**Questionnaire**

***Survey of Business Environment for Manufacturing, 2013***

<For units set up or expanded in the last three years>

*Planning Commission of India, in collaboration with leading Chambers of Commerce, is undertaking a study to assess the business regulatory factors impacting manufacturing competitiveness across states in India. Through this questionnaire survey the Planning Commission intends to capture the experience of companies across the country on a number of regulatory compliance requirements spread across their life cycle, covering land and building, environment, infrastructure and utilities, fiscal incentives, taxes etc. This questionnaire survey is arranged in seven sections as mentioned below.*

* *General Information*
* *Business Regulatory Experiences*
* *Finance and Tax Related Regulations*
* *Labour Related Compliances*
* *Infrastructure and Utilities Related Regulations*
* *Land and Building Related Regulations*
* *Environment Related Compliances*

*Please find enclosed the letter from Planning Commission of India, requesting the industries to participate in this questionnaire survey****.***

*The findings of this questionnaire survey will form an input to the strategy to be developed by the Planning Commission for improving the business regulatory environment for the manufacturing sector in India.*

*The estimated time for filling this survey will be around 25 - 30 minutes. In case you are not able to complete the survey in one sitting, there is a provision of saving the responses and retrieving it later. In case of any clarification, please feel free to contact*

* *Ms. Madhusree Dasgupta*

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*Email: inpcresponse@deloitte.com*

***All outputs from this survey will be reported on a “No Name” basis.***

1. **General Information**

|  |  |
| --- | --- |
|  | **Instructions** |
| Name of the company\*: | *Please mention the name of your company* |
| Name of the unit\*: | *In case of a multi-unit company, please mention the name of your unit in the state. In case of a single unit company, the name of the company and the unit will be same* |
| State\*:  |  |
| District\*: |  |
| Address:  | *Please provide the full address of the unit in the your state* |
| Which category do you belong to?\*[[1]](#footnote-1): | *Choose from the following list:**Large, Medium, Small or Micro* |
| Ownership\*: | *Choose from the following list:* * *public sector undertaking,*
* *private sector undertaking,*
* *individual promoter/sole-proprietorship,*
* *partnership,*
* *co-operative undertaking,*
* *joint sector undertaking,*
* *others*
 |
| Key sector(s)\*: | *Please choose from the following list:**Iron & Steel, Petroleum and Coal Products, Primary Metal, Fabricated Metal, Furniture, Paper and Paper Products, Food Manufacturing, Beverage and Tobacco, Textile, Apparel, Leather and Allied Products, Wood Product, Printing and Related Support Activities, Chemicals, Plastic and Rubber Products, Non Metallic Mineral Products, Machinery, Computer and Electronic Products, Electrical Equipment and Appliances, Transportation Equipment, Bamboo, Others (Please specify)* |
| Year in which the unit was set up\*:  |  |
| Please indicate the status of your unit\*: | *Please choose from the following list:** *Unit set-up in last 3 years*
* *Unit expanded in last 3 years at site*
 |
| Does your company have multiple[[2]](#footnote-2) manufacturing units?\*: | *Please indicate Yes or No* |
| Name of respondent\*: |  |
| Designation\*: |  |
| Phone No 1\*: |  |
| Email Id\*: |  |

1. **Business Regulatory Experiences** *(Please rate your experience of the business regulatory atmosphere in your state and the quality of state delivered services.*  ***Please fill in and tick (mark ‘Y’) where appropriate.)***

|  |
| --- |
| 1. **EM[[3]](#footnote-3) / IEM Part B[[4]](#footnote-4)**
 |
| * Approximate number of days required for approval of EM 1

  |  |
| * Approximate number of days required for approval of EM 2 / IEM Part B
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience for filing of EM / IEM Part B applications is satisfactory** |  |  |  |  |
| * Time taken for approval of EM 1 application is reasonable
 |  |  |  |  |
| * Time taken for inspection prior to EM 2 / IEM Part B approval is reasonable
 |  |  |  |  |
| * Inspection process for EM 2 / IEM Part B approval is objective and based on well-defined procedures
 |  |  |  |  |
| * Time taken for approval of EM 2 / IEM Part B applications is reasonable
 |  |  |  |  |
| * Costs incurred for obtaining EM 1 approval is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Costs incurred for obtaining EM 2 / IEM Part B approval is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information on procedures pertaining to EM1 are easily available
 |  |  |  |  |
| * Forms / information on procedures pertaining to EM 2 / IEM Part B are easily available
 |  |  |  |  |
| * Forms to be filled for filing EM 1 application are simple and self-explanatory
 |  |  |  |  |
| * Process for availing EM /IEM approvals is clearly laid down
 |  |  |  |  |
| * Forms to be filled for filing EM 2 / IEM Part B application are simple and self-explanatory
 |  |  |  |  |
| * Number of departments visited for obtaining approvals is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of visits to various departments for obtaining approvals is not too many
 |  |  |  |  |
| 1. **SINGLE WINDOW CLEARANCE MECHANISM**
 |
| * Is there a Single Window Clearance Mechanism in the state? #
 | **Yes**  | **No** |
|  |  |
| * ***#(if yes)*** Is there a common application form?
 |  |  |
| * ***#(if yes)*** Approximate number of days taken for approval through the single window clearance mechanism in the state
 |  |
| * ***#(if yes)*** Approximate number of departments / agencies at the state level from which clearances are required
 |  |
| * ***#(if yes)*** Approximate number of forms to be filled for clearances
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| ***#(if yes)* Overall experience of the Single Window Clearance Mechanism in the state is satisfactory** |  |  |  |  |
| * Time taken for application processing / providing clearances through the Single Window Clearance Mechanism is reasonable
 |  |  |  |  |
| * Costs incurred for availing services under the Single Window Clearance Mechanism were in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to availing the services of the Single Window Clearance Mechanism is easily available
 |  |  |  |  |
| * Forms to be filled for availing the services of the Single Window Clearance Mechanism are simple and self-explanatory
 |  |  |  |  |
| * Process for availing clearances, approvals through the Single Window Clearance Mechanism is clearly laid down
 |  |  |  |  |
| * Number of departments visited for obtaining approvals / clearances is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of visits to various departments for obtaining approvals / clearances is not too many
 |  |  |  |  |
| * ***#(if no)*** Approximate Number of days taken for obtaining all approvals in the absence of the single window clearance mechanism in the state
 |  |
| * ***#(if no)*** Approximate Number of departments / agencies at the state level from which clearances are required
 |  |
| * ***#(if no)*** Approximate Number of forms to be filled for clearances
 |  |
| 1. **APPROVALS / CLEARANCES**
 |
| * Please highlight the approvals / clearances / acts applicable for your unit
 | * Factories Act / Rules
* Weights & Measures Act
* Shops and Establishment Act
* Trade License
* Others (Please fill in)
 |
| **FACTORIES ACT / RULES** |  |
| * Approximate number of days required for issue / renewal of license under Factories Act / Rules
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of availing / renewal of license under Factories Act / Rules is satisfactory** |  |  |  |  |
| * Time taken for issue / renewal of license under Factories Act is reasonable
 |  |  |  |  |
| * Costs incurred as fees charged for issue / renewal of license is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Process for inspection of factory premises prior to issue / renewal of license is objective and based on well-defined procedures
 |  |  |  |  |
| * Forms to be filled for availing / renewal of license is simple and self-explanatory
 |  |  |  |  |
| * Forms / information pertaining to availing /renewal of license is easily available
 |  |  |  |  |
| * Please highlight the top three areas under the Factories Act / Rules where user experience pertaining to inspection / compliance requirement can be further improved
 | * Site Permit
* Factory Plan
* Health
* Safety
* Welfare
* Working Hour
* Employment of Young Persons
* Annual Leave with Wages
* Others (Please fill in)
 |
| **WEIGHTS AND MEASURES ACT** |  |
| * Approximate number of days required for approval / renewal of approval under Weights & Measures Act
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of availing approval / renewal under Weights and Measures Act is satisfactory** |  |  |  |  |
| * Time taken for approval / renewal of approval is reasonable
 |  |  |  |  |
| * Costs incurred as fees charged for approval / renewal of approval is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms to be filled for availing the approval / renewal of approval are simple and self-explanatory
 |  |  |  |  |
| * Forms / information pertaining to availing the registration / approval or renewal is easily available
 |  |  |  |  |
| **SHOPS AND ESTABLISHMENT ACT** |  |
| * Approximate number of days required for registration / renewal of registration under Shops and Establishment Act
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of availing registration / renewal of registration under Shops and Establishment Act is satisfactory** |  |  |  |  |
| * Time taken for registration / renewal of registration is reasonable
 |  |  |  |  |
| * Costs incurred as fees charged for registration / renewal of registration is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms to be filled for the registration / renewal of registration are simple and self-explanatory
 |  |  |  |  |
| * Forms / information pertaining to the registration / renewal of registration is easily available
 |  |  |  |  |
| **TRADE LICENSE** |  |
| * Approximate number of days required for issue / renewal of trade license
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of availing / renewal of trade license is satisfactory** |  |  |  |  |
| * Time taken for availing / renewal of trade license is reasonable
 |  |  |  |  |
| * Costs incurred as fees charged for availing / renewal of trade license is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms to be filled for availing / renewal of trade license are simple and self-explanatory
 |  |  |  |  |
| * Forms / information pertaining to availing / renewal of the trade license is easily available
 |  |  |  |  |
| **OTHERS** |  |
| * Approximate number of days required for issue / renewal of other license
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of availing/ renewal of the approval / license / registration is satisfactory** |  |  |  |  |
| * Time taken for availing / renewal of the approval / license / registration is reasonable
 |  |  |  |  |
| * Costs incurred as fees charged for availing / renewal of the approval / license / registration is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms to be filled for availing / renewal of the approval / license / registration are simple and self-explanatory
 |  |  |  |  |
| * Forms / information pertaining to availing / renewal of the approval / license / registration is easily available
 |  |  |  |  |
| 1. **DEPARTMENT OF INDUSTRY / DEPARTMENT OF MSME**
 |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of Department of Industry / Department of MSME and the District Industry Centers is satisfactory** |  |  |  |  |
| * Time taken for responding to queries is reasonable
 |  |  |  |  |
| * Forms / information pertaining to regulations / registration / approval / license etc. is easily available
 |  |  |  |  |
| * Forms / information pertaining to regulations / registration / approval / license etc. is easily understandable and self-explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of visits to the department for obtaining approvals / registration / license is not too many
 |  |  |  |  |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

|  |
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1. **Financial and Tax Related Regulations** *(Please rate your experience of the financial and tax related regulations in your state and the quality of state delivered services.* ***Please fill in and tick (mark ‘Y’) where appropriate.)***

|  |
| --- |
| 1. **TAX REGISTRATION**
 |
| * Please highlight the registrations applicable for your unit
 | * State Excise
* VAT
* Entry Tax
* Professional Tax
 |
| **STATE EXCISE REGISTRATION** |  |
| * Approximate number of days required for state excise registration
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the state excise registration procedures in the state is satisfactory**  | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Time taken for registration is reasonable
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of forms to be filled for registration are not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Forms to be filled are simple and self- explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for applying/ tracking/ obtaining communication related to tax registration is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Costs incurred for obtaining registration were in line with the prescribed fees as per state’s policies
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **VAT REGISTRATION** |  |
| * Approximate number of days required for VAT registration
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the VAT registration procedures in the state is satisfactory**  | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Time taken for registration is reasonable
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of forms to be filled for registration are not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Forms to be filled are simple and self- explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for applying/ tracking/ obtaining communication related to tax registration is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Costs incurred for obtaining registration were in line with the prescribed fees as per state’s policies
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **ENTRY TAX REGISTRATION** |  |
| * Approximate number of days required for entry tax registration
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the entry tax registration procedures in the state is satisfactory**  | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Time taken for registration is reasonable
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of forms to be filled for registration are not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Forms to be filled are simple and self- explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for applying/ tracking/ obtaining communication related to tax registration is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Costs incurred for obtaining registration were in line with the prescribed fees as per state’s policies
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **PROFESSIONAL TAX REGISTRATION** |  |
| * Approximate number of days required for professional tax registration
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the professional tax registration procedures in the state is satisfactory**  | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Time taken for registration is reasonable
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of forms to be filled for registration are not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Forms to be filled are simple and self- explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for applying/ tracking/ obtaining communication related to tax registration is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Costs incurred for obtaining registration were in line with the prescribed fees as per state’s policies
 | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. **TAX PAYMENT**
 |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **STATE EXCISE** |  |
| **Overall experience of state excise payment procedures in the state is satisfactory** | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed for state excise payment are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of times state excise payment needs to be made in a year is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * State excise payment processes are easy to comply to
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Documentation for compliance requirement is simple
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for excise payment is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **VAT** |  |
| **Overall experience of VAT payment procedures in the state is satisfactory** | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed for VAT payment are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of times VAT payment needs to be made in a year is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * VAT payment processes are easy to comply to
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Documentation for compliance requirement is simple
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for filing tax returns & payment is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **ENTRY TAX** |  |
| **Overall experience of entry tax payment procedures in the state is satisfactory** | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed for entry tax payment are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of times entry tax payment needs to be made in a year is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Entry tax payment processes are easy to comply to
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Documentation for compliance requirement is simple
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for filing entry tax returns and payment is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| **PROFESSIONAL TAX** |  |
| **Overall experience of professional tax payment procedures in the state is satisfactory** | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed for professional tax payment are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of times professional tax payment needs to be made in a year is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Professional tax payment processes are easy to comply to
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Documentation for compliance requirement is simple
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for filing tax returns and payment is clearly laid down
 | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. **INCENTIVES**
 |
| * Are you availing any subsidy/ reimbursement from the state government?

*(For example, VAT reimbursement, interest subsidy, capital subsidy, power duty exemption, stamp duty exemption etc.)* | **Yes** | **No** |
|  |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| ***#(if yes)* Overall process for availing subsidies/ incentives / refund from the state government is satisfactory** | [ ]  | [ ]  | [ ]  | [ ]  |
| * Information on the procedures to be followed for availing subsidies/ reimbursements are easily available
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Time taken for availing incentives is reasonable
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of forms to be filled for availing incentives are not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Forms to be filled for availing incentives are simple and self-explanatory
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Processes for availing subsidies/ reimbursements are simple and easy to follow
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Process for applying/ tracking/ obtaining communication related to tax registration is online/IT enabled
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Number of visits to concerned departments / institutions for obtaining incentives is not too many
 | [ ]  | [ ]  | [ ]  | [ ]  |
| * Please highlight the top three processes for availing subsidies/ incentives / refund from the state government where user experience can be further improved
 | * VAT reimbursement
* Interest subsidy
* Capital subsidy
* Power duty exemption
* Stamp duty subsidy
* R&D subsidy
* Others (Please fill)
 |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

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1. **Labour Related Compliances** *(Please rate your experience pertaining to labour related compliances in your state and the quality of state delivered services* ***Please fill in and tick (mark ‘Y’) where appropriate.)***

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| --- |
| 1. REGISTRATION
 |
| * Approximate number of days required for obtaining registration under Employees State Insurance Act
 |  |
| * Approximate number of days required for obtaining registration under Contract Labour (Regulation and Abolition) Act
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience pertaining to the efficiency and ease of registration under labour laws in the state is satisfactory** |  |  |  |  |
| * Information on the registration procedures are easily available
 |  |  |  |  |
| * Time taken for registration is reasonable
 |  |  |  |  |
| * Number of forms to be filled for registration are not too many
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Processes/ procedures for registration are clearly laid down
 |  |  |  |  |
| * Process for applying/ tracking/ obtaining communication related to registration is online / IT enabled
 |  |  |  |  |
| * Costs incurred for obtaining registration are in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Please highlight the priority acts pertaining to registration where user experience can be further improved *(please highlight at-least one)*
 | * Employees State Insurance Act,
* Contract Labour (Regulation and Abolition) Act,
* Inter State Migrant Workmen (Regulation of Employment and Conditions of Service) Act,
* Others (Please specify)
 |
| 1. COMPLIANCE
 |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience pertaining to efficiency and ease of ensuring compliance under the labour laws is satisfactory** |  |  |  |  |
| * Please highlight the top three acts pertaining to compliance where user experience can be further improved
 | * Payment of Wages Act,
* Minimum Wages Act,
* Industrial Disputes Act,
* Maternity Benefit Act,
* Apprentices Act,
* Payment of Bonus Act,
* Equal Remuneration Act,
* Representation of the People Act,
* Employee Compensation Act,
* Labour Welfare Fund Act,
* Factories & Establishment (National and Festival and Other Holidays) Act,
* Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act,
* Contract Labour Act,
* Payment of Gratuity Act,
* Personal Injuries Act,
* Others (please specify)
 |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| * Information on procedures for compliance is easily available
 |  |  |  |  |
| * Information on the processes for compliance is adequate
 |  |  |  |  |
| * Time taken for ensuring compliance is reasonable
 |  |  |  |  |
| * Time taken for inspection of compliance related documents is reasonable
 |  |  |  |  |
| * Number of forms / returns to be filled are not too many
 |  |  |  |  |
| * Number of times returns/ forms are filled is not too many
 |  |  |  |  |
| * Documentation requirements are simple
 |  |  |  |  |
| * Inspection process is objective and based on well-defined procedures
 |  |  |  |  |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

|  |
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|  |

1. **Infrastructure & Utilities Related Regulations** *(Please rate your experience of the infrastructure and utilities related regulations in your state and the quality of state delivered services* ***Please fill in and tick (mark ‘Y’) where appropriate.)***

|  |
| --- |
| 1. **NEW UTILITY CONNECTIONS (WATER, SEWERAGE, POWER)**
 |
|  |  |
| **WATER CONNECTION** |  |
| * Approximate number of days required to get a new water connection
 |  |
| * Approximate number of forms required to be filled for a new water connection
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the processes and systems for obtaining the utility service is satisfactory** |  |  |  |  |
| * Time taken for obtaining new connection is reasonable
 |  |  |  |  |
| * Time taken for inspection prior to obtaining new connection is reasonable
 |  |  |  |  |
| * Inspection process is objective and based on well-defined procedures
 |  |  |  |  |
| * Costs incurred for obtaining new connection is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to obtaining new connections / inspection processes are easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Number of visits to concerned departments / institutions for obtaining new connection is not too many
 |  |  |  |  |
| * Process for availing clearances, approvals etc.is clearly laid down
 |  |  |  |  |
| **SEWERAGE CONNECTION** |  |
| * Approximate number of days required to get a new sewerage connection
 |  |
| * Approximate number of forms required to be filled for a new sewerage connection
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the processes and systems for obtaining the utility service is satisfactory** |  |  |  |  |
| * Time taken for obtaining new connection is reasonable
 |  |  |  |  |
| * Time taken for inspection prior to obtaining new connection is reasonable
 |  |  |  |  |
| * Inspection process is objective and based on well-defined procedures
 |  |  |  |  |
| * Costs incurred for obtaining new connection is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to obtaining new connections / inspection processes are easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Number of visits to concerned departments / institutions for obtaining new connection is not too many
 |  |  |  |  |
| * Process for availing clearances, approvals etc.is clearly laid down
 |  |  |  |  |
| **POWER CONNECTION** |  |
| * Approximate number of days required to get a new power connection
 |  |
| * Approximate number of forms required to be filled for a new power connection
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the processes and systems for obtaining the utility service is satisfactory** |  |  |  |  |
| * Time taken for obtaining new connection is reasonable
 |  |  |  |  |
| * Time taken for inspection prior to obtaining new connection is reasonable
 |  |  |  |  |
| * Inspection process is objective and based on well-defined procedures
 |  |  |  |  |
| * Costs incurred for obtaining new connection is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to obtaining new connections / inspection processes are easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Number of visits to concerned departments / institutions for obtaining new connection is not too many
 |  |  |  |  |
| * Process for availing clearances, approvals etc.is clearly laid down
 |  |  |  |  |
| 1. **FIRE NOC AND LICENSE RENEWAL**
 |
| * Approximate number of days required to get a new Fire NOC & license / renewal
 |  |
| * Approximate number of forms required to be filled for a new fire NOC & license / renewal
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the processes and systems for obtaining / renewing Fire NOC & License is satisfactory** |  |  |  |  |
| * Time taken for obtaining new license / renewal is reasonable
 |  |  |  |  |
| * Time taken for inspection prior to obtaining new license / renewal is reasonable
 |  |  |  |  |
| * Inspection process is objective and based on well-defined procedures
 |  |  |  |  |
| * Costs incurred for obtaining new license / renewal is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to obtaining new license / renewal processes are easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Number of visits to concerned departments / institutions for obtaining new license / renewal is not too many
 |  |  |  |  |
| * Process for availing license / renewal is clearly laid down
 |  |  |  |  |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

|  |
| --- |
|  |

1. **Land & Building Related Regulations** *(Please rate your experience of the land and building related regulations in your state and the quality of state delivered services* ***Please fill in and tick (mark ‘Y’) where appropriate.)***

|  |
| --- |
| 1. **AVAILING LAND**
 |
| * Please highlight the category you belong to
 | * Land availed from land bank
* Land availed in industrial estate
* Others
 |
| **LAND BANK** |  |
| * Approximate number of days required for acquiring land, from land bank in the state
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| * **Overall experience pertaining to acquisition of land from land bank was satisfactory**
 |  |  |  |  |
| * Time taken to acquire land from land bank was reasonable
 |  |  |  |  |
| * Costs incurred for availing land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to availing land is easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Process for availing land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for availing land is not too many
 |  |  |  |  |
| * Number of visits to various departments for availing land is not too many
 |  |  |  |  |
| **INDUSTRIAL ESTATE** |  |
| * Approximate number of days required for allotment of land in industrial estates
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| * **Overall experience pertaining to allotment of land in industrial estates was satisfactory**
 |  |  |  |  |
| * Time taken for allotment of land in industrial estates was reasonable
 |  |  |  |  |
| * Costs incurred for availing land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to availing land is easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Process for availing land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for availing land is not too many
 |  |  |  |  |
| * Number of visits to various departments for availing land is not too many
 |  |  |  |  |
| **OTHER SOURCES** |  |  |  |  |
| * Approximate number of days required for acquiring land from other sources in the state
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| * **Overall experience pertaining to acquisition of land from other sources was satisfactory**
 |  |  |  |  |
| * Time taken to acquire land from other sources was reasonable
 |  |  |  |  |
| * Cost incurred for acquisition of land from other sources was reasonable
 |  |  |  |  |
| * Costs incurred for availing land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining to availing land is easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Process for availing land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for availing land is not too many
 |  |  |  |  |
| * Number of visits to various departments for availing land is not too many
 |  |  |  |  |
| 1. **CONVERSION OF LAND**
 |
| * Approximate number of days required for conversion of land for industrial use
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of conversion of land for industrial purposes is satisfactory** |  |  |  |  |
| * Time taken for conversion of land is reasonable
 |  |  |  |  |
| * Costs incurred for conversion of land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for conversion of land is easily available
 |  |  |  |  |
| * Forms to be filled for are simple and self-explanatory
 |  |  |  |  |
| * Process for conversion of land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for conversion of land is not too many
 |  |  |  |  |
| * Number of visits to various departments for conversion of land is not too many
 |  |  |  |  |
| 1. **MUTATION OF LAND**
 |
| * Approximate number of days required for mutation of land
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the mutation process is satisfactory** |  |  |  |  |
| * Time taken for mutation of land is reasonable
 |  |  |  |  |
| * Costs incurred for mutation of land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for mutation of land is easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Process for mutation of land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for mutation of land is not too many
 |  |  |  |  |
| * Number of visits to various departments for mutation of land is not too many
 |  |  |  |  |
| 1. **REGISTRATION OF LAND**
 |
| * Approximate number of days required for registration of land
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the registration process is satisfactory** |  |  |  |  |
| * Time taken for registration of land is reasonable
 |  |  |  |  |
| * Costs incurred for registration of land is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for registration of land is easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Process for registration of land is clearly laid down
 |  |  |  |  |
| * Number of departments visited for registration of land is not too many
 |  |  |  |  |
| * Number of visits to various departments for registration of land is not too many
 |  |  |  |  |
| 1. **APPROVALS WITH RESPECT TO BUILDING**
 |
| * Approximate number of days required for approval of building plan
 |  |
| * Approximate number of days required for availing notice of occupancy / occupancy certificate
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of obtaining approvals is satisfactory** |  |  |  |  |
| * Time taken for obtaining building clearance/ occupancy certificate is reasonable
 |  |  |  |  |
| * Costs incurred for obtaining building clearance/ occupancy certificate is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for obtaining building clearance/ occupancy certificate is easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Process for obtaining building clearance is clearly laid down
 |  |  |  |  |
| * Number of visits to concerned departments for obtaining building clearance / occupancy certificate is not too many
 |  |  |  |  |
| * Number of departments visited for obtaining building clearance/ occupancy certificate is not too many
 |  |  |  |  |
| * Time taken for inspection prior to obtaining building clearance/ occupancy certificate is reasonable
 |  |  |  |  |
| * Inspection process prior to obtaining building clearance/ occupancy certificate is objective and based on well-defined procedures
 |  |  |  |  |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

|  |
| --- |
|  |

1. **Environment Related Compliances** *(Please rate your experience related to the environment related compliances in your state and the quality of state delivered services.* ***Please fill in and tick (mark ‘Y’) where appropriate.)***

|  |
| --- |
| 1. **CONSENT TO ESTABLISH**
 |
| * Approximate number of days required to get the consent
 |  |
| * Approximate number of forms required to be filled
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of the processes and systems for obtaining the Consent to Establish is satisfactory** |  |  |  |  |
| * Time taken for obtaining Consent to Establish is reasonable
 |  |  |  |  |
| * Costs incurred for Consent to Establish is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for obtaining Consent to Establish is easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Number of visits to concerned departments / institutions for obtaining Consent to Establish is not too many
 |  |  |  |  |
| * Process for obtaining Consent to Establish is clearly laid down
 |  |  |  |  |
| * Time taken for inspection prior to obtaining Consent to Establish is reasonable
 |  |  |  |  |
| * Inspection process prior to obtaining Consent to Establish is objective and based on well-defined procedures
 |  |  |  |  |
| 1. **CONSENT TO OPERATE**
 |
| * Approximate number of days required to get the consent
 |  |
| * Approximate number of forms required to be filled
 |  |
|  | **Strongly Disagree** | **Disagree** | **Agree** | **Strongly Agree** |
| **Overall experience of processes and systems of obtaining the Consent to Operate is satisfactory** |  |  |  |  |
| * Time taken for obtaining Consent to Operate is reasonable
 |  |  |  |  |
| * Costs incurred for Consent to Operate is in line with the prescribed fees as per state’s policies
 |  |  |  |  |
| * Forms / information pertaining for obtaining Consent to Operate is easily available
 |  |  |  |  |
| * Forms to be filled are simple and self-explanatory
 |  |  |  |  |
| * Process for obtaining Consent to Operate is clearly laid down
 |  |  |  |  |
| * Number of visits to concerned departments / agencies for obtaining Consent to Operate is not too many
 |  |  |  |  |
| * Time taken for inspection prior to obtaining Consent to Operate is reasonable
 |  |  |  |  |
| * Inspection process prior to obtaining Consent to Operate is objective and based on well-defined procedures
 |  |  |  |  |

**Other Suggestions** *(Please indicate any other comments / suggestions you may have and that have not been captured above)*

|  |
| --- |
|  |

**Thank you for your participation!**

1. Large scale indicates capital investment in plant and machinery, over Rs. 10 crore; Medium Scale indicates capital investment in plant and machinery, between Rs. 5 crore to Rs. 10 crore; Small scale indicates capital investment in plant and machinery, between Rs 25 lakh to Rs. 5 crore. ; Micro indicates capital investment in plant and machinery of less than Rs. 25 lakhs [↑](#footnote-ref-1)
2. A multiple unit company has its operations in more than one location

\* Mandatory information requirement [↑](#footnote-ref-2)
3. For MSMEs only [↑](#footnote-ref-3)
4. For Large Enterprises & MSMEs [↑](#footnote-ref-4)