

**GOVERNMENT OF INDIA  
MINISTRY OF COMMERCE & INDUSTRY  
DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE  
RAJYA SABHA**

**UNSTARRED QUESTION NO. 695.  
TO BE ANSWERED ON FRIDAY, THE 08<sup>TH</sup> DECEMBER, 2023.**

**EASE OF DOING BUSINESS**

**695. Dr. Sikander Kumar:  
Dr. Anil Sukhdeorao Bonde:**

Will the Minister of **Commerce and Industry** be pleased to state:

- (a) the steps taken by Government to enhance the Ease of Doing Business in India and the resulting rankings in Ease of Doing Business; and
- (b) the role of the National Single Window System (NSWS) portal, created by the Department for Promotion of Industry and Internal Trade (DPIIT), in facilitating investor-related clearances with transparency and accountability?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE & INDUSTRY  
(SHRI SOM PARKASH)**

**(a):** Department for Promotion of Industry and Internal Trade (DPIIT) is the Nodal Department for coordinating the initiatives under Ease of Doing Business (EoDB) which are aimed at creating a conducive business environment in India. Series of steps have been taken to enhance EoDB in India by Ministries/Departments and States/Union Territories (UTs). These include:

(i) Reducing Compliance Burden on Businesses and Citizens by Simplifying, Rationalizing, Digitizing and Decriminalizing Government to Business and Citizen Interfaces.

(ii) Assessment of States/UTs on the basis of implementation of designated reform parameters under annual exercise called Business Reform Action Plan (BRAP). Some of the reform areas are Investment Enablers, Access to Information and Transparency, Online Single Window System, Land Allotment, Construction Permits Enablers, Labour Regulation Enablers, Environment Registration Enablers, Inspection Enablers, Obtaining Utility Permits, Contract Enforcement, Sector-specific reforms, etc.

India ranks 63<sup>rd</sup> in the last World Bank's Doing Business Report (DBR), 2020 published in October, 2019. India's rank in the DBR improved from 142<sup>nd</sup> in 2014 to 63<sup>rd</sup> in 2019, registering a jump of 79 ranks in a span of 5 years.

(b): National Single Window System (NSWS) was soft-launched on 22nd September 2021. It functions as a unified platform for applying for all G2B clearances from various Ministries/Departments. The NSWS Portal has the following key modules and functionalities to improve transparency and ease of doing business in India:

- **Know Your Approval (KYA):** An intelligent questionnaire for businesses to identify relevant business approvals across 32 Central Departments and 32 States/UTs. The KYA Module of NSWS provides a comprehensive list of approvals necessary for specific business cases.
- **Unified Application System:** Common Information, including documents, is collected once and auto-populated across forms and platforms.
- **Single User Dashboard to track Approvals Status across Ministries and States** making it easier for businesses to track the status of their applications.
- **Dashboard and reporting capabilities** to monitor and track usage, application status, etc. by Senior Govt. Officials.
- **Online Payment support for applications:** PayGov (Meity), BharatKosh, SBI Payment Gateway are integrated into the platform providing a seamless payment experience.
- **Digital Signature:** NSWS enables businesses as well as licensing officers to digitally sign their documents to facilitate doing business along with streamlined processing of applications.
- **Centralized Grievance Redressal Mechanism:** All “customer support” has been centralized across 32 Central Ministries through the NSWS helpline. Businesses can seek technical support, license information, and fee related details.

The culmination of all these factors has provided a seamless experience in terms of reducing time, effort, and cost to investors.

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