

Ease of Doing Business

U.P. Govt to focus on reducing regulatory burden on investors

- *U.P. Chief Secretary directs for monthly review of investor-feedback*
- *Based on the adverse facts reflected through the feedback, disciplinary action will be taken against the officials responsible & amendment in procedures will be initiated*
- *74% users 'satisfied' with delivery of industry & business related government services*
- *52 out of 80 identified compliances of different departments simplified*
- *Departmental investor-feedback dashboard developed for the services available online on single window portal Nivesh Mitra*

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In order to ensure continuous improvement in ease of doing business in Uttar Pradesh, the State government has initiated a series of steps on the basis of investor-feedback, including regular review of feedback and simplification of procedures in various departments.

In this regard, the **Chief Secretary of Uttar Pradesh, Shri R K Tiwari** has issued directions to Additional Chief Secretaries and Principal Secretaries of all related departments **to regularly monitor and review the investor-feedback on monthly basis for the services available online on single window portal, Nivesh Mitra and initiate amendment in procedures, if required** to make sure that time-bound action is taken on the basis of investor-feedback received on *Nivesh Mitra*.

Referring to the annual Ease of Doing Business ranking of states by Government of India on the basis of evaluation of feedback users of *Nivesh Mitra* portal, the **Chief Secretary has instructed that accountability should be fixed and necessary action must be taken against the departmental officials in the cases involving delay in providing services or action taken in violation of specified procedures by them.**

Additional Chief Secretary, Infrastructure & Industrial Development, Shri Alok Kumar informed that feedback of single window portal users is reviewed monthly at 'Invest UP' also. **He said** that online feedback facility was started in September, 2019 on *Nivesh Mitra* portal and as per the latest user feedback data, out of 1,16,032 users, over 74% i.e., 88,089 users were 'satisfied', while 12% were 'moderately satisfied' and 14% users were 'not satisfied' with the delivery of licencing services.

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

Additional Chief Secretary informed that in order to further reduce regulatory burden on investors, the State government has so far identified 80 such compliances across 15 departments, of which 52 have been already simplified.

It may be noted that a **departmental investor-feedback dashboard** has been developed by 'Invest UP' (investment promotion & facilitation agency) on *Nivesh Mitra* portal for the services available online and individual case as well as category-wise data is also available on the response and reaction of users regarding these services on this dashboard. The Additional Chief Secretaries or Principal Secretaries of the related departments are being provided with User IDs along with passwords to access the dashboard.