

Uttar Pradesh to simplify procedures for investors

LUCKNOW : The Yogi Adityanath government on Tuesday decided to simplify procedures and reduce regulatory burden on investors as part of its 'ease of doing business' policy in Uttar Pradesh.

Chief secretary RK Tewari issued directives to additional chief secretaries and principal secretaries of all departments concerned to regularly monitor and review investor-feedback on monthly basis for the services available online on single window portal Nivesh Mitra.

"Initiate amendment in procedures, if required, to make sure that time-bound action is taken on the basis of investors' feedback received on Nivesh Mitra portal," Tewari said in a statement issued on Tuesday.

Chief secretary instructed that accountability should be fixed and necessary action must

be taken against departmental officials in cases involving delay in providing services.

He added that action must also be taken in violation of specified procedures by them.

ACS, infrastructure and industrial development, Alok Kumar said that feedback from single window portal users was reviewed monthly. He added that online feedback facility was started in September 2019 on Nivesh Mitra portal.

"With this initiative, a department level mechanism is being devised to reach out to these 'not satisfied' entrepreneurs in order to understand and resolve their grievances," said Kumar.

"For this purpose 'Invest UP' is developing an enhanced version of 'User Feedback' module along with an upgraded grievance redressal module", he added.