

Ease of Doing Business

46 additional services of 10 new depts to be added to U.P. Single Window Portal-‘Nivesh Mitra’ by Oct 2020

- *Services like grant of licenses for manufacturing, sale, storage of fertilizers, insecticide & pesticide; registration for clinical establishments and NoC for water abstraction, etc. to be provided through Nivesh Mitra by Oct’20*
- *10 new departments have been taken onboard to provide these services online as part of district level ease of doing business reforms, especially Agriculture, Medical Health & Family Welfare, Education, Geology & Mines and Food & civil supply, etc.*
- *As part of single window reform in U.P., Nivesh Mitra has received total 2,05,310 applications since February 2018 and granted 1,63,130 clearances and licenses at an approval rate of 79%*
- *Recently, Nivesh Mitra has been commended by several large business conglomerates like Pepsico India, Jubilant Life Science, SAMSUNG India, Parle Agro, OPPO Mobiles India, LG Electronics India and many others*
- *Even during the Covid-19 pandemic period between April 01, 2020 and July 20, 2020, total 28,248 clearances were granted through Nivesh Mitra with an unprecedented approval rate of 82%*

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In a bid to attract investment, create jobs and further improve ease of doing business, **Uttar Pradesh government is targeting to implement 46 key district level comprehensive reforms across the 75 districts in the state.**

As an important component of these reforms, **46 services of 10 new departments are to be integrated into State’s single window portal ‘Nivesh Mitra’ by 31st Oct 2020.** These services will be equipped with online-application, fee submission and facility of downloading the final clearance.

The **list of new departments includes** Agriculture, Medical Health & Family Welfare, Home, Primary Education, Secondary Education, Co-operative societies, Ground water, Geology & Mines, Transport and Food & civil supply etc. After integration, **services like grant of licenses for manufacturing, sale, storage of fertilizers, insecticide & pesticide; registration for clinical establishments and no-objection certificate (NoC) for water abstraction, etc.** will be provided through online Nivesh Mitra. At present, 146 services of 20 departments are being provided through Nivesh Mitra.

Hon’ble Minister, Industrial Development, Shri Satish Mahana said, *“Hon’ble Chief Minister has been emphasizing to impart transparency and best practices to business-to-government (B2G) interactive procedures through use of technology. Our government has been successful to improve ease of doing business by introducing various IT driven modules, Nivesh Mitra is one of such successful tools”.*

On the **ease of doing business index**, Uttar Pradesh has been consistently outperforming for the last 4 years and has achieved ‘Achiever’ State status in 2017-18. It is pertinent here to mention that **now states will be ranked based on users’ feedback.** In this regard, **‘User Feedback’** module of Nivesh Mitra portal has received total 62,286 investor-feedbacks, out of which around **73% users**, i.e. 45,005 feedbacks have been received under **‘Satisfied’** category and several reputed investors have shared encouraging experiences about Uttar Pradesh’s single window reform ‘Nivesh Mitra’.

Companies like **Pepsico India Holdings Pvt. Ltd.** termed Nivesh Mitra as *“Excellent support and pace of work”*; **Jubilant Life Science Ltd.** shared its experience as *“Good Experience”*; **Walmart India Pvt. Ltd.** stated Nivesh Mitra as *“Good Service”* while **SAMSUNG India Electronics Pvt. Ltd.** said *“Good Online Process without any Hassle”*; **OPPO Mobiles India Pvt. Ltd.** shared experience as *“The experience was good and the government officers have performed their job well”*; **Parle Agro Pvt. Ltd.** shared experience with Nivesh Mitra as *“Good Process”*, while **LG Electronics India Pvt. Ltd.** has termed ‘Nivesh Mitra’ as *“Efficient and Simple process”*.

In a commendable achievement and a sign of positive sentiment in business and industry community in Uttar Pradesh, **from February 2018 to July 20, 2020**, 'Nivesh Mitra' received **2,05,310 applications**, out of which **1,63,130 clearances have been granted online** at a phenomenal **approval rate of 79%**.

Infrastructure & Industrial Development Commissioner (IIDC), Shri Alok Tandon said that *consistent performance of 'Nivesh Mitra' is testimony to the fact that this portal has now become an integral and efficient part in bridging the gap between the industrial demands and investors' expectations with government machinery.*

Even **during the Covid-19 pandemic** period between April 01, 2020 and July 20, 2020, total **28,248 clearances were granted through Nivesh Mitra** with an unprecedented **approval rate of 82%**. A total of **34,361 applications were filed by entrepreneurs** for obtaining regulatory approvals during this period.

Additional Chief Secretary, Infrastructure & Industrial Development Shri Alok Kumar said, *"82% license approval rate in the context of COVID pandemic reflects the efficiency and utility of the online service delivery system for creating conducive business environment."*

It may be noted that **upgraded single window portal - Nivesh Mitra was launched by Hon'ble Prime Minister during U.P. Investors Summit-2018** with the 69 services of 20 departments, which have been scaled to 146 online services. Even **during Covid-19 lockdown period, 21 services related to land reforms were integrated with 'Nivesh Mitra' portal on April 20, 2020.**

Under **grievance redressal mechanism** of Nivesh Mitra, 15,618 grievances have been received from entrepreneurs till now, of which 15,290 have been successfully resolved at an outstanding **resolution rate of 98%**.
