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THE ANDHRA PRADESH GAZETTE
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RULES SUPPLEMENT TO PART I EXTRAORDINARY

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NOTIFICATIONS BY GOVERNMENT

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INDUSTRIES & COMMERCE DEPARTMENT
(Policy & Investment)

THE ANDHRA PRADESH PUBLIC SERVICES DELIVERY GUARANTEE RULES, 2017.

[G.O.Ms.No.143, Industries & Commerce (Policy & Investment), 26th October, 2017]

NOTIFICATION

In exercise of the powers conferred under section 20 of the Andhra Pradesh Public Services Delivery Guarantee Ordinance, 2017 (Andhra Pradesh Ordinance No. 3 of 2017), the Government of Andhra Pradesh hereby make the following rules.

RULES

1. Short Title, extent and commencement: -

- (1) These Rules may be called the Andhra Pradesh Public Services Delivery Guarantee Rules, 2017.
- (2) They shall extend to the whole of the State of Andhra Pradesh
- (3) They shall come in to force with effect on and from the date of issue of notification in the Andhra Pradesh Gazette.

2. Definitions: -

- (1) In these rules, unless the context otherwise requires; -
 - (a) “Acknowledgement” means the acknowledgement that the application has been submitted by the applicant for the notified public service;
 - (b) “Appellate Authority” means an officer appointed by the Government invested

with the power to hear appeals against the orders passed by a Public Authority related to the delivery of service;

- (c) “Application form” means the form in which applicant shall apply for notified public service;
- (d) “Checklist” is a list of necessary documents, which is made available in the application form or website of the notified Public Authority providing or rendering public service;
- (e) “Competent Authority” means Officer/Officers designated by Public Authority for providing Public Services within stipulated time limit;
- (f) “District Investment Promotion Committee (DIPC)” is the committee constituted for industrial promotion at District Level from time to time.
- (g) “District Level Committee” is the committee as referred to in Section 13 of the Ordinance and notified by the Government in these Rules, from time to time.
- (h) “First Level State Committee” is the committee referred to in Section 13 of the Ordinance and notified by the Government in these Rules;
- (i) “Revision Authority” means the Government invested with the power of revision;
- (j) “Schedule” means schedule appended to these rules;
- (k) “Second Level State Committee” is the committee referred to in Section 13 of the Ordinance and notified by the Government under these Rules
- (1) “Single Desk Bureau” is the committee constituted by the Government, from time to time which act as a single point of contact for all investment related clearances
- (m) “State Investment Promotion Committee (SIPC)” constituted by Government to make recommendations on the matters relating to investments and promotion of industries in the State.
- (n) “Stipulated Time Limit” means the maximum number of working days within which a service is to be delivered by the notified Public Authority, from the date of receipt of complete application.
- (2) Words and expressions used but not defined in these rules shall have same meaning assigned to those in the Ordinance.

(3) Public Services: -

Government Specifies the public services to be delivered by the Competent authorities within time stipulated time limits in the State in the Schedule.

(4) Competent Authority:-

- (a) The Competent Authorities designated to deliver the notified public services are mentioned in the Schedule.
- (b) Competent Authority shall maintain details of all applications made for a public service, which will get consolidated at Public Authority level.

(5) Application form: -

- (a) Every applicant seeking to apply for public services that are required for establishment and operation of an industry shall apply online on Single Desk Portal for services covered therein. Prescribed Formats for applications for such public services relevant to industries are available on Single Desk Portal. Application shall be duly filled along with submission of necessary enclosures as prescribed in checklist, and requisite fees.
- (b) Every applicant seeking to apply for notified public services, other than those related to industry, that not available on Single Desk Portal, shall apply to the competent authority in the form as prescribed on the website of the notified Public Authority. The Application Form and other prescribed formats duly filled shall be submitted along with relevant enclosures, other certificates, and requisite fees to the said Public Authority.
- (c) Checklist appended to the application forms shall be completed in all aspects, signed and submitted by the applicant.
- (d) Application Form, along with checklist in all aspects, shall be accepted by the Competent Authority for processing and delivery of public services.
- (e) For online applications, system generated online acknowledgement for receipt of application shall be issued, only if the application is complete in all respects.

(6) Processing and monitoring of applications: -

- (a) Each application for delivery of service shall be tagged to a unique number to enable the applicant to monitor the status of the application.
- (b) Applications shall be processed by Competent Authority within the stipulated time limit.
- (c) The Competent Authority may seek additional information or clarification on the submitted application only once before the expiry of the prescribed time limit.
- (d) For all services offered online, the Competent Authority shall ensure that there is no physical interface with the applicant for delivery of the service
- (e) The Competent Authority shall give reasons to the applicant in case the application for request for delivery of service is rejected.

(7) Time limits for processing and disposal of applications: -

- (a) The stipulated time limits for processing and disposal of applications by the competent authority under section 5 of the Ordinance, is as indicated in **Schedule.**
- (b) The stipulated time shall start from the date of submission of complete application to the Competent Authority for delivery of public service. Public holidays will not be counted towards the time limit.
- (c) In case the Competent Authority seeks additional information or clarification on the submitted application before the expiry of the prescribed time limit, the time limit starts from the date of receipt of the additional information by the Competent Authority.

(8) Monitoring of service delivery: -

- (a) The District Investment Promotion Committee (DIPC) is notified as the District Level Committee initially as per the provisions of Section 13 of the Ordinance. This Committee shall monitor the delivery of public services, and the status of disposal of applications concerning the specific district
- (b) The Single Desk Bureau (SDB) is notified as the First Level State Committee initially as per section 13 of the Ordinance. This Committee shall monitor the delivery of notified public services in the State, and the status of disposal of applications.
- (c) The State Investment Promotion Committee (SIPC) is notified as the Second Level State Committee as per section 13 of the Ordinance for monitoring the overall delivery of notified public services in the State, penalties levied, and to provide any other directions to be given to Public Authorities and Appellate Authorities to improve the overall public service delivery environment in the State.

(9) Compensation: -

- (a) Government, may by order, prescribe a mechanism for payment of compensation for delay in delivering service within stipulated time limit, to the applicant..
- (b) The compensation to be paid to the applicant for each service for delay in delivering service within stipulated time limit is provided in Schedule.

(10) Procedure for Appeals: -

- (a) An applicant whose application is rejected under sub-section (4) of section 8 of the Ordinance, or who is not provided the service within the stipulated time, may file an appeal before Appellate Authority, within 30 days from the date of expiry of the stipulated time limit or rejection, and in such form as may be specified by the Public Authority.
- (b) The Appellate Authority may also take the appeal suo-motto.
- (c) The following information shall be furnished while filing the appeal:
 - (i) Name and address of the applicant
 - (ii) Details of the Public authority/Competent authority/Appellate authority.
 - (iii) Summary of the order pertaining to application against which appeal is made
 - (iv) Basis for appeal
 - (v) Any other relevant information important to make the decision.

(11) Display of information in public domain:-

Information on public services shall be made available in public domain on the websites of concerned departments.

Schedule I –A.P. Public Services Delivery Guarantee Ordinance 2017**(See the Rules 3,4,7, and 10)**

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
1	Approval of plan and permission to construct/extend/ or take into use any building as a factory under the Factories Act, 1948	Factories	<ul style="list-style-type: none"> Deputy Chief Inspector of Factories -Up to 500 HP Joint Chief Inspector- 500 to 1000 HP 	Director of Factories	7 working days	Rs. 250 per day upto a maximum of Rs. 25,000
			<ul style="list-style-type: none"> Director of Factories- Above 1000 HP and Hazardous Factories 	Principal Secretary, LET&F		Rs. 250 per day upto a maximum of Rs. 25,000
2	Registration and grant and renewal of license under The Factories Act, 1948	Factories	Inspector of factories/ Deputy Chief inspector of Factories	Director of Factories	7 working days	Rs. 250 per day upto a maximum of Rs. 25,000
3	Boiler Registration (Registration and Renewal of Boilers under The Boilers Act, 1923)	Boilers	Directorate of Boilers	Principal Secretary, LET&F	15 days	Rs. 100 per day upto a maximum of Rs. 5,000
4	Boiler Renewal (Registration and Renewal of Boilers under The Boilers Act, 1923)	Boilers	Inspector of Boilers/Deputy Chief Inspector of Boilers	Director of Boilers	15 days	Rs. 100 per day upto a maximum of Rs. 5,000
5	Boiler Manufacturer	Boilers	Directorate of Boilers	Principal Secretary, LET&F	21 days	Rs. 100 per day upto a maximum of Rs. 5,000

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
6	Renewal of Boiler Manufacturer License	Boilers	Directorate of Boilers	Principal Secretary, LET&F	21 days	Rs. 100 per day upto a maximum of Rs. 5,000
7	Boiler erector	Boilers	Directorate of Boilers	Principal Secretary, LET&F	21 days	Rs. 100 per day upto a maximum of Rs. 5,000
8	Renewal of Boiler erector	Boilers	Directorate of Boilers	Principal Secretary, LET&F	15 days	Rs. 100 per day upto a maximum of Rs. 5,000
9	Issue of license for contractors under The Contract Labour (Regulation and Abolition) Act, 1970	Labour	a) up to 100 workers Asst. Commissioner of Labour, b) 101 to 300 Dy. Commissioner of Labour, c) above 300 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
10	Renewal of license for contractors under The Contract Labour (Regulation and Abolition) Act, 1970	Labour	a) up to 100 workers Asst. Commissioner of Labour, b) 101 to 300 Dy. Commissioner of Labour, c) above 300 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
11	Registration of Shops & Establishments under AP Shops and Establishment	Labour	a) up to 10 workers Asst. Labour Officer, b) 11 to 30 workers Asst.	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
	Act, 1988		Commissioner of Labour, c) 31 and above Dy. Commissioner of Labour d) IT, Tourism Export promotion Estts., Star Hotels Jt. Commissioner of Labour			
12	Renewal of registrations of shops and establishments under AP Shops and Establishment Act, 1988	Labour	a) up to 10 workers Asst. Labour Officer, b) 11 to 30 workers Asst. Commissioner of Labour, c) 31 and above Dy. Commissioner of Labour d) IT, Tourism Export promotion Estts., Star Hotels Jt. Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
13	Registration of principal employer's establishment under The Contract Labour (Regulation and Abolition) Act, 1970	Labour	a) up to 100 workers Asst. Commissioner of Labour, b) 101 to 300 Dy. Commissioner of Labour, c) above 300 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
14	Registration of establishments under The Building and Other Construction Workers(Regulation of Employment and Conditions of Service) Act, 1996	Labour	a) up to 25 workers Asst. Labour Officer, b) 26 to 50 workers Asst. Commissioner of Labour, c) 51 to 100 Dy. Commissioner of Labour d) above 100 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
15	Registration of establishment of principal employer under the Inter State Migrant Workmen(RE&CS)Act,1979	Labour	a) up to 100 workers Asst. Commissioner of Labour, b)101 to 300 Dy. Commissioner of Labour, c) above 300 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
16	Issue of license to the contractor under The Inter-State Migrant Workmen (RE & CS) Act 1979	Labour	a) up to 100 workers Asst. Commissioner of Labour, b)101 to 300 Dy. Commissioner of Labour, c)above 300 Joint Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
17	Renewal of license to the	Labour	a) up to 100 workers	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
	contractor under The Inter-State Migrant Workmen (RE & CS) Act 1979		Asst. Commissioner of Labour, b) 101 to 300 Dy. Commissioner of Labour, c) above 300 Joint Commissioner of Labour			maximum of Rs.500/-
18	Registration of Establishment under Payment of Gratuity Act, 1972	Labour	a) Establishments employing 10 workers (except Factories, Hospitals, IT, Tourism Export promotion Estts., Star Hotels) Asst. Labour Officer, b) Establishments employing 11 to 30 workers (except Factories, Hospitals, IT, Tourism Export promotion Estts., Star Hotels) Asst. Commissioner of Labour c) up to 300 workers (Factories) Dy. Commissioner of Labour and other establishments	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			employing above 30 workers, d) above 300 workers (Factories) and other establishments like IT, Tourism Export promotion Estts, Star Hotels Jt. Commissioner of Labour			
19	Issue of license of establishment under Beedi & Cigar Workers (COE) Act, 1996	Labour	a) up to 50 workers Asst. Labour Officer, b) above 50 workers Asst. Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
20	Renewal of license of Establishment under Beedi & Cigar Workers (COE) Act, 1996	Labour	a) up to 50 workers Asst. Labour Officer, b) above 50 workers Asst. Commissioner of Labour	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
21	Registration of Establishment under Motor Transport Workers Act, 1961	Labour	a) up to 50 workers, Asst. Labour Officer b) above 50 workers, Asst. Commissioner of Labour, c) MTUs belonging to	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			Factories, Dy. Commissioner of Labour (up to 300 workers) d) MTUs belonging to Factories, Dy. Commissioner of Labour (above 300 workers)			
22	Renewal of Registration of Establishment under Motor Transport Workers Act, 1961	Labour	a) up to 50 workers, Asst. Labour Officer, b) above 50 workers, Asst. Commissioner of Labour, c) MTUs belonging to Factories, Dy. Commissioner of Labour (up to 300 workers) d) MTUs belonging to Factories Dy. Commissioner of Labour (above 300 workers)	Commissioner of Labour	Spot Approval	Rs. 50/- per day up to a maximum of Rs.500/-
23	Change of land use for industrial purpose	Revenue	R.D.O	CCLA (Chief Commissioner of Land Administration)	21 days	Rs. 250 per day upto a maximum of Rs. 25,000

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
24	Land conversion	Revenue	Revenue Divisional Officer	CCLA (Chief Commissioner of Land Administration)	21 days	Rs 250 per day upto a maximum of Rs. 25,000
25	Mutation of Land Records	Revenue (Land Administration)	Tahsildar (Section 5) of Andhra Pradesh Rights in Land and Pattadar Pass Books Act, 1971	Revenue Divisional	30 days	Deemed mutation as per Rule 18 (3) (d) of Andhra Pradesh Rights in Land and Pattadar Pass Books Act, 1971. Hence, Penalty does not arise.
26	Building / Site Permission / Approval / License	Department of Municipal Administration & Urban Development (MAUD) / Department of Industries and Commerce	<ul style="list-style-type: none"> Chief Urban Planner (VUDA) Director (CRDA) 	VC & MD, UDA	Permits: a) 15 days for individual buildings. b) 30 days for other buildings.	Rs 250 per day upto a maximum of Rs. 25,000
			ULB – Commissioner • DT&CP a) Project cost: Up to 1 Cr: District Town & Country Planning Office b) Project cost: Above 1 Cr and Up to 5 Cr : Regional Director	RDDTP upto 1 Cr DTCP up to 5 Cr CDMA above 5 Cr	Post construction: 8 days for Occupancy Certificate	

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			of T & CP c) Project cost: Above 5 Cr: Director of T & CP	Zonal Manager of zone concerned		
			APIIC – Commissioner, IALA	Commissioner of Panchayat		
			Gram Panchayat – Village Secretary			
27	Trade License	Municipal Corporation	Commissioner, ULB	Regional Director of Municipal Administration	<ul style="list-style-type: none"> • New Trade : 15 days, • Renewal of Trade : 7 days, • Closure of Trade : 7 days, • Trade title change : 7 days 	Rs 50 per day
28	Property Tax	Municipalities/ Municipal Corporations	Commissioner, ULB	Regional Director of Municipal Administration	<ul style="list-style-type: none"> • New Assessment: 15 days • Addition/Alteration: 15 days • Revision Petition: 30 	Rs 50 per day

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
					days <ul style="list-style-type: none"> • General Revision Petition: 15 days • Title Transfer: 15 days • Tax Exemption: 15 days • Tax Exemption Cancellation: 15 days • Conversion of VLT to House Tax: 15 days • Sub Division (Bifurcation): 15 days • Vacancy Remission: 15 days • Amalgamation: 15 days • Demolition: 15 days • Ownership Certificate: 3 days 	

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
					<ul style="list-style-type: none"> Valuation Certificate: 3 days 	
29	Land Tax	Municipalities/ Municipal Corporations	Commissioner, ULB	Regional Director of Municipal Administration	<ul style="list-style-type: none"> Vacant Land New Assessment : 15 days Conversion of Land Tax to Property Tax on Buildings : 15 days 	Rs 50 per day
30	Land Allotment	Andhra Pradesh Industrial Infrastructure Corporation (APIIC)	Upto 5 acres or land cost upto Rs. 1.00 Crore - District Collector	VC&MD, APIIC	30 days	Rs. 250 per day upto a maximum of Rs. 25,000
			> 5 Acres and upto 50 Acres – VC & MD APIIC. More than 50 Acres - Government	Secretary, Industries	60 days	
31	Tree Felling permission	Environment, Forests, Science & Technology	Divisional Forest Officer	Conservator of Forest of the relevant jurisdiction	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
32	Tree transit	Environment, Forests, Science & Technology	Divisional Forest Officer	Conservator of Forest of the relevant jurisdiction	20 days	Rs. 250 per day upto a maximum of Rs. 25,000
33	Provisional NOC	Fire Department	<ul style="list-style-type: none"> Upto 10m height of building – District Fire 	<ul style="list-style-type: none"> Upto 10m height of building – Regional 	21 days	Lump sum penalty which shall not be less than Rs.50

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			<p>Officer</p> <ul style="list-style-type: none"> • Above 10m and less than 15m – Regional Fire Officer • Above 15m height of building – Director General 	<p>Fire Officer</p> <ul style="list-style-type: none"> • Above 10m and less than 15m – Additional Director of Fire Services • Above 15m height of building – Principal Secretary Home Department 		and not more than Rs. 5000 at the rate of Rs.50 per day for such designated officer
34	Renewal NOC	Fire Department	<ul style="list-style-type: none"> • Upto 10m height of building – District Fire Officer • Above 10m and less than 15m – Regional Fire Officer • Above 15m height of building – Director General 	<ul style="list-style-type: none"> • Upto 10m height of building – Regional Fire Officer • Above 10m and less than 15m – Additional Director of Fire Services • Above 15m height of building – Principal Secretary Home Department 	21 days	Lump sum penalty which shall not be less than Rs.50 and not more than Rs. 5000 at the rate of Rs.50 per day for such designated officer
35	Occupancy certificate	Fire Department	<ul style="list-style-type: none"> • Upto 10m height of building – District Fire Officer • Above 10m and less than 15m – Regional 	<ul style="list-style-type: none"> • Upto 10m height of building – Regional Fire Officer • Above 10m and less than 15m – Additional 	21 days	Lump sum penalty which shall not be less than Rs.50 and not more than Rs. 5000 at the rate of Rs.50 per day for such designated officer

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			Fire Officer • Above 15m height of building – Director General	Director of Fire Services • Above 15m height of building – Principal Secretary Home Department		
			Green: Environment Engineer-Regional Office	District Collector	7 days	Rs. 250 per day upto a maximum of Rs. 25,000
			Orange: Up to 1 Cr investment: Environment Engineer-Regional Office	District Collector	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
			Orange: Above 1 Cr Investment: Joint Chief Environment Engineer-Zonal Office	District Collector	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
			All RED which do not require Environment Clearance: Joint Chief Environment Engineer Zonal Office	District Collector	21 days	Rs. 250 per day upto a maximum of Rs. 25,000
36	Consent for Establishment	APPCB		Special Secretary/Secretary, Environment, Forest, Science & Technology	21 days	Rs. 250 per day upto a maximum of Rs. 25,000

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
				Department		
37	Consent for Operation/ Authorization of units handling hazardous wastes	APPCB	<ul style="list-style-type: none"> Green: Non-polluting: GM-DIC Others: Environment Engineer- Regional Office 	District Collector	7 days	Rs. 250 per day upto a maximum of Rs. 25,000
			Orange: Up to 1 Cr investment: Environment Engineer-Regional Office	District Collector	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
			Orange: Above 1 Cr Investment: Joint Chief Environment Engineer-Zonal Office	District Collector	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
			All RED which do not require Environment Clearance: Joint Chief Environment Engineer Zonal Office	District Collector	21 days	Rs. 250 per day upto a maximum of Rs. 25,000
			All RED which require Environment Clearance: Head Office	Special Secretary, Environment, Forest, Science & Technology Department	21 days	Not Applicable as auto-renewals are granted

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
38	Renewal for Consent for Operation from Andhra Pradesh Pollution Control Board under The Water (Prevention and Control of Pollution) Act 1974 and the Air (Prevention & Control of Pollution) Act 1981 and Authorization under Hazardous Wastes (Management, Handling and Transboundary Movement) Rules, 2008	APPCB	Not Applicable as auto-renewals are granted	Not Applicable as auto-renewals are granted	Auto-renewal	Not Applicable as auto-renewals are granted
39	Registration of plastic manufacturers / recyclers	APPCB	Chief Environment Engineer- Head Office	Special Secretary, Environment, Forest, Science & Technology Department	15 days	Rs. 250 per day upto a maximum of Rs. 25,000
40	Road cutting permission	Roads & Buildings	Executive Engineer	Engineer-in-chief/ Chief Engineer	21 days	Rs. 100 per day upto a maximum of Rs. 10,000
41	Right of Way permission to government departments for providing electricity connections	Roads & Buildings	Executive Engineer	Engineer-in-chief/ Chief Engineer	15 days	Rs. 100 per day upto a maximum of Rs. 10,000
42	Obtaining water	Water Department /	Commissioner of ULB	RDMA	15 days	Rs. 250 per day upto a

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
	connection/Additional Water Connection/ Change of Usage/Closure of Connection/Reconnection	All concerned agencies	Chief Engineer	Engineer in Chief		maximum of Rs. 25,000
43	Sanction of industrial incentives Disbursal of Incentives	Industries Department	Large / Mega: Commissioner, Industries	Secretary to Industries	120 days for sanction after receipt of application in proper shape	120 days after date of sanction
			MSME: District Collector	Commissioner of Industries.		
44	Registration for professional tax	Commercial Tax	<ul style="list-style-type: none"> Designated officer by Chief Commissioner of Commercial Tax Deputy Assistant Commissioner of the circle concerned 	Assistant Commissioner of concerned circle	1 working day	Rs. 250 per day upto a maximum of Rs. 25,000
45	Grant of manufacturing licenses(excluding LVP/Sera/Vaccines/r-DNA derived drugs and Blood Banks)	Drug Control Administration	Director – Drug Control Administration	Director General, DCA	15 days	Rs 100 per day or Rs 5000 whichever is less
46	Renewal of manufacturing licenses(excluding LVP/Sera/Vaccines/r-DNA	Drug Control Administration	Director – Drug Control Administration	Director General, DCA	21 days	Rs 100 per day or Rs 5000 whichever is less

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
	derived drugs and Blood Banks)					
47	Grant of Sale Licenses (Retail/Wholesale)	Drug Control Administration	Assistant Director – Drug Control Administration	Director, Drug Control Administration	15 days	Rs 100 per day or Rs 5000 whichever is less
48	Renewal of Sale Licenses (Retail/Wholesale)	Drug Control Administration	Assistant Director – Drug Control Administration	Director, Drug Control Administration	21 days	Rs 100 per day or Rs 5000 whichever is less
49	Registration under weights & measures Grant of Manufacturing License	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Registration under weights & measures Grant of Repairing License	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Registration under weights & measures Grant of Dealing License	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Registration under weights & measures Registration as Manufacturer/Packer/Importe	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 rupees and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
50	r					
	Registration under weights & measures Alteration of Manufacturing/Dealing/Repairing/ Packer/Importer	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Registration under weights & measures Issue of Skilled Worker Certificate	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department...	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Renewal of registration under weights & measures Renewal of Manufacturing License	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department...	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Renewal of registration under weights & measures Renewal of Repairing License – 1) Automatic Rail, Road Weigh Bridges 2) Volumetric Container Filling Machines/ Bulk Meters/ Flow Meters/	Legal Metrology	Controller of Legal Metrology	Director, Civil Supplies Department.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
	Water Meters & LPG/CNG Dispensers for motor vehicles					
	3) Storage Tanks/ Vehicle Tanks					
	Renewal of registration under weights & measures Renewal of Repairing License – Non Automatic Weighing Instruments (Mechanical & Digital)	Legal Metrology	Regional Deputy Controller of Legal Metrology	Controller, Legal Metrology.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Renewal of registration under weights & measures Renewal of Repairing License – Weights, Measures, Weighing and Measuring Instruments	Legal Metrology	Assistant Controller of Legal Metrology	Regional Deputy Controller, Legal Metrology.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
	Renewal of registration under weights & measures Renewal of Dealing License	Legal Metrology	Assistant Controller of Legal Metrology	Regional Deputy Controller, Legal Metrology.	21 days	Rs 50 and not more than Rs 5000 / at the rate of Rs 10 per day for such designated officer
51	Registration of partnership firms	Registration & Stamps	Registrar of firms	Deputy Inspector General, Registration and Stamps	3 days	Rs 50 per day

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52	Registration of societies	Registration & Stamps	Registrar of societies	Registrar General	3 days	Rs 50 per day
53	Property Registration	Registration & Stamps	Joint Sub Registrar	District Registrar	24 hours (Normal)	Rs 50 per day
54	Power Feasibility certificate/sanction of power supply	DISCOM- Department of Energy	<ul style="list-style-type: none"> SE-DISCOM 	Chief General Manager- Operation	7 days	Rs. 250 per day upto a maximum of Rs. 25,000
55	Electrical Inspectorate statutory approval for drawings	Chief Electrical Inspectorate- Department of Energy	<ul style="list-style-type: none"> Up to 1000 KVA: Electrical Inspector/Deputy Chief Electrical Inspector Above 1000 KVA: Director of Electrical Safety and Chief Electrical Inspector 	<ul style="list-style-type: none"> Upto 1000 KVA: Director of Electrical Safety and Chief Electrical Inspector Above 1000 KVA: Principal Secretary, Energy 	7 days	Rs. 250 per day upto a maximum of Rs. 25,000
56	Final approval from Electrical Inspectorate- Department of Energy-Chief Electrical Inspector	Chief Electrical Inspectorate- Department of Energy	<ul style="list-style-type: none"> Upto 1000 KVA: Electrical Inspector/Deputy Chief Electrical Inspector Above 1000 KVA: Director of Electrical Safety and Chief 	<ul style="list-style-type: none"> Upto 1000 KVA: Director of Electrical Safety and Chief Electrical Inspector Above 1000 KVA: Principal Secretary, Energy 	<p>a). Inspection Within 7 Days after receipt of Application in Full shape</p> <p>b). Issue of Statutory Approval within 7 Days after receipt of Compliance report in Full Shape</p>	Rs. 250 per day upto a maximum of Rs. 25,000

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
			Electrical Inspector			
57	License for storage of petroleum, diesel and Naphtha	District Collector/ Civil Supplies Department	Joint Collector	District Collector	21 days	Rs. 250 per day upto a maximum of Rs. 25,000
58	Registration of vehicles	Transport department	<ul style="list-style-type: none"> •Registering Authority -Addl. Secretaries of RTA (RTO) -Executive staff of Transport dept. not below the rank of AMVI -Superintendents in the office of the RTA 	1) If registering authority happens to be Motor Vehicle inspector or RTO the appellate authority will be Deputy Transport Commissioner, concerned 2) If registering authority happens to be DTC/Joint Transport Commissioner appeal shall be made to Transport Commissioner	24 hours after filing application with all prerequisite as mentioned in Rule 47 of CMV Rules 1989.	Rs. 5/- Per day up to a maximum of Rs. 50/-
59	RS-I(Rectified Spirit)	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary ,Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
60	RS-II(Rectified Spirit)	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary ,Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
61	RS-III(Rectified Spirit)	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary ,Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
62	L-1	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary ,Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
63	L-2	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
64	L-3	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
65	L-4	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
66	DS-XI-A	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
67	Label Registration	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
68	Renewals of All the existing License	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
69	Liquor Shop (Form - A4)	Excise/Revenue	Prohibition. & Excise Superintendent	Deputy Commissioner of Prohibition & Excise	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
70	Bar (Form - 2B, 2BP)	Excise/Revenue	Prohibition. & Excise Superintendent	Deputy Commissioner of Prohibition & Excise	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
71	In house Licenses - TD1, TD2, C1, CS1, CS2, CS3, EP1, AL1, SW1	Excise/Revenue	Commissioner of Prohibition. & Excise	Principal Secretary, Revenue (Excise)	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
72	CS-2, EP-1	Excise/Revenue	Prohibition & Excise Superintendent	Deputy Commissioner of Prohibition & Excise	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-

S.No	Public Service	Public Authority	Competent Authority	Appellate Authority	Stipulated Time limit	Compensation
73	Toddy License (Form T.S.1)	Excise/Revenue	Prohibition. & Excise Superintendent	Deputy Commissioner of Prohibition & Excise	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-
74	Neera License (Form2 & Form 4)	Excise/Revenue	Prohibition. & Excise Superintendent	Deputy Commissioner of Prohibition & Excise	21 Working Days	Rs. 250/- per day up to a Maximum of Rs. 25,000/-

SOLOMON AROKIAJ,
Secretary to Government & CIP.

Date : 26-10-2017

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