20 Days*)



**The procedure for grant of this license is same as L15/15F/16/16F/17/17F/18/18F/19/19F/20/20F licenses. Accordingly, a timeline of 20 days is proposed.*

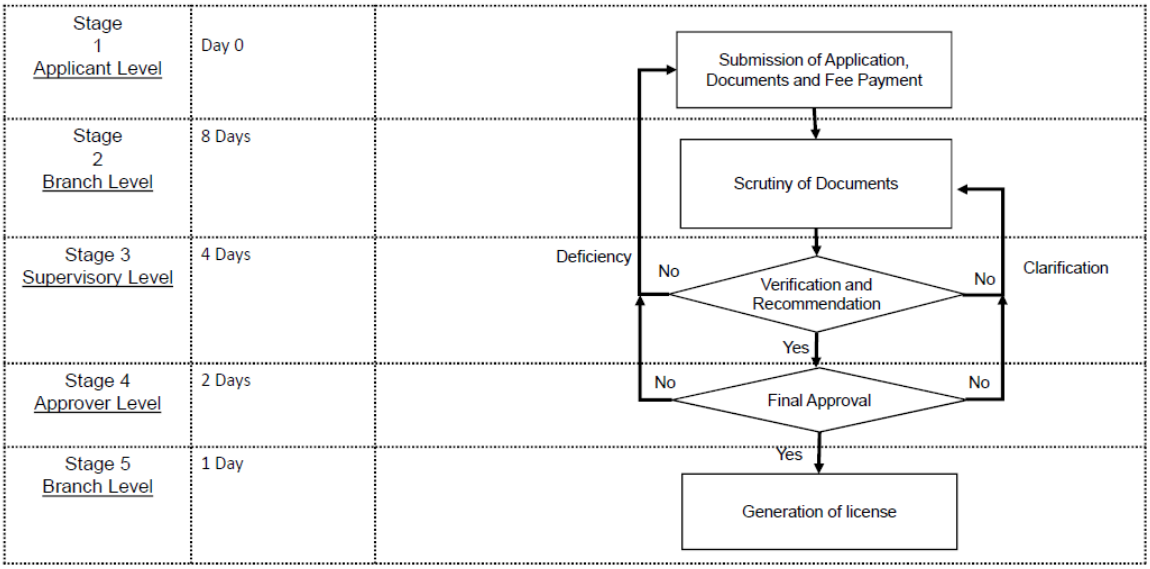
AS-IS Process Flow

L30 License for possession of liquor at home in excess of individual possession limit (Current Timeline-15 Days)



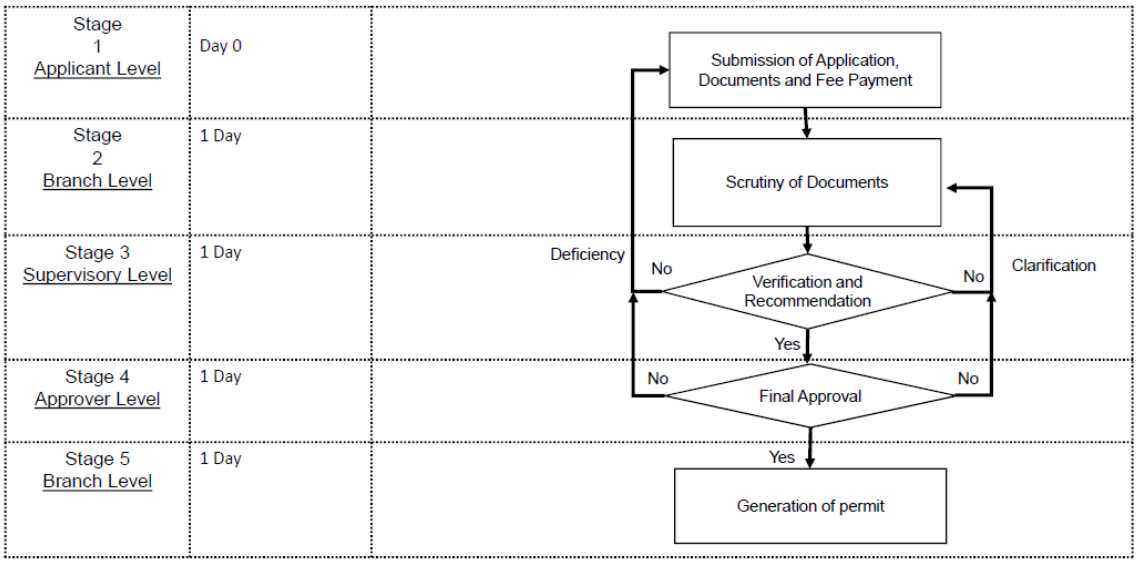
TO-BE Process Flow

L30 License for possession of liquor at home in excess of individual possession limit (Proposed Timeline-15 Days)



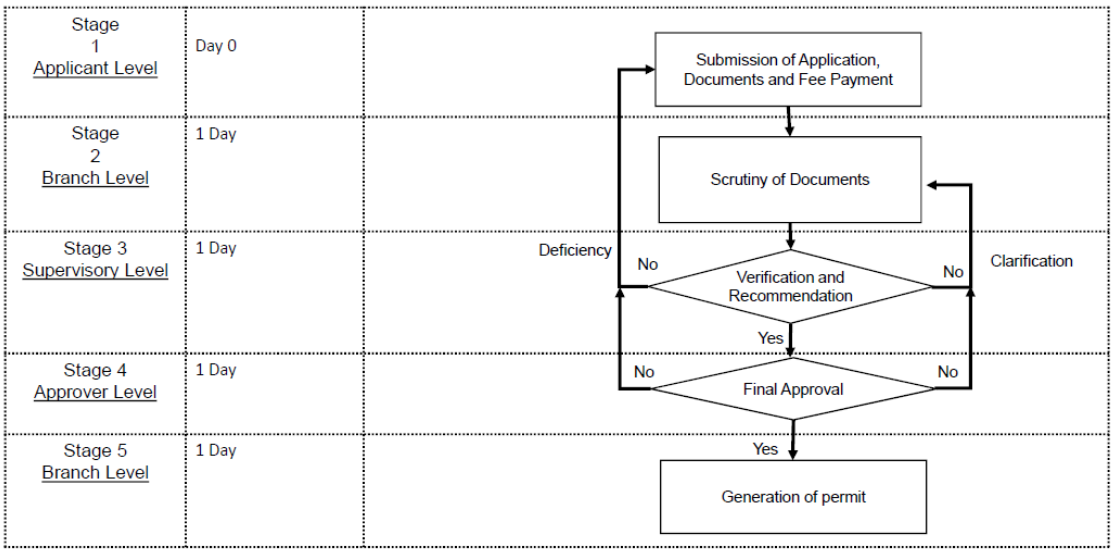
AS-IS Process Flow

P10 Permit for service of Indian Liquor and Foreign Liquor at a place other than the licensed premises (Current Timeline- 4 Days)



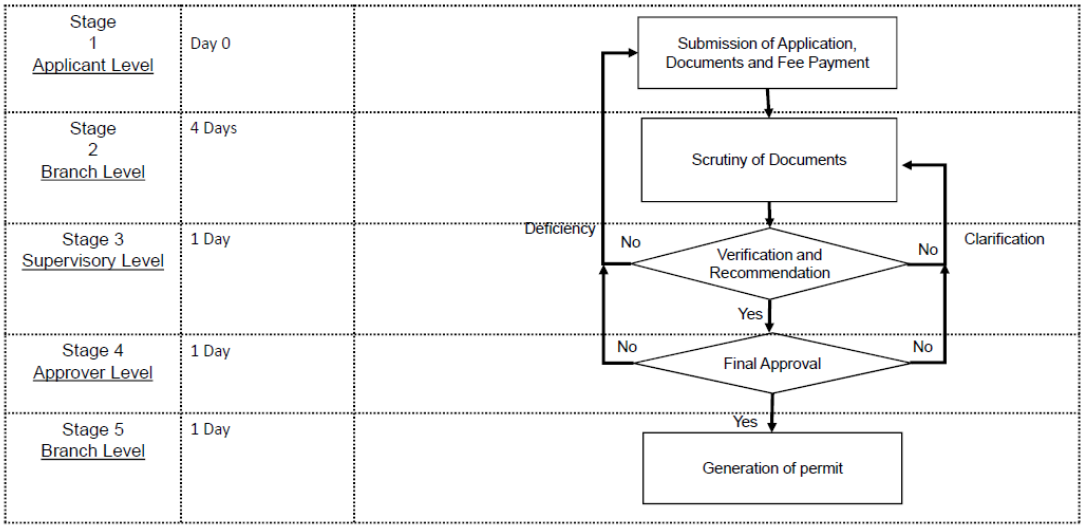
TO-BE Process Flow

P10 Permit for service of Indian Liquor and Foreign Liquor at a place other than the licensed premises (Proposed Timeline- 4 Days)



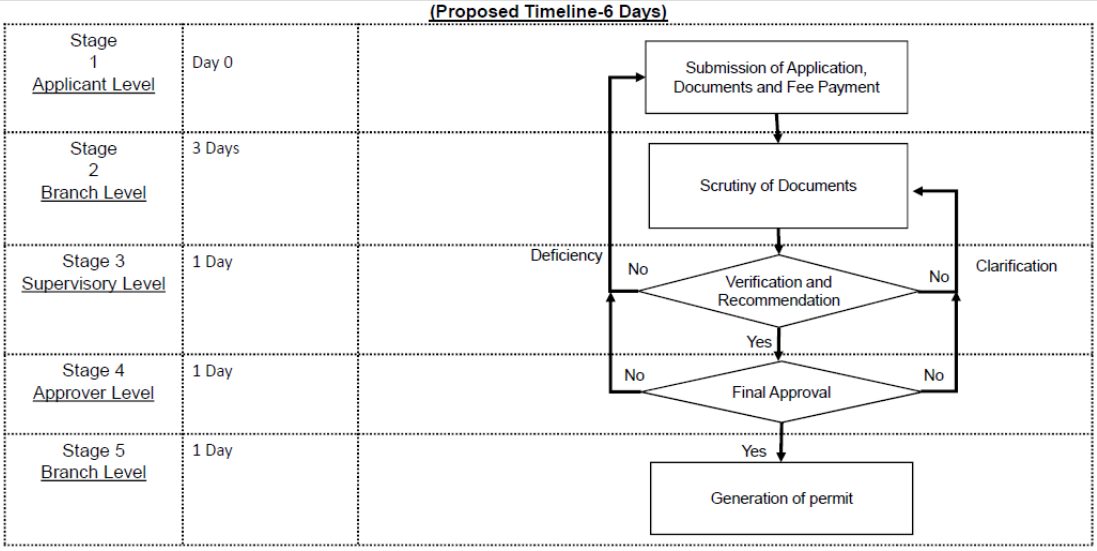
AS-IS Process Flow

P10A Permit for service of Indian Liquor and/or Foreign Liquor at a place other than Licensed Premises in Commercial Ticketed Event- (Current Timeline-7 Days)



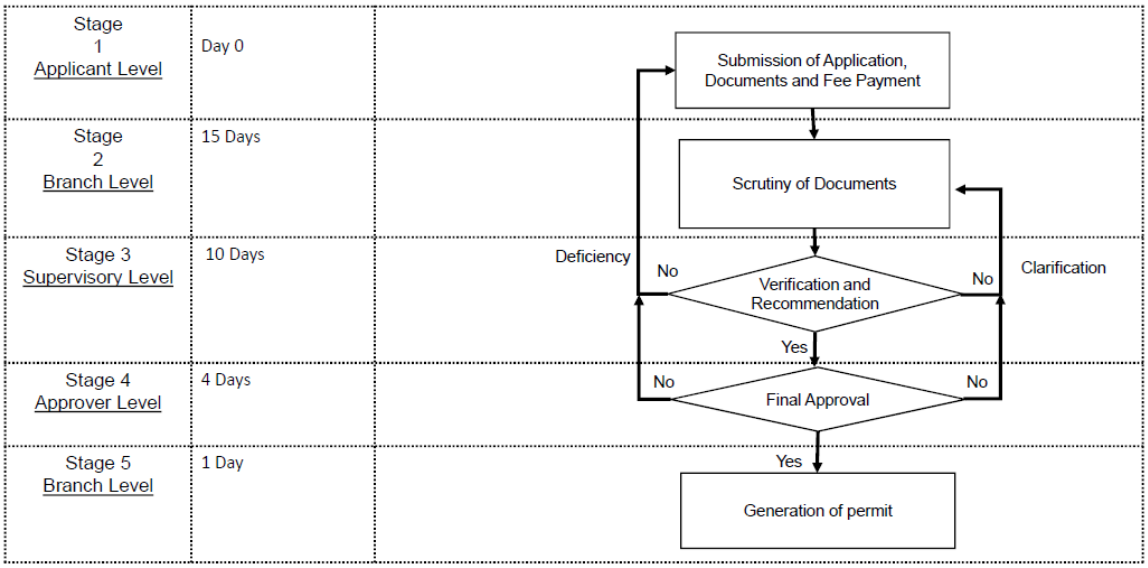
TO-BE Process Flow

P10A Permit for service of Indian Liquor and/or Foreign Liquor at a place other than Licensed Premises in Commercial Ticketed Event- (Proposed Timeline-6 Days)



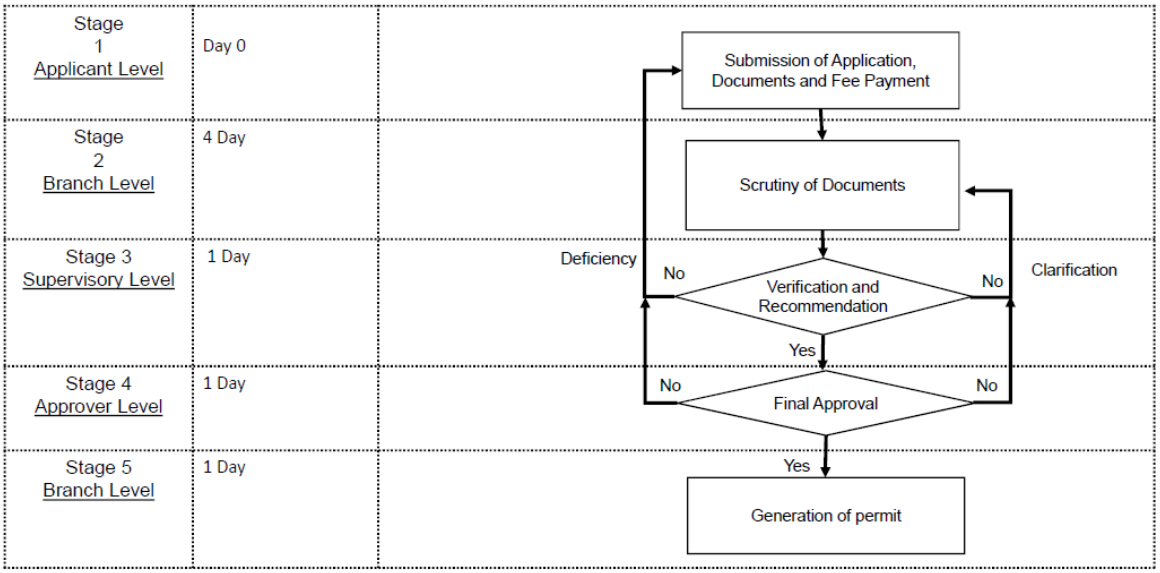
AS-IS Process Flow

P11 Permit for liquor exhibitors (Existing Timeline- 30 Days)



TO-BE Process Flow

P11 Permit for liquor exhibitors (Proposed Timeline-7 days)



(v). Department of Forests and Wildlife

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT
1	Tree Felling and Transplantation under Delhi Preservation of Trees Act (DPTA) - 1994	60	May not be consider under PA21, No Fixed Timeline

(vi). Labour Department

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Amendment in Registration Certificate of Establishment Employing Contract Labour Under CLA Act, 1970	30	21	Stages: 1.Application Submit 2.Application Scrutiny – 4 Day 3.Decision Authority – 12 Day 4.Applicant Submit Reply of Query – 5 Day 5.Registration Amended
2	Approval of Installation of Passenger Lift, Lift Shaft and Machine Room	30	7	Stages: 1. Application Submit 2. Application Scrutiny by Electrical OverSeer – 3 Day 3. Application Checked by Lift Inspector – 3 Day 4. Erection permission of Lift– 1 Day
3	Grant of License for Contractor under Section 12 of Contract Labour (Regulation & Abolition) Act, 1970	30	21	Stages: 1. Application Submit 2. Application Scrutiny – 4 Day 3. Decision Authority – 12 Day 4. Raise Security Fee
4	Grant of License For Working of Passenger Lift	45	15	Stages: 1. Application Submit 2. Application Scrutiny by Electrical

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				OverSeer – 2 Day 3. Application Checked by Lift Inspector – 2 Day 4. Inspection Report Filled Online – 9 Day 5. License Approved – 2 Day
5	Grant of Registration of Establishment employing Building Workers of BOCW (RE&CS) Act, 1996	30	21	Stages: 1. Application Submit 2. Application Scrutiny – 4 Day 3. Decision Authority – 12 Day 4. Applicant Submit Reply of Query – 5 Day 5. License Issued
6	Grant of Registration of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970	30	21	Stages: 1. Application Submit 2. Application Scrutiny – 4 Day 3. Decision Authority – 12 Day 4. Applicant Submit Reply of Query – 5 Day 5. Registration Issued
7	Online amendment of License under the Factories Act,1948	60	30	Stages: 1. Fill Application , Upload Document & Submit – 7 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				2. Document Verification – 7 Day 3. Field Verification & Submit Report – 10 Day 4. Approve – 4 Day
8	Online Issuance of Boiler Erector or Repairer under the Boilers Act,1923	60	30	Stages: 1. Fill Application, Upload Document & Submit – 7 Day 2. Document Verification – 7 Day 3. Field Verification & Submit Report – 13 Day 4. Approve – 10 Day
9	Online Issuance of Certificate of Boiler Manufacturer under the Boiler Act, 1923	60	30	Stages: 1. Fill Application, Upload Document & Submit – 7 Day 2. Document Verification - 7 Day 3. Field Verification & Submit Report – 13 Day 4. Approve – 10 Day
10	Online Renewal of Certificate of Boiler Erector or Repairer under the Boilers Act,1923	60	30	Stages: 1. Fill Application , Upload Document & Submit – 7 Day 2. Document Verification – 7 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				3. Field Verification & Submit Report – 13 Day 4. Approve – 10 Day
11	Periodical Inspection of Lifts	30	30	Stages: 1. Application Submit 2. Application Scrutiny by Electrical OverSeer – 4 Day 3. Application Checked by Lift Inspector – 4 Day 4. Inspection Report Filled Online – 18 Day 5. NOC is Approved – 4 Day
12	Registration and Grant of Factory License Under the Factories Act, 1948	30	21	Stages: 1. Fill Application, Upload Document & Submit – 7 Day 2. Document Verification – 7 Day 3. Field Verification & Submit Report – 13 Day 4. Approve – 10 Day
13	Registration of Employer's Establishment Under Delhi Labour Welfare Board	Instant	Instant	
14	Registration of Establishment under	30	21	Stages:

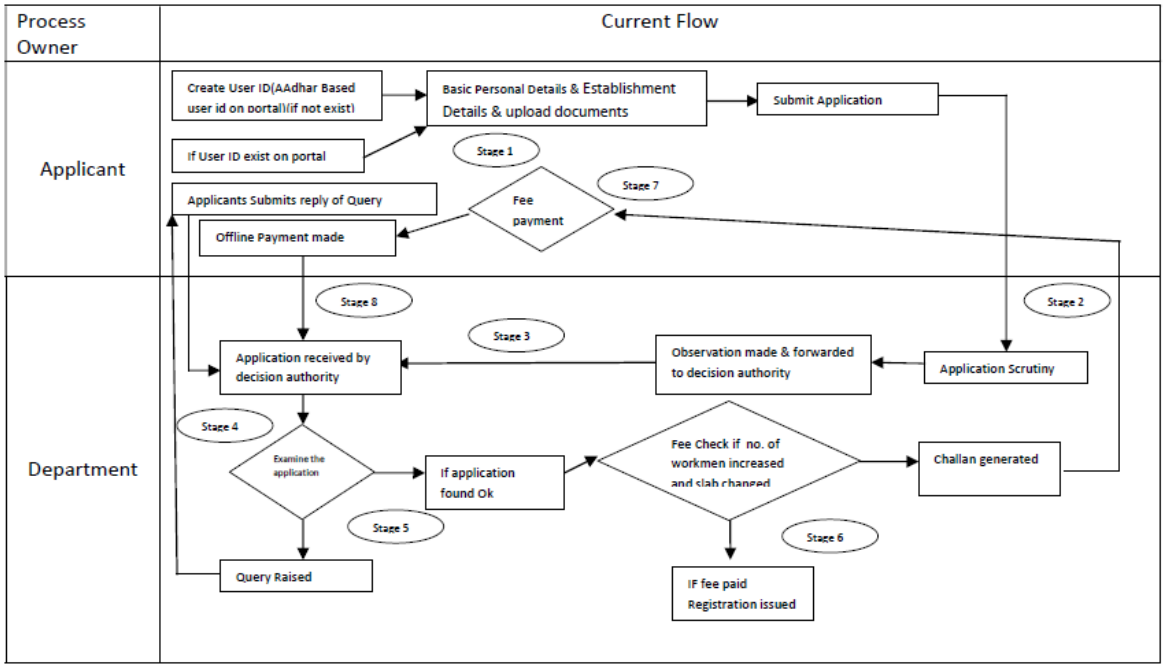
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
	Inter State Migrant Workmen (RE&CS) Act, 1979			1. Application Submit 2. Application Scrutiny – 4 Day 3. Decision Authority – 12 Day 4. Applicant Submit Reply of Query – 5 Day 5. License Issued
15	Renewal of certificate of boilers manufacturer	60	30	Stages: 1. Fill Application, Upload Document & Submit – 7 Day 2. Document Verification – 23 Day 3. Approve – 7 Day
16	Renewal of License under the Factories Act, 1948	30	21	Stages: 1. Fill Application , Upload Document & Submit – 7 Day 2. Document Verification – 14 Day 3. Approve – 7 Day
17	Renewal/Amendment of Licence for Contractor under Contract Labour (R&A) Act, 1970	30	21	Stages: 1. Application Submit 2. Application Scrutiny – 4 Day 3. Decision Authority – 12 Day 4. Applicant Submit Reply of Query – 5 Day 5. License Issued

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
18	Shops and Establishment Registration	Instant	Instant	

AS-IS Process Flow

Amendment in Registration Certificate of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970

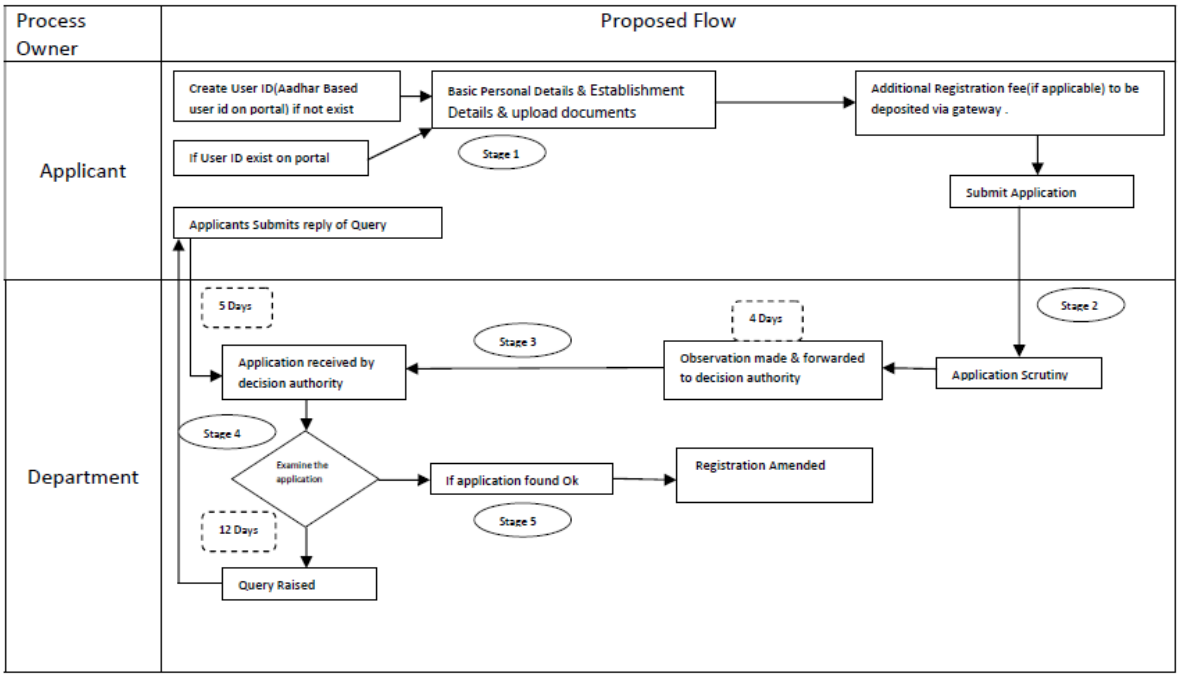
(AS-IS eSLA : 30 days)



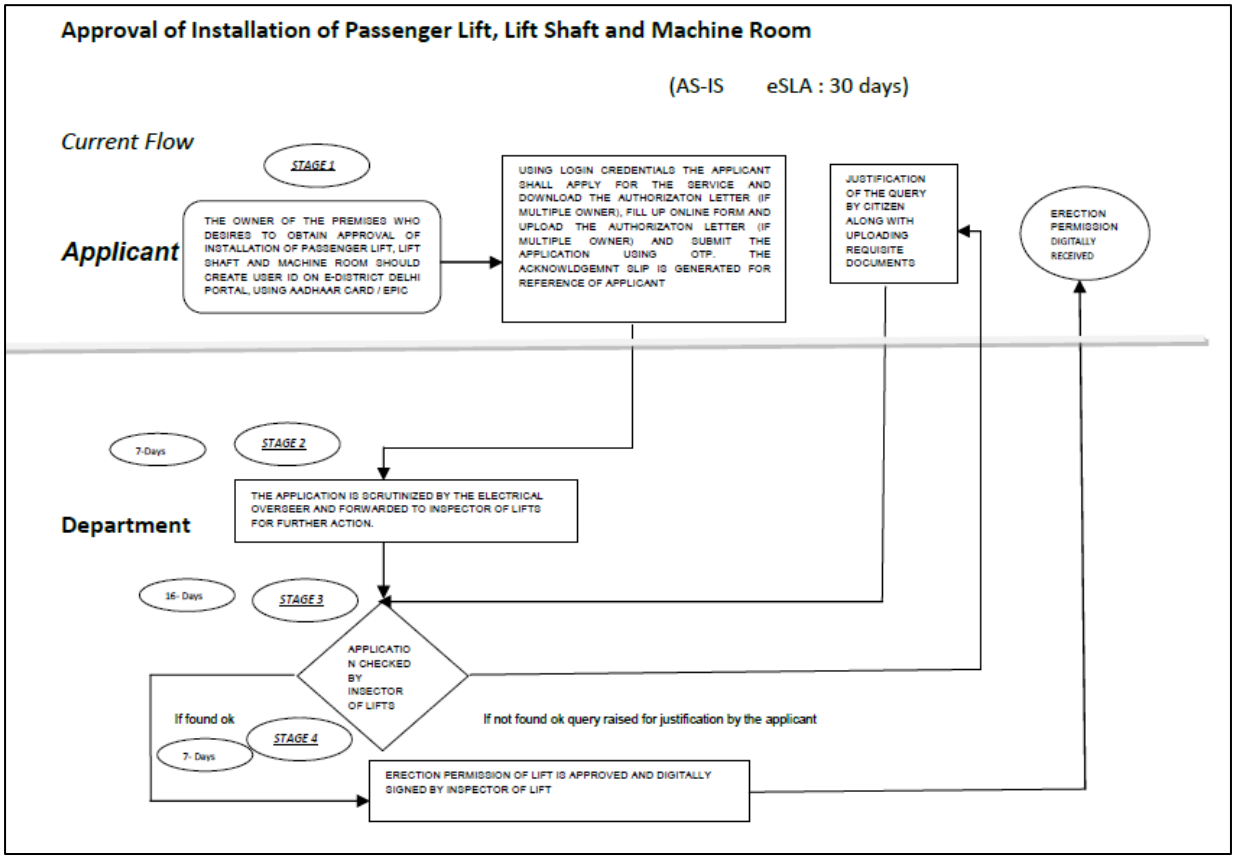
TO-BE Process Flow

Amendment in Registration Certificate of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970

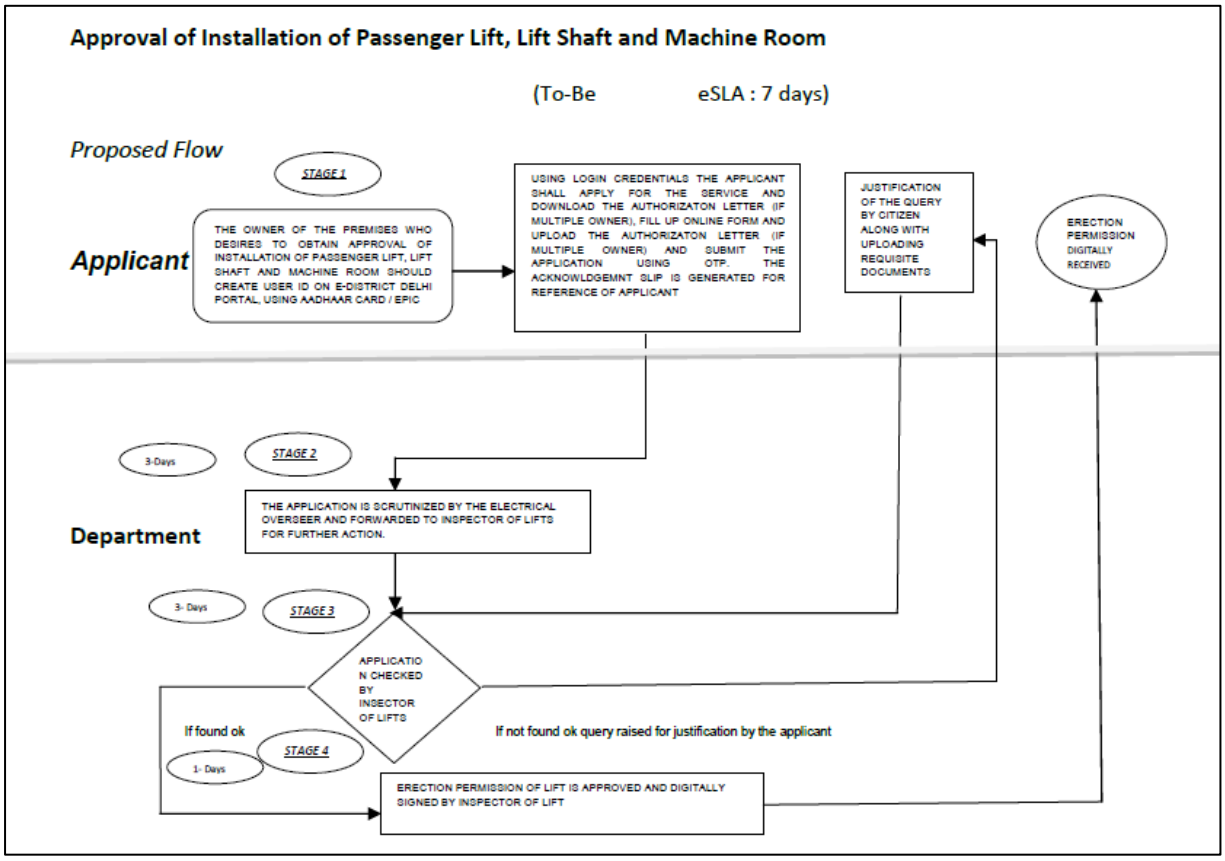
(To-Be eSLA : 21 days)



AS-IS Process Flow



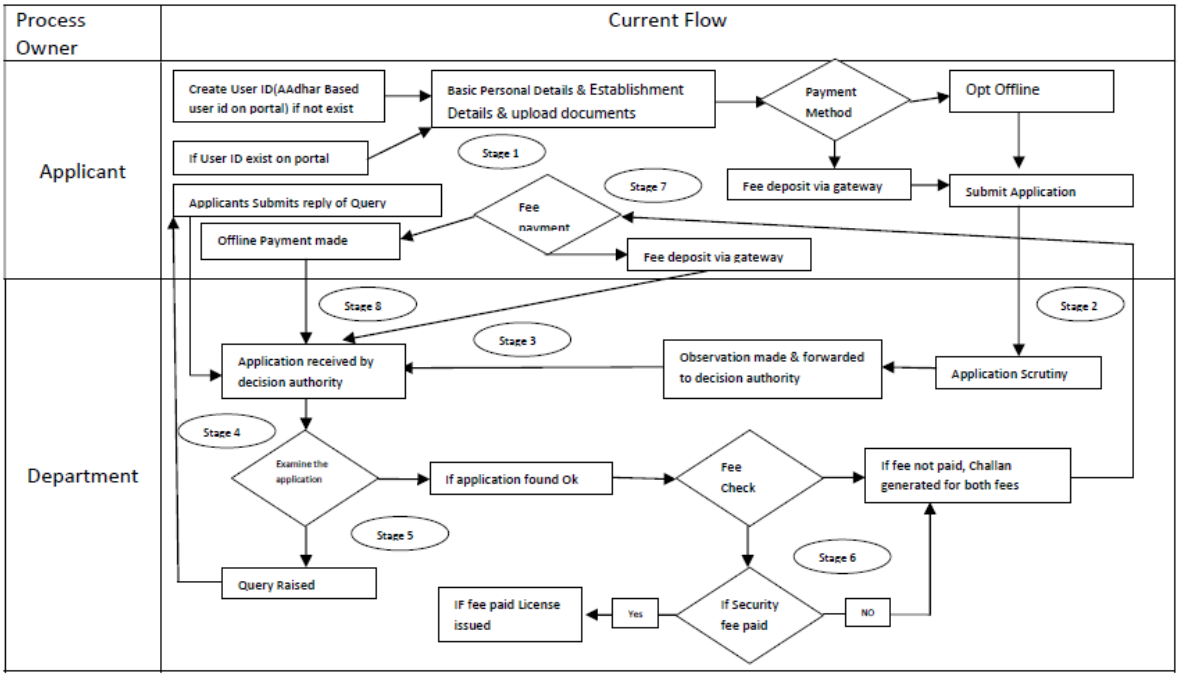
TO-BE Process Flow



AS-IS Process Flow

Grant of License under Section 12 of Contract Labour (Regulation & Abolition) Act, 1970

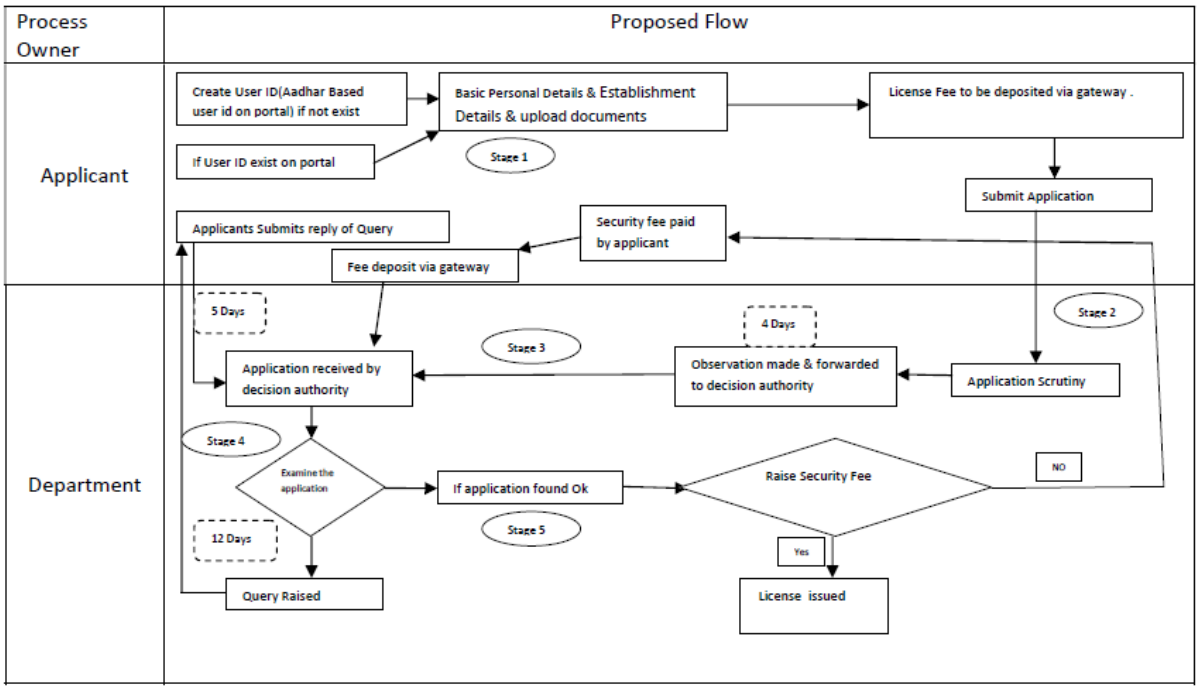
(AS-IS eSLA : 30 days)



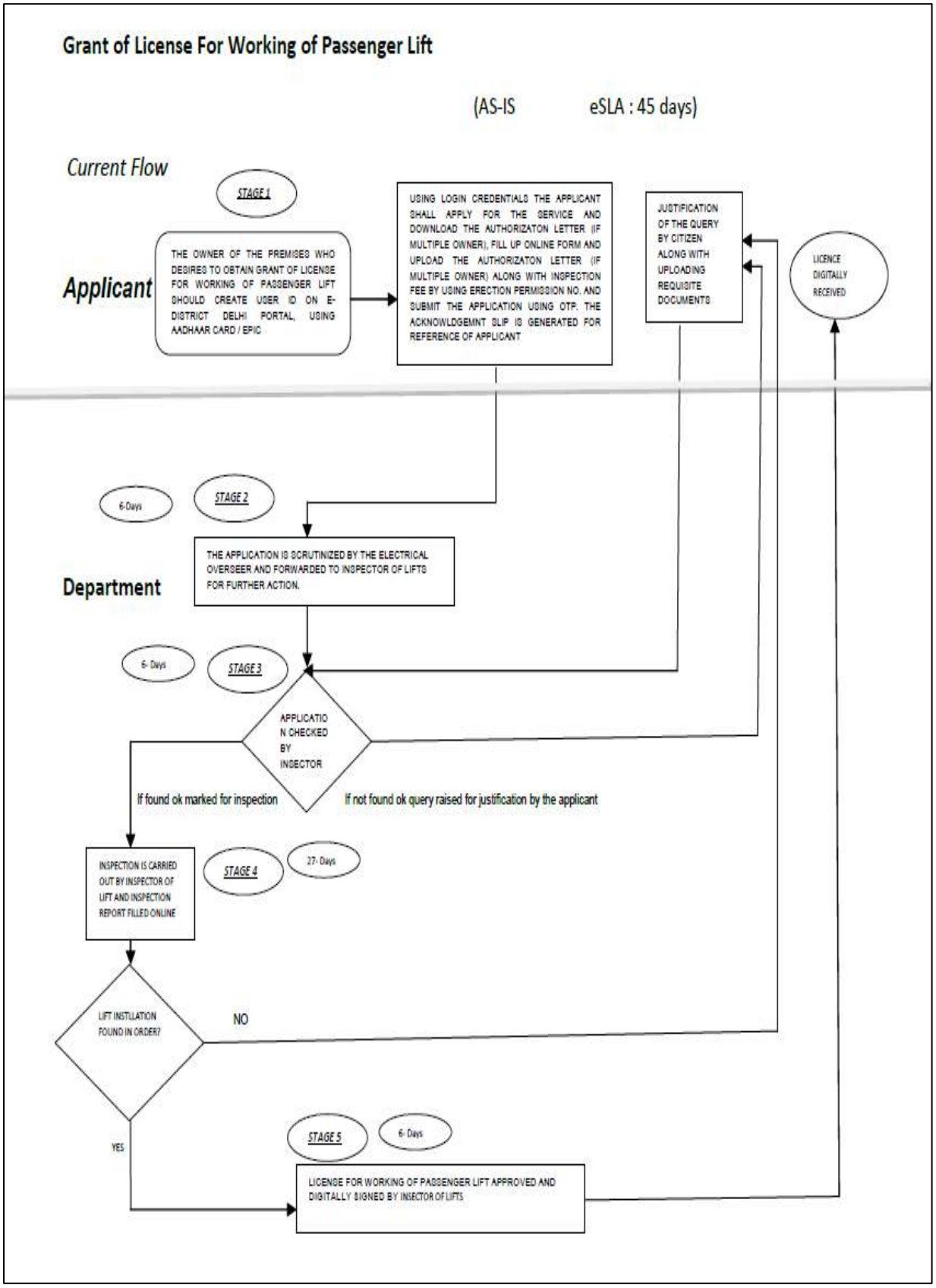
TO-BE Process Flow

Grant of License under Section 12 of Contract Labour (Regulation & Abolition) Act, 1970

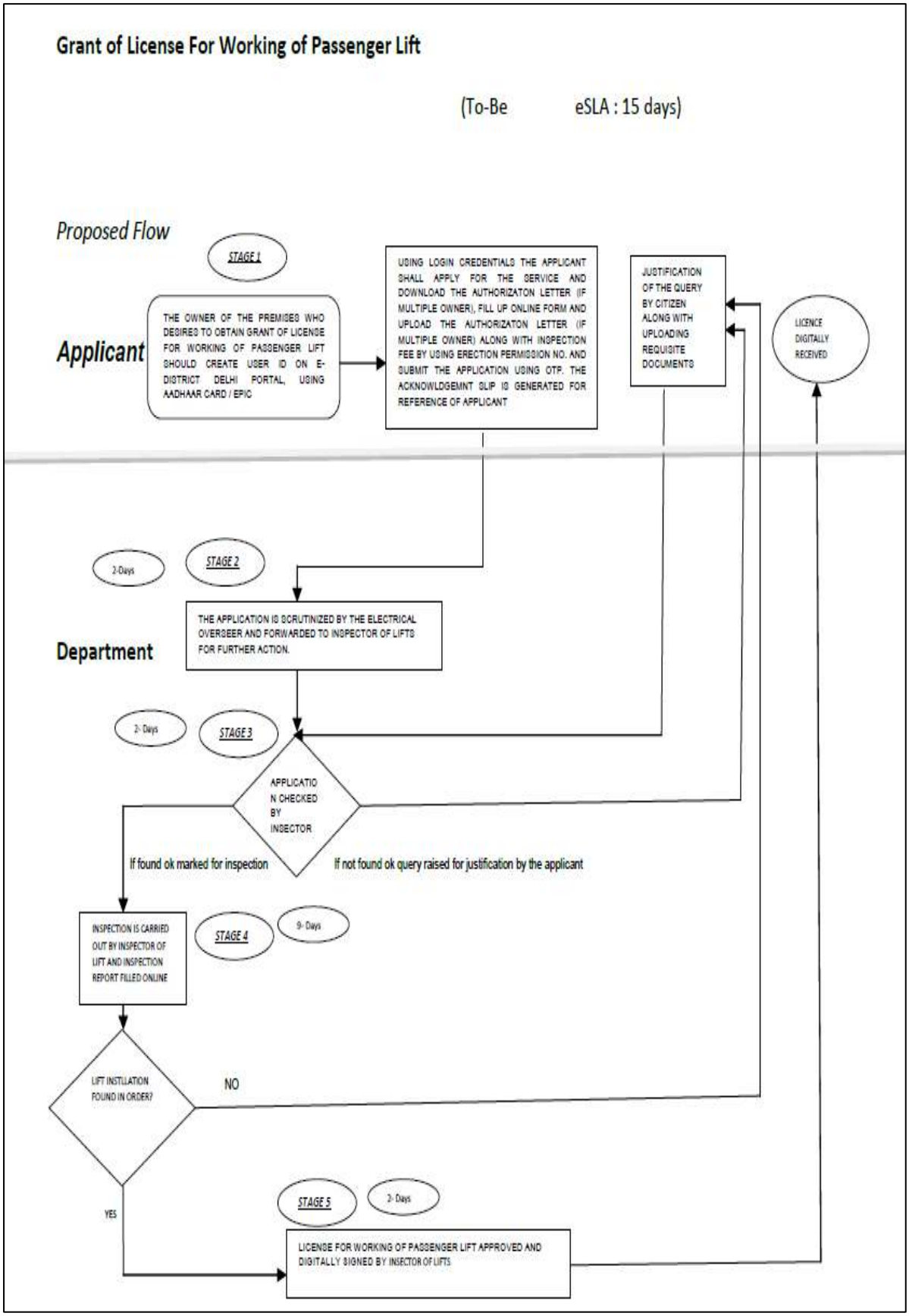
(To-Be eSLA : 21 days)



AS-IS Process Flow



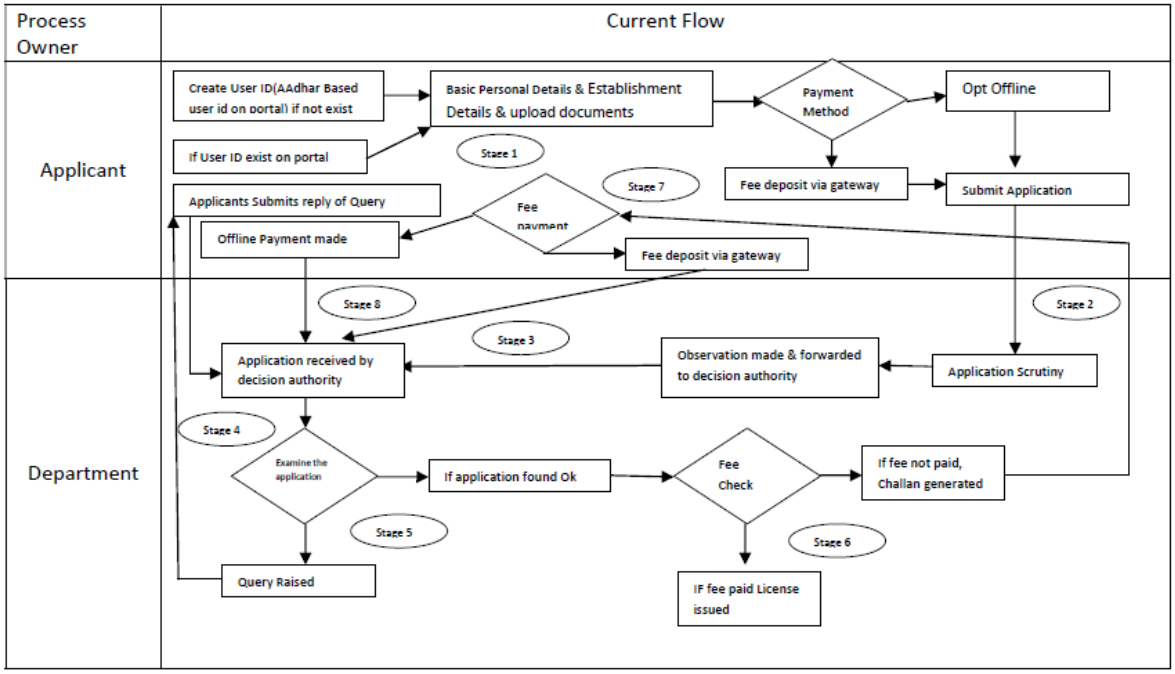
TO-BE Process Flow



AS-IS Process Flow

Grant of Registration of Establishment employing Building Workers of BOCW (RE&CS) Act, 1996

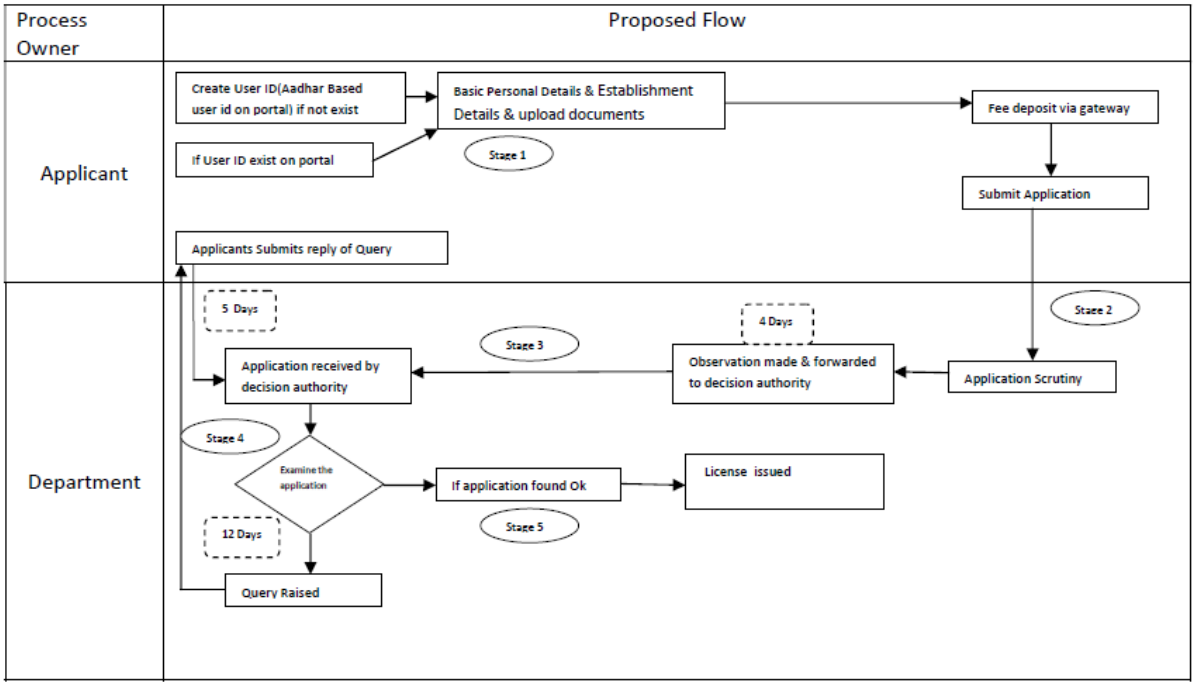
(AS-IS eSLA : 30 days)



TO-BE Process Flow

Grant of Registration of Establishment employing Building Workers of BOCW (RE&CS) Act, 1996

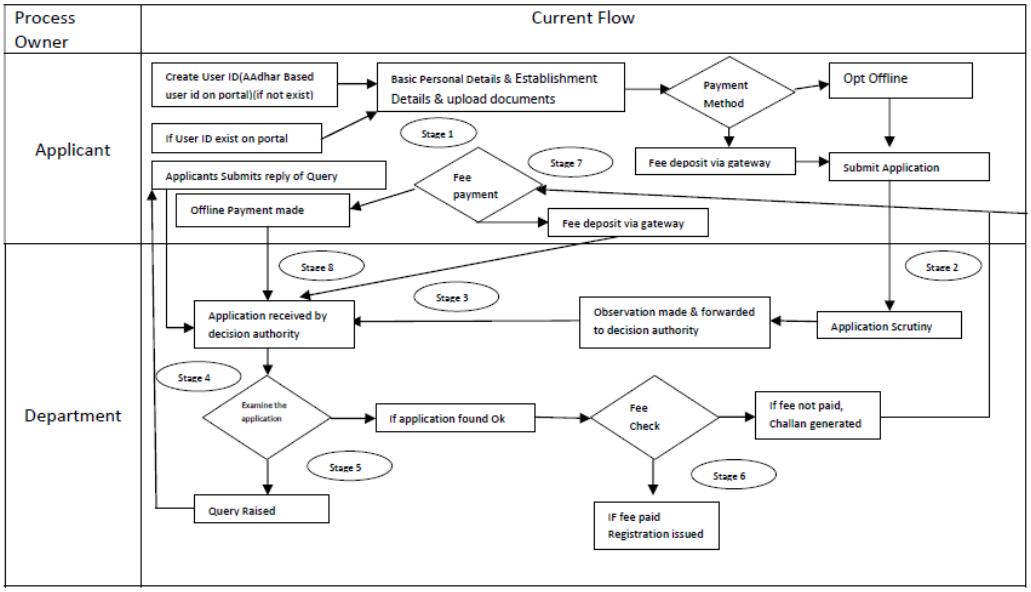
(To-Be eSLA : 21 days)



AS-IS Process Flow

Grant of Registration of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970

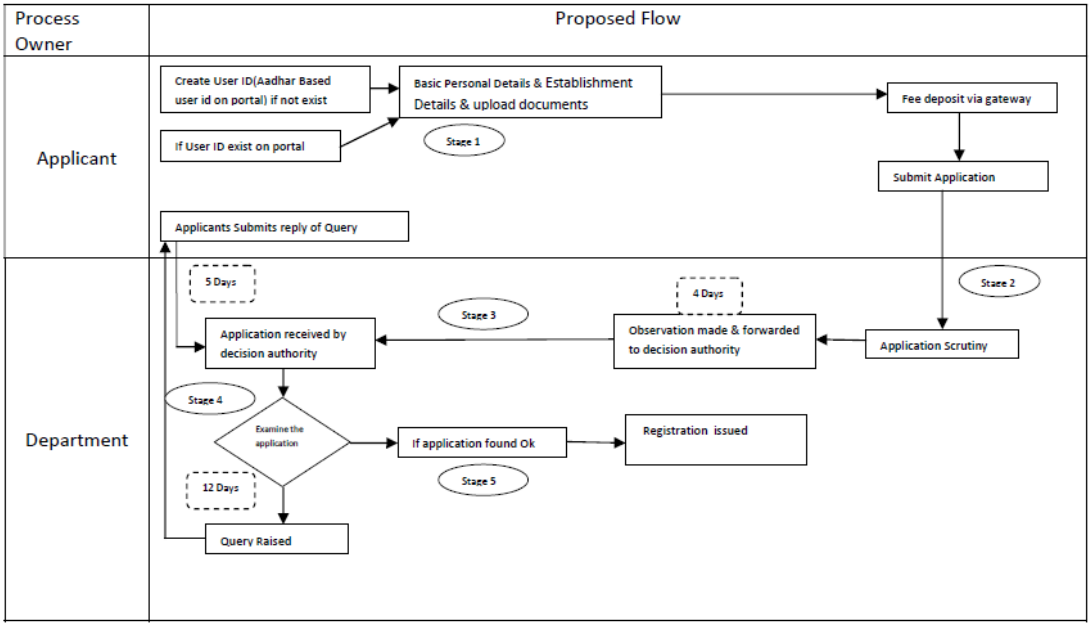
(AS-IS eSLA : 30 days)



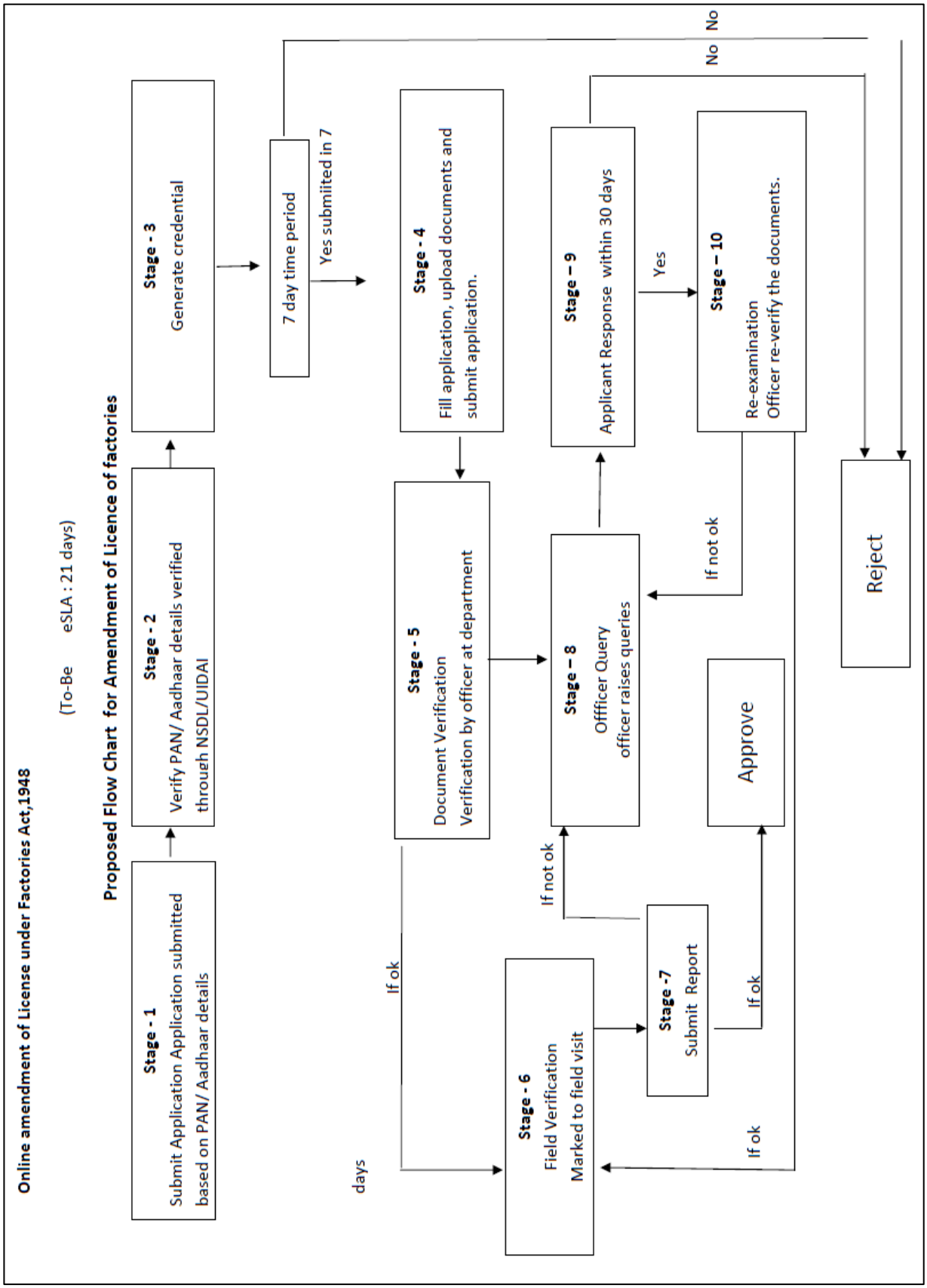
TO-BE Process Flow

Grant of Registration of Establishment Employing Contract Labour under Section 7 of Contract Labour (Regulation & Abolition) Act, 1970

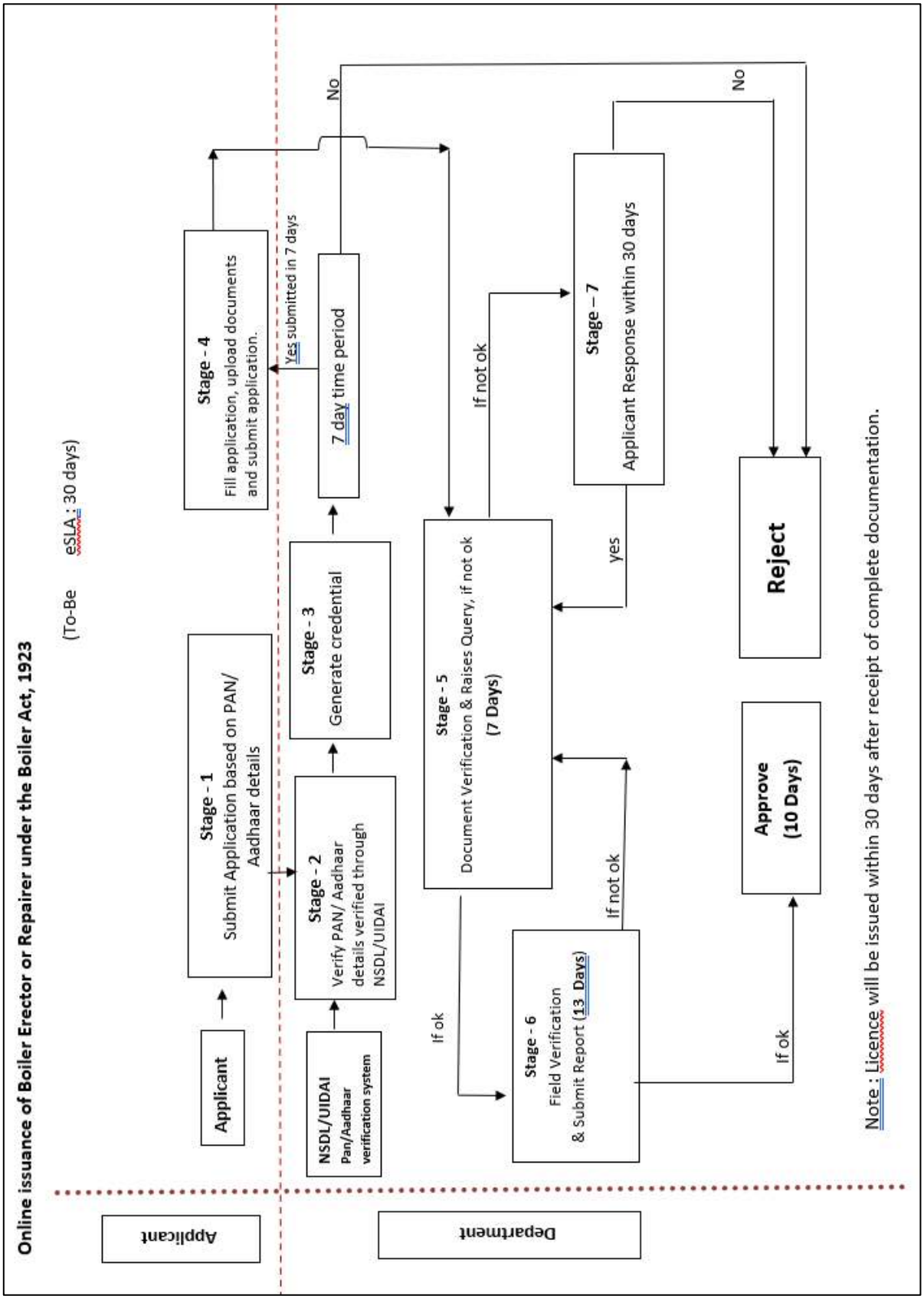
(To-Be eSLA : 21 days)



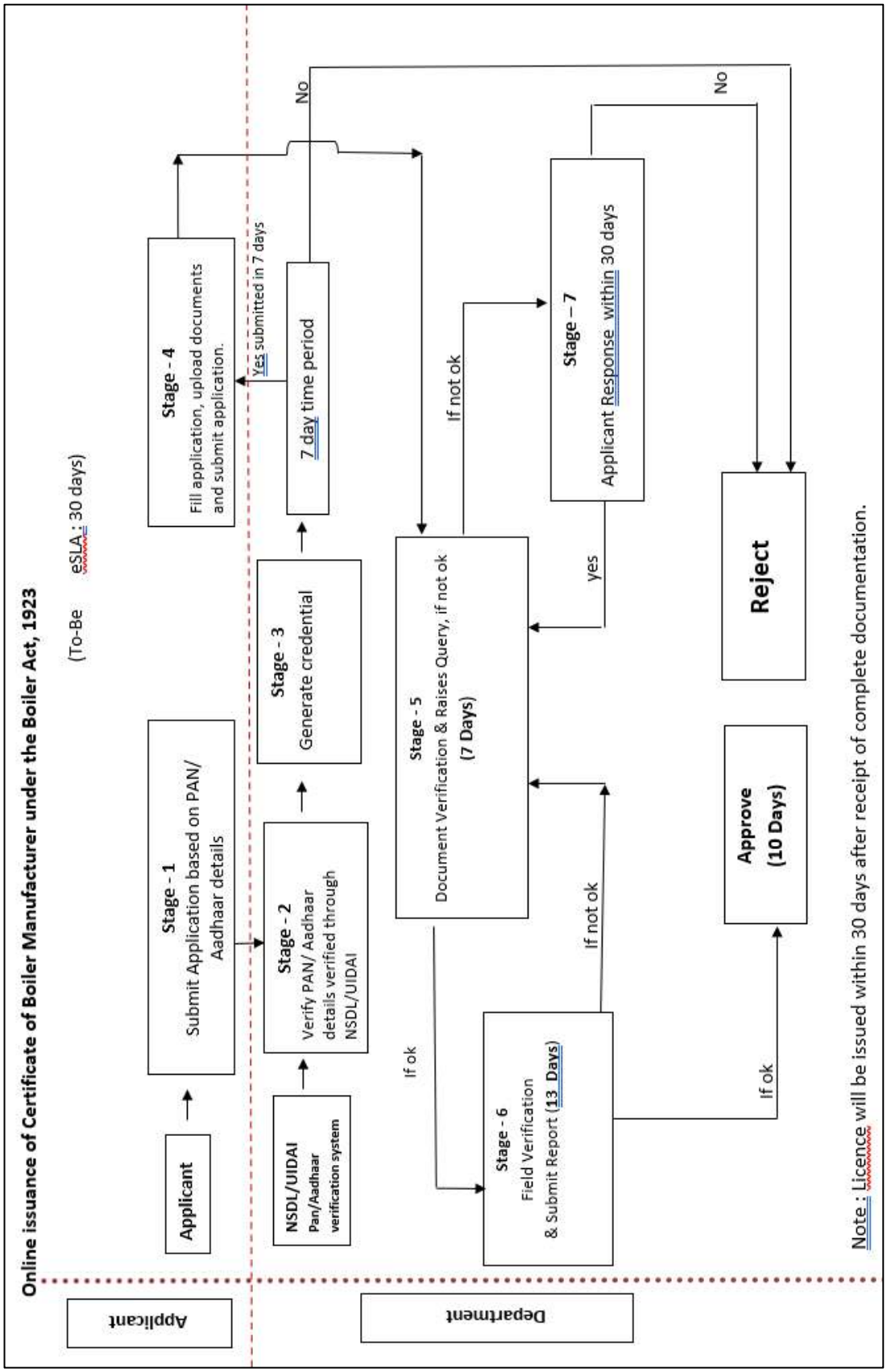
TO-BE Process Flow



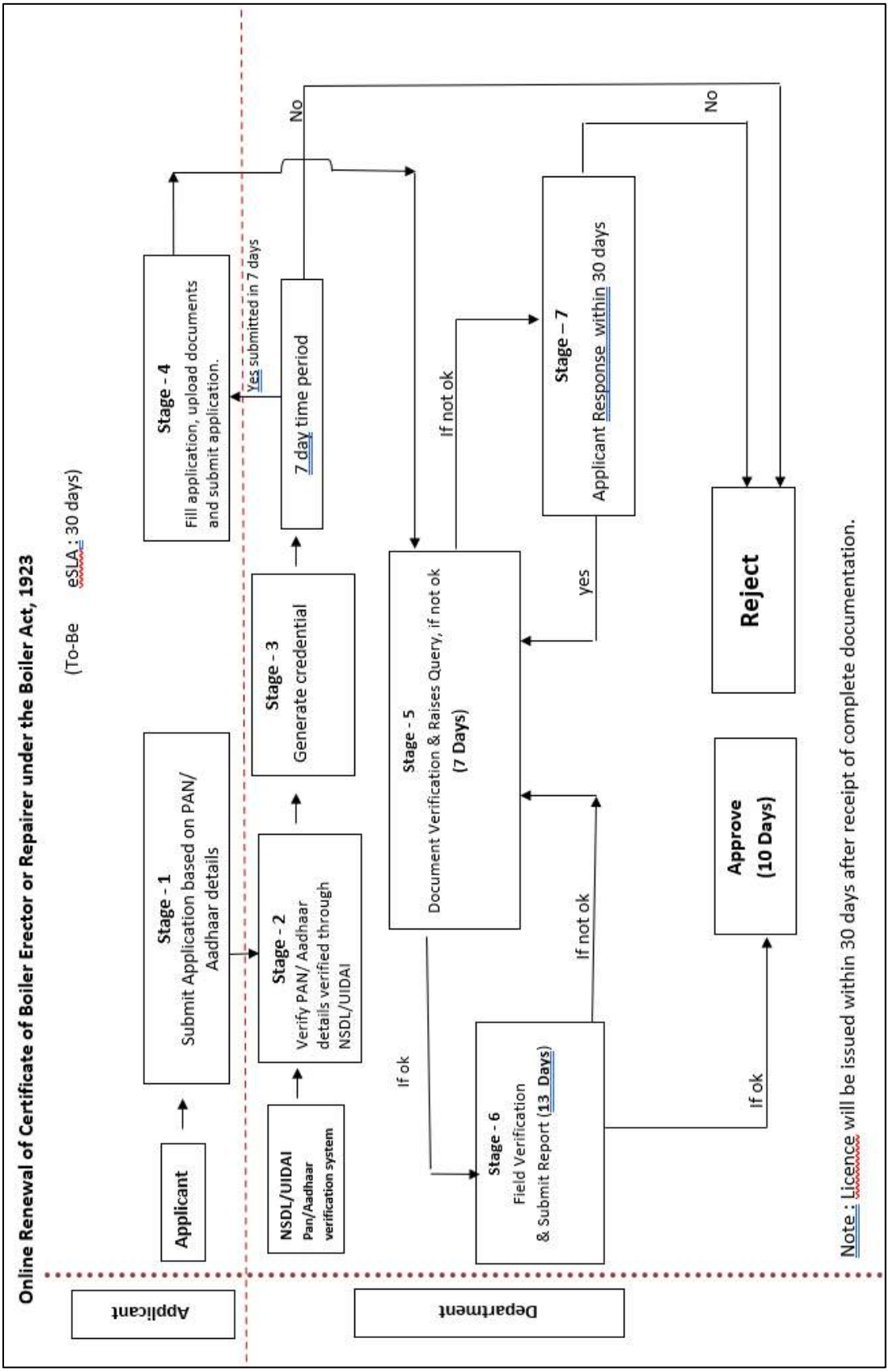
TO-BE Process Flow



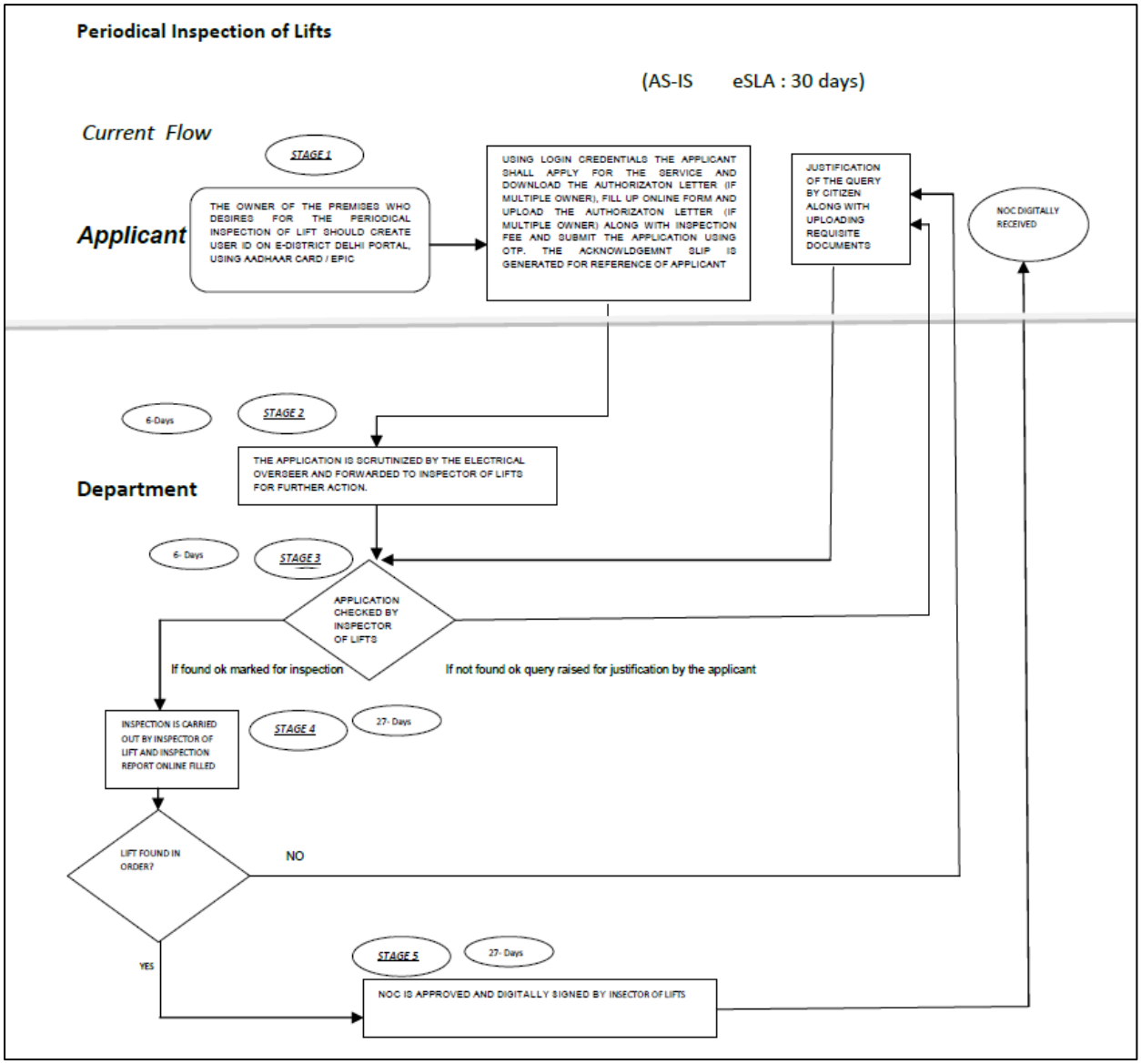
TO-BE Process Flow



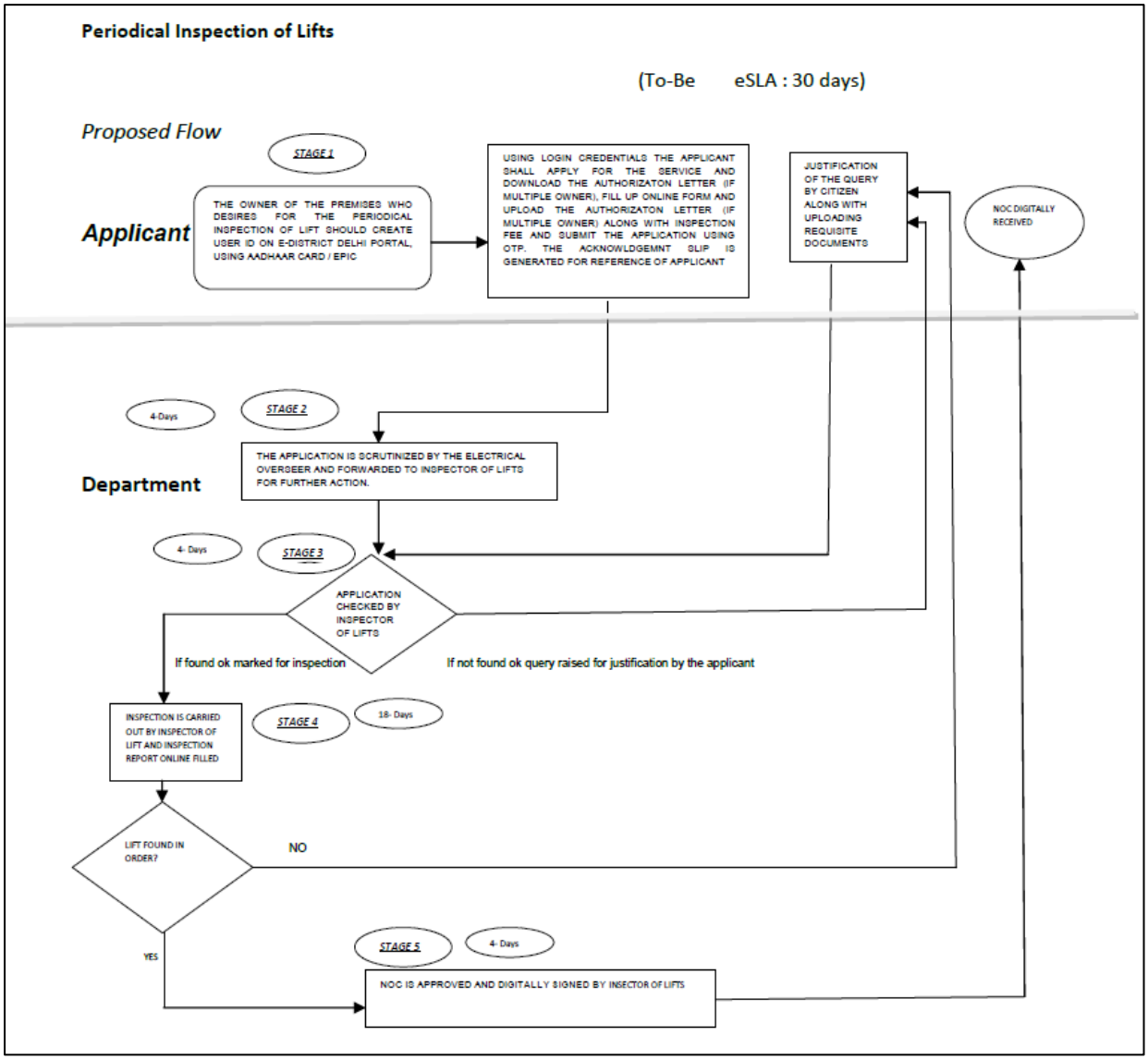
TO-BE Process Flow



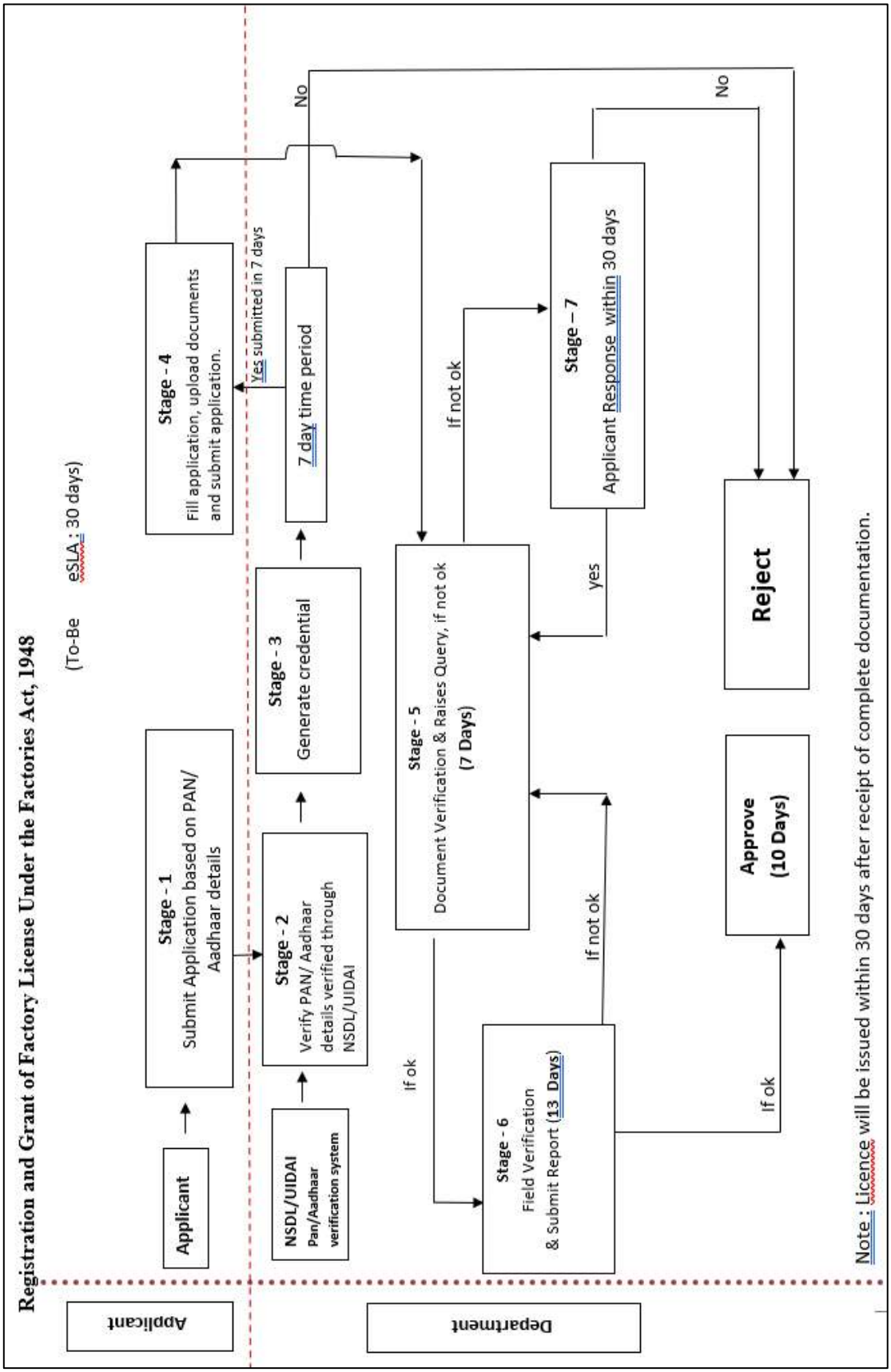
AS-IS Process Flow



TO-BE Process Flow



TO-BE Process Flow



AS-IS Process Flow

Registration of Employer's Establishment Under Delhi Labour Welfare Board

(AS-IS eSLA : NA)

The registration and contribution process under the Delhi Labour Welfare Board is conducted entirely online through the portal:

https://dlabourwelfareboard.delhi.gov.in/index.php

Registration Process:

1. Visit the portal and select Login → New User for new registration.

2. Enter your email ID and verify it through the OTP sent to your registered email address.

3. Complete the following three registration steps:

   * Step 1: Employer Registration Form

   * Step 2: Establishment Registration Details

   * Step 3: Employee Details of the Establishment

4. Upon successful submission of all required information, a Registration Number is generated instantly by the system.

Contribution Process:

1. Log in to the portal using the registered credentials.

2. Navigate to the Contribution Section.

3. Select the relevant Contribution Year and Contribution Period.

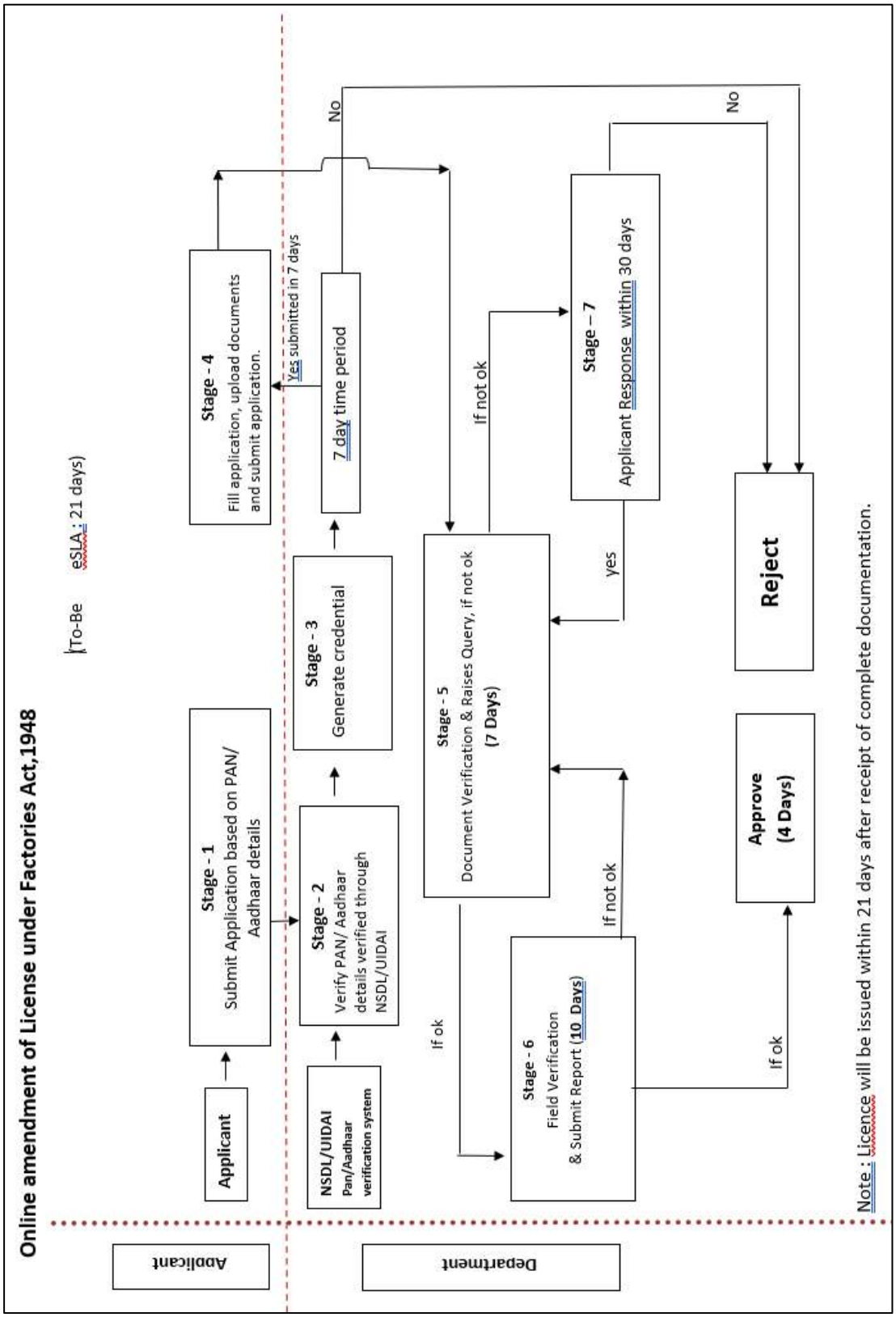
4. Make the contribution payment online through the available payment modes.

5. After successful payment, download and save the payment receipt for future reference and compliance purposes.

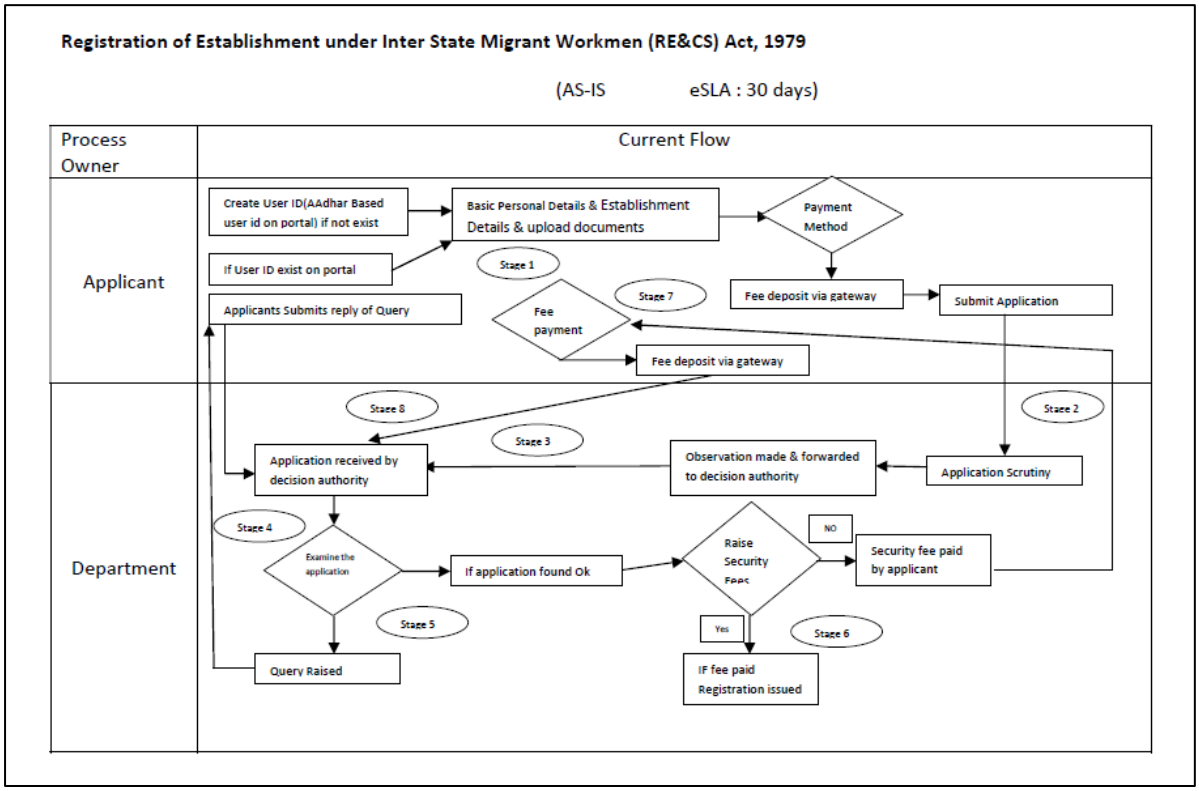
Key Feature:

The entire registration and contribution process is real-time and system-driven. Registration numbers are generated instantly upon completion of the required forms, and contribution payments are reflected online without requiring any approval, verification, or intervention from any authority. This enables employers to complete compliance requirements quickly, efficiently, and transparently through a single online platform.

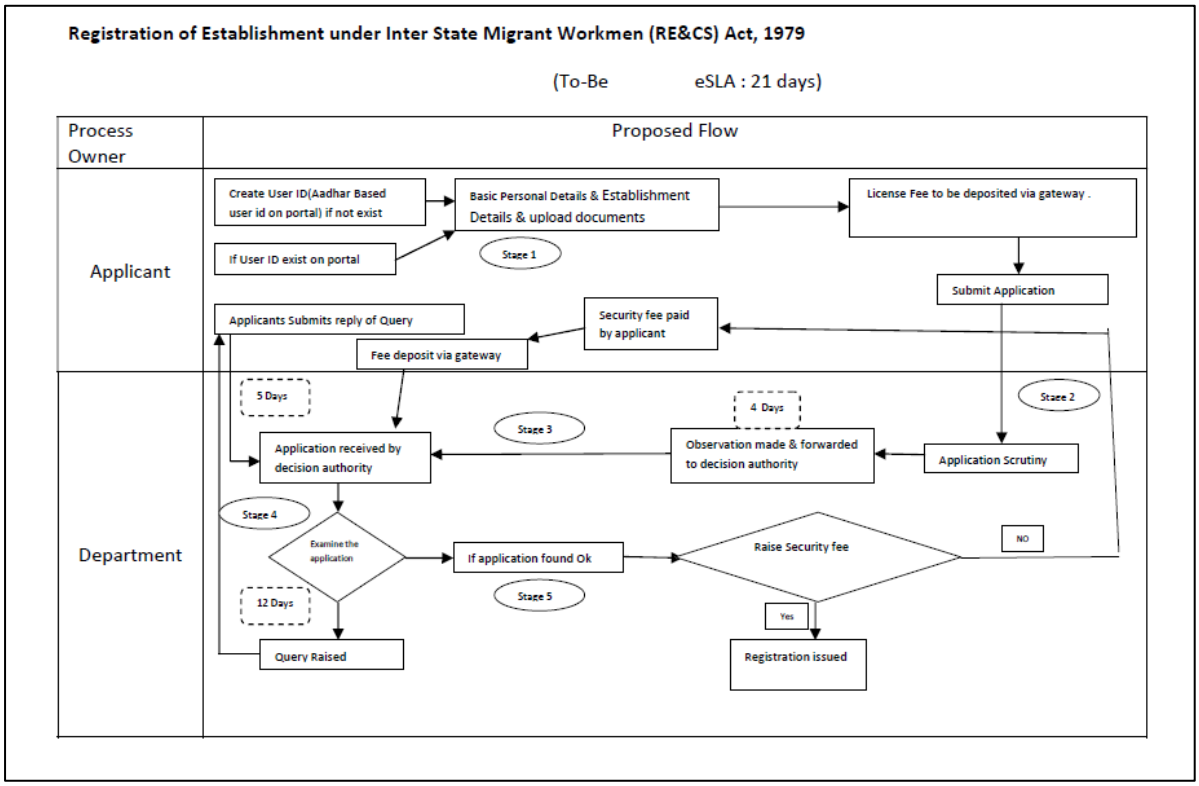
TO-BE Process Flow



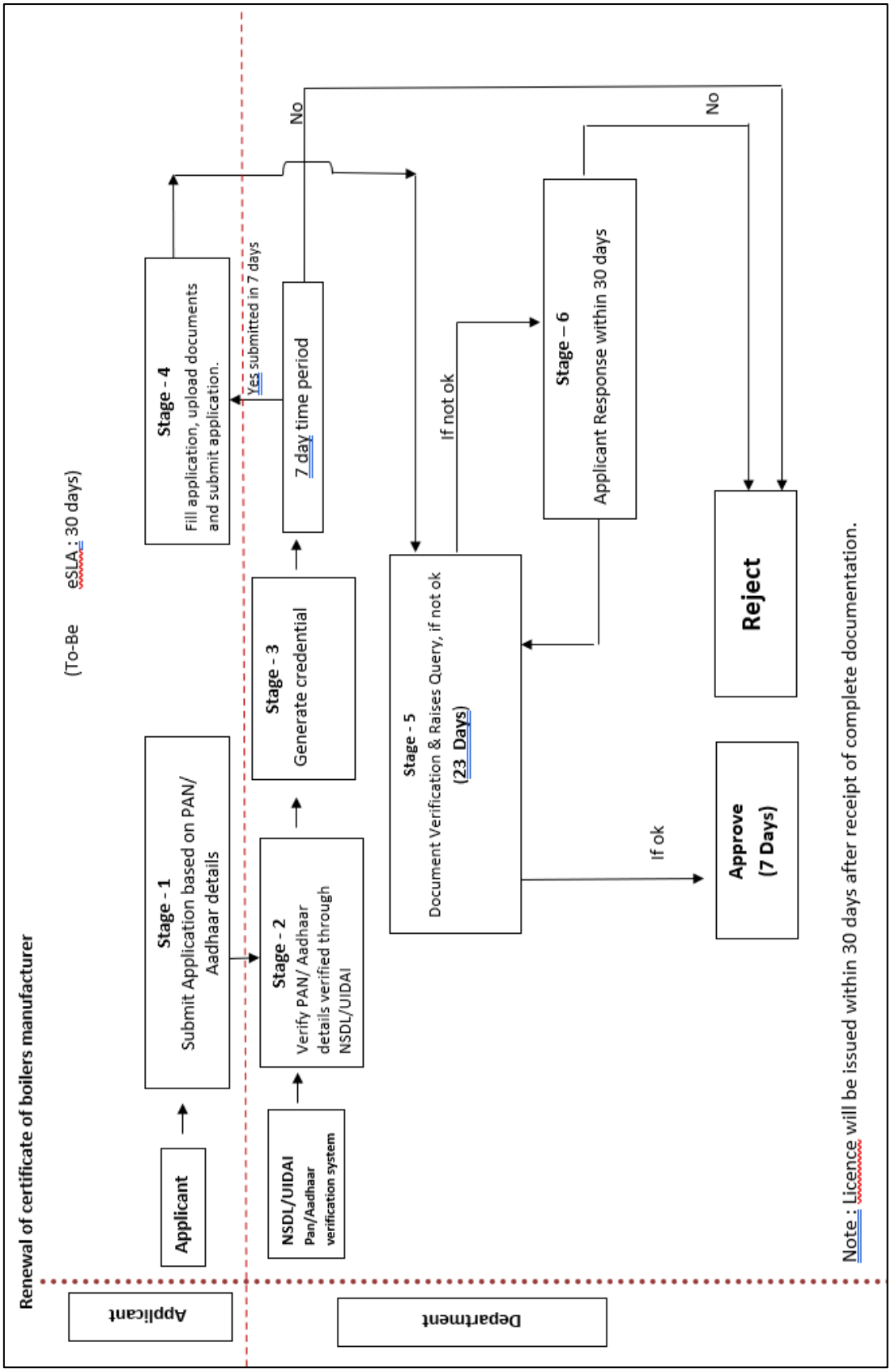
AS-IS Process Flow



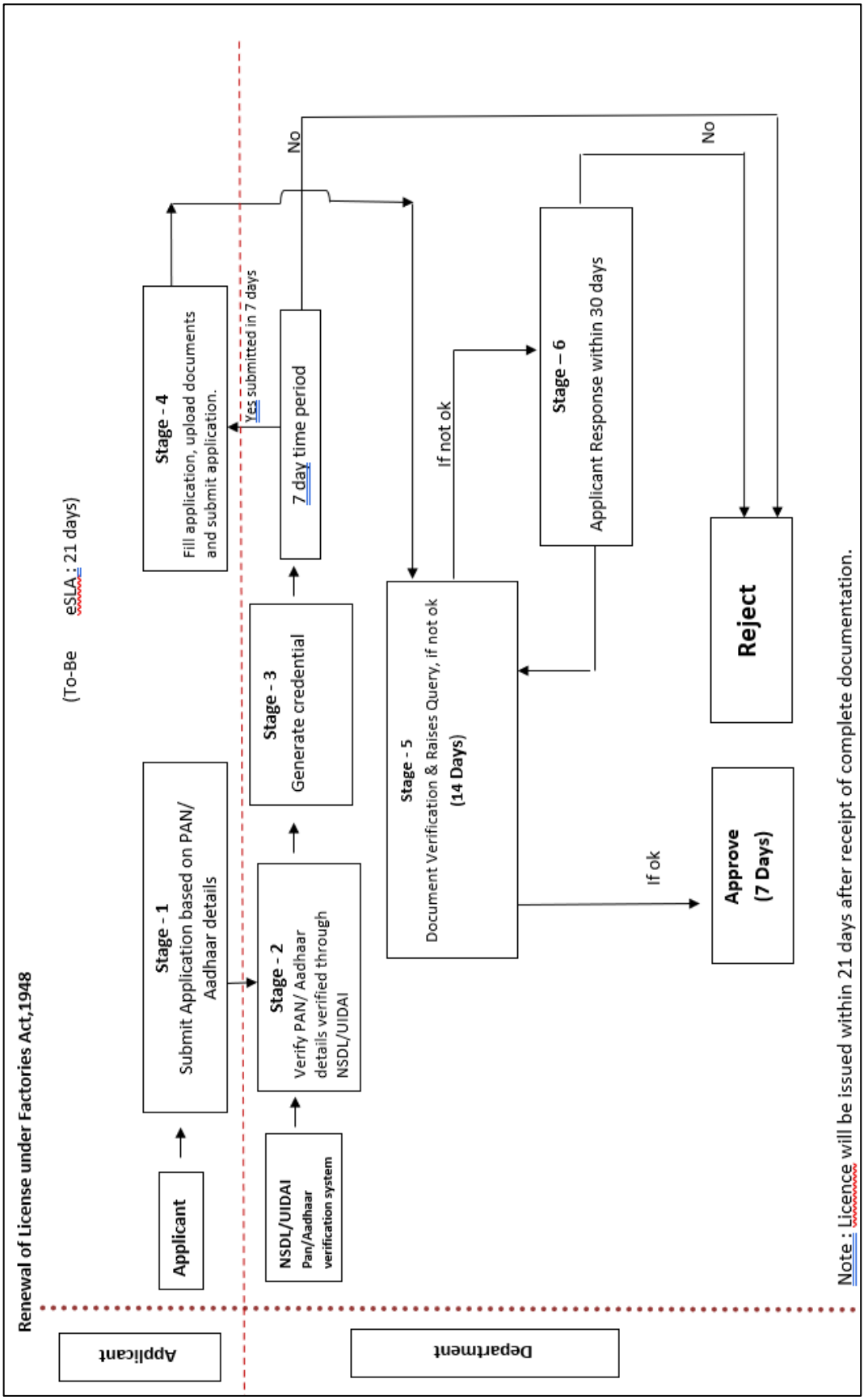
TO-BE Process Flow



TO-BE Process Flow



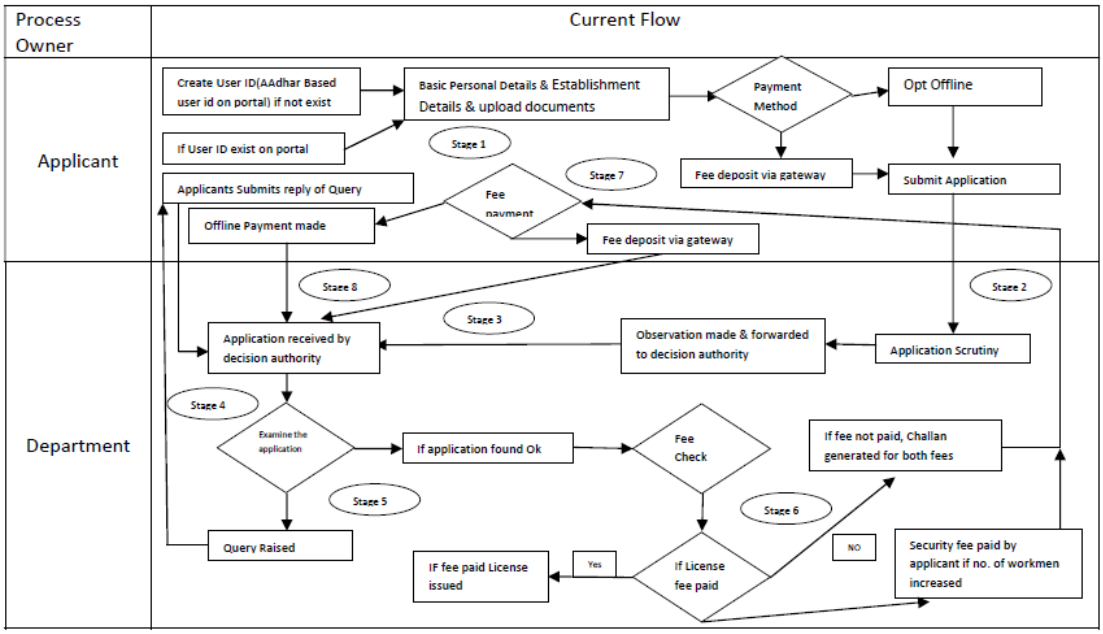
TO-BE Process Flow



AS-IS Process Flow

Renewal & Amendment in License under Contract Labour (Regulation & Abolition) Act, 1970

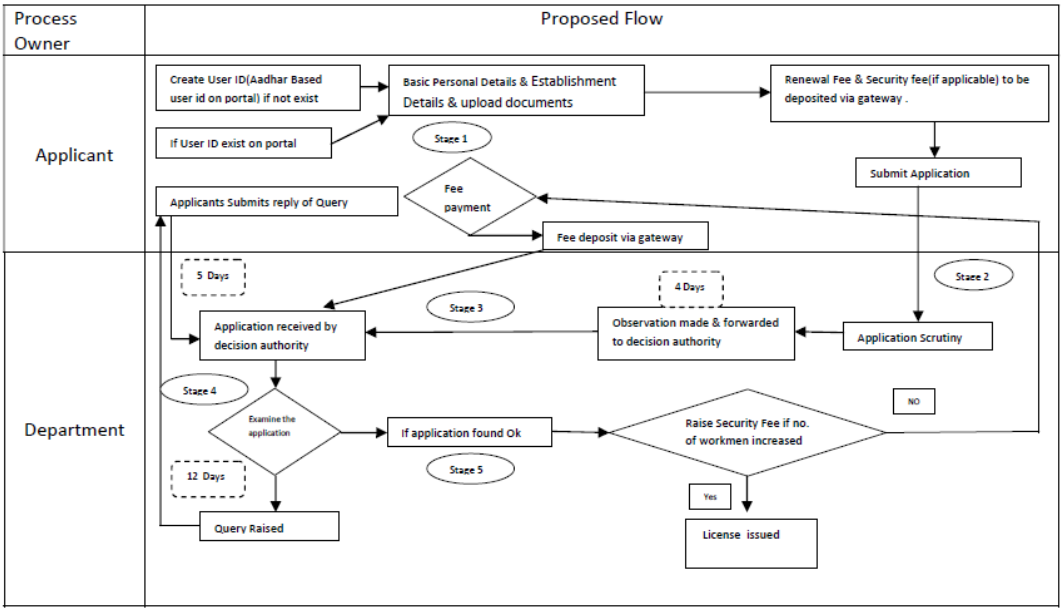
(AS-IS eSLA : 30 days)



TO-BE Process Flow

Renewal & Amendment in License under Contract Labour (Regulation & Abolition) Act, 1970

(To-Be eSLA : 21 days)



AS-IS Process Flow

Registration of Shops and Establishment

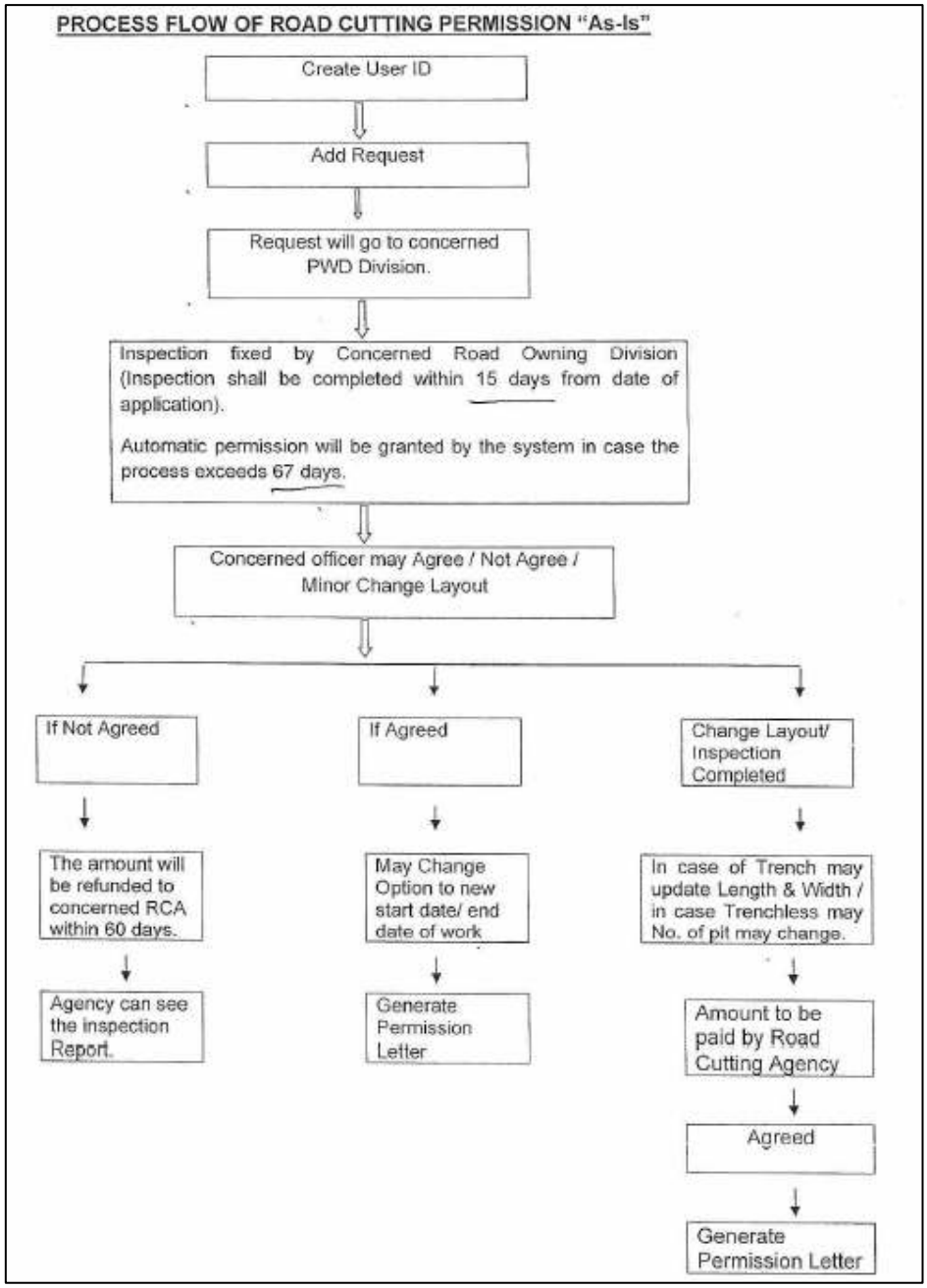
(AS-IS eSLA : Real Time Basis)

Process Owner	Current Flow
Applicant	Citizen enter details on labourcis.nic.in portal → Certificate Generated on real time basis
Department	

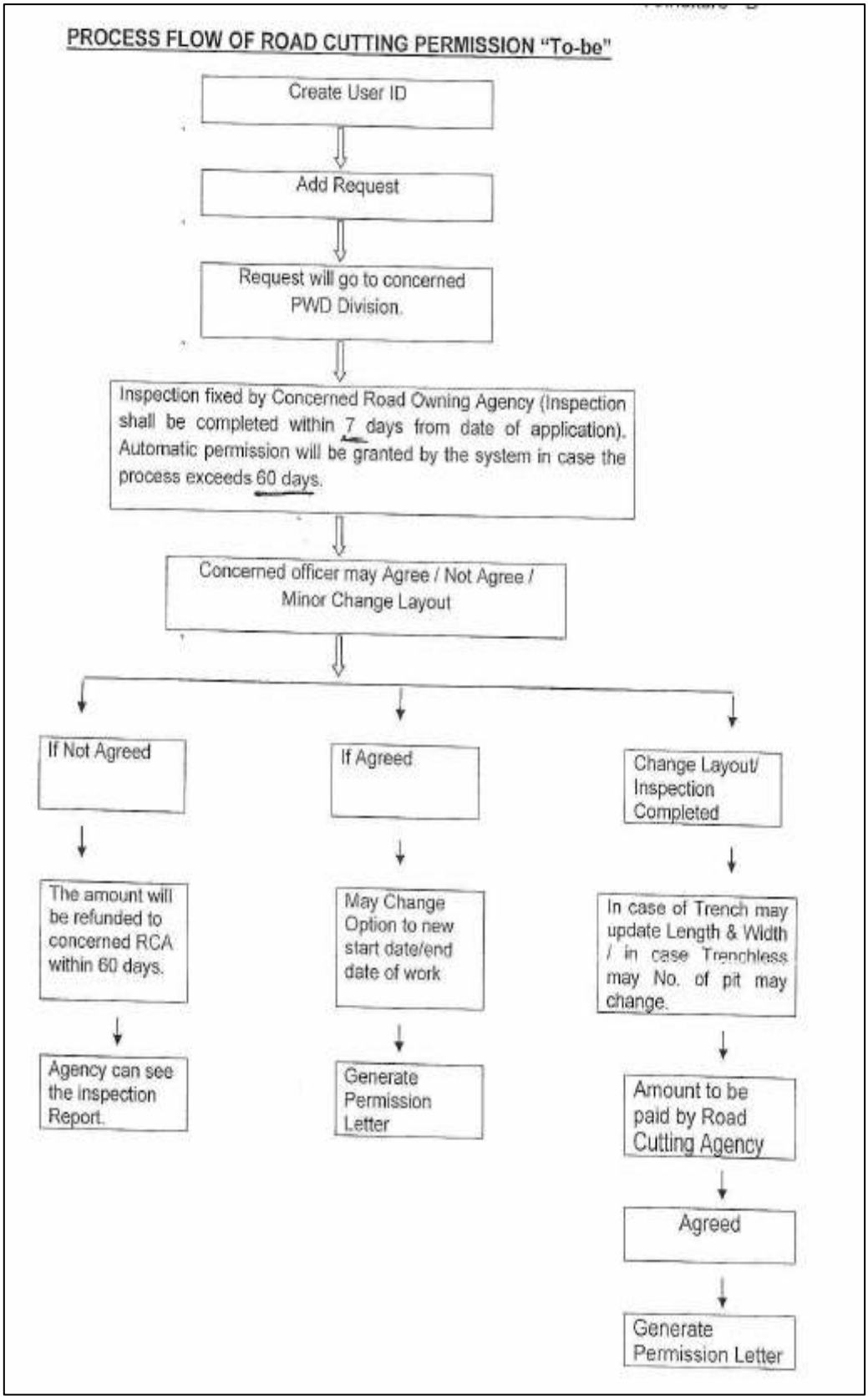
(vii). Public Works Department

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Plan Dig and Monitoring System	45	30	Stages: 1. Request Submit 2. Inspection – 7 Day 3. Forward to Approving Authority & Generate Permission Letter – 23 Day

AS-IS Process Flow



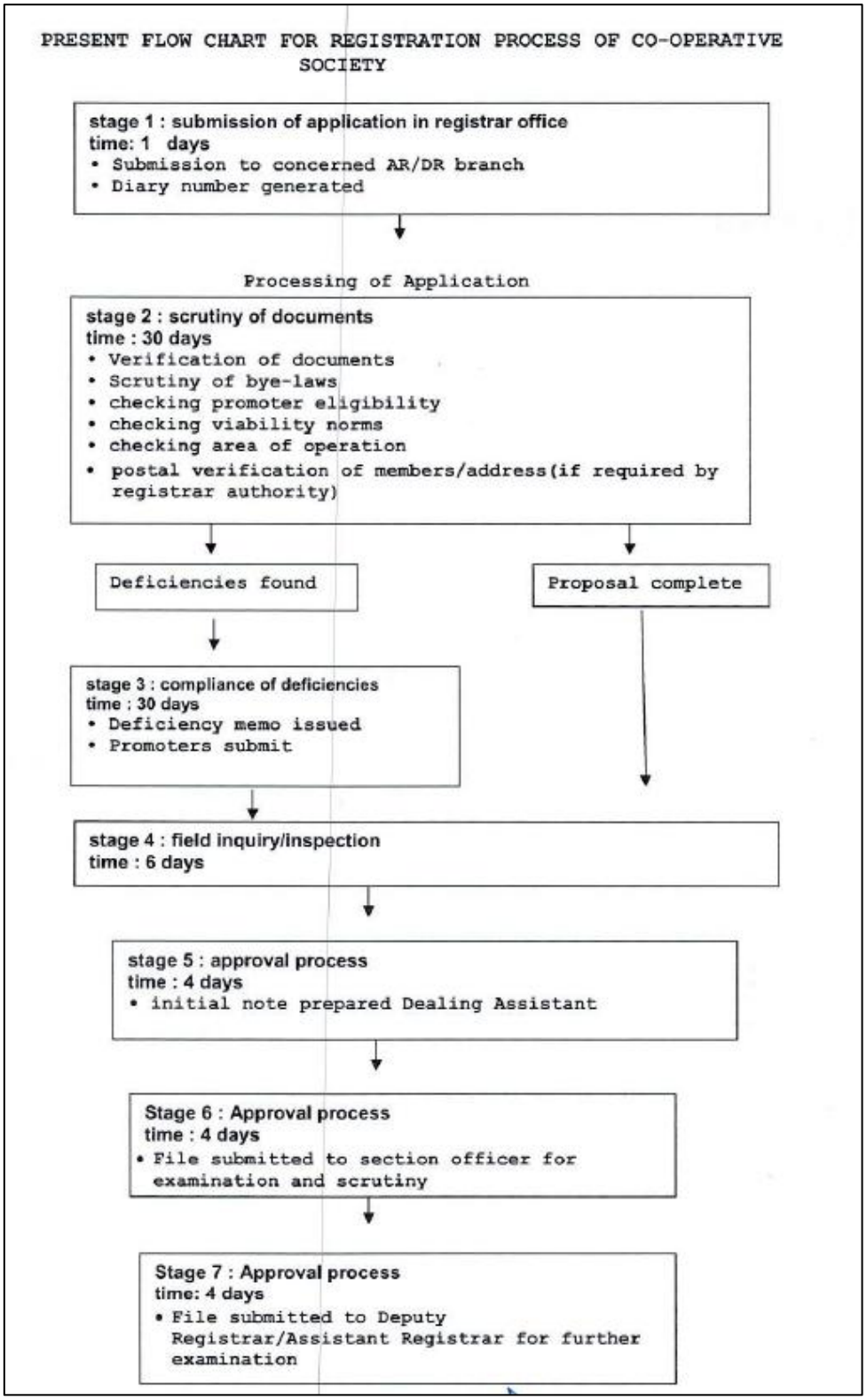
TO-BE Process Flow



(viii). Registrar Co-operative Societies

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Registration of Co-operative Societies	90	45	Stages: 1. Application Submit – 2 Day 2. Application Scrutiny – 15 Day 3. Field Inquiry – 15 Day 4. Approval Process – 10 Day 5. Certificate Issued – 3 Day

AS-IS Process Flow



TO-BE Process Flow

PROPOSED FLOW CHART FOR REGISTRATION PROCESS OF CO-OPERATIVE SOCIETY

Stage 1: submission of application in Registrar Office
Time: 2 days
- Submission of application to concerned AR/DR branch through single window system
- Diary number generation
- Initiation of processing the application by dealing assistant

↓

Processing of Application

Stage 2 : scrutiny of documents
Time : 15 days
- Verification of documents
- Scrutiny of bye-laws
- checking promoter member eligibility
- checking viability norms
- checking area of operation
- postal verification of members/address(if required by Registrar)

↓

If Deficiencies observed

If application is complete

↓

Stage 3 : compliance of deficiencies by the applicant / Field Inquiry
Time : 15 days
- Deficiency memo issued
- Applicant submitting required docs.
- Field inquiry/inspection

↓

Stage 4: approval process
Time: 10 days
- At Dealing Assistant level for Initial note preparation -- Time Period 2 days
- Examination/ scrutiny of proposal at Section Officer level -- Time Period 2 days
- Examination at Deputy Registrar/Assistant Registrar level --Time Period 2 days
- Perusal/ recommendation at Special Registrar/Addl. Registrar level -- Time period 2 days
- Approval at Registrar of Cooperative societies for approval --Time period 2 days

↓

Stage 5: Issue of certificate
Time: 3 days
- File received by dealing assistant after approval
- Registration number allotted
- Registration certificate issued
- approved bye-laws issued

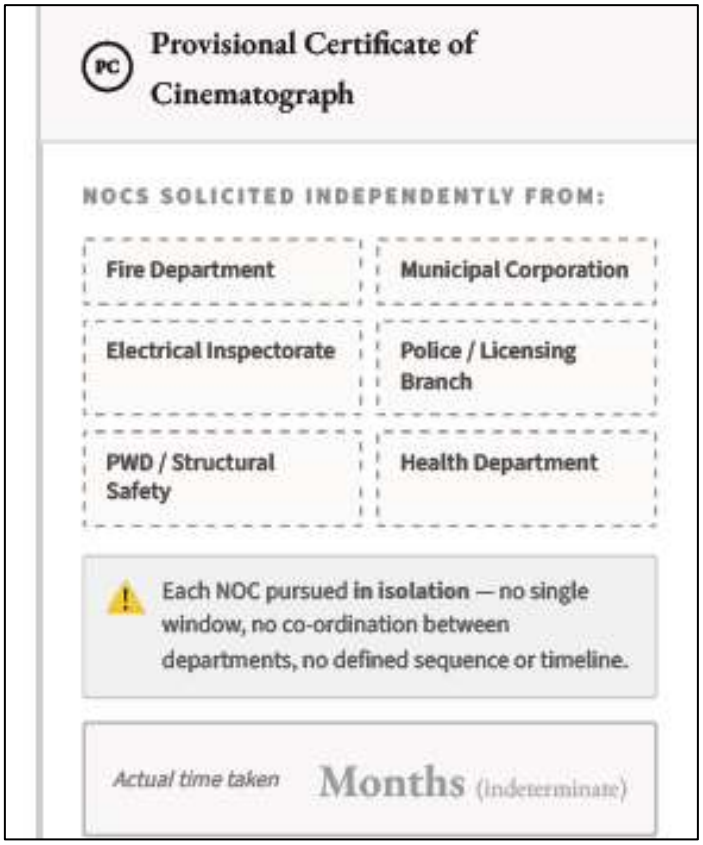
Total 45 Day's

(ix). Revenue Department

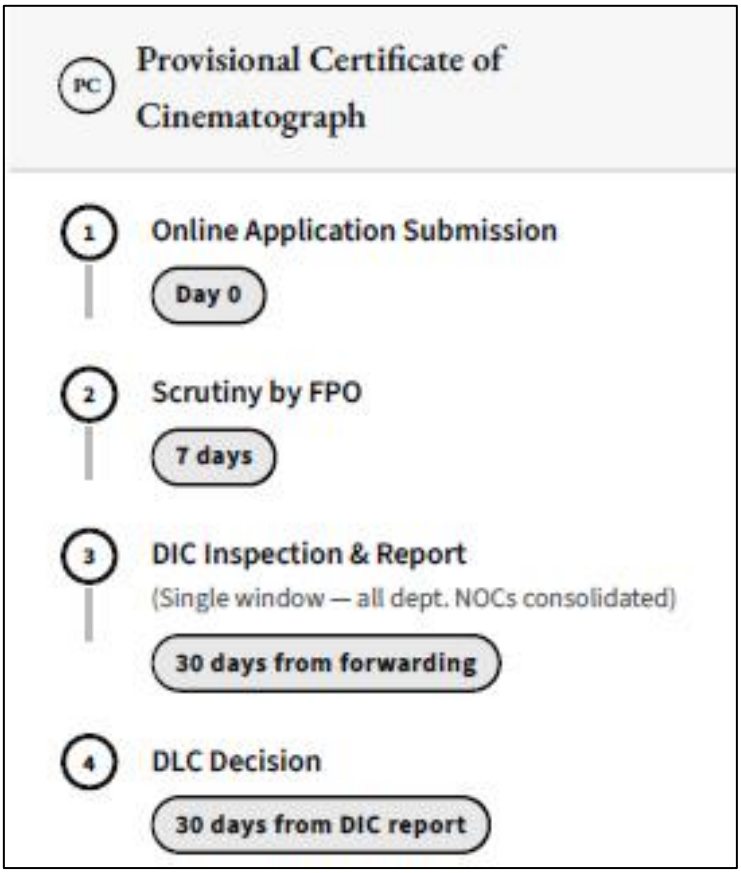
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Grant of License of Cinematograph	60	82	Stages: 1. Application Submit 2. Application Scrutiny – 7 Day 3. DIC Inspection & Report – 45 Day 4. DLC Decision – 30 Day
2	Provisional Certificate of Cinematograph	60	67	Stages: 1. Application Submit 2. Application Scrutiny – 7 Day 3. DIC Inspection & Report – 30 Day 4. DLC Decision – 30 Day
3	Registration of Partnership Firms	60	30	Stages: 1. Application Submit 2. Application Scrutiny – 7 Day 3. Query to Districts – 4 Day 4. Verification by concerned District – 7 Day 5. Decision of Registrar – 12 Day
4	Registration of Societies	60	30	Stages: 1. Application Submit 2. Application Scrutiny – 7 Day 3. Query by Registrar to

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				Sub Registrar – 4 Day 4. Verification by Sub Registrar– 7 Day 5. Decision of Registrar – 12 Day
5	Renewal of License of Cinematograph	60	82	Stages: 1. Application Submit 2. Application Scrutiny – 7 Day 3. DIC Inspection & Report – 45 Day 4. DLC Decision – 30 Day

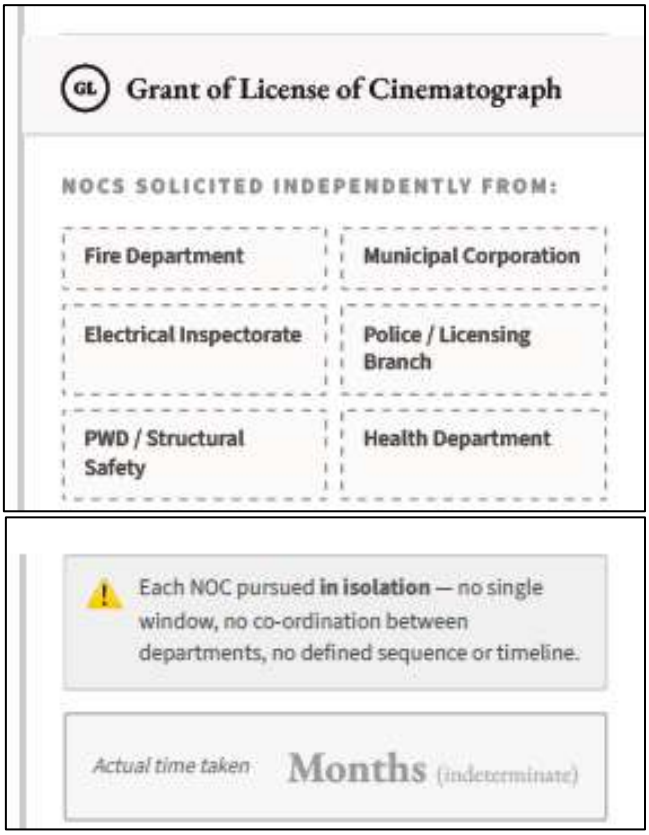
AS-IS Process Flow



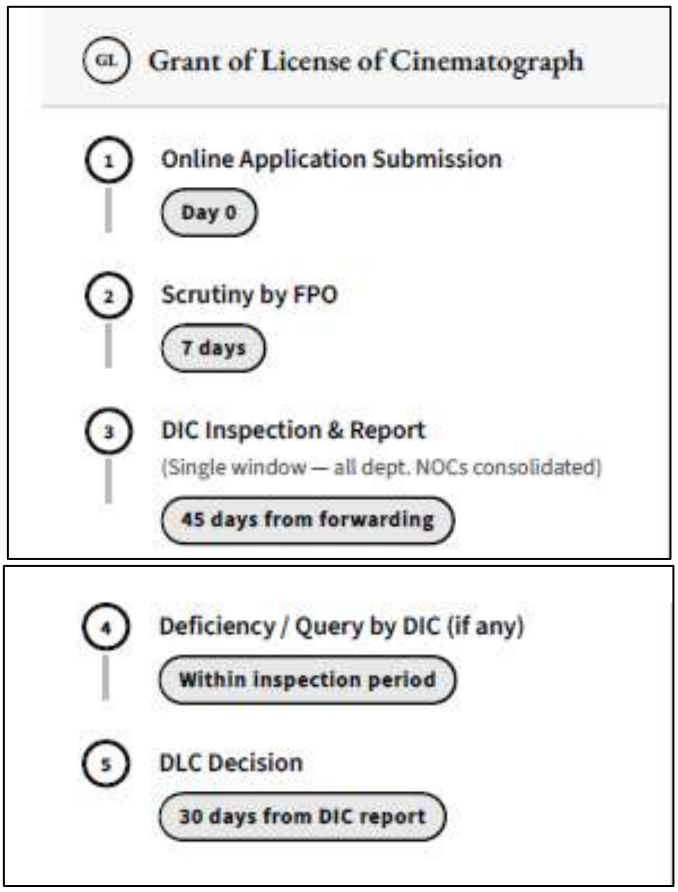
TO-BE Process Flow



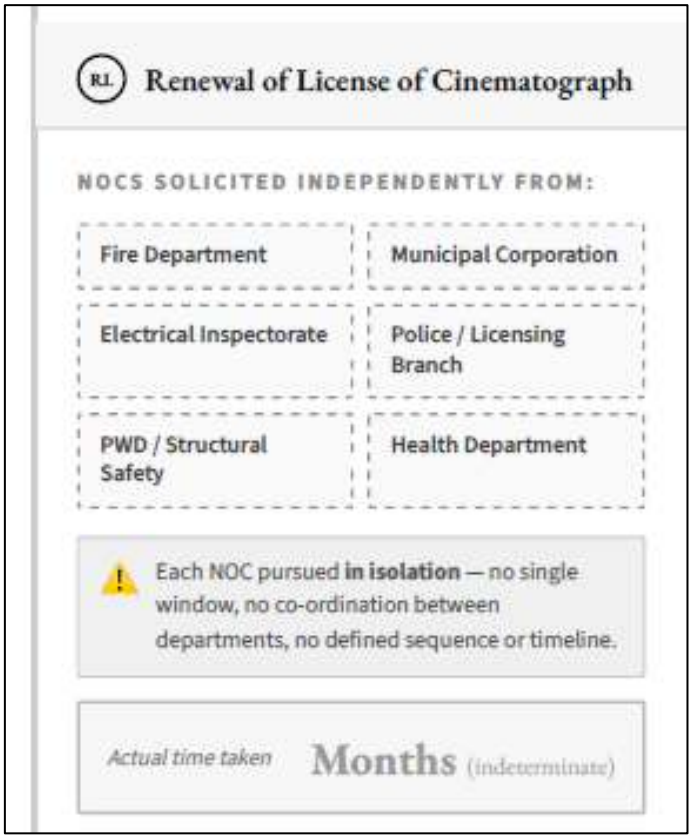
AS-IS Process Flow



TO-BE Process Flow



AS-IS Process Flow



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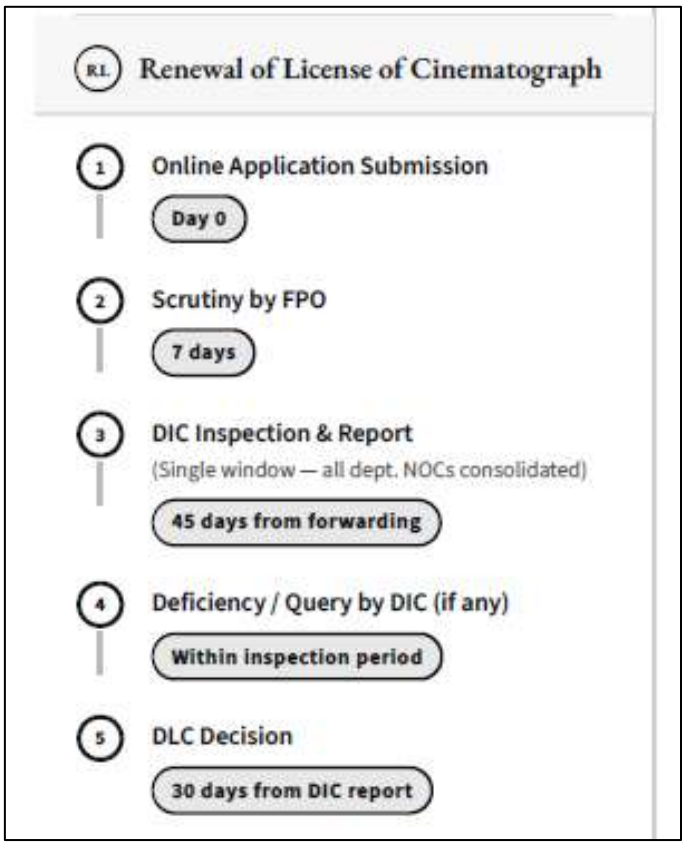
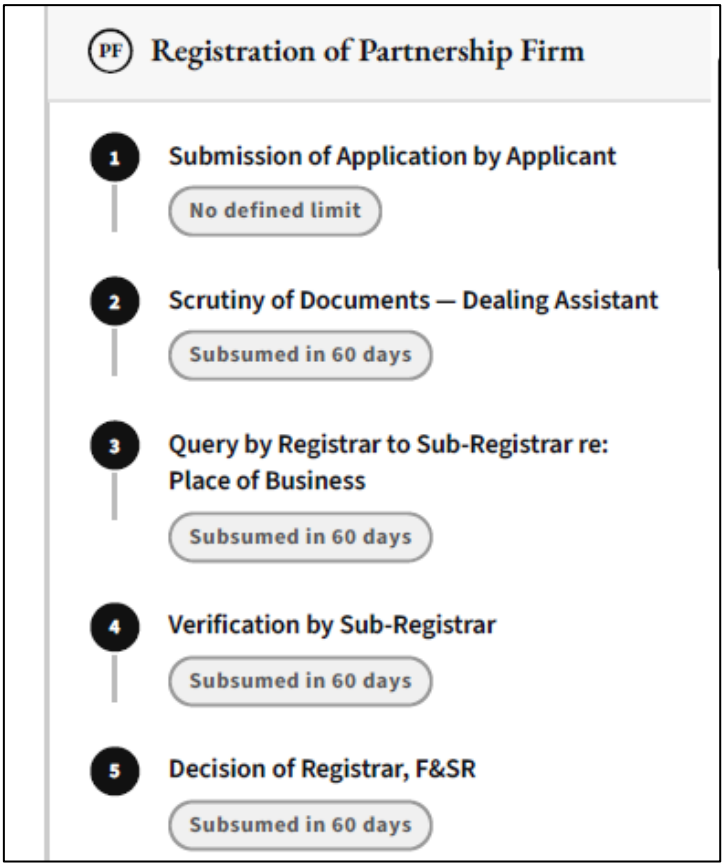
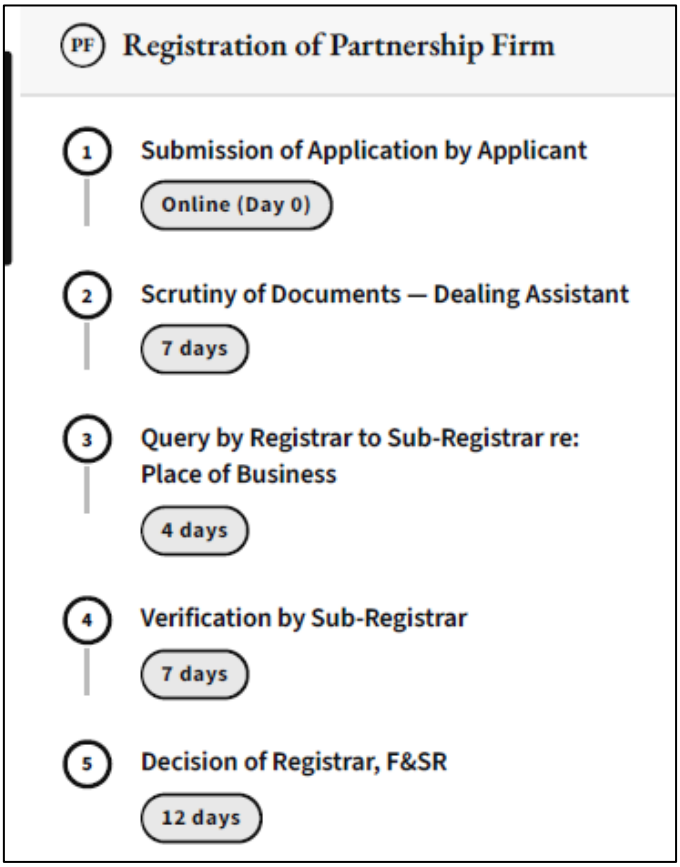


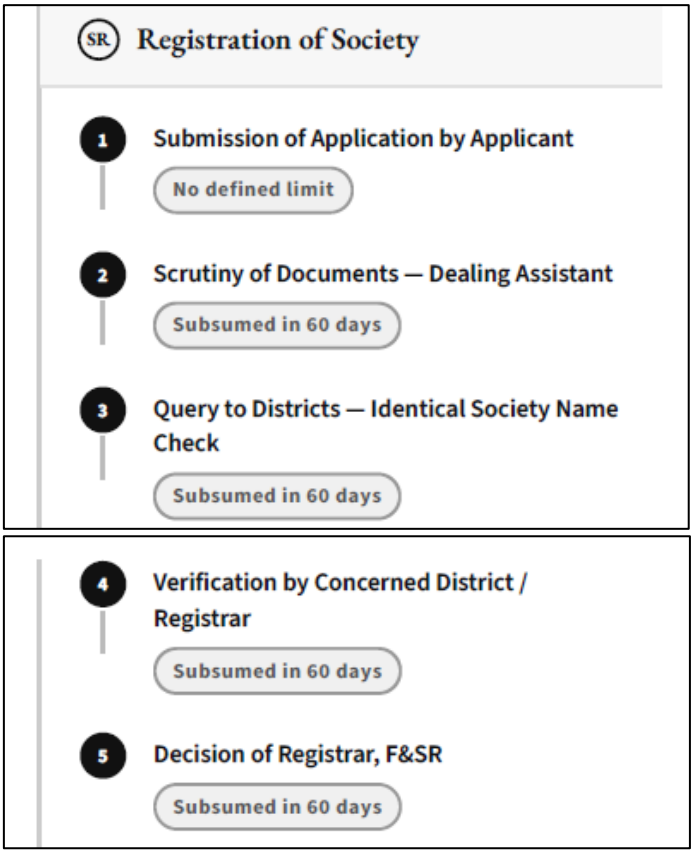
AS-IS Process Flow



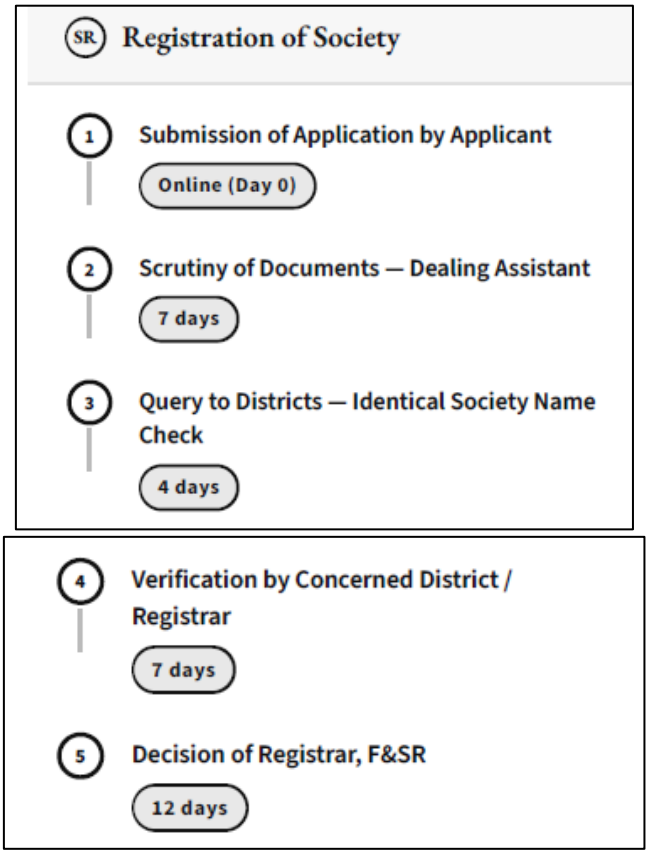
TO-BE Process Flow



AS-IS Process Flow



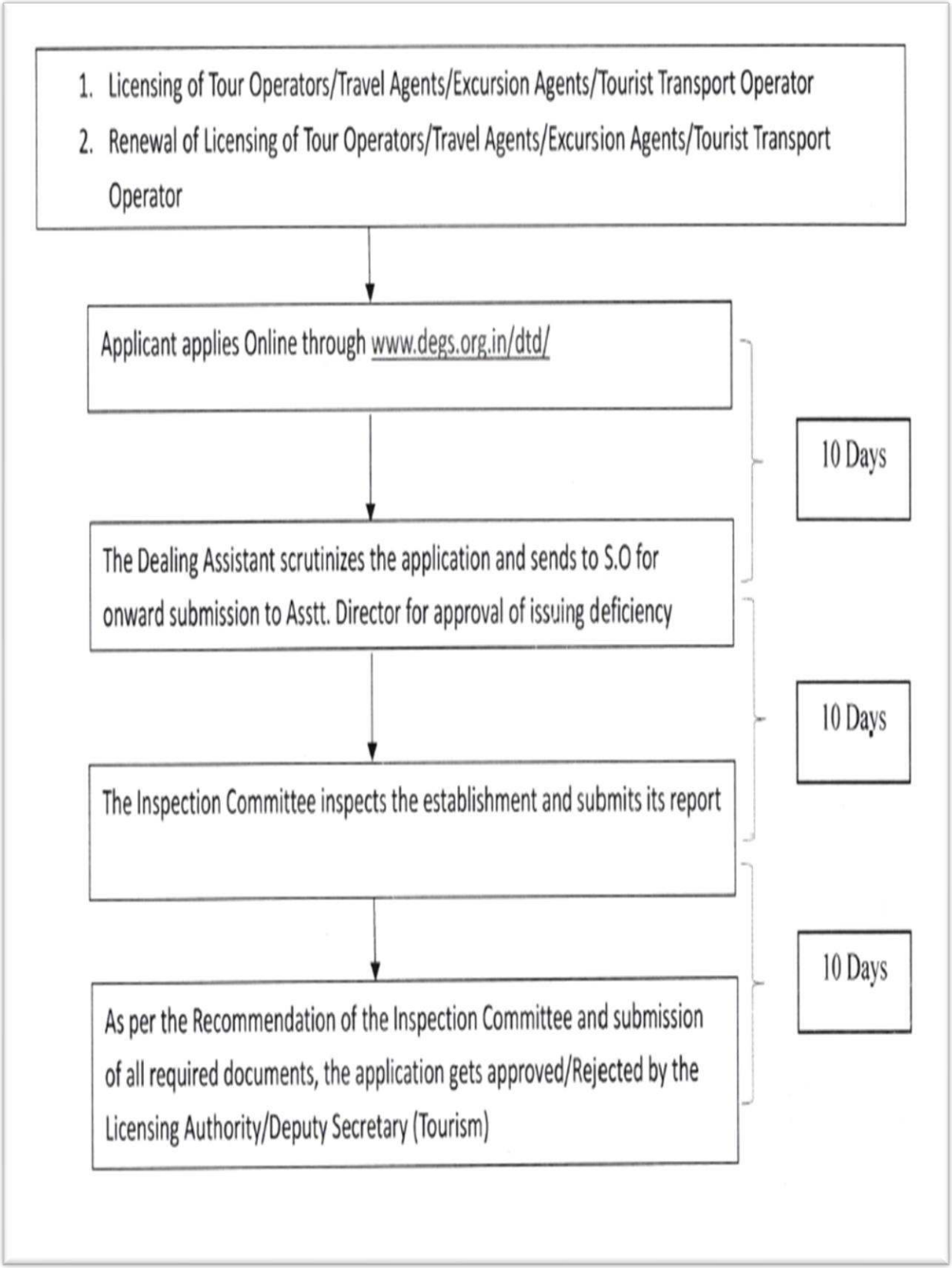
TO-BE Process Flow



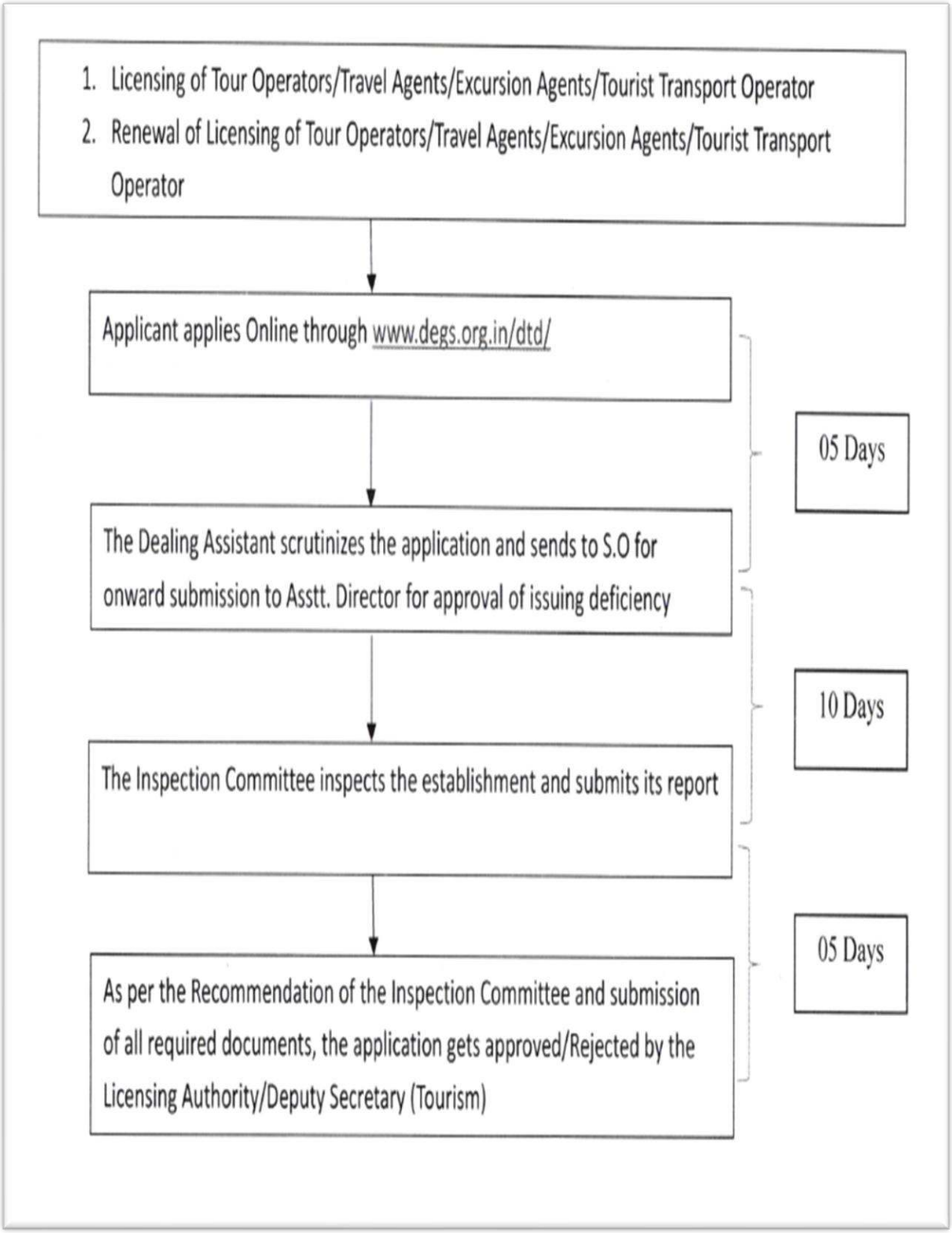
(x). Tourism Department

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator	30	20	Stages: 1. Application Submit 2. Application Scrutiny – 5 Day 3. Inspection Committee – 10 Day 4. Recommendation of Inspection Committee – 5 Day
2	Renewal of Licensing of Tour Operators/Travel Agents/ Excursion Agents/ Tourist Transport Operator	30	20	Stages: 1. Application Submit 2. Application Scrutiny – 5 Day 3. Inspection Committee – 10 Day 4. Recommendation of Inspection Committee – 5 Day

AS-IS Process Flow



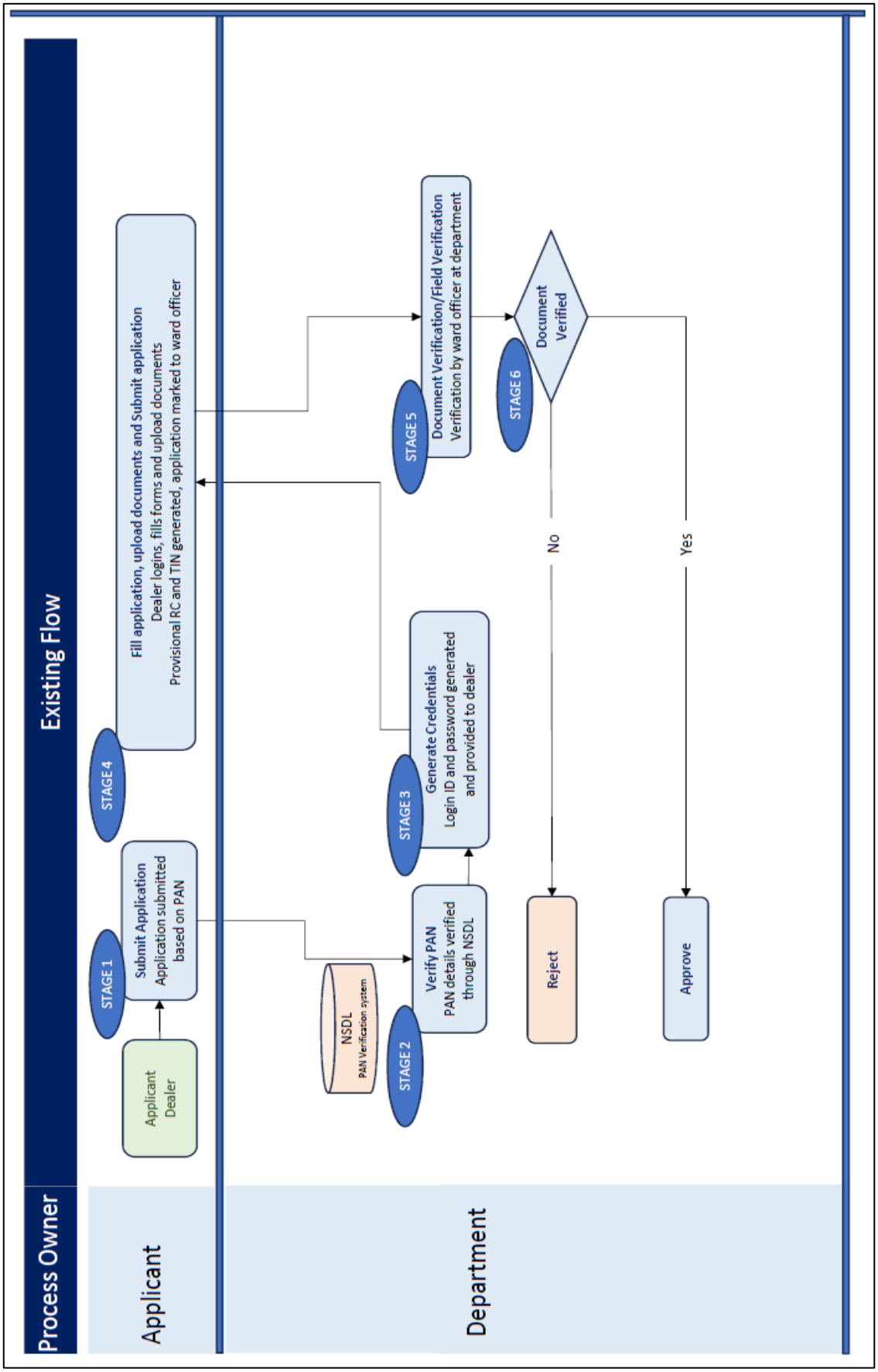
TO-BE Process Flow



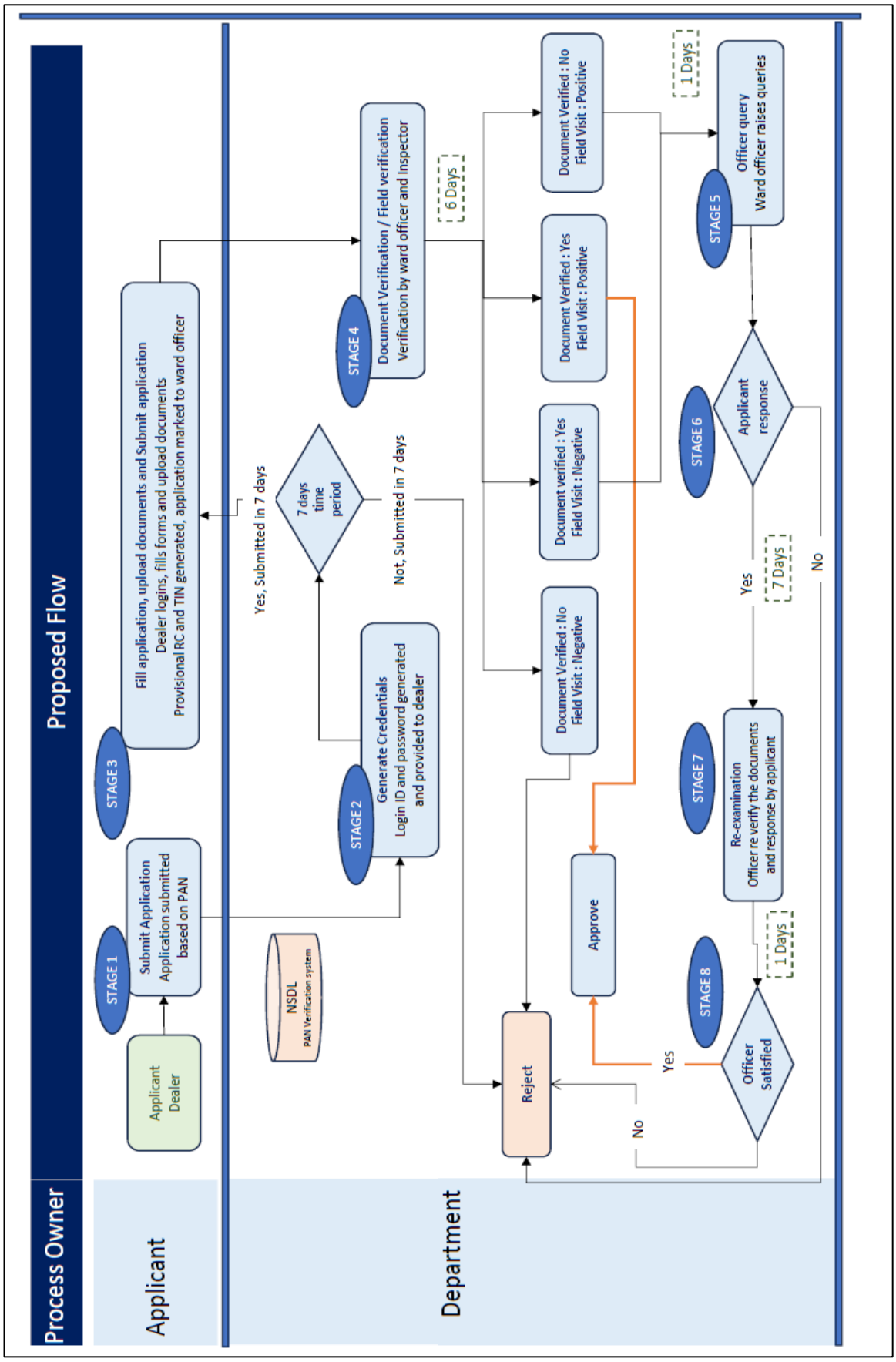
(xi). Department of Trade and Taxes

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Registration under DVAT Act	15	15	Stages: 1. Applicant Level – 0 Day 2. Generate Credential - 7 Day 3.Document Verification/ Field Inspection - 6 Day 4. Ward Officer Raise Query – 1 Day 5. Approver Level – 1 Day

AS-IS Process Flow of Registration under DVAT Act



TO-BE Process Flow of Registration under DVAT Act

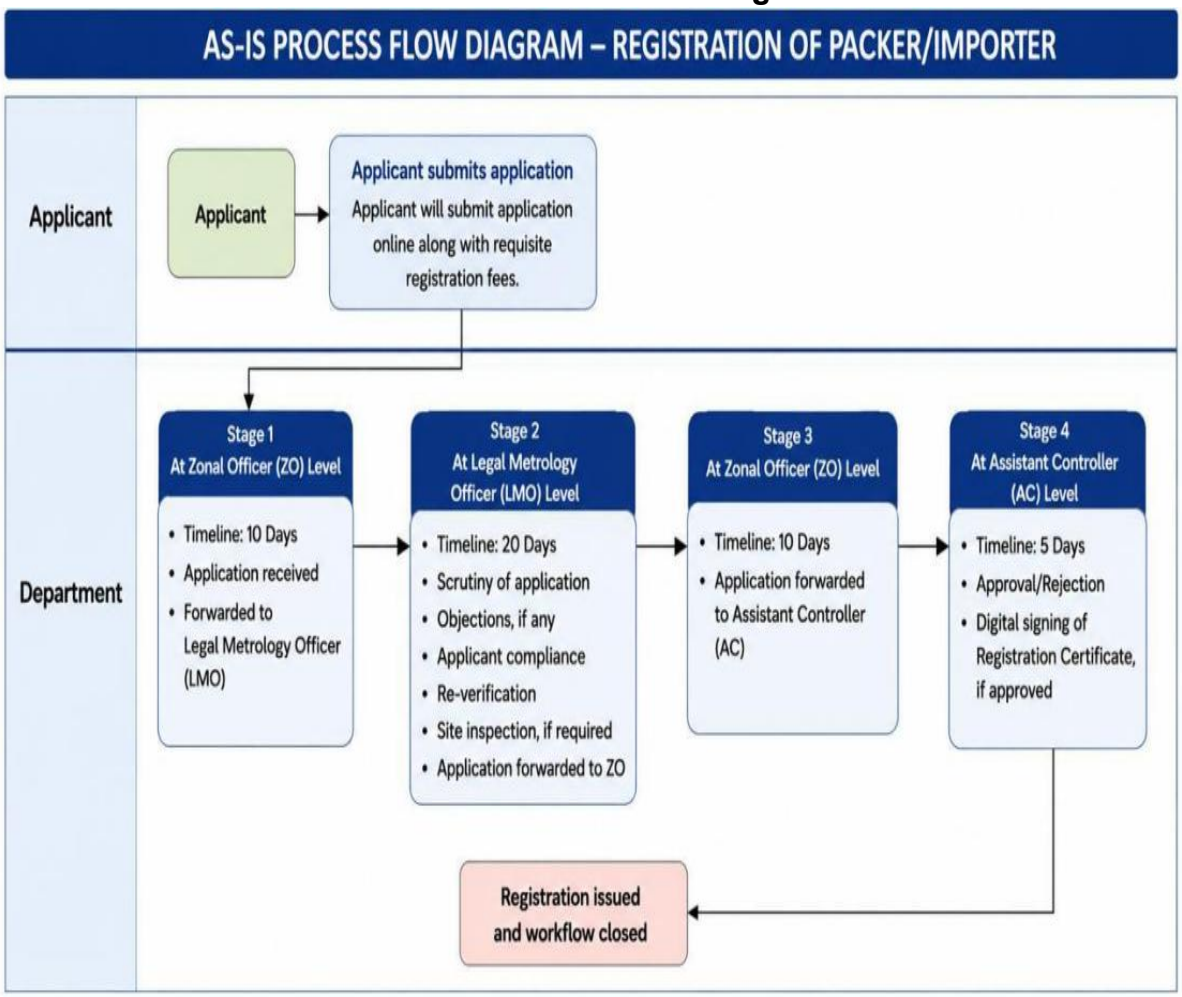


(xii). Department of Weight & Measure

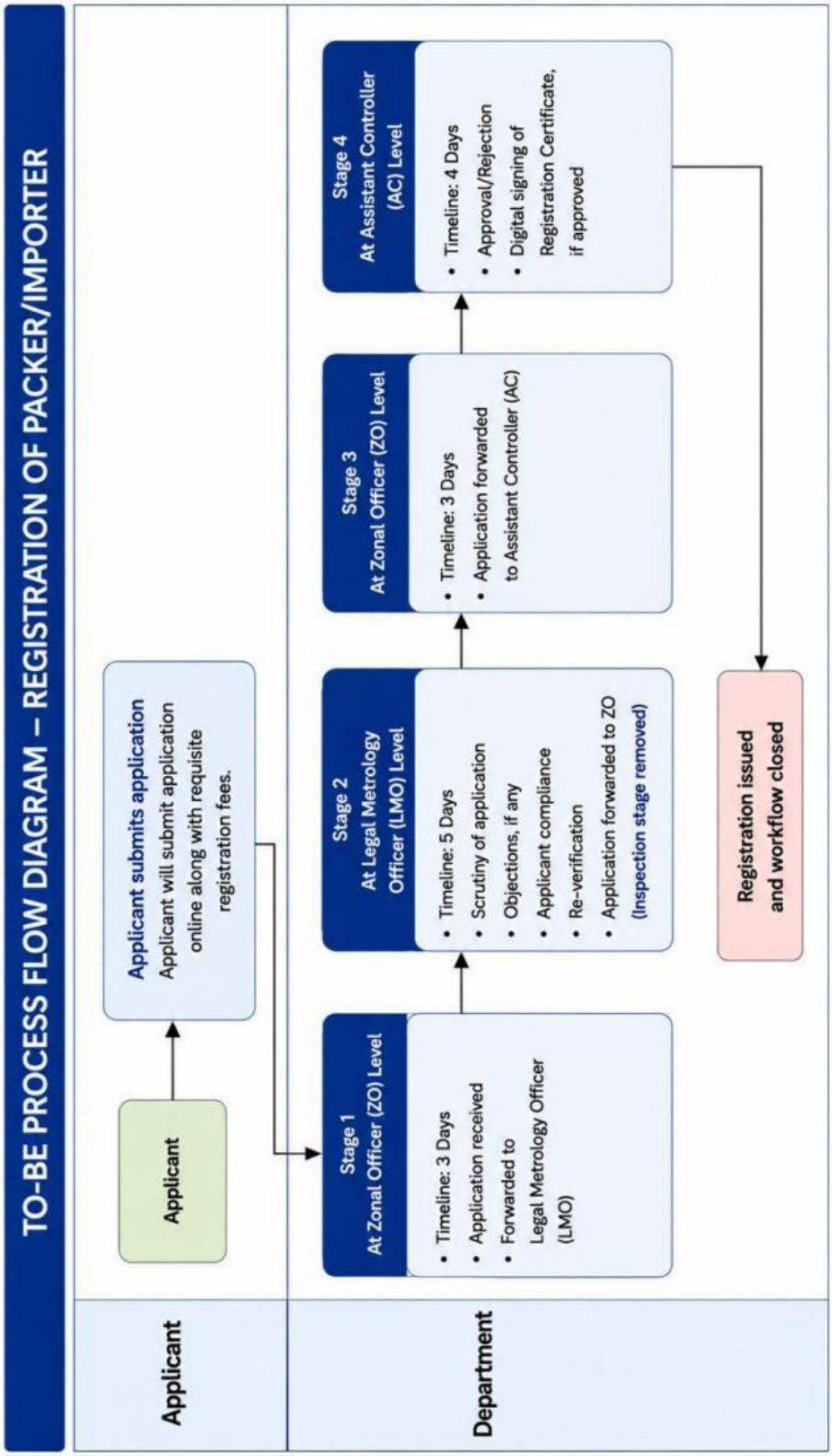
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Importers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011	45	15	Stages: 1. Application Submit 2. Zonal officer level – 3 Day 3. Legal Metrology Level – 5 Day 4. Zonal Officer Level – 3 Day 5. Assistant Controller Level – 4 Day
2	Licence as Dealers under the Legal Meterology Act,2009	45	15	Stages: 1. Application Submit 2. Zonal officer level – 3 Day 3. Legal Metrology Level – 5 Day 4. Zonal Officer Level – 3 Day 5. Assistant Controller Level – 4 Day
3	Licence as manufacturer under the Legal Meterology Act,2009	45	15	Stages: 1. Application Submit 2. Zonal officer level – 3 Day 3. Legal Metrology Level – 5 Day 4. Zonal Officer Level – 3 Day 5. Assistant Controller Level - 4
4	Licence as Repairers under the Legal Meterology Act,2009	45	15	Stages: 1. Application Submit 2. Zonal officer level – 3 Day 3. Legal Metrology Level – 5 Day 4. Zonal Officer Level – 3 Day

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
				5. Assistant Controller Level – 4 Day
5	Registration Of Packers Under Rule 27 of the Legal Metrology (Packaged Commodities) Rules, 2011	45	15	Stages: 1. Application Submit 2. Zonal officer level – 3 Day 3. Legal Metrology Level – 5 Day 4. Zonal Officer Level – 3 Day 5. Assistant Controller Level – 4 Day

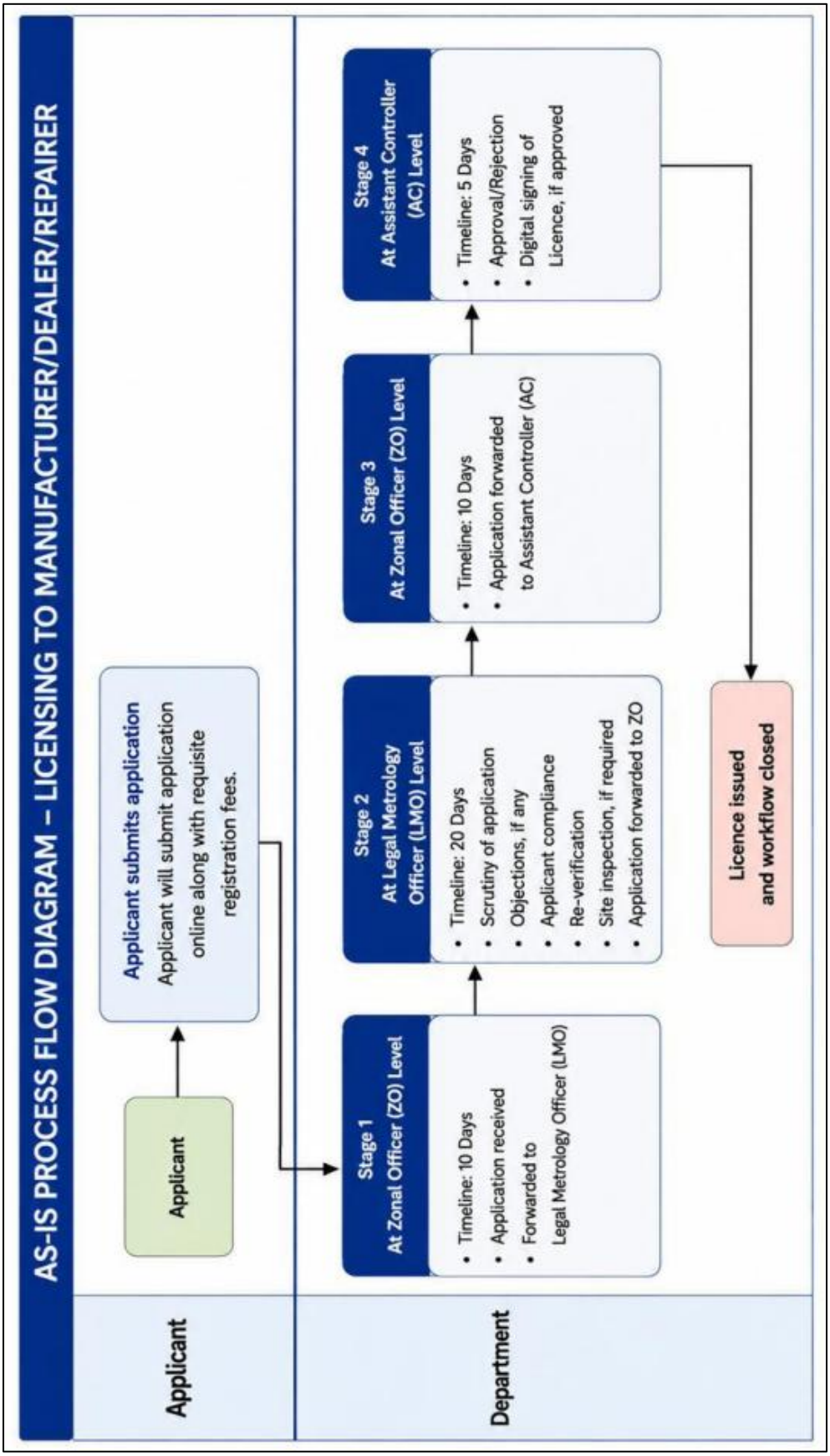
AS-IS Process Flow Diagram



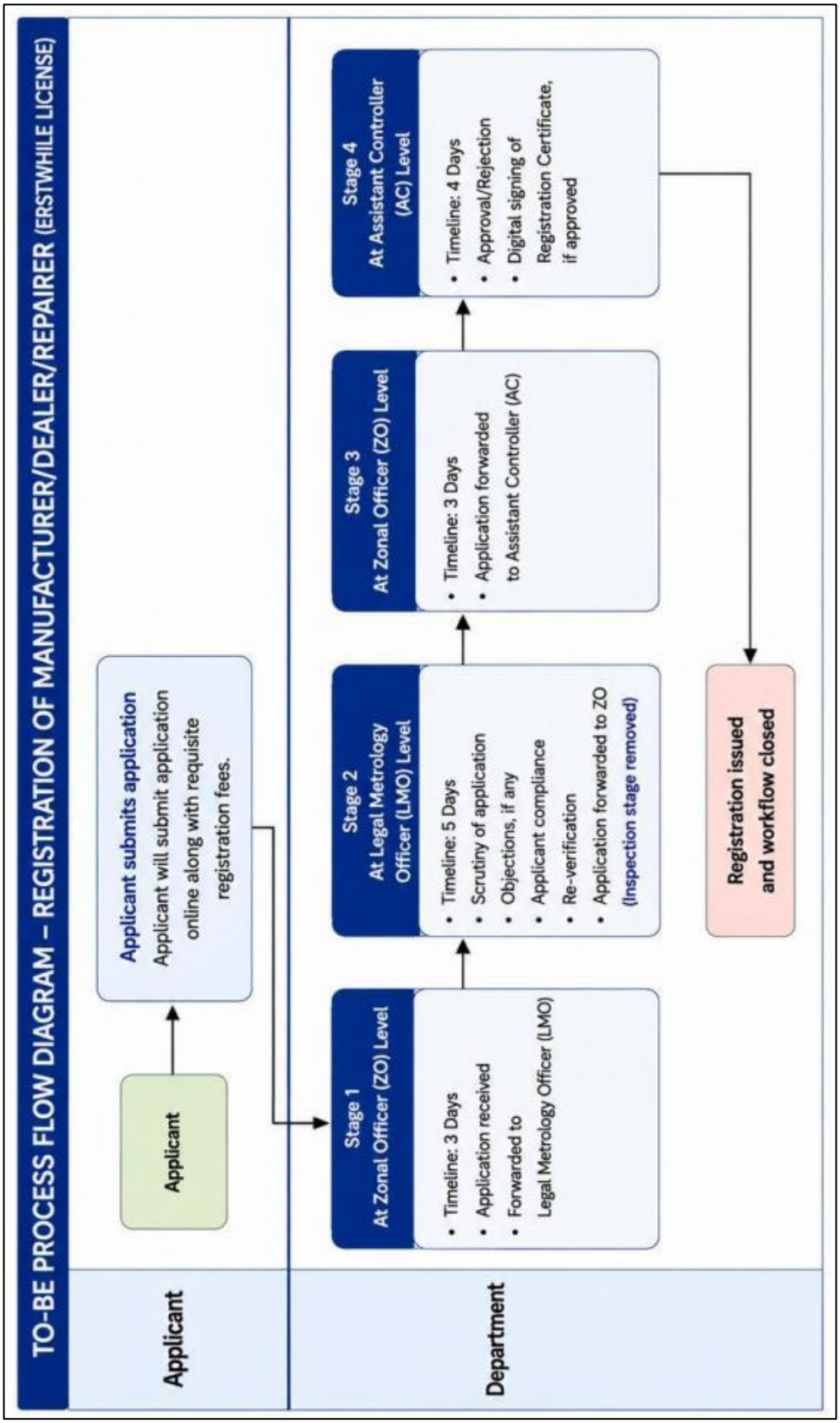
TO-BE Process Flow



AS-IS Process Flow



TO-BE Process Flow

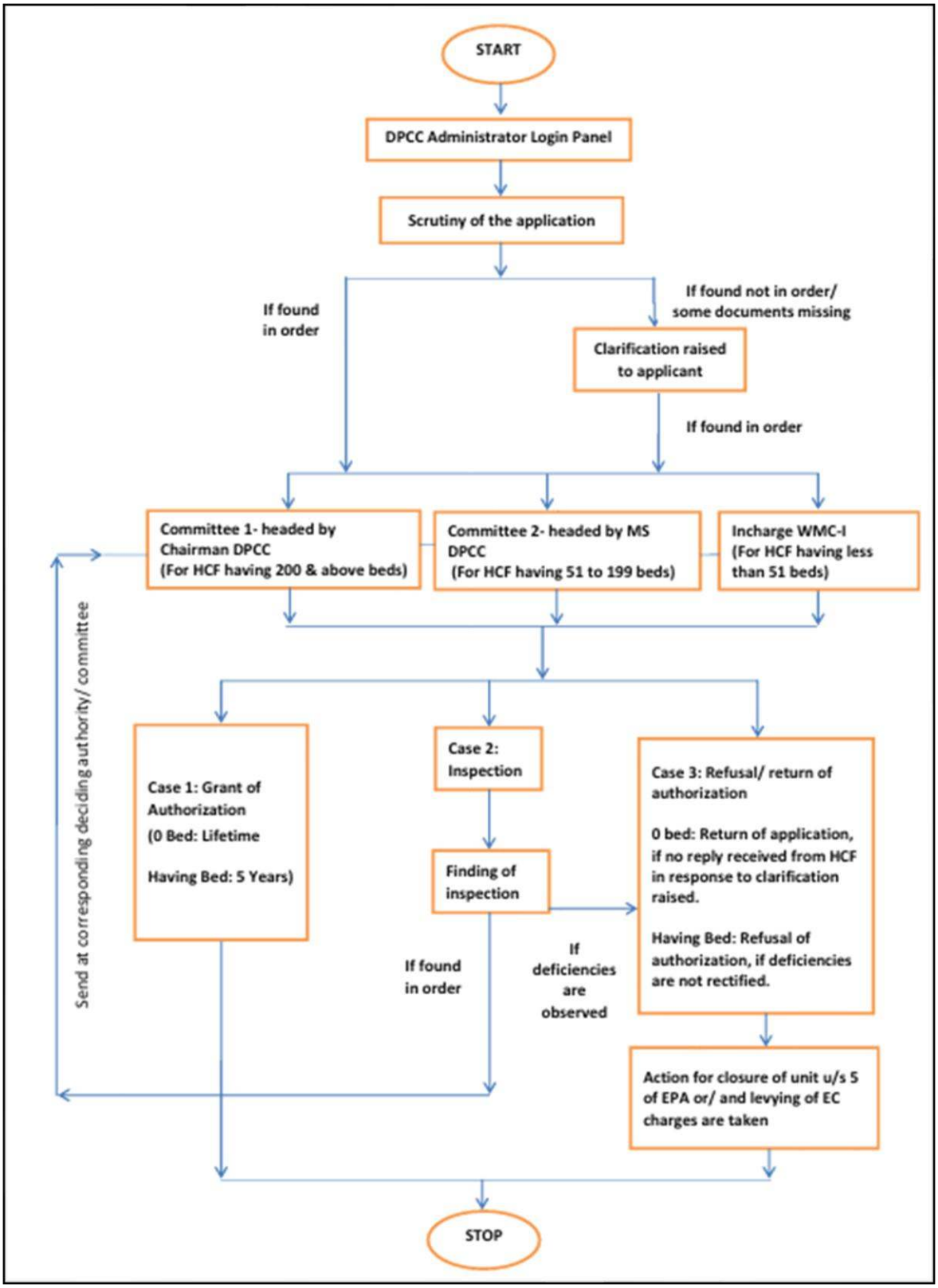


(xiii). Delhi Pollution Control Committee

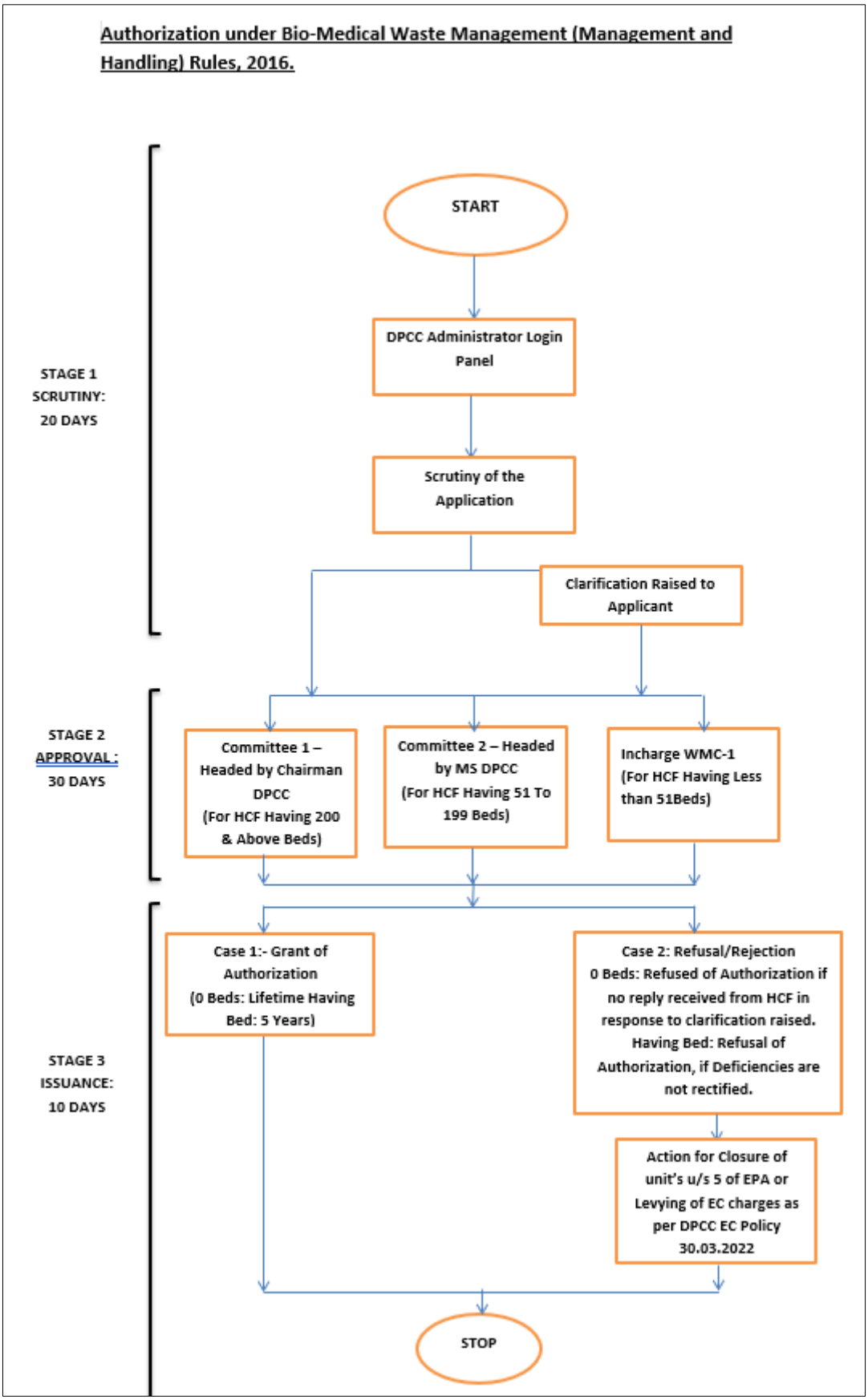
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Authorization for import of Ferrous & non-ferrous scrap under Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	120	60	Stages: 1. Applicant apply Application form One Time 2. Scrutiny of Application (Preparation of Checklist) & Inspection – 14 to 22 Days 3. Approval – 5 to 20 Days
2	Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016	90	60	Stages: 1. DPCC Administrator Login - 2. Scrutiny of Application – 14 to 22 Days 3. Approval – 30 Days 4. Issuance – 5 to 20 Days
3	Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016	60	Not Applicable as per new rules,2025 (Service not to be included in SLA)	
4	Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016	60	50	Stages: 1. DPCC Administrator Login 2. Scrutiny of Application (Preparation of Checklist) – 14 to 22 Days 3. Approval – 30 4. Issuance – 5 to 20 Days

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
5	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016	120	60	Stages: 1. DPCC Administrator Login 2. Scrutiny of Application (Preparation of Checklist) – 30 Days 3. Approval & issuance – 2 to 30 Days
6	Consent to Establish under the Air (Prevention and Control of Pollution) Act, 1981) & Water (Prevention and Control of Pollution) Act, 1974	Red = 120 Orange = 120 Green = 120	Red = 60 Orange = 45 Green = 0 (System Generated)	Stages: 1. DPCC Administrator Login 2. Scrutiny of Application (Preparation of Checklist) – Red (30), Orange (23) and Green (Instant) Days 3. Categorisation - Red (12), Orange (9) Days 4. Grant of Consent – Red (18), Orange (23) Days
7	Consent to Operate under the Air (Prevention and Control of Pollution) Act, 1981) & Water Act (Prevention and Control of Pollution) Act, 1974	Red = 120 Orange = 120 Green = 120	Red = 90 Orange = 60 Green = 20	Stages: 1. DPCC Administrator Login 2. Scrutiny of Application (Preparation of Checklist) – Red (45), Orange (30) and Green (15) Days 3. Categorisation - Red (18), Orange (12) and Green (6) Days 4. Grant of Consent – Red (27), Orange (18) and Green (9) Days

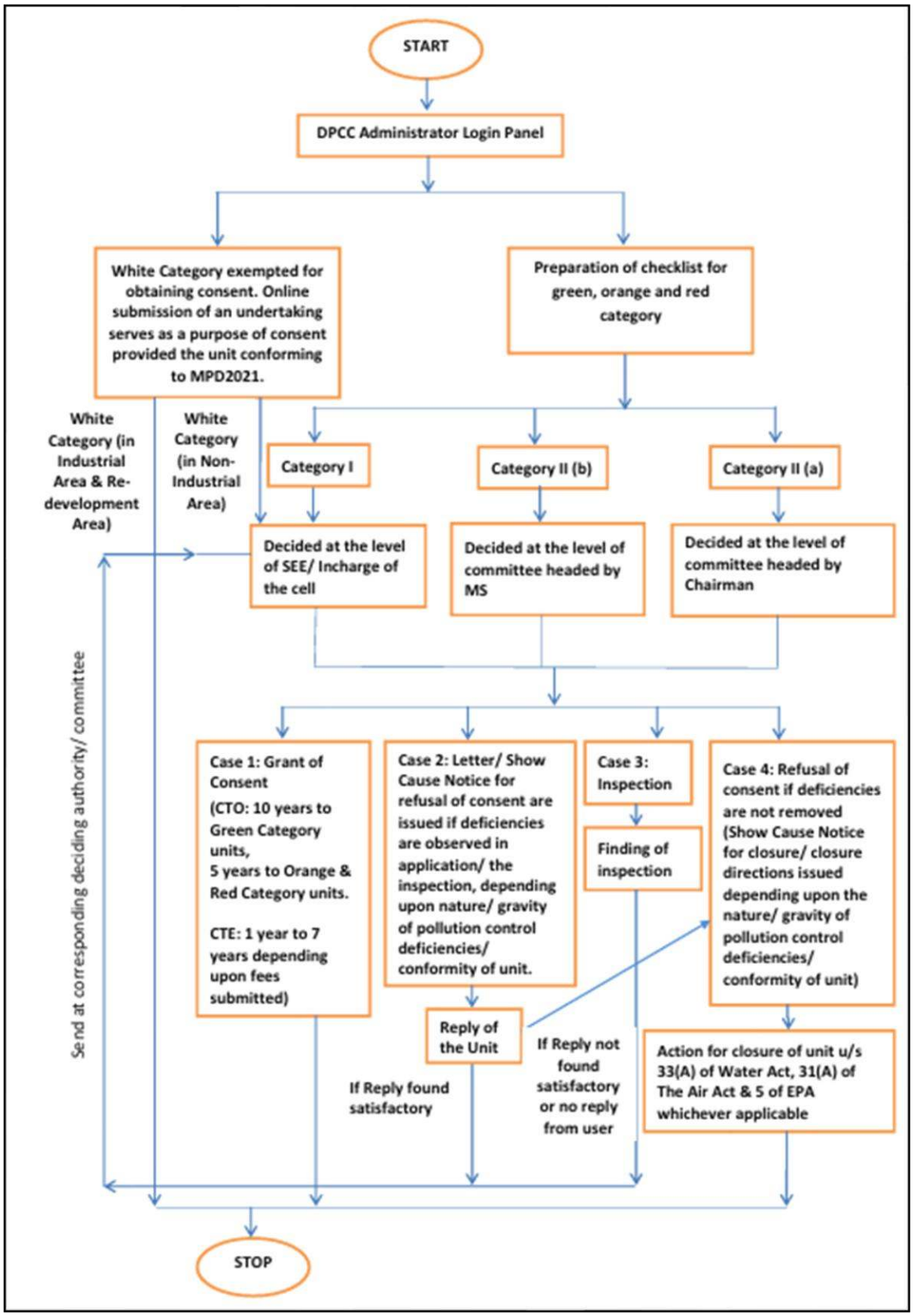
AS-IS Process Flow of Bio-Medical Waste Management



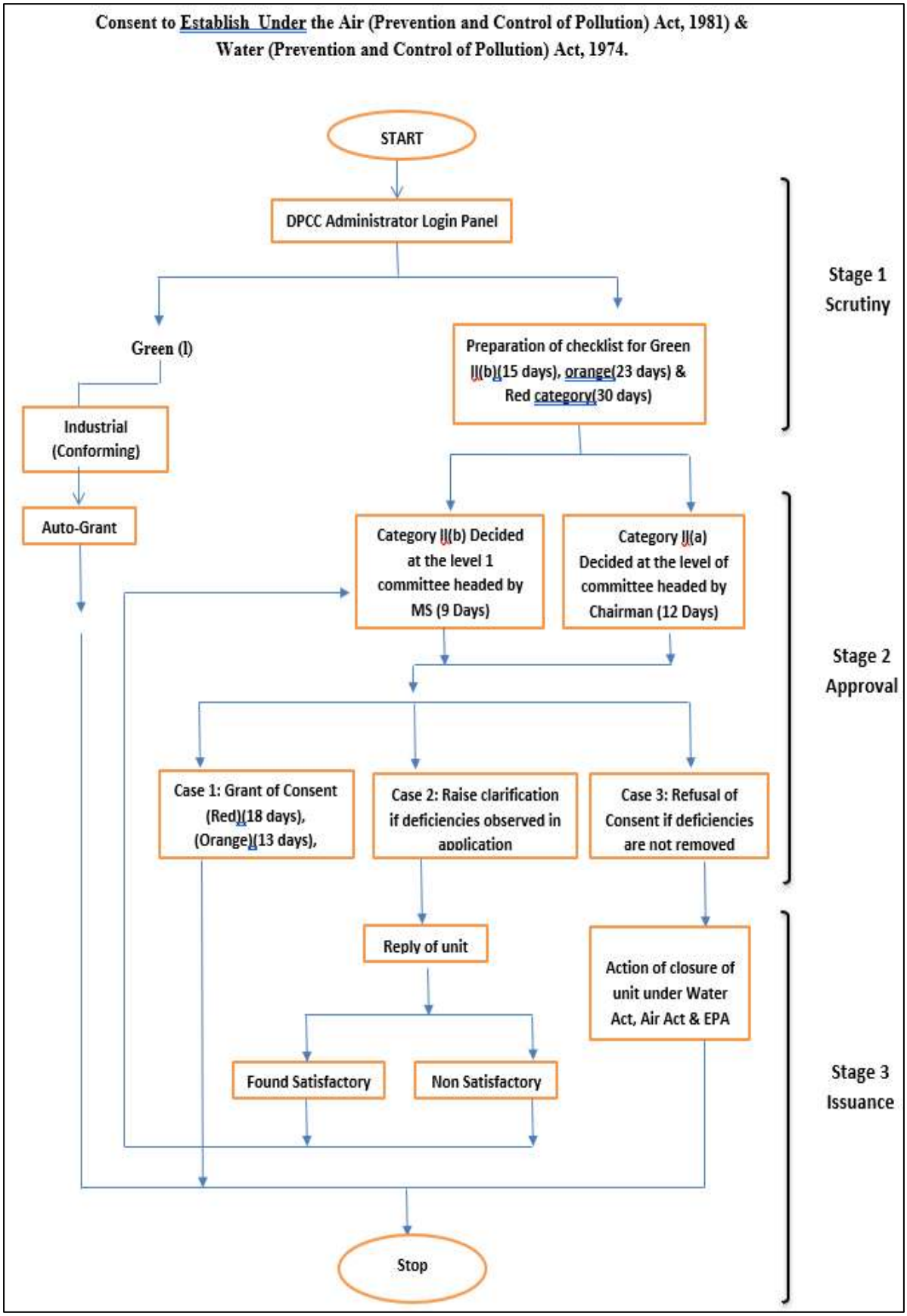
TO-BE Process Flow



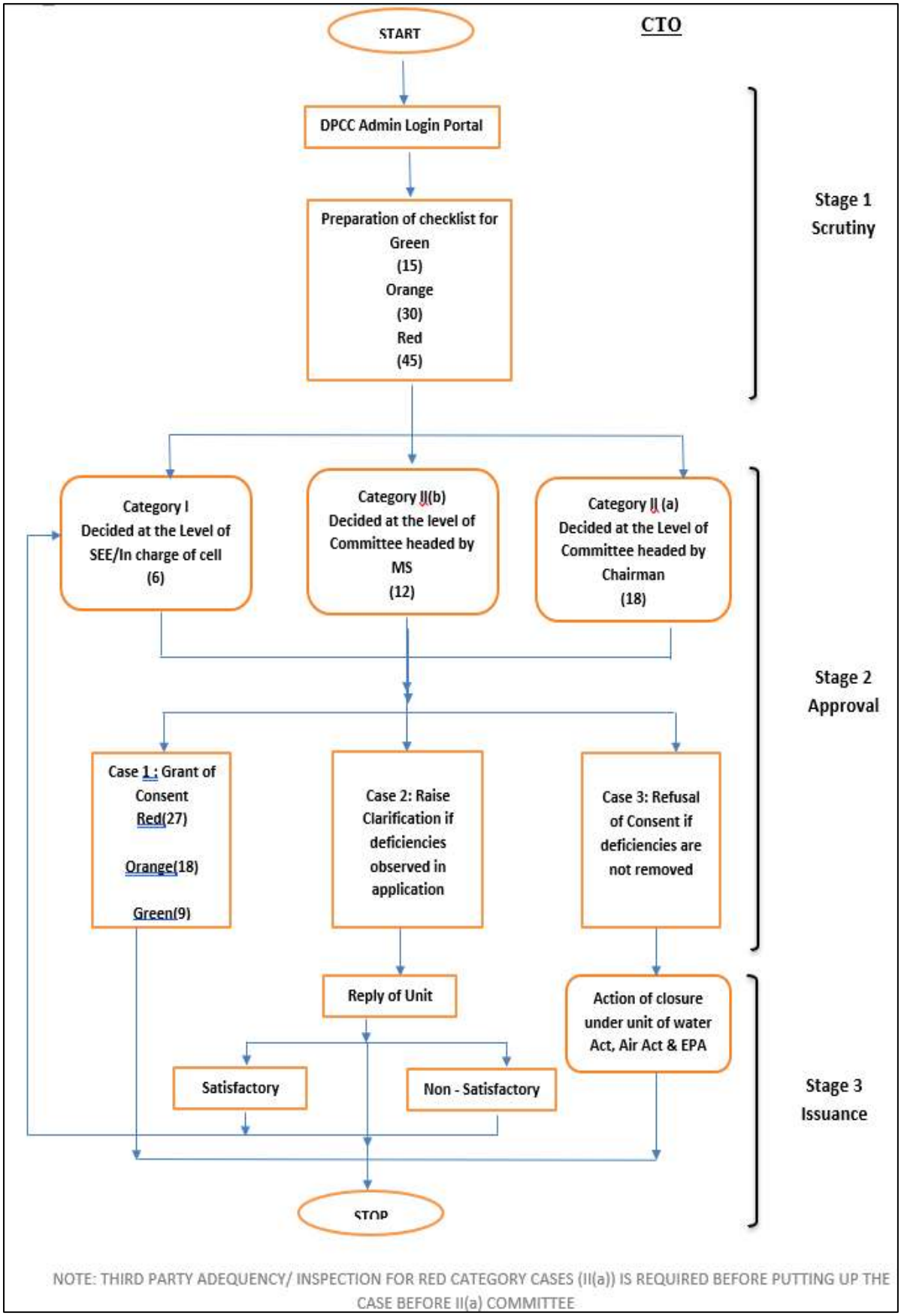
AS-IS Process Flow of Consent



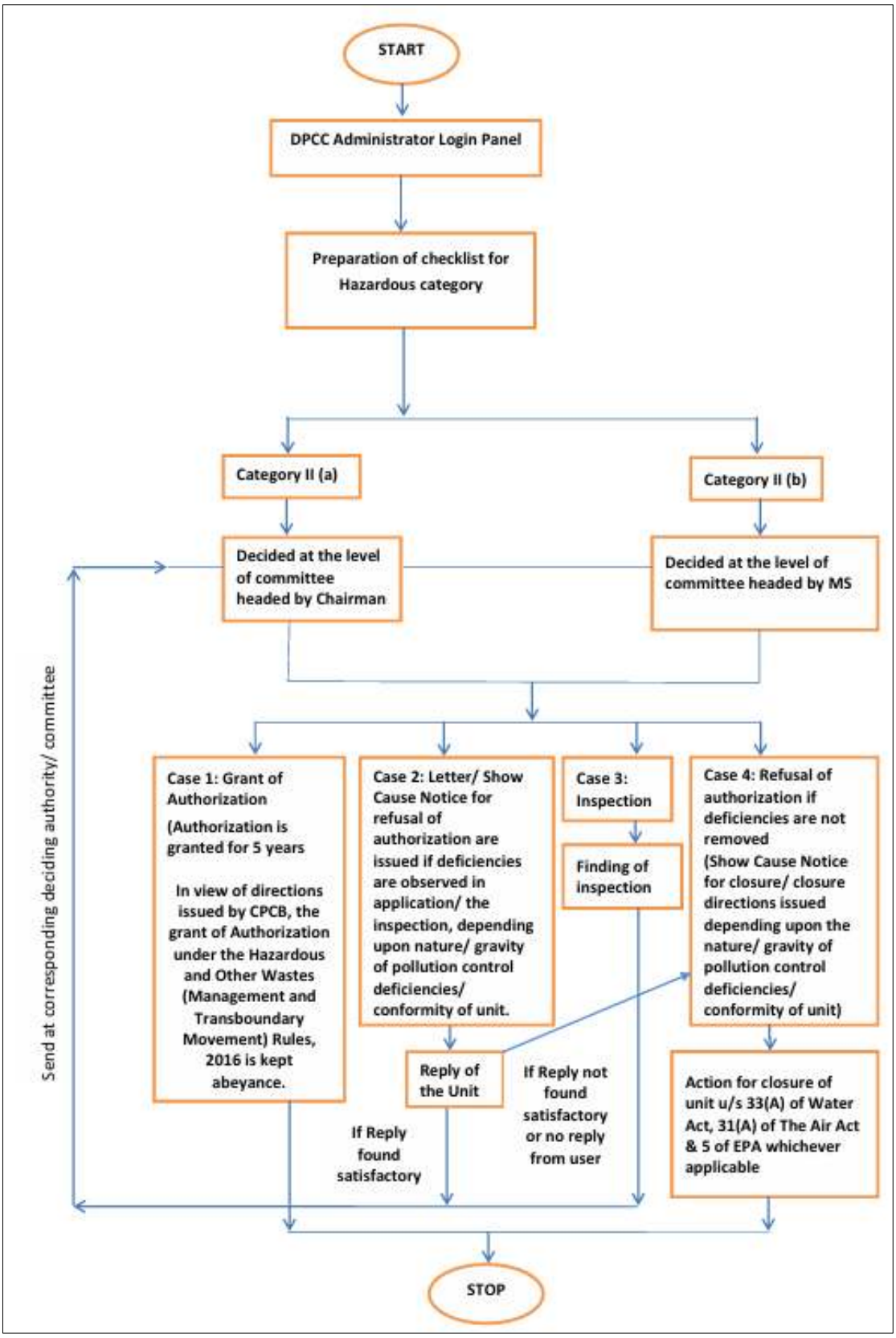
TO-BE Process Flow



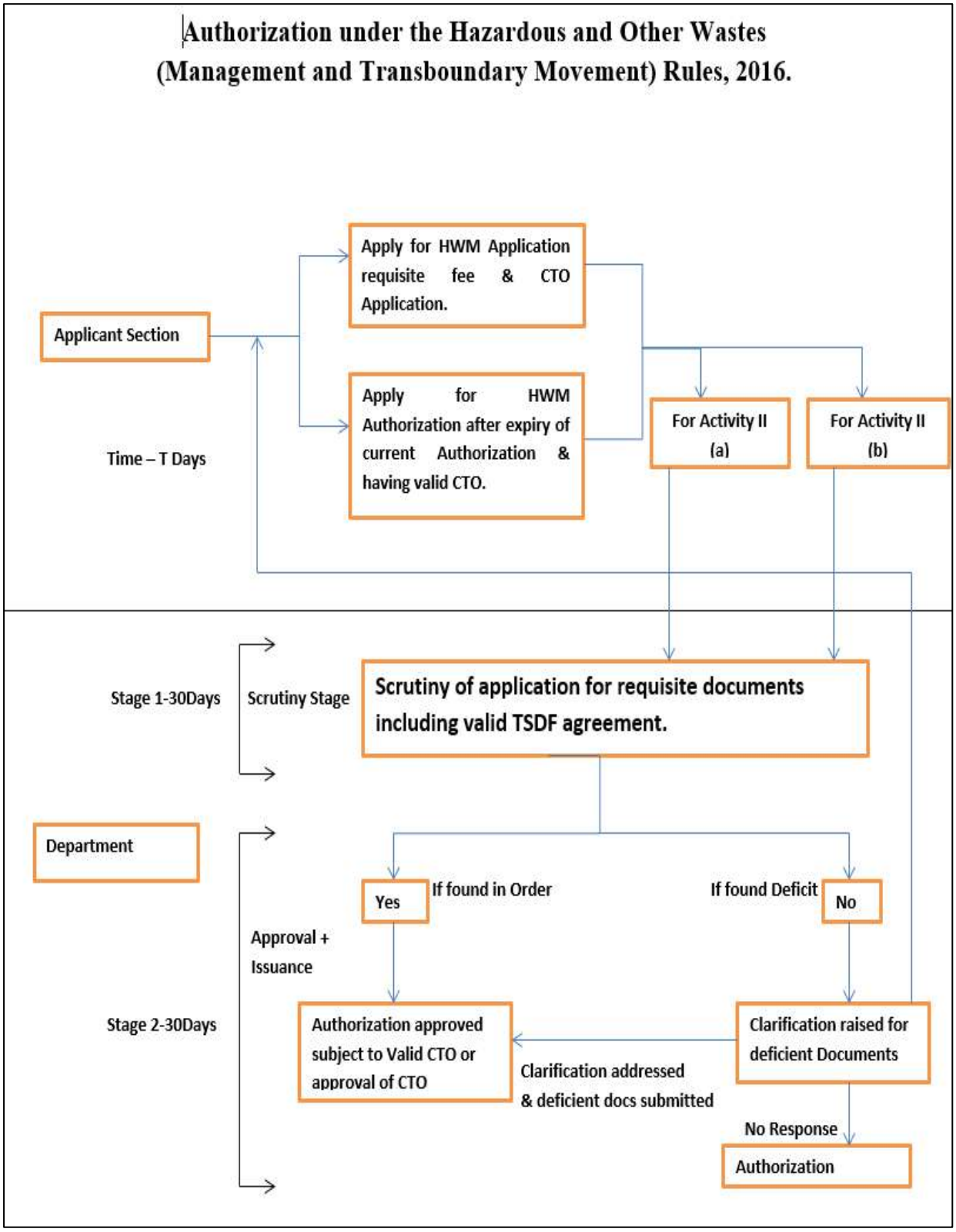
TO-BE Process Flow of Consent to Operate



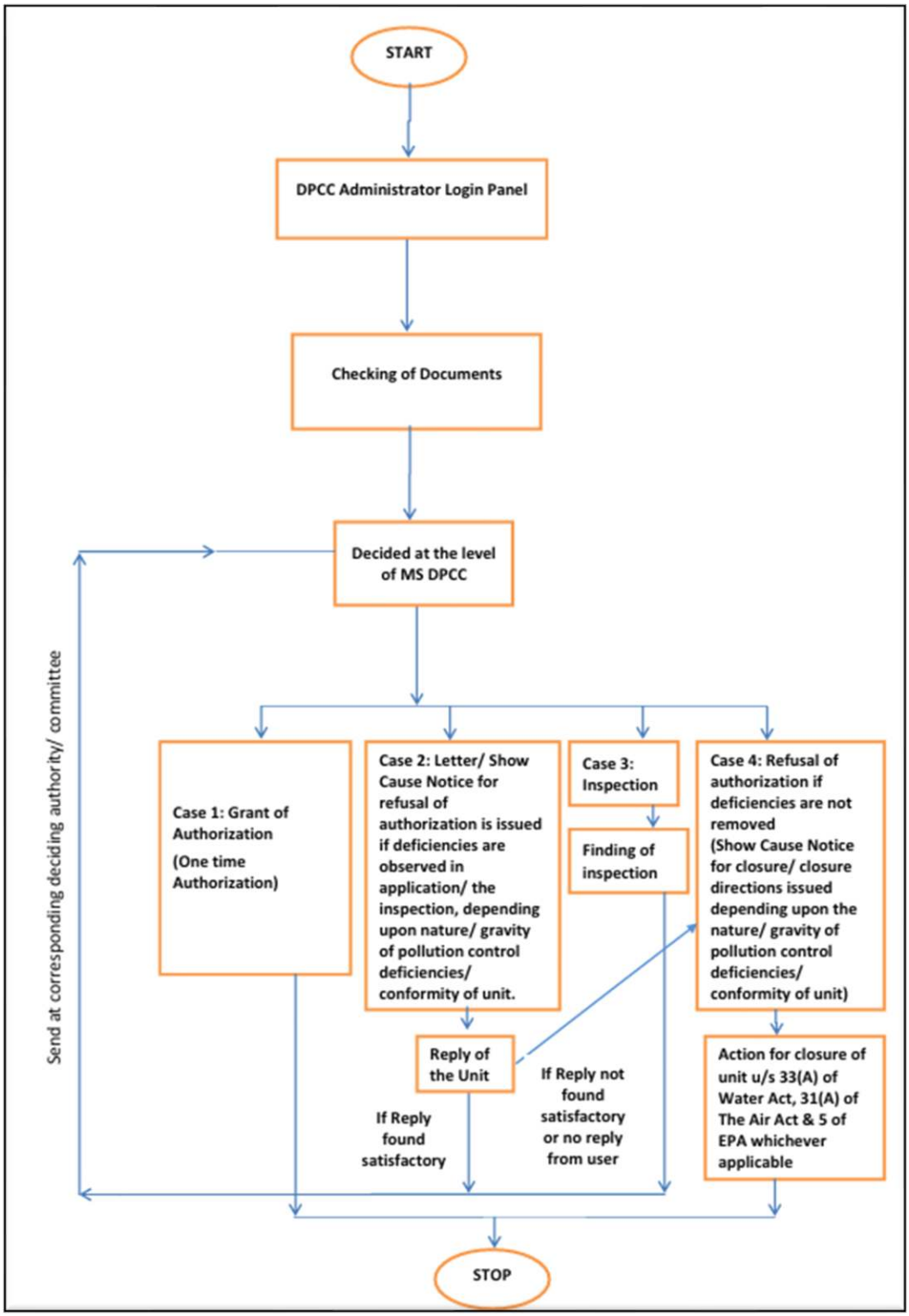
AS-IS Process Flow Diagram: Hazardous Waste Management



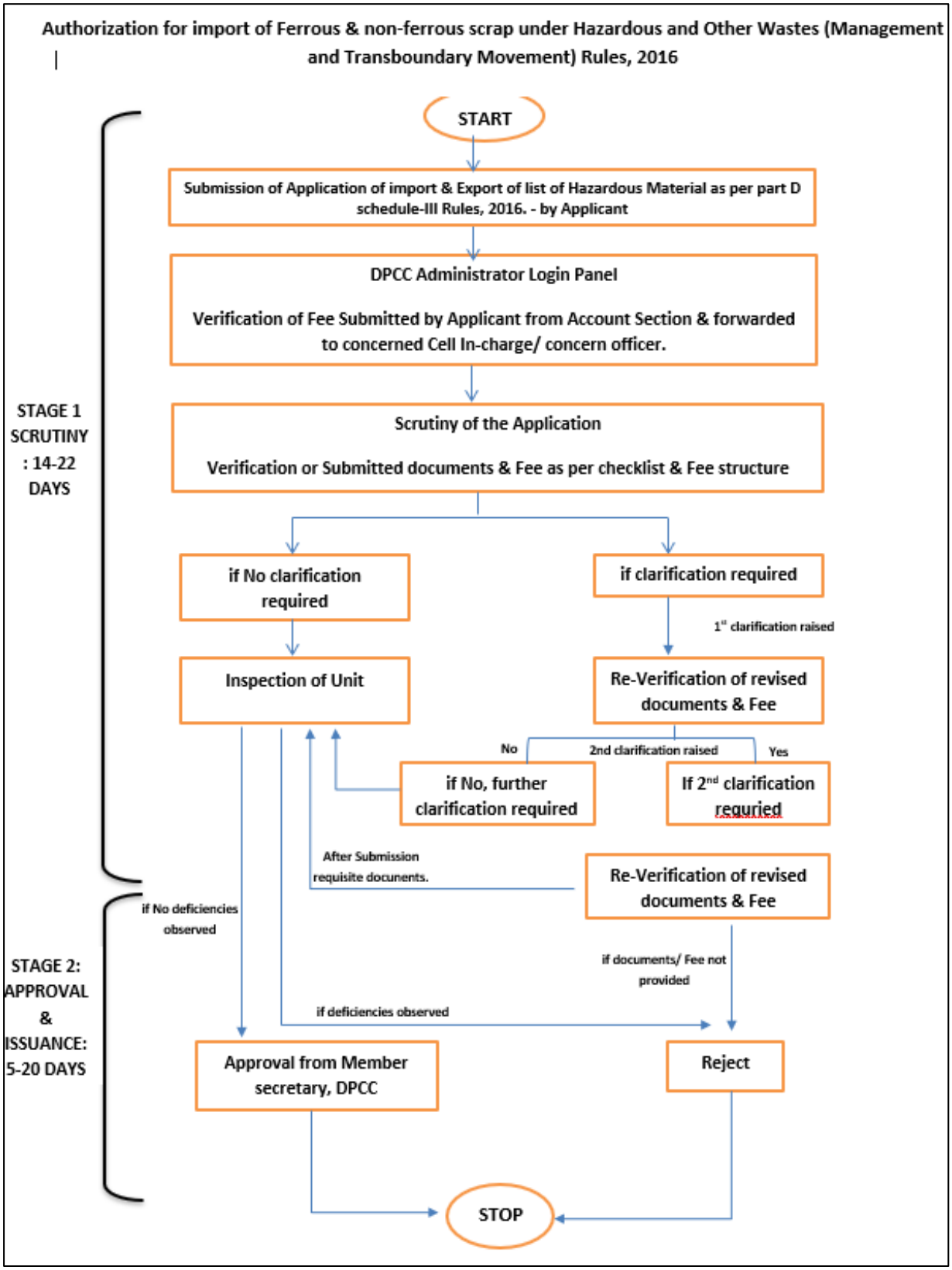
TO-BE Process Flow



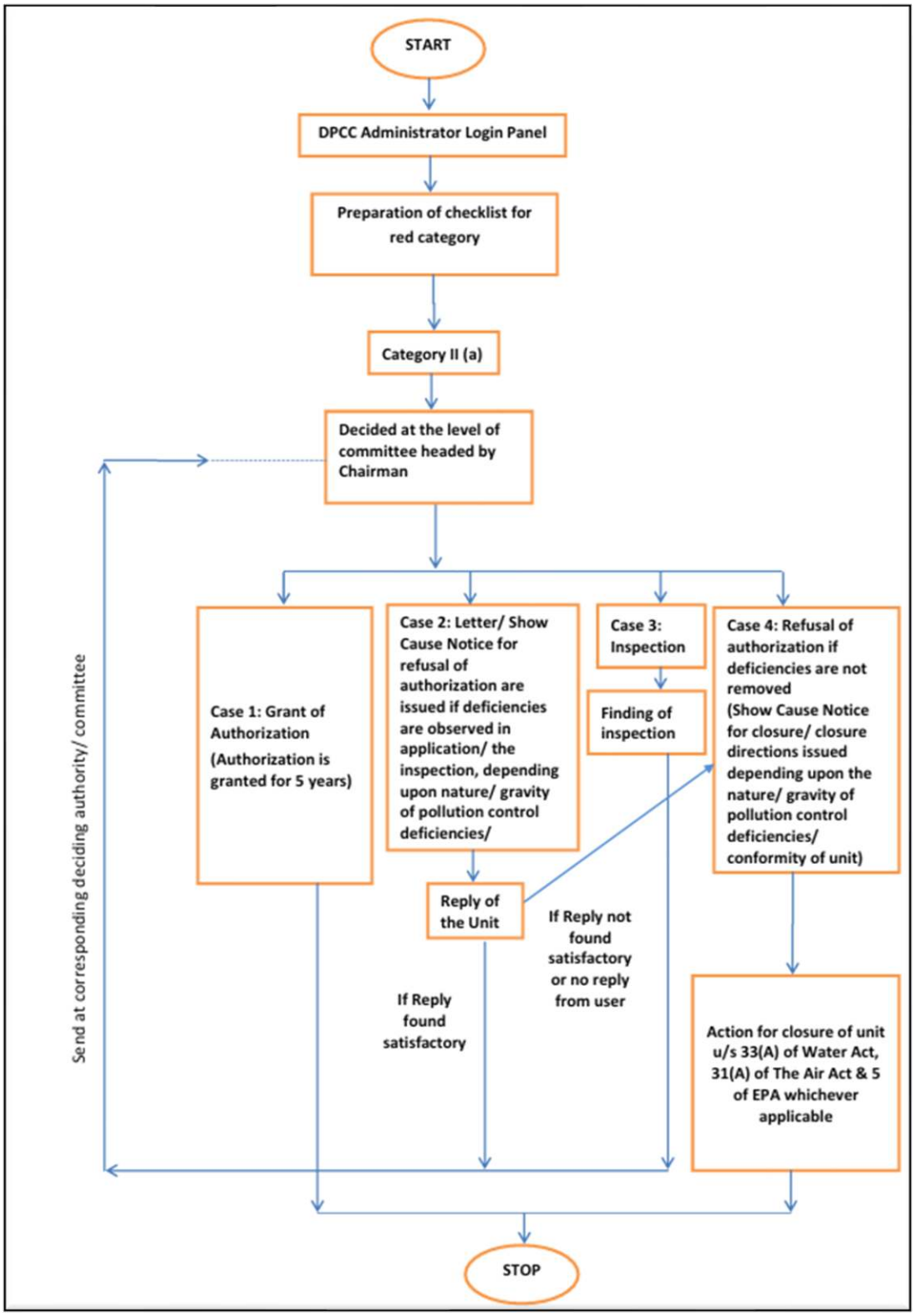
AS-IS Process Flow of Authorization for Import of Ferrous & non-ferrous scrap



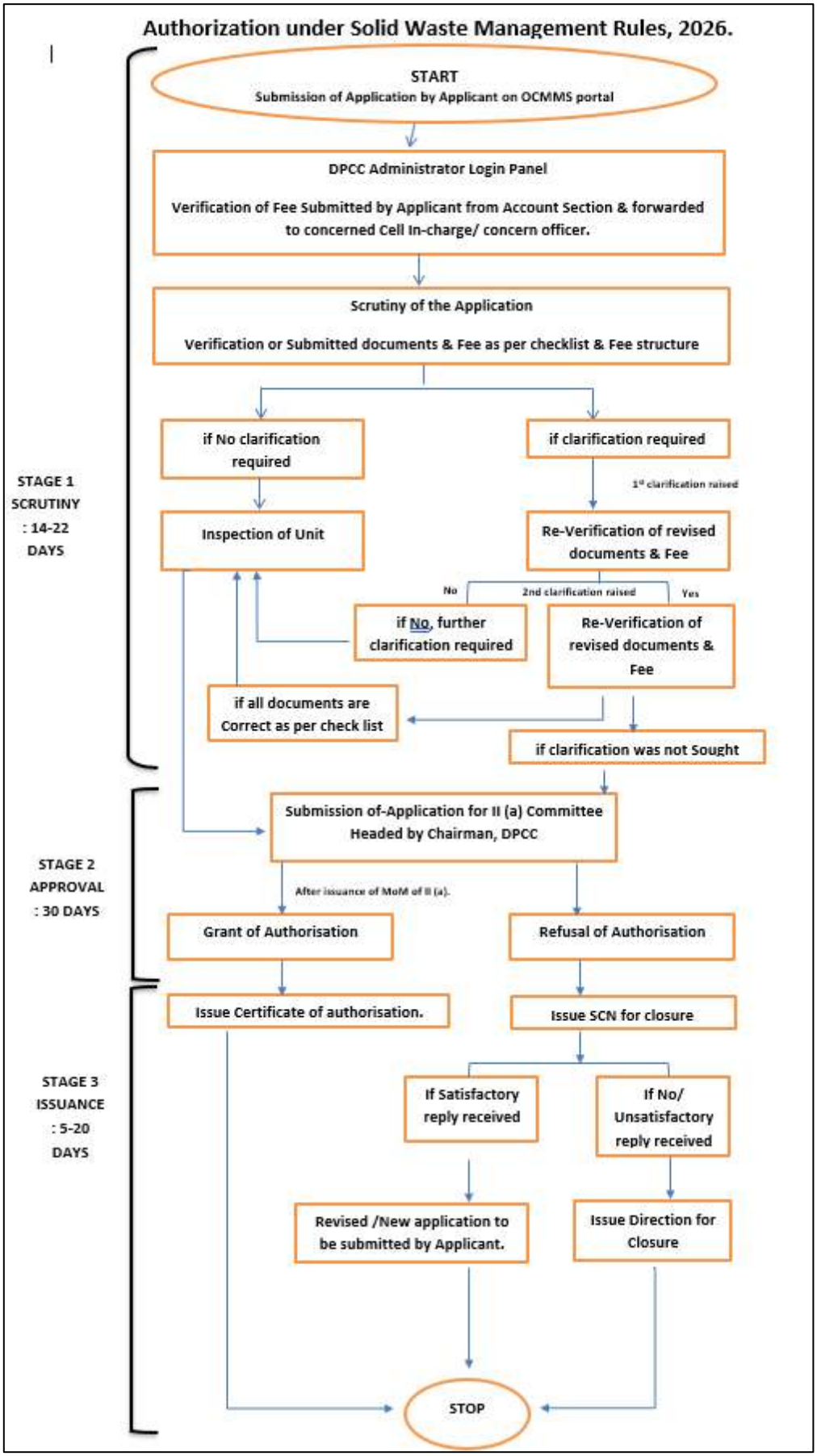
TO-BE Process Flow



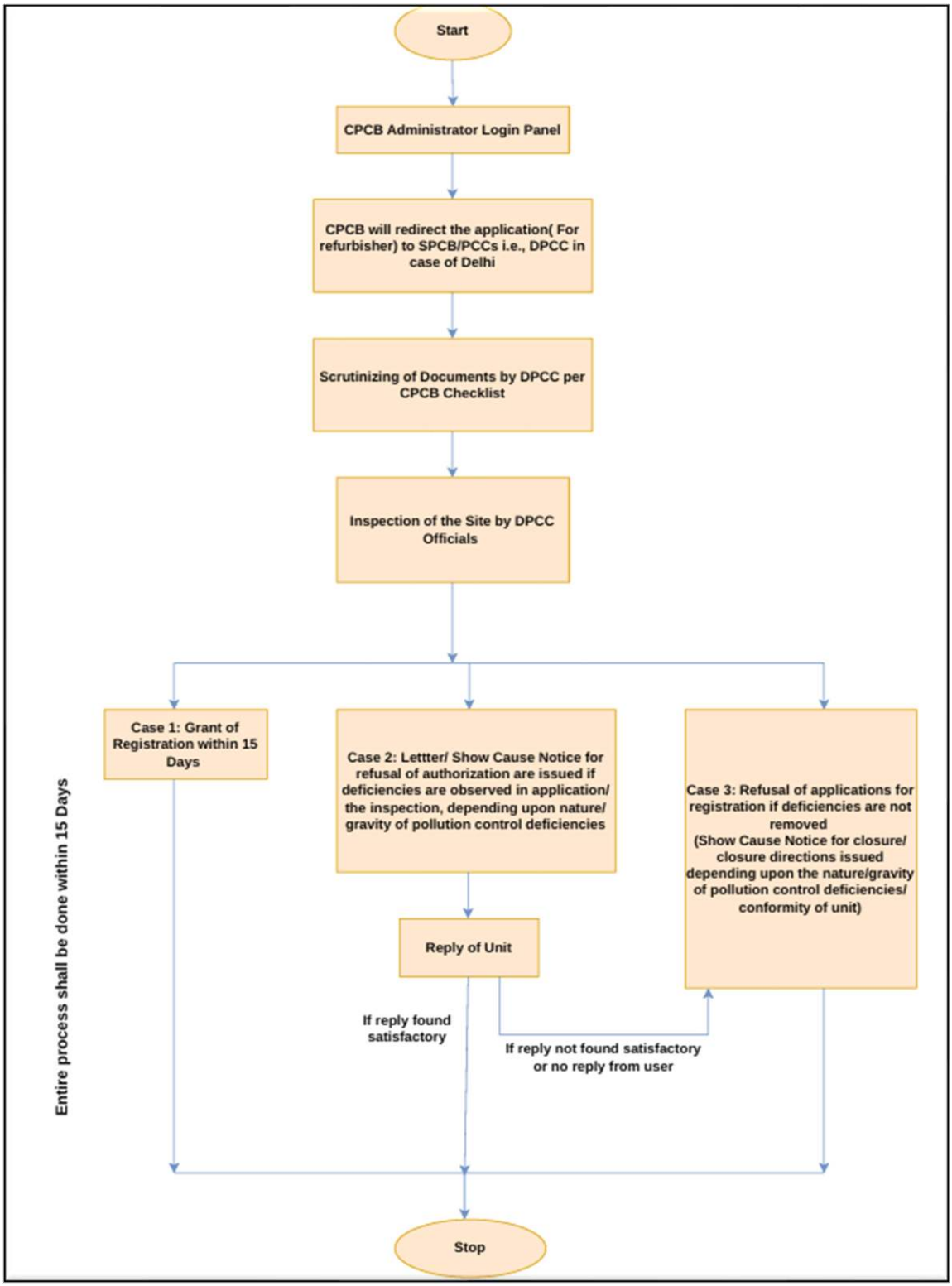
AS-IS Process Flow: Solid Waste Management



TO-BE Process Flow



TO-BE Process Flow: Battery



(xiv). Delhi Fire Services

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Fire Safety Certificate for all types of occupancies covered under Rule 27 of the Delhi Fire Service Rules, 2010		30	Stages: 1. Scrutiny Assistant – 3 Days 2. Physical Inspection for verification by Assistant Divisional Officer – 10 Days 3. Physical Inspection/ Verification by Divisional Officer – 5 Days 4. Physical Inspection/ Verification by Dy. Chief Fire Officer – 4 Days 5. Physical Inspection/ Verification by Chief Fire Officer – 4 Days 6. Fire Safety Certificate by Principal Director – 4 Days
2	Fire Safety Certificate renewal for all types of occupancies covered under Rule 27 of the Delhi Fire Service Rules, 2010		30	

Fire License / NOC (Online Renewal of FSC): 30 Days once the integrated online system of DFS would be commissioned. Expected Date: 31.12.2026.

NOC required for setting up of Explosive, Manufacturing: 15 Days as per MCD portal otherwise get auto approved.

Permission of Storage of explosive and flammable materials: 15 Days as per MCD portal otherwise get auto approved. 30 days if physical inspection is required

TO-Be Process flow

FLOW CHART-RENEWAL OF FIRE SAFETY CERTIFICATES

Stage-1
Online submission of application
Scrutiny Assistant to check the data/ file
(03 working days)

↓

Stage-2
Recording of requisite parameters and preparation of checklist followed by physical Inspection for verification by Assistant Divisional Officer
(10 working days)

↓

Stage-3
Approval of inspection report submitted by ADO, conducting physical inspection/ verification if required by Divisional Officer
(5 working days)

↓

Stage-4
Approval of inspection report submitted by DO, conducting physical inspection/ verification if required by Dy. Chief Fire Officer
(4 working days)

↓

Stage-5
Approval of inspection report forwarded by DCFO, conducting physical inspection/ verification if required by Chief Fire Officer
(4 working days)

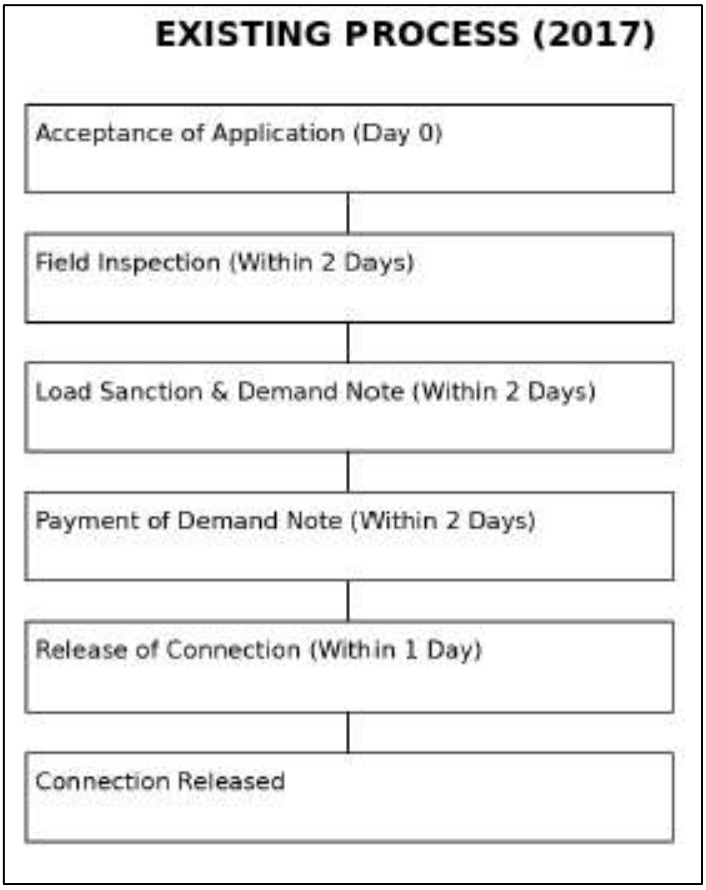
↓

Stage-6
Approval of report submitted by CFO, generation of final document (Fire safety Certificate) by Principal Director followed by record keeping
(4 working days)

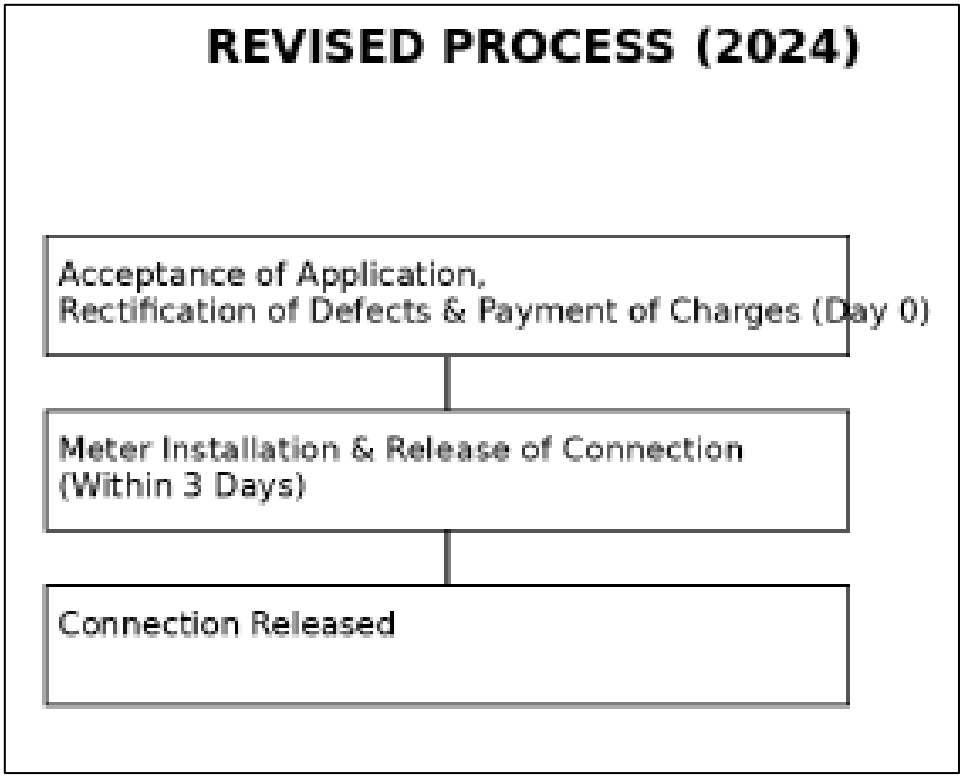
(xv). Power Department

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Net Metering Application and Connection Agreement	75	25	Stages : 1. Technical Feasibility – 15 Days 2. Registration & Net Meter Installation – 10 Days
2	New Connection of Electricity	35	3	Stages : 1. Application Acceptance – 0 Day 2. Meter Installation & Release of Connection – 3 Days 3. Connection Released

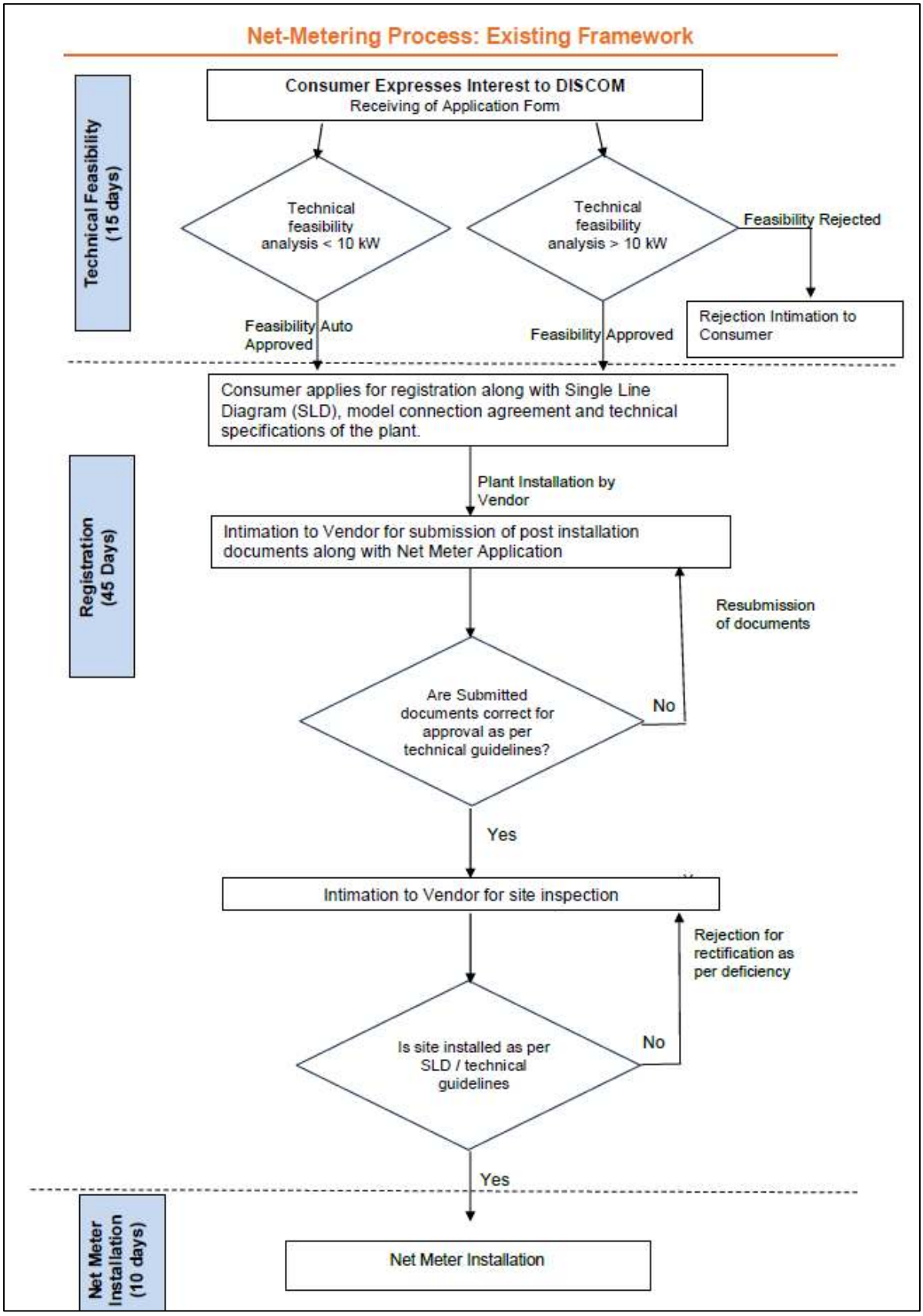
AS-IS Process Flow of New Connection of Electricity



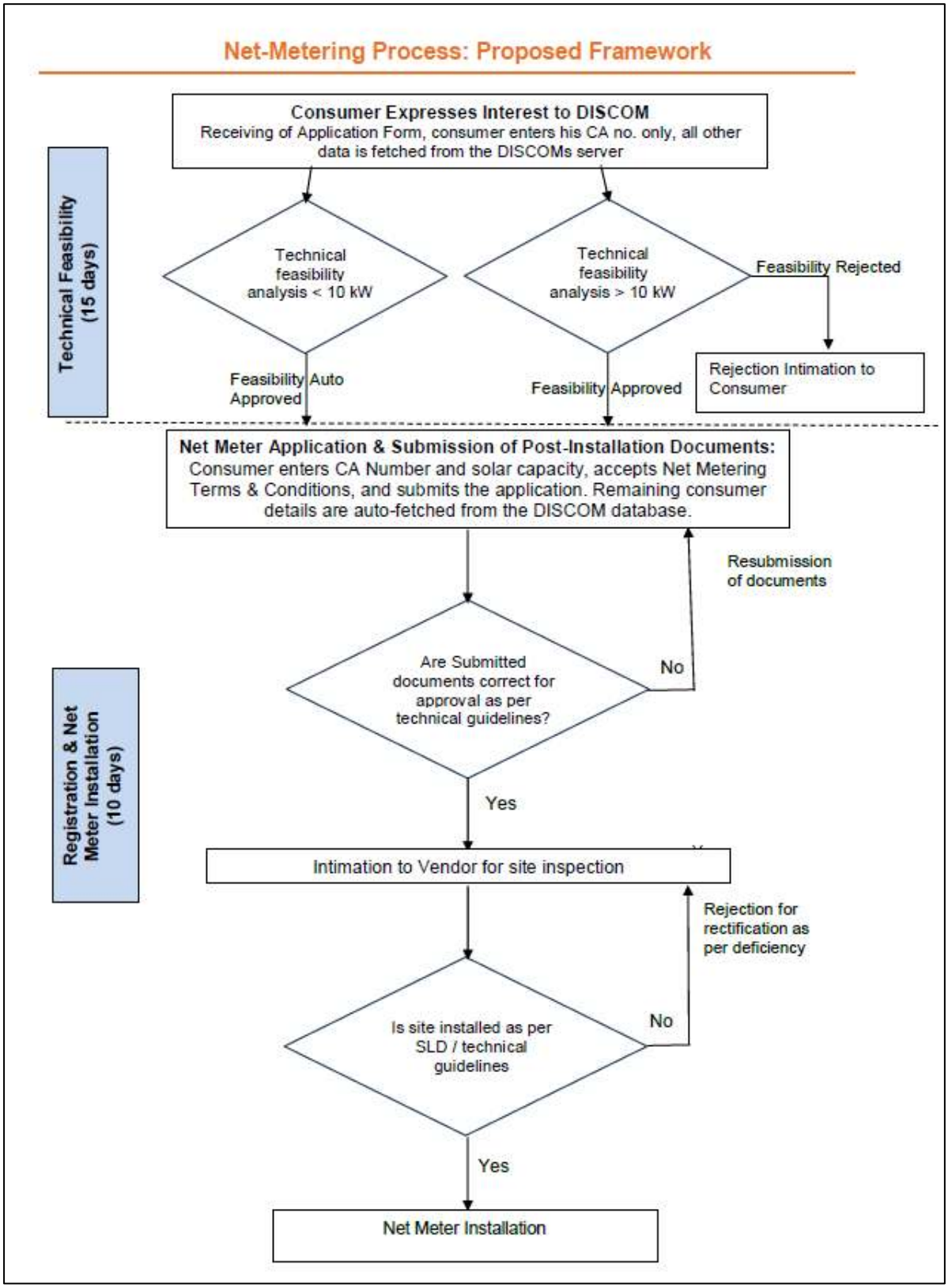
TO-BE Process Flow of New Connection of Electricity



AS-IS Process Flow



TO-BE Process Flow

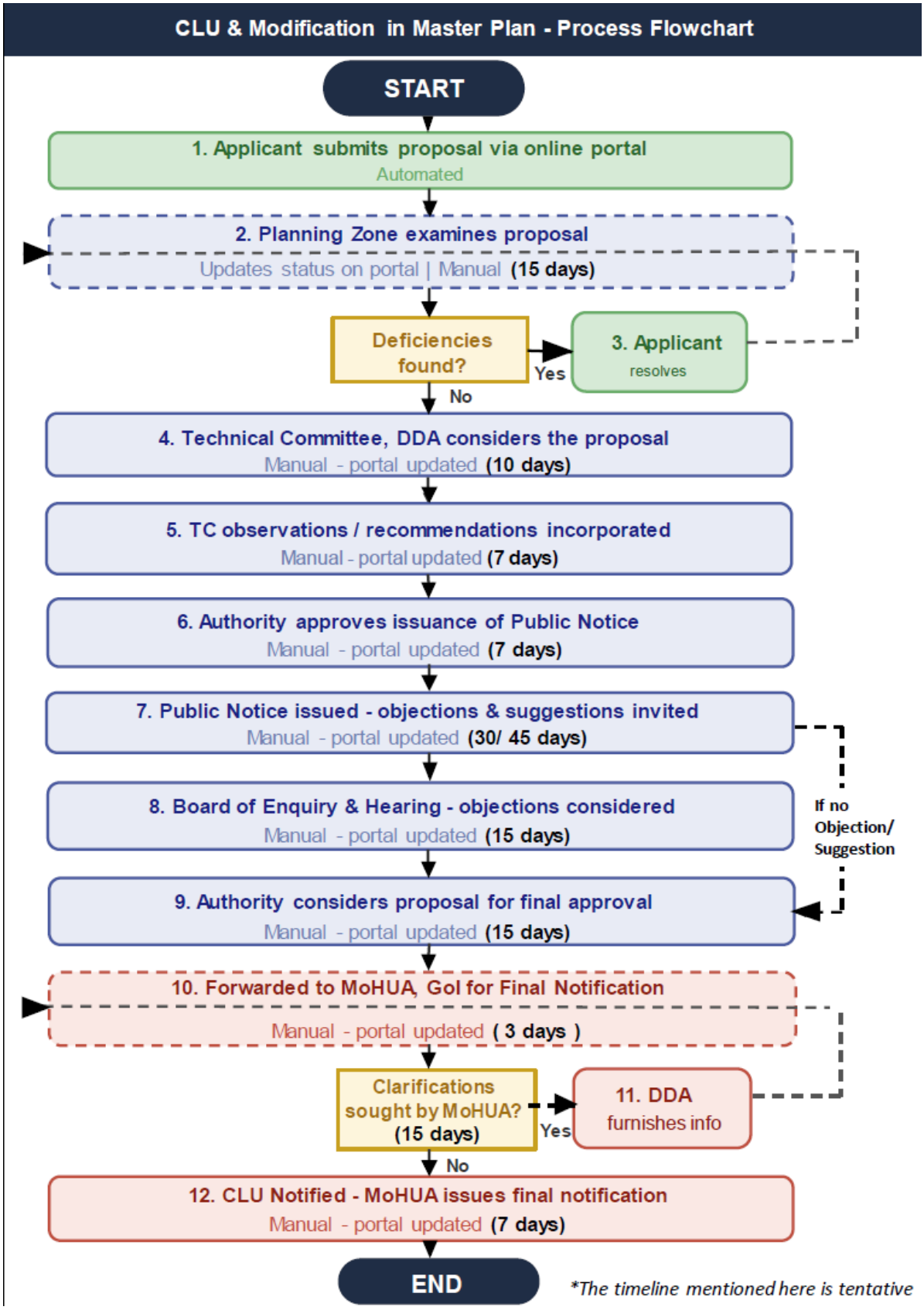


(xvi). Delhi Development Authority

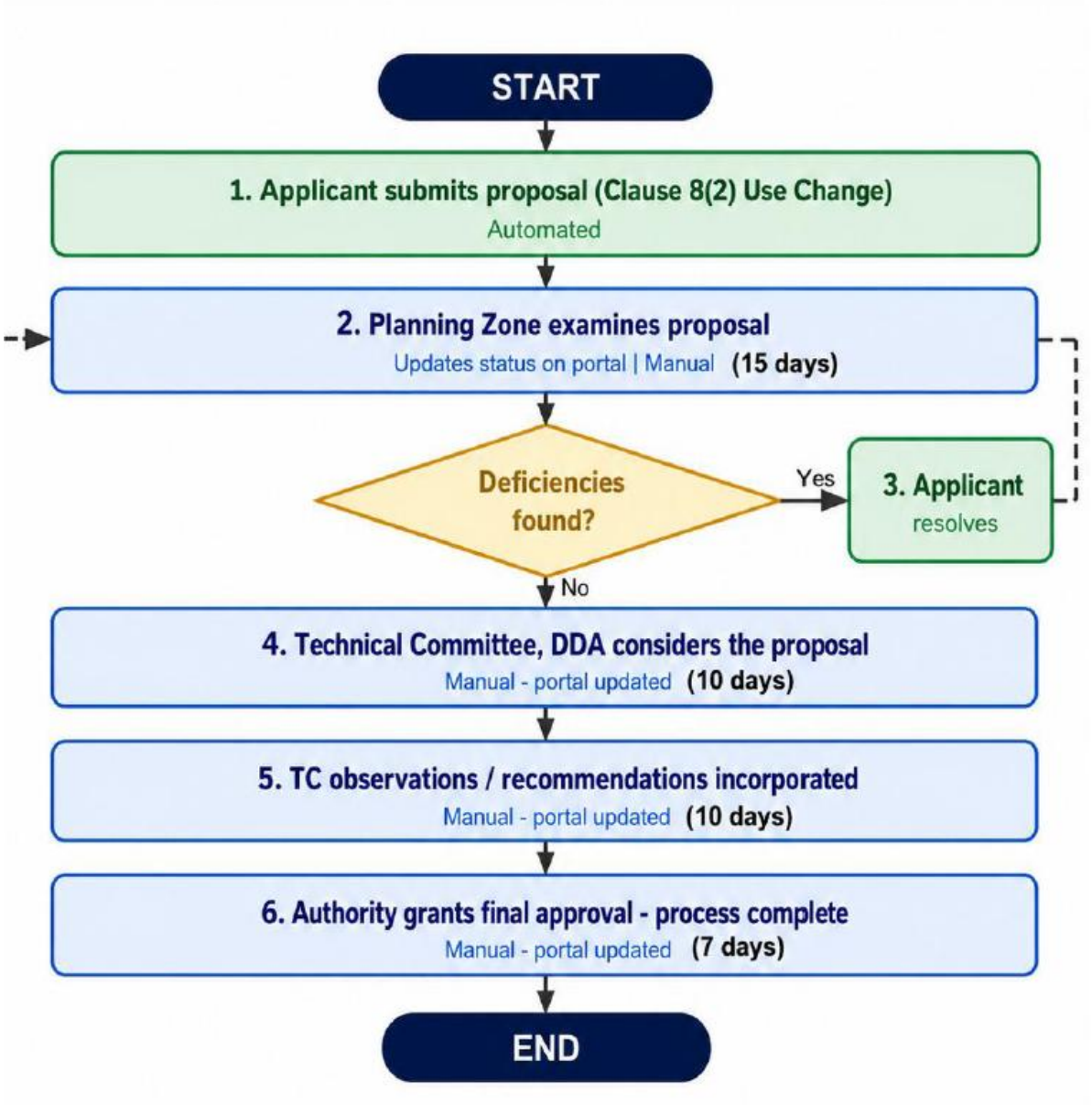
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-wise Timeline
1	Change of Land Use	120	120	Stage: 1. Applicant Submit Proposal 2. Planning Zone Examines Proposal – 15 Day 3. Technical Committee, DDA – 10 Day 4. TC Observation / recommendation incorporation – 7 Day 5. Authority Approve Issuance of Public Notice – 7 Day 6. Board of Inquiry and Hearing – 15 Day 7. Authority consider for Final Approval – 15 Day 8. Forwarded to MoHUA, GOI for final Notification – 3 Day 9. Clarification sought by MoHUA – 15 Day 10. CLU Notified – 15 Day
2	Industrial to Commercial / Institutional CLU		Response Awaited	

Note: It may not be feasible to prescribe a reduced Turnaround Time (TAT) or propose a definitive SLA timeline for these services beyond the existing practice of processing proposals.

TO-BE Process Flow



Change of Use Premise/ Layout Plan Approval - Process Flowchart

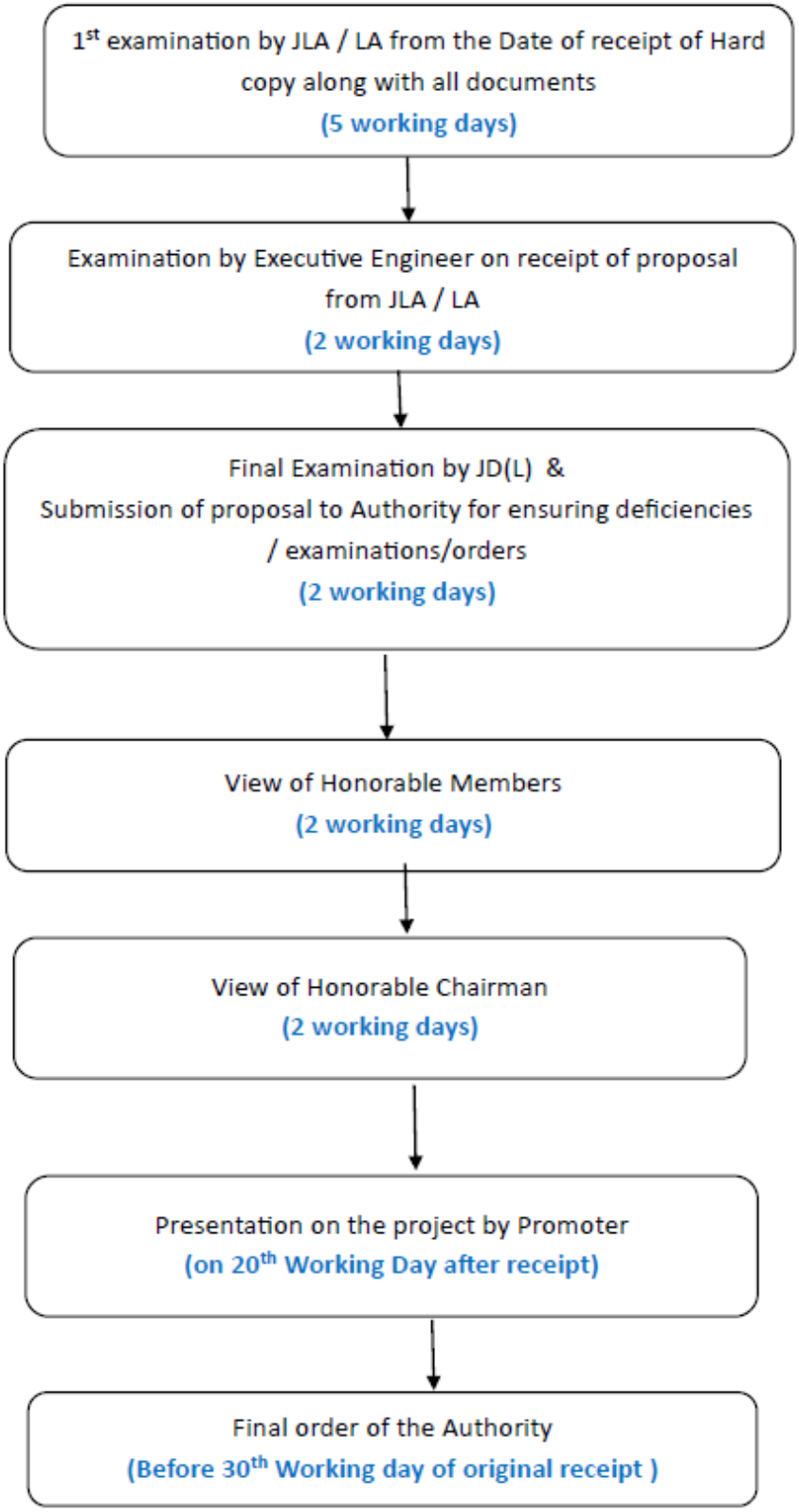


(xvii). Real Estate Regulatory Authority

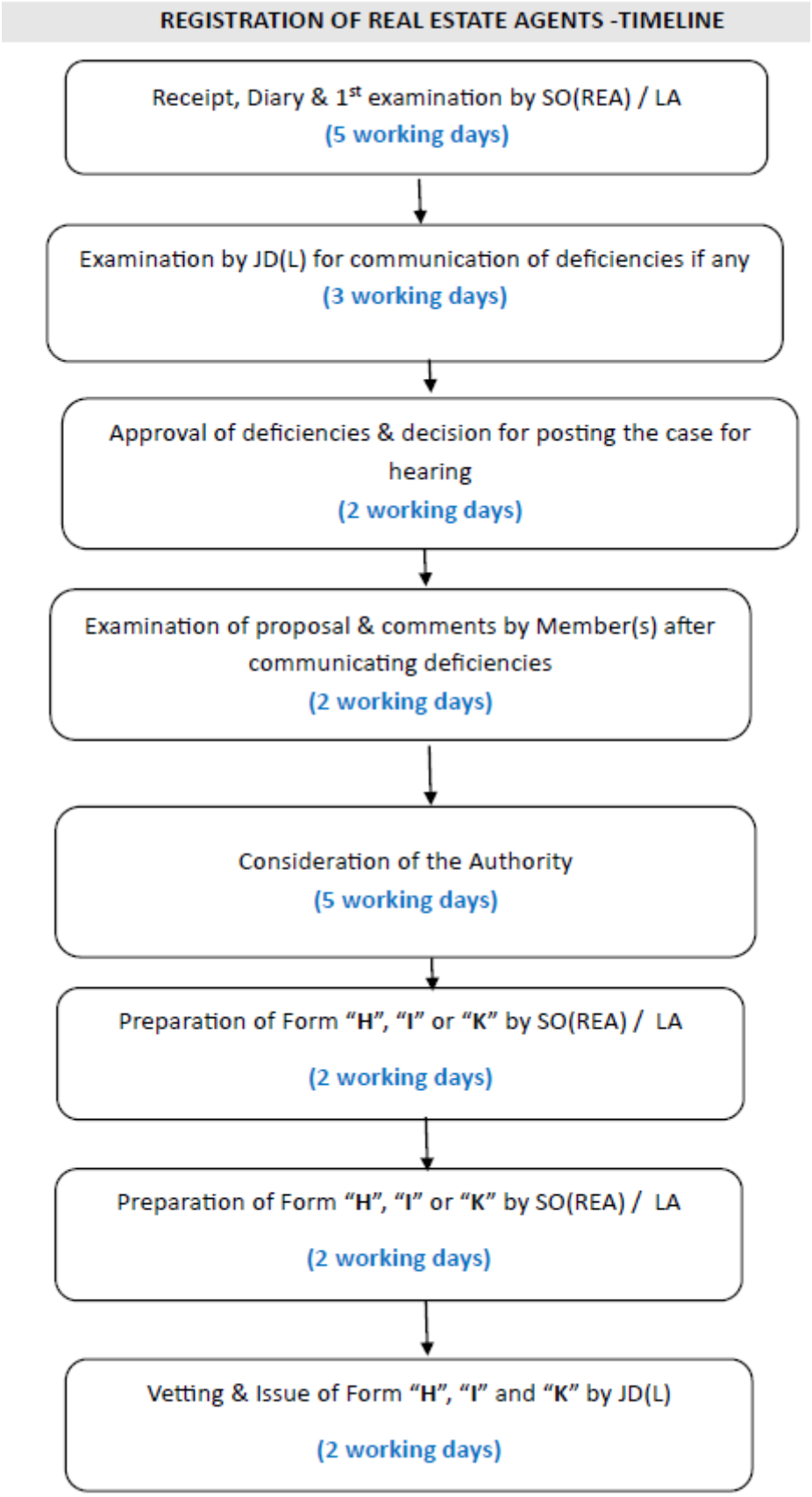
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Registration of Builder (Promoter)	30	30	Stage: 1. 1st examination by JLA/LA – 5 Day 2. Examination by Executive Engineer – 2 Day 3. Final Examination by JD (L) – 2 Day 4. View of Honorable Members – 2 Day 5. View of Honorable Chairman – 2 Day 6. Presentation on the project by Promoter – 20th Day 7. Final order of the Authority – Before 30th Working Day
2	Registration of Real Estate Agents	30	30	Stage: 1. 1st examination by SO (REA)/ LA – 5 Day 2. Examination by JD (L) – 3 Day 3. Approval of Deficiencies and Decision – 2 Day 4. Examination of proposal and comments by Member – 2 Day 5. Consideration of the Authority – 5 Day 6. Preparation of Form "H", "I", or "K" by SO (REA) / LA – 2 Day 7. Vetting & Issue of Form "H", "I", or "K" by JD (L) - 2 Day

TO-BE Process flow

REGISTRATION OF REAL ESTATE PROJECTS - TIMELINE



TO-BE Process flow

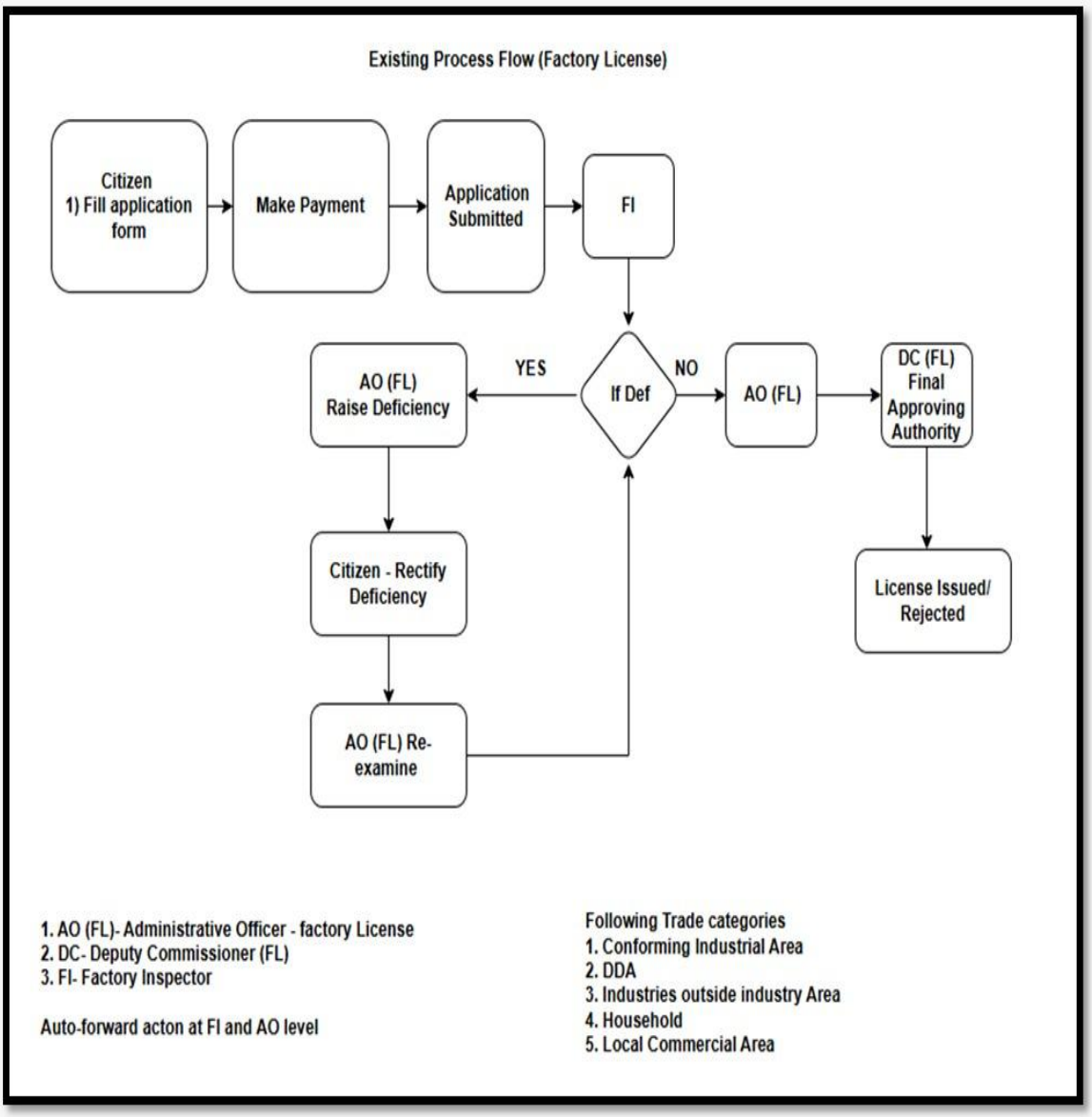


(xviii). Municipal Corporation of Delhi

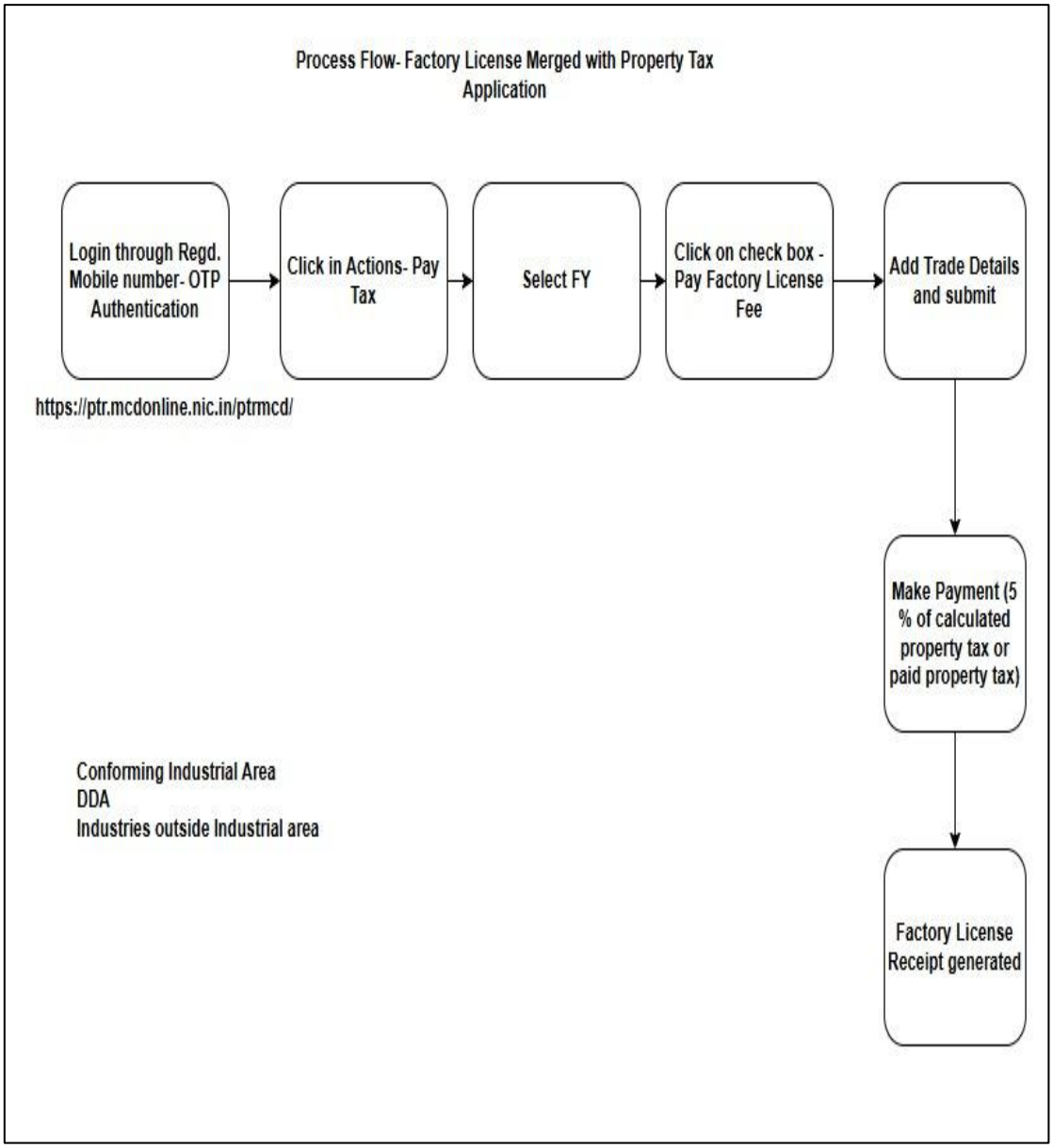
Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
1	Factory License	90	Instant	
2	General Trade License	Instant	Instant	
3	Health Trade License 2	60	Eating License is included into Deemed / Instant Category (Deemed issuance from FSSAI) from the Unified Portal	
4	Mobile Tower Permission		Application transferred to DOT Portal	
5	Online Building Plan System	59	59	To-Be Process Flow is still awaited
6	Online Town Planning Approval		90 Days for placing application before Standing Committee	To-Be Process Flow is still awaited

Sl No.	Name of the Service	Current SLA before TAT	Proposed SLA after TAT	Stage-Wise Timeline
			of MCD for approval	
7	Property tax eMutation	Auto triggered instant generation based on data from SR offices 45 (average) for properties before 2019	30	To-Be Process Flow is still awaited
8	Unified Portal for Licensing of Eating / Loading & Boarding Establishment in Delhi	60	Eating license is excluded from the unified portal and integrated with HTL Deemed/ Instant Category	
9	Veterinary License	60	45	Stages: 1. Application Submitted 2. Application Scrutiny by DD(VS) 3. Approve

AS-IS Process Flow

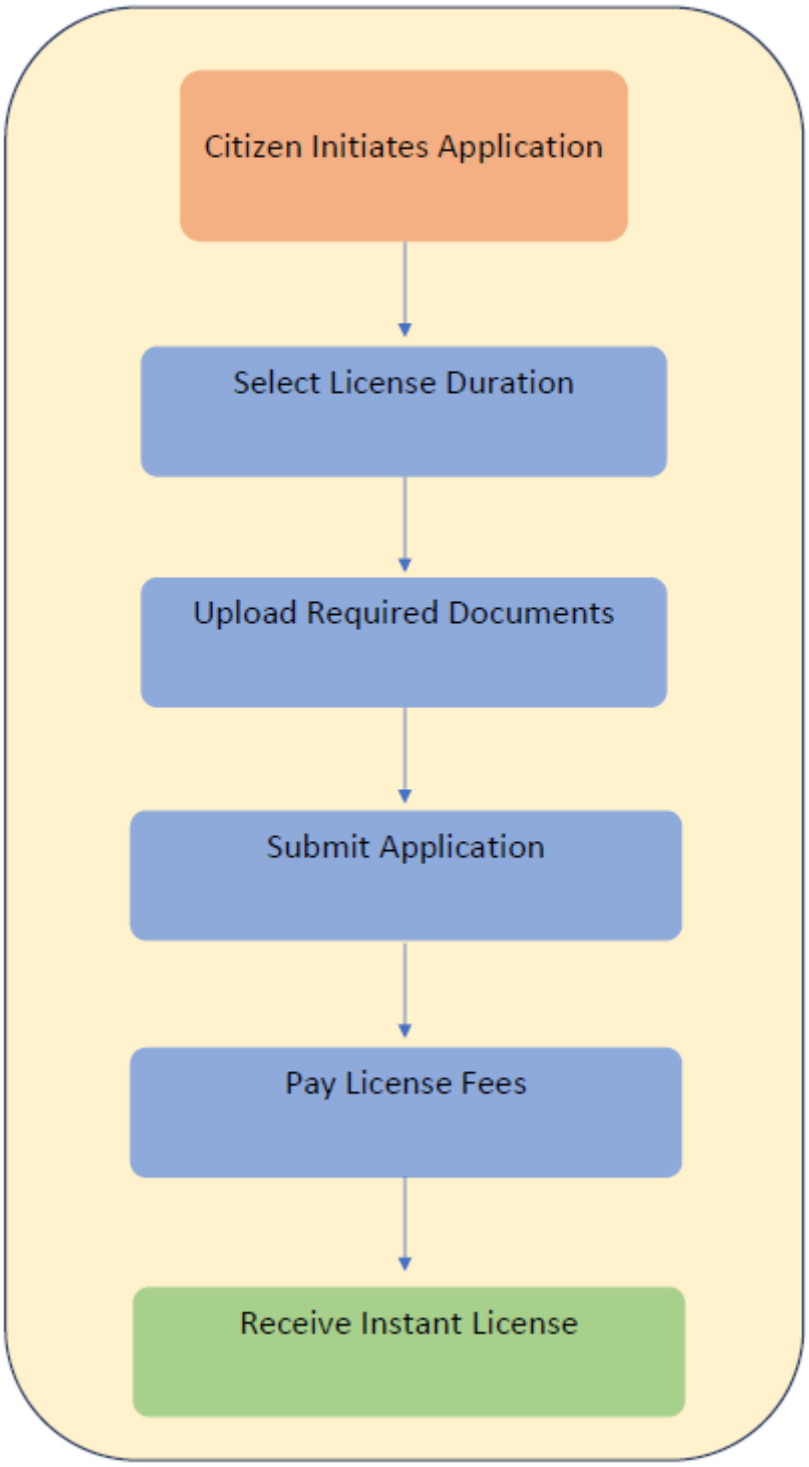


TO-BE Process Flow

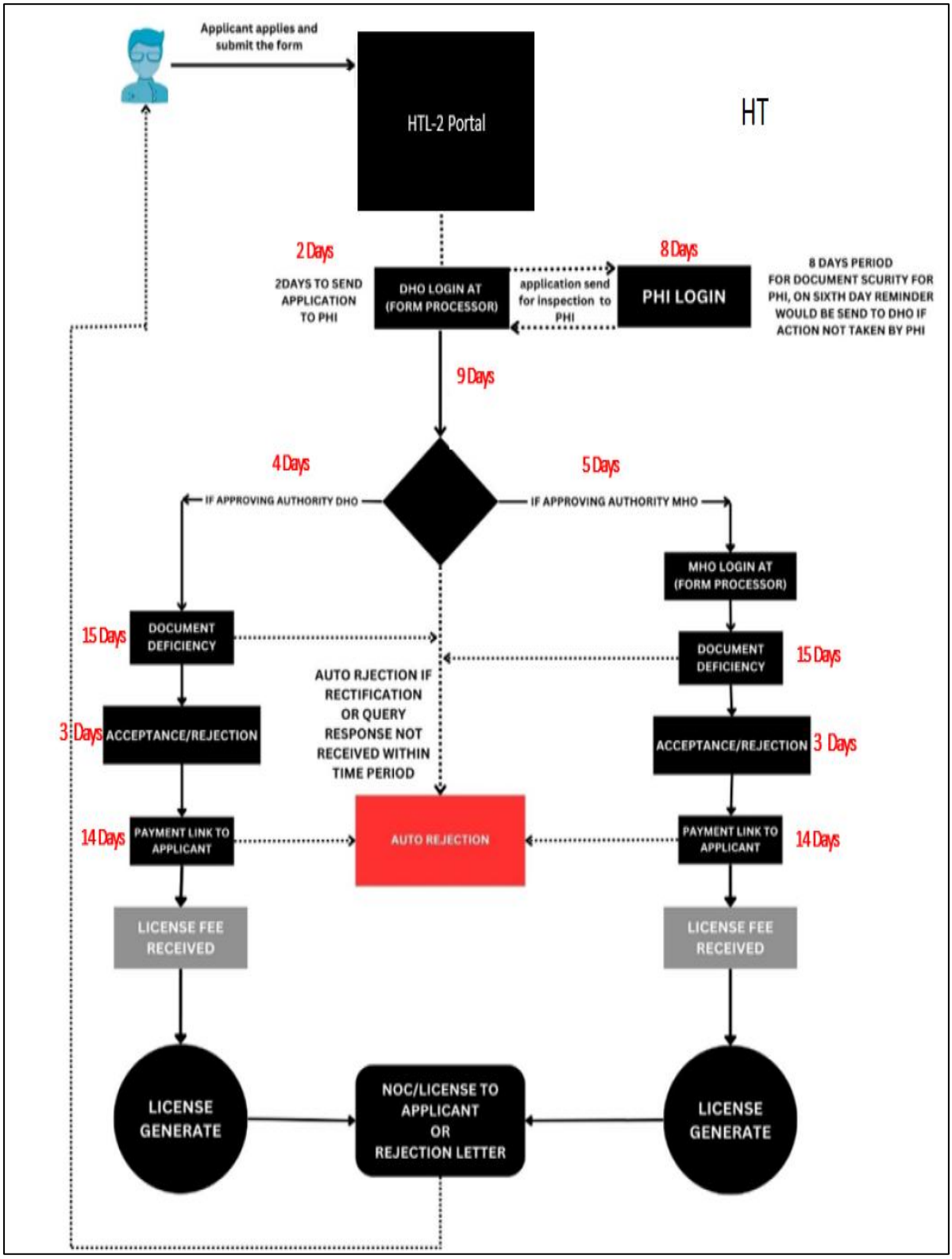


AS-IS Process Flow

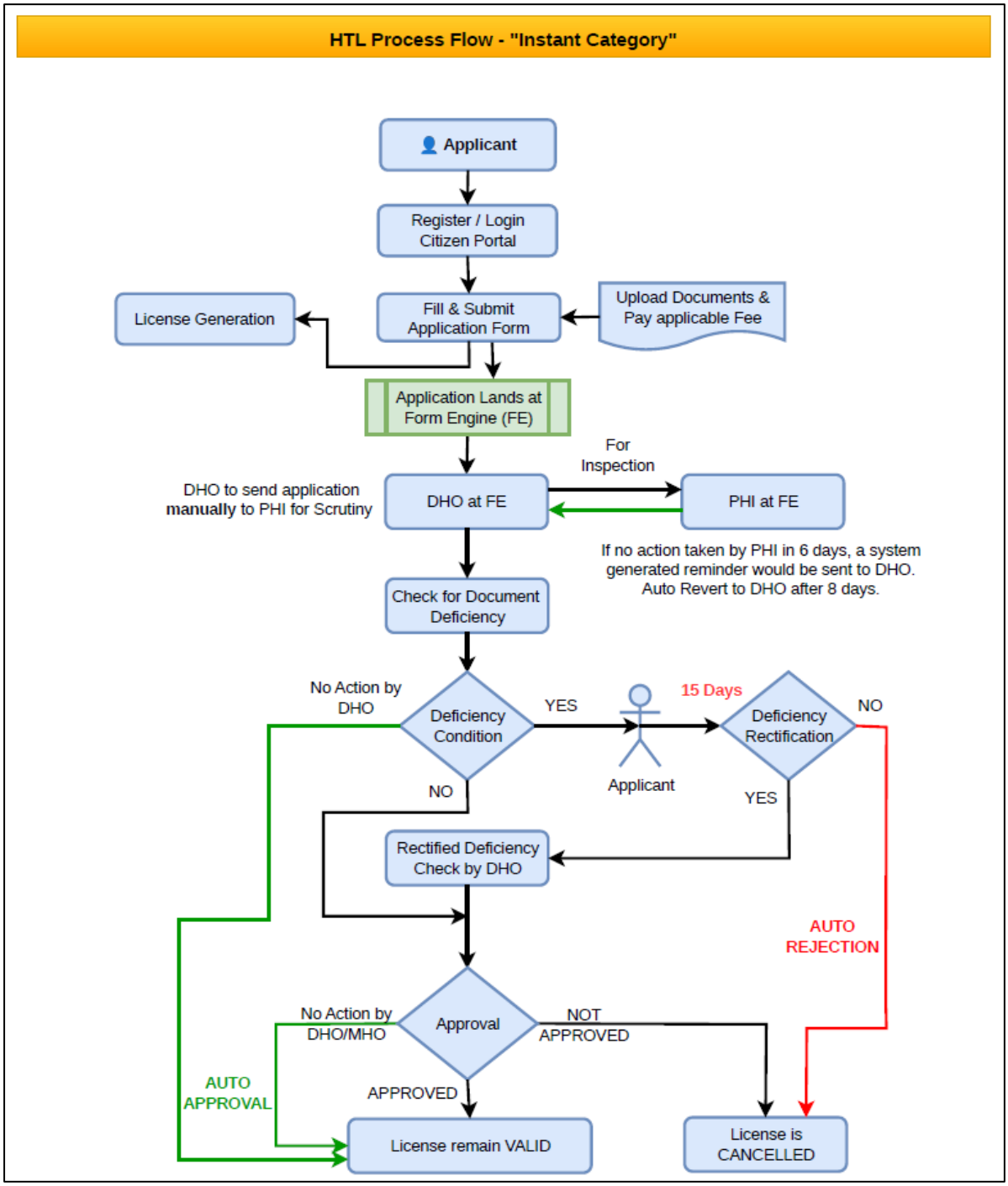
GTL PROCESS FLOW



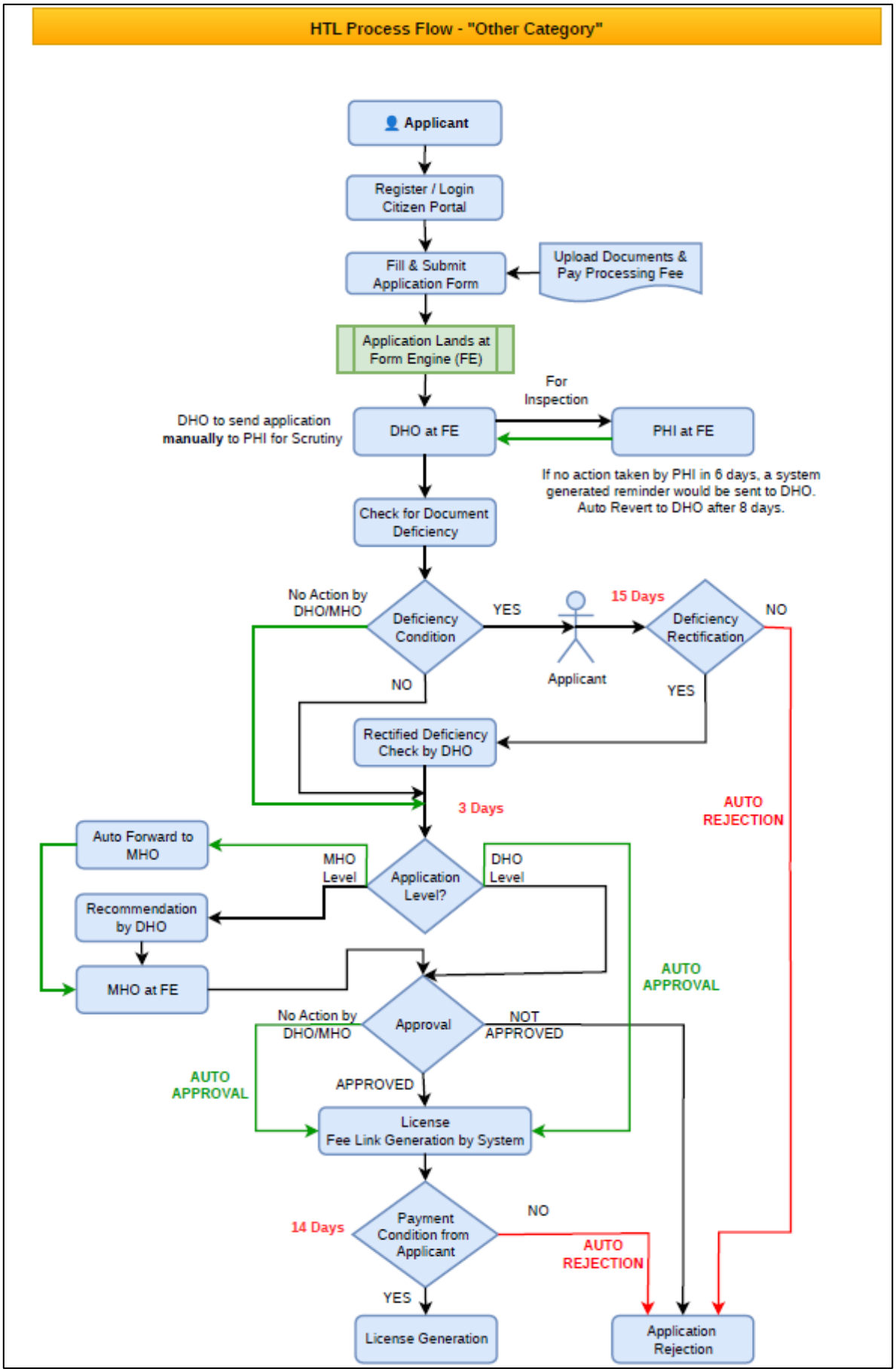
AS-IS Process Flow



TO-BE Process Flow



TO-BE Process Flow



TO-BE Process flow

Timelines in Online Building Plan Approval System(OBPS)

Stages in Sanction of Building Plans (30 days)

1. Owner Registration & Selection of Professional – Instant
2. Submission of Common Application Form, Drawings & Payment of Permit Fee by Professional
3. Processing of Application by NOC issuing departments for Approval or Rejection of NOC – 15 days. Provision of Deemed Approval of NOC after 15th day.
4. Processing of Application by MCD – 30 days(incl. 15 days of NOC issuing departments)
5. Total 30 days for approval or rejection of sanction. Provision of Deemed Approval after 30th day.

Stages in obtaining Plinth Certificate(7 days)

1. Processing of the plinth certificate – 7 days. Provision of deemed approval after 7th day.

Stages in obtaining Occupancy Certificate(22 days)

1. Submission of Common Application Form, Drawings & Payment of Fee by Professional.
2. Processing of Application by NOC issuing departments for Approval or Rejection of NOC – 15 days. Provision of Deemed Approval of NOC after 15th day.
3. Processing of Application by MCD – 22 days(incl. 15 days of NOC issuing departments)
4. Total 22 days for approval or rejection of sanction. Provision of Deemed Approval after 22nd day.

25/04/26.

TO-BE Process flow

Timeline for Processing of Layout Plan Applications

The application shall be processed and placed before the Layout Screening Committee (LOSC) within **90 days** from the date of receipt of a complete proposal. The timeline shall be regulated as under:

1. Receipt and preliminary scrutiny including issue of Invalid Notice (I/N) – **10 days.**
2. After removal of deficiencies by the applicant the detailed scrutiny, ownership verification, legal examination, site report, planning examination and inter-departmental consultations – **30 days.**
3. Preparation of scrutiny report, area statement, agenda note for LOSC and approval of the agenda for placing the case before the LOSC – **20 days.**
4. Internal processing, circulation and placement before LOSC – **15 days.**
5. After consideration of the LOSC preparation of the Preamble. and its approval from the Commissioner & after Signature of the Addl. Commissioner to A.O. C&C for its' Onward submission to MPL. Secretary Office for placing the case before the Stg. Committee – **15 days**

In cases where clarification from DDA, Court directions, title disputes, litigation, or comments from external agencies are awaited, the processing period may be excluded from the above timeline and the case shall be placed before LOSC after receipt of the requisite information.

Aruna
25/6/24

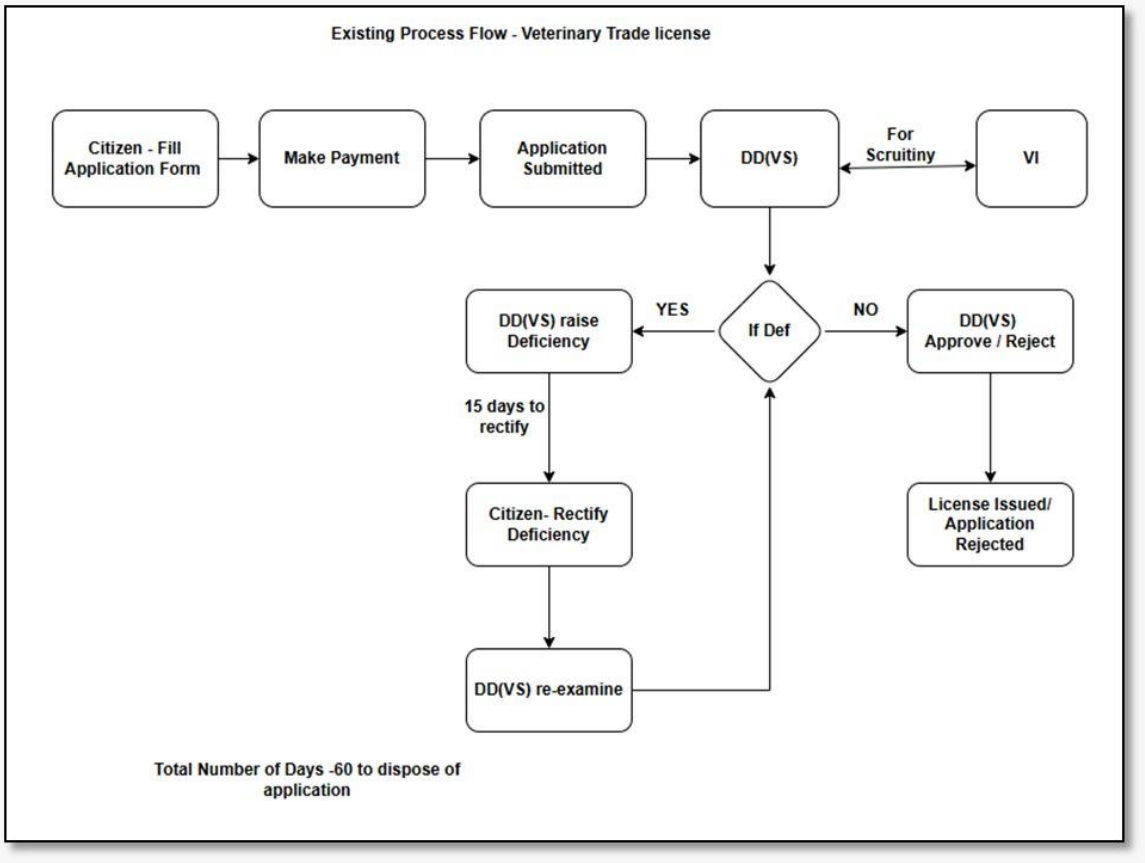
Senior Town Planner

TO-BE Process flow

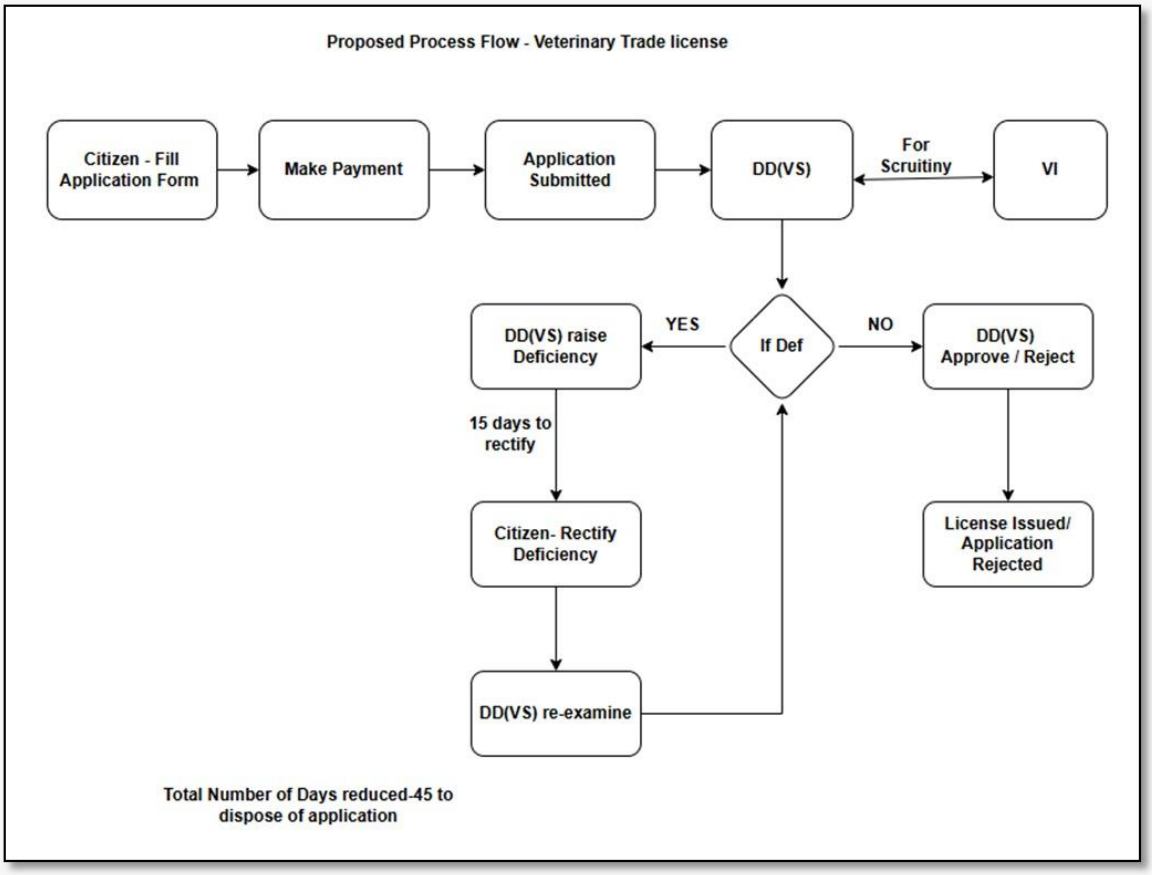
New E-SLA process of E-change of name of taxpayer

S.No	Process	Days
1	A. After submit the Application by applicant action by Circle officer & Applicant - to send the application to Inspector for Scrutiny by inspector - to process the application for approval/rejection - to revert back to inspector with observation - to raise deficiency, if any	10 days
	OR	
	B. If no action is taken by Circle Head within 3 days, application will be Auto forwarded to Concerned Jt. A&C who in turn will have 10 days again to process the application similar to Circle Head.	3+10= 13 days
2	If deficiency raised, Citizen will rectify deficiency.	10 days
3	A. Once citizen rectifies deficiency, Circle Head will get 3 more days to act.	3 days
	B. In the case 1 (B) Once citizen rectifies deficiency, concerned Jt. A&C will get 7 more days to act	7 days
	Total – i. Process A or 1B - maximum 13 days ii. Process 2 - 10 days iii. Process 3 A or 3 B - maximum 7 days Total - Maximum 30 days	Maximum 30 Days

AS-IS Process Flow



TO-BE Process Flow



Timelines in Veterinary Trade License (VTS)

1. Applicant applies online and application goes to zonal DDVS (Dy. Director Veterinary Service)/ VO (Veterinary Officer).

2. DDVS scrutinises the application and forward to VI (Veterinary Inspector)

– 7 days.

3. Veterinary Inspector conducts the Field inspection and prepares a report

– 15 days.

4. Field report then examined by DDVS and license will be issued if no deficiency is found again

– 7 days.

5. Observation of the exercise to reduce the TAT of services provided by the stakeholder Department.

i. After studying the process flow of the stakeholder departments, it is noticed that most Departments did not have a defined stage-wise timeline for their processes / services being delivered by them.

ii. As part of the rationalisation exercise mandated under PA21, the stakeholder departments covered in this report have undertaken holistic exercise of Business Process Re-Engineering of the G2B services provided through the Delhi Single Window System based on the Simple Gov project of Tamil Nadu government.

iii. Now, as part of this process, departments have endeavoured to eliminate redundant stages/steps involved in the process, reduce timelines in each respective stages and also define a documented process flow.

iv. Out of the 95 services shown live in the Delhi Single Window System,

   a. 68 services have reduced their SLA timeline after TAT which varies from 14.3% to 100% (instant),
   b. 8 services have increased their SLA timeline after TAT based on the process flow assessment by the department,
   c. 11 services have no change in the SLA timeline after TAT due to complexity of their process flow,
   d. 5 services are those which is Duplicate, Not Applicable & transferred and
   e. 3 services are defined their SLA timeline after TAT.

v. The criteria and number of services are shown below:

Sl No.	Criteria	Number of Services
1	Reduction in SLA after TAT	68
2	Increase in SLA after TAT	8
3	No change in SLA after TAT	11
4	Duplicate, Not Applicable and Transferred	5

Sl No.	Criteria	Number of Services
5	Earlier No Timeline, SLA introduce after TAT	3

vi. The above exercise has resulted in a more defined, rationalised and time bound TAT of the 95 services shown live in the Delhi Single Window System portal.

vii. Notification of 23 services whose SLA were not defined under the Delhi Right to Services Act are being notified.

viii. Reduced / Updated SLAs for 84 services are also being notified separately.