## **Government of Tripura**

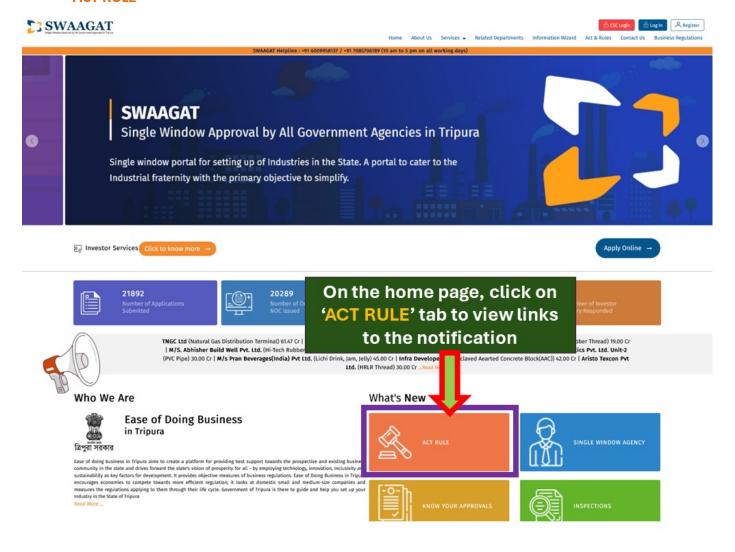


| Business Reforms Action Plan 2024-25 |                                                                                                                                                                                                                                                                                                                |  |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| BRAP No.                             | 137                                                                                                                                                                                                                                                                                                            |  |
| Area                                 | Labour Regulation Enablers                                                                                                                                                                                                                                                                                     |  |
| Sub-Area                             | Approval of plan and permission to construct/extend/or take into use any                                                                                                                                                                                                                                       |  |
|                                      | building as a factory.                                                                                                                                                                                                                                                                                         |  |
| Recommendation/Reform                | Design and implement an online system and mandate the following features without the requirement of physical visit to the department:  i. Submission of application  ii. Payment of application fee  iii. Track status of application  iv. Download the final signed certificate.  v. Third party verification |  |
| Applicable to Department(s)          | Factories & Boilers Organisation                                                                                                                                                                                                                                                                               |  |

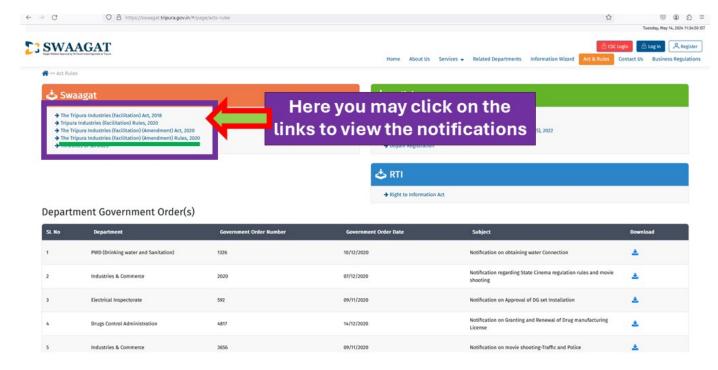
## **Compliance Supporting Documentation**

| Approach to reform                                        | Online system is designed for submission of application, payment of fees, tracking of application and downloading of final certificate option for approval of plan and permission to construct/extend/or take into use any building as a factory. Third party also can verify the approved plan-drawings. This reform has been made to avoid physical visit to the department and applicant can avail the service without touch point. |                                                                                                                                                                           |  |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Act/GO/<br>Circular/<br>Notification<br>No.<br>(Attached) | The Tripura Industries (Facilitation)<br>(Amendment) Rules, 2020                                                                                                                                                                                                                                                                                                                                                                       | F.No.DI/TIDA/4(35)/2020/20,466 dated, 03.12.2020                                                                                                                          |  |
|                                                           | Organisation's Notification regarding online submission of application for approval of plan drawing for factory registration                                                                                                                                                                                                                                                                                                           | No.F.2 (345)-FB/EoDB(SRAP)/2020/1614 dated, 09.11.2020.                                                                                                                   |  |
|                                                           | Organisation's Notification mandating Online Submission for application, Payment of fee, Tracking status of application, Downloadingof final certificate& facility for Third party verification                                                                                                                                                                                                                                        | No.F.2(345)-FB/EoDB/VolII/2015/1376-81 dated, 18.10.2017.                                                                                                                 |  |
| URL                                                       | Link to the swaagat notification page                                                                                                                                                                                                                                                                                                                                                                                                  | https://swaagat.tripura.gov.in/#/page/acts-rules                                                                                                                          |  |
|                                                           | Direct link to the notification -The Tripura Industries (Facilitation) (Amendment) Rules, 2020 Factories & Boilers home page                                                                                                                                                                                                                                                                                                           | https://swaagat.tripura.gov.in/assets/documents/ The%20Tripura%20Industries%20(Facilitation) %20(Amendment)%20Rules,%202020.pdf Official Website of Factories and Boilers |  |
|                                                           | Direct link Notification regarding Online Submission of application for approval of Plan Drawing.                                                                                                                                                                                                                                                                                                                                      | Organisation, Government of Tripura, India Online submission of application (1).pdf (tripura.gov.in)                                                                      |  |
|                                                           | Direct link to the notification -Mandatory Services                                                                                                                                                                                                                                                                                                                                                                                    | factory.tripura.gov.in/sites/default/files/2024-06/<br>Mandating Online submission %281%29.pdf                                                                            |  |
| Screenshot                                                | Screenshot of the webpage and Govt. notification attached for your reference                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                           |  |
| of process/<br>documents                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                           |  |

 To view the mandate of online services, please visit the swaagat online portal (https://swaagat.tripura.gov.in/#/page/home) using the link provided above and click on the "ACT RULE"



2. You will be directed to this page where you can view all the relevant ACT and Rules issued by clicking on the links.



No.2488

Registered No. N. E. 930.



## Published by Authority EXTRAORDINARY ISSUE

Agartala, Saturday, December 5, 2020 A. D., Agrahayana 14, 1942 S. E.

PART--I-- Orders and Notifications by the Government of Tripura, The High Court, Government Treasury etc.

## **GOVERNMENT OF TRIPURA** DEPARTMENT OF INDUSTRIES & COMMERCE SHILPA UDYOG BHAWAN, KHEJURBAGAN.

F.No. DI/TIDA/4(35)/2020/20,466

Dated, Agartala, the 3rd December, 2020.

### NOTIFICATION

WHEREAS, Section 28 of the Tripura Industries (Facilitation) Act, 2018 (Act No.5 of 2019), empowers the State Government to make Rules to give effect to the provision of the Act and for matters connected therewith or incidental thereto;

AND WHEREAS, according to Section 28(a) of the Tripura Industries (Facilitation) Act, 2018 (Act No.5 of 2019), draft rules under the Act were published in the Tripura Gazette on 09th October, 2020, inviting objections and suggestions from all persons likely to be affected thereby within a period of 30 days from the date of publication of the notification;

AND WHEREAS, the objections and suggestions received within the specified time have been duly considered and the draft rules have accordingly been finalized;

NOW THEREFORE, having regard to that and considering all aspects, the State Government publishes the following Rules namely "The Tripura Industries (Facilitation) (Amendment) Rules, 2020".

### The Tripura Industries (Facilitation) (Amendment) Rules, 2020

### 1. Short title, extent and commencement:

- (1) These may be called "The Tripura Industries (Facilitation) (Amendment) Rules, 2020" and also to be known as Single Window Approval by All Government Agencies in Tripura (SWAAGAT) (Amendment) Rules, 2020
- (2) They shall extend to the whole of the State of Tripura.
- (3) They shall come into force on and from the date of their final publication in the Tripura Gazette.

### 2. Amendment of Rule 7:

- (1) In sub-rule (1) of rule 7 of the principal Rules, the words 'SWAAGAT Approval Certificate' shall be substituted with the words "desired approvals"
- (2) In sub-rule (3) of rule 7 of the principal Rules, the expression '(either manually or online)' shall be substituted with the words "(online)"
- (3) The sub-rule (6) of rule 7 of the principal Rules is substituted as follows :-"(6) The Combined Application Form filled and submitted by the applicant should be scrutinized and accepted for issue of relevant clearances by the concerned Department/organization."
- (4) The sub-rule (7) of rule 7 of the principal Rules is substituted as follows:-"(7) The authorized representative of the nodal agency/concerned Department shall satisfy himself /herself that:
  - (i) The application is in complete shape;
  - (ii) All relevant and prescribed documents have been attached online
  - (iii) The prescribed fees receipts have been paid online;
  - (iv) Filled up Self-Certification format has been submitted online:"

### 8. Insertion of new Rule- 15 & 16:-

In the principal rules, after Rule 14 the following new rules shall be inserted

### "15. Single Window Clearance System

An online portal in the name of "Single Window Approval by All Government Agencies in Tripura (SWAAGAT)" functioning as part of the Single Window Clearance System will have the following provisions and mandate:

- (a) All applications for setting-up of industrial or service sector undertakings in the State of Tripura including incentive application which are provisioned in the Single Window Clearance System would be submitted in the online portal with no requirement for submissions of a hard copy and necessary action will be taken up by respective Departments/Organizations for grant or time bound issue of no objection certificates, allotments, consents, approvals, permissions, registrations, enrolments, licenses, renewals, incentives or the likes online in the portal.
- (b) All queries regarding the application from the investor will be recorded and addressed within a timeline of 15 days from the date of queries.
- (c) Queries/clarifications related to application are sought in one go by respective Departments/Organizations and within 7 days of receipt of the application
- (d) Inclusion of additional new regulation or license in the online wizard/system within 30 day.
- (e) The list of services to be made available under the portal with timelines are specified under Schedule-I

Provisions and mandate of Single Window Clearance System - (1) The Single Window Clearance System shall have the following provisions with the following mandate —

- (a) the provision of online wizard/system with addition of new regulation or license in the online wizard/system within 30 days and implementation thereof;
- (b) the provision of online submission of application through Combined Application Form (CAF) generated online by attaching the relevant enclosures, certificates, attachments etc and implementation thereof;
- (c) the provision of online payment merging all fees, applicable under various Acts, rules, policies and schemes, for which an application is submitted in Combined Application Form (CAF), into a single transaction and implementation thereof;
- (d) the provision of electronic transfer of the fees and application by attaching the relevant enclosures, certificates, attachments etc. to respective Government agencies for processing and implementation thereof;
- (e) the provision of online approval, tracking of real time status of application and delivery of services (downloading the issued certificate online) and implementation thereof;
- (f) the provision of sending out alert through short message service (SMS) or e-mail notification to the applicant including respective users of Department/Organization or authority concerned as and when the application is submitted and/or query is raised and/or application is approved/rejected including any inspection scheduled and implementation thereof;
- (g) the provision of sending automated short message service (SMS) or e-mail notification to the respective users of Department/Organization or authority concerned with status information on the applications in which clearances are likely to breach the stipulated time and implementation thereof;
- (h) the provision of third party verification and implementation thereof;

## Tripura Gazette, Extraordinary Issue, December 5, 2020 A. D.

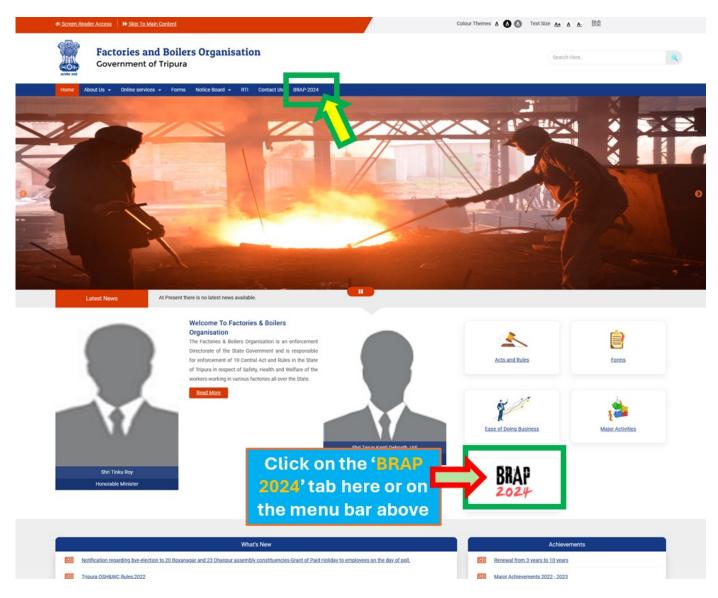
- (5) The penalty so levied will be Rs.1000/- (Rupees one thousand only) for each day of such delay till approval is accorded or reason for rejection or delay in according approval is furnished. However, the total amount of such penalty shall not exceed Rs.25,000/- (Rupees Twenty Five Thousand only) in any particular matter.
- (6) The amount of money, so collected as penalty, shall be credited to the consolidated fund of the state by the HOD."

(BY ORDER OF THE GOVERNOR OF TRIPURA)

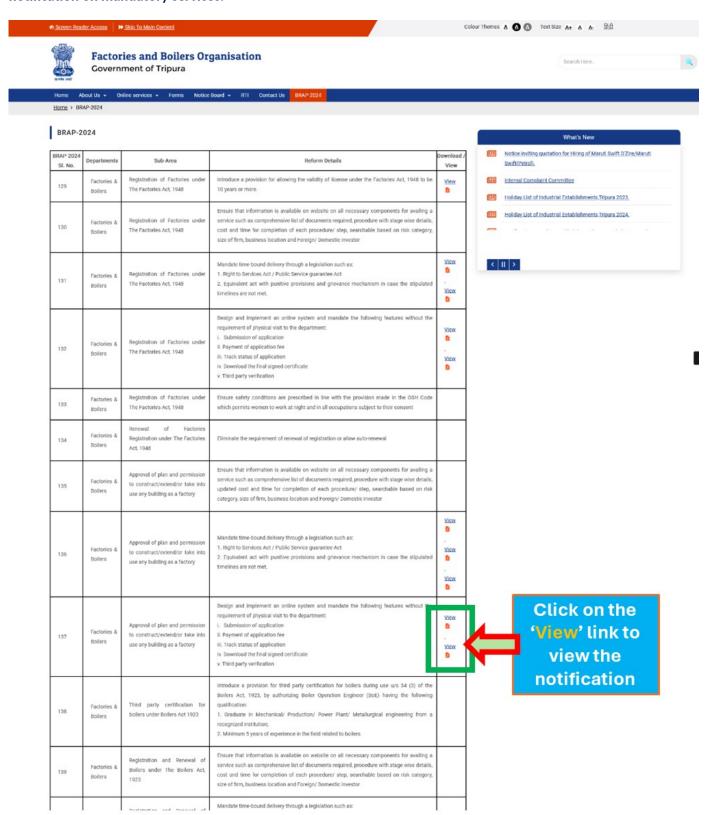
Special Secretary, Industries & Commerce Mandate for online submission of applications has also been issued by the Factories & Boilers Organisation, Govt. of Tripura.

To view the mandate, kindly follow the following steps or directly visit the links provided above on the first page.

1. Click on the 'BRAP 2024' on the home page.



# Step-2: Click on View of BRAP-2024 Sl. No. 137 to get the Notification on submission of application online and notification on mandatory services.



No.F.2(345)-FB/EoDB(SRAP)/2020/ 1614 Government of Tripura Factories & Boilers Organisation Suraksha Bhavan Pandit Nehru Complex, Gorkhabasti Agartala-799 006.

Dated, Agartala, the Oth November, 2020.

## NOTIFICATION

It is for general information of all concerned that as per decision of the State Government – all applications for approval of plan drawing for Factory Registration & Renewal of Factory Licence as well as Boiler Licence need be submitted on-line through SWAAGAT (Single Window Approval by All Government Agencies in Tripura) Portal with effect from the 16th November, 2020. The applicant shall submit application on-line through Single Window Portal by login www.swaagat.tripura.gov.in. No off-line application shall be received by the Factories & Boilers Organisation. w.e.f. 16th November, 2020.

For details, applicant may visit the department's website www.factory.tripura.gov.in or contact over telephone no.0381-232-3915.

(Er. S.\C. Das)
Chief Inspector of Factories & Boilers
Government of Tripura

### **Notification of mandatory services**

No. F. 2(345)-FB/EoDB/Vol.-II/2015/ 1376-81
GOVERNMENT OF TRIPURA
LABOUR DEPARTMENT
(FACTORIES & BOILERS ORGANIZATION)

Dated, Agartala, the 18th Och, 2017.

### NOTIFICATION

Factories & Boilers Organisation, Government of Tripura has provided the mandatory Comprehensive list of required documents, Procedures, clear Timelines, Inspection Procedures etc. in the Departmental website "www.factory.tripura.gov.in" under the EASE OF DOING BUSINESS considering the priority of the State Government for online facilities to the entrepreneurs to ensure seamless & hassle-free services with extension of provision of e-payment through e-GRAS with immediate effect under the Factories Act., 1948, Boilers Act., 1923 & Regulations and Rules made thereunder for the following areas as mandatory services:

 Submission of online application, payment, tracking & monitoring, verification for approval of plan drawing, registration & grant of licence for Factory and renewal of Factory/Boiler operation licence,

2) Provision of download the final signed approval certificates for Factory/Boiler from the online portal,

- 3) Provision to easily verify the approval certificates by third parties for Factory/Boiler in the public domain of at least two years,
- 4) Clear Timelines for approval of plan drawing, registration & grant of licence for Factory/Boiler and renewal,
- 5) Inspection Procedures under the Factories Act., 1948,

6) Submission of Inspection report within 24 hours,

7) Provision to view and download the submitted Inspection report by the users,

8) Same Inspector will not Inspect the same establishment registered under the Factories Act. twice consecutively.

This system ensures that there will be no physical touch point for the activities such as application submission, payment, tracking and monitoring etc. The user will be able to download the final signed approval certificate from the online portal through his user login. Procedures, comprehensive list of documents required, clear timelines and third party verification of all above said services are also available in the above said website.

By Order of the Governor,

Deputy Secretary to the Government of Tripura.

### Copy to:-

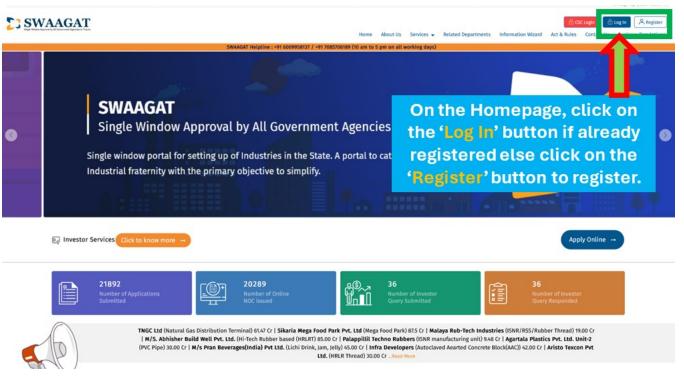
- 1. The P.A. to Minister, Labour etc. Department, Government of Tripura, Agartala for kind information of Hon'ble Minister.
- 2. The P. A. to Secretary, Labour Department, Government of Tripura, Agartala.
- 3. The Director, Directorate of Industries & Commerce, Govt. of Tripura, Agartala.

4. The Chief Inspector of Factories & Boilers, Govt. of Tripura, Agartala.

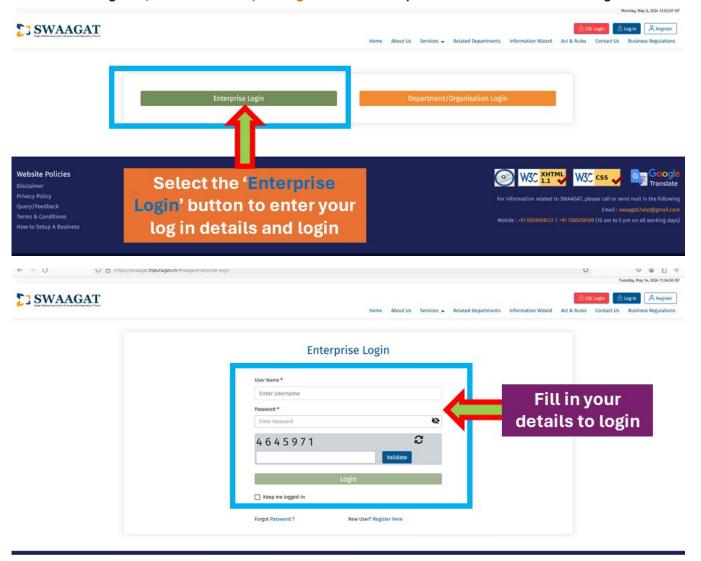
- 5. The Additional Director, Directorate of Information Technology, Govt. of Tripura, Agartala for uploading the Notification heading with "NOTIFICATION OF MANDATORY SERVICES" in the department's website under 'Ease of Doing Business'.
- 6. Guard File.

Online process for Submission of Application, Payment of Fees, tracking of application, Download certificate and Third-party verification.

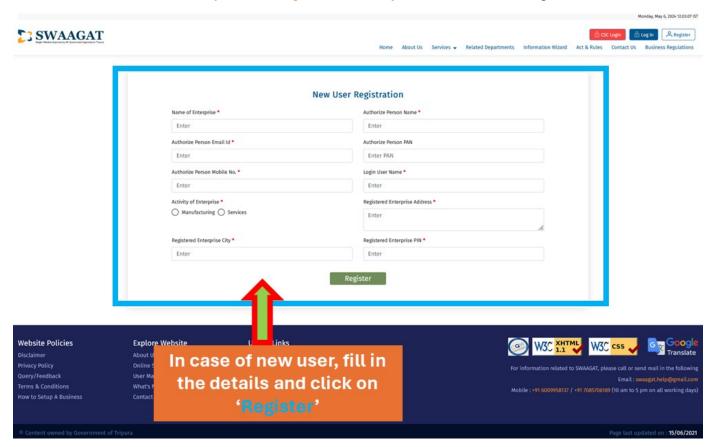
1. Go to the home page and select 'login' on the top right corner of the page.



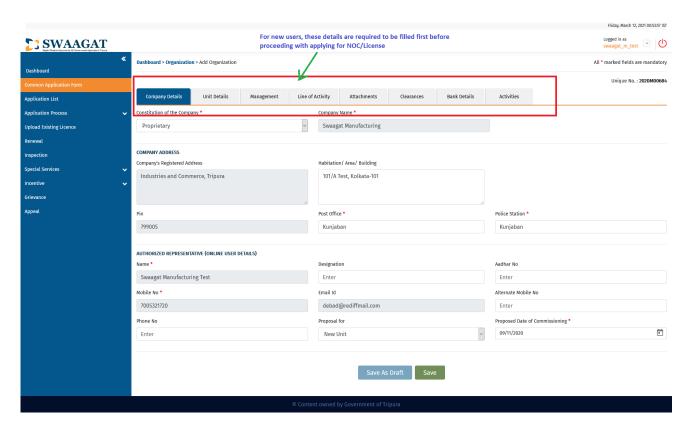
2. For existing user, select the 'enterprise login' tab and fill in your user credentials and click login.



3. In case of new user, kindly click on 'Register here' and proceed with the user registration first.

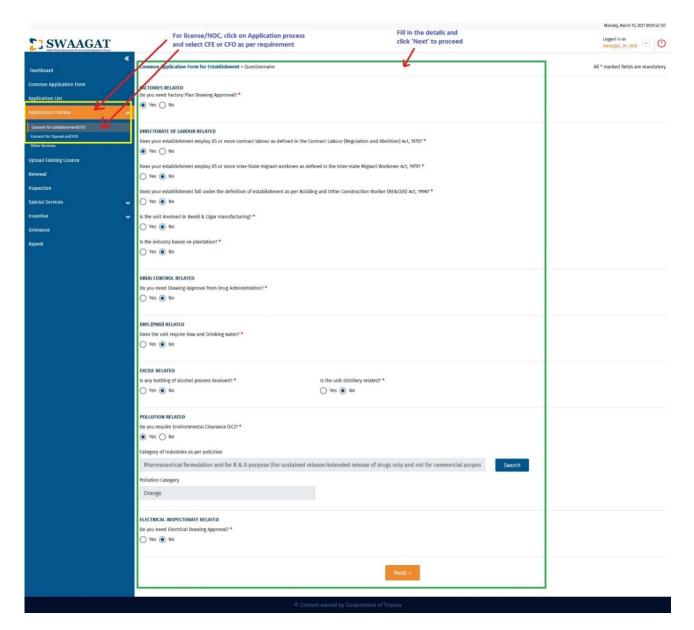


4. When a user logs in, he will be presented with a dashboard. New applicants are first required to add his organisation by filling up the details such as company details, industry details, etc

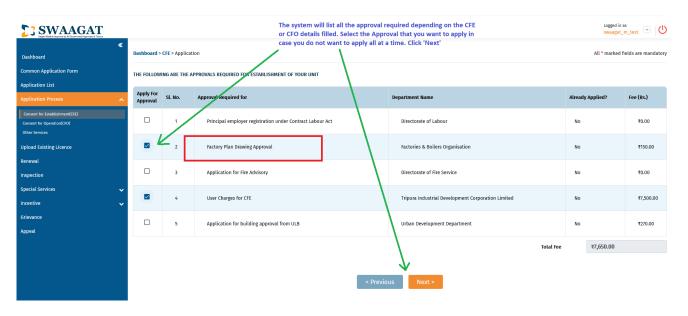


For Factory License, the applicant will first have to apply for drawing approval under CFE (Consent for Establishment) and then apply for the License under CFO (Consent for Operation). In case the applicant already has approved factory plan from the Factories & Boilers Organisation, then he can directly apply for the Factory License under CFO.

5. Once the organisational details are filled by the user. He can proceed with filling up of his 'Application Process' by answering the questionnaires in the common application form.

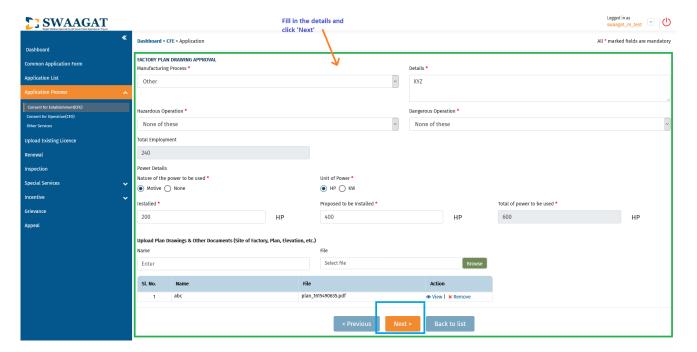


6. After the user finishes answering the questionnaire and depending on the user inputs, the system will automatically populate all the approval that the user requires for setting up his firm. The user can select and deselect the approval that he wants to apply at any given moment and proceed with filling up the questionnaire related to those approvals.

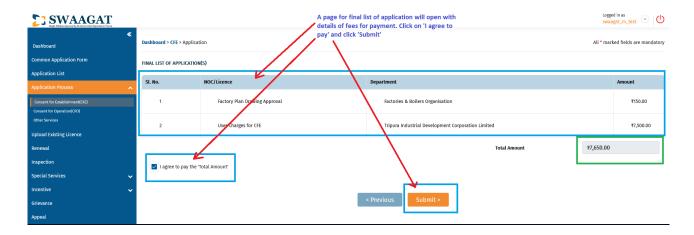


# Click on 'Next' after making the selection

7. User are then required to answer/fill up the questionnaires related to the approvals heis seeking for.

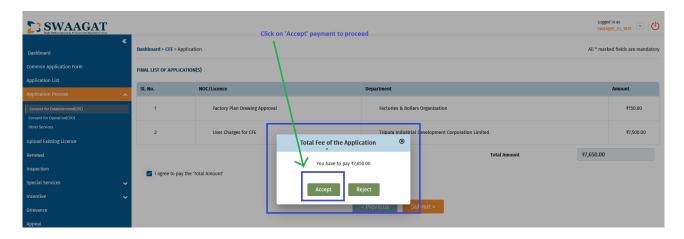


8. Once the user finish filling up the questionnaires for approval that the user is applying for, the system will show the final list of application(s) and the related amount/fees that the user is required to pay.

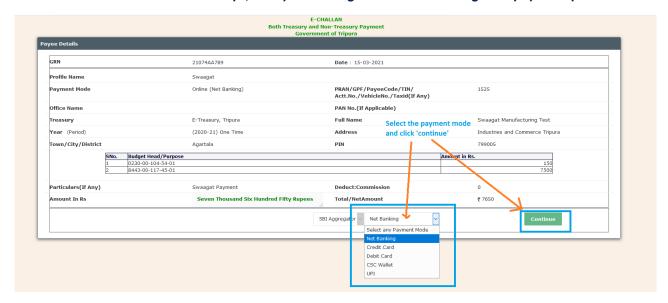


Once everything is as desired by the user, he can recheck the amount, click on the checkbox to agree to the terms and click on the submit button for the payment.

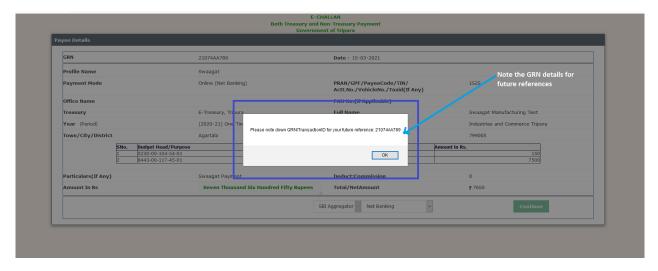
9. After the user clicks on the submit button, the system will provide an option to the user to either accept or reject the payment.



10. Once the user has clicks on accept, the system will guide the user through the payment process.

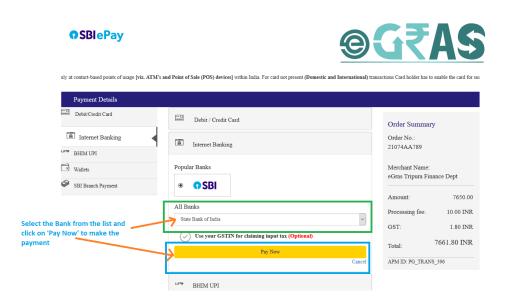


### 11. Note the GRN details for future references

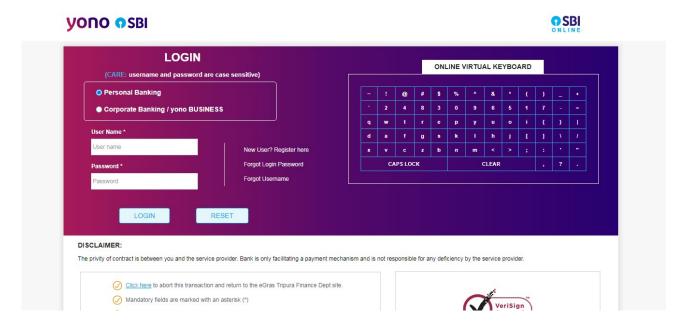


### # Click on 'Ok'

# in case payment mode is selected as 'net banking' in the previous option, kindly select the name of bank from the drop-down list.

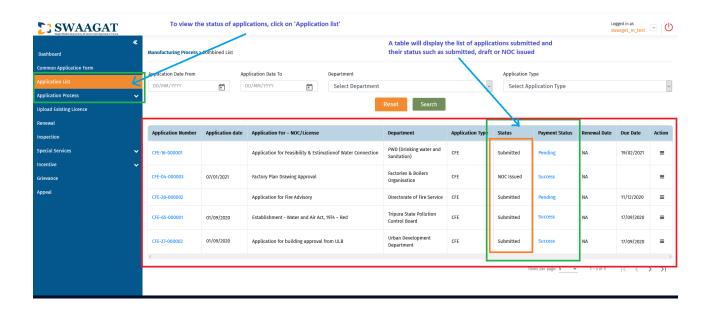


### 12. Enter the bank credentials and login to make the payment

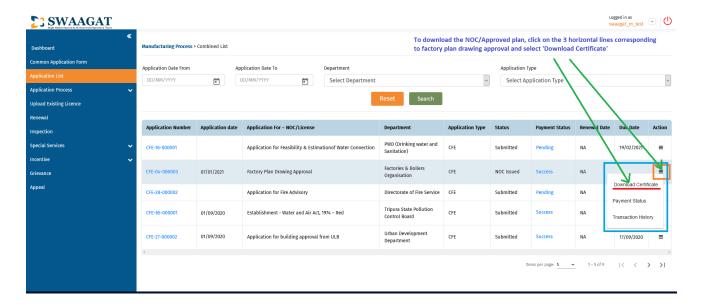


### **Application status / NOC download**

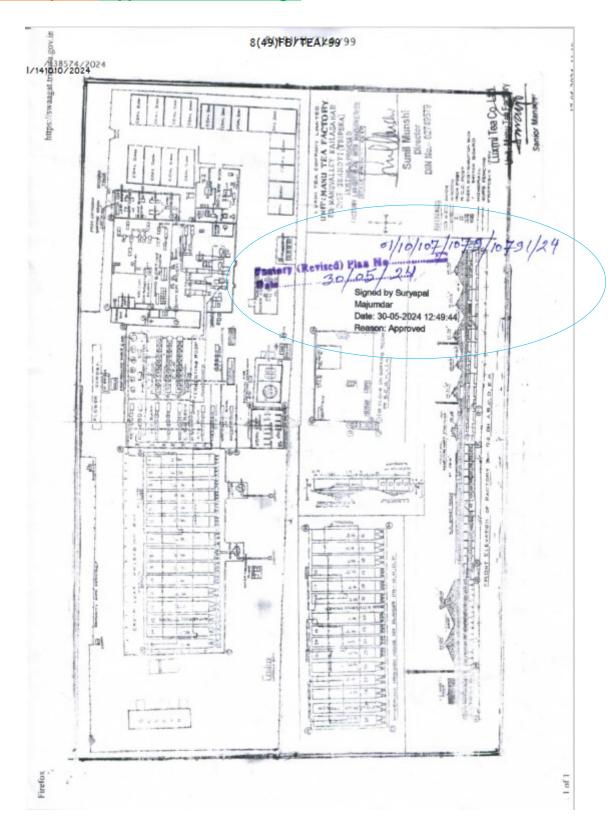
13. After the submission of the application and payment of fees, the applicant can check the status of his applications by clicking on 'Application List'. A table will be displayed showing the status of all applications submitted by the applicant. The table will also display the payment status as shown below.



14. Once the certificate/NOC has been issued, the applicant can click on the 3 horizontal bars in the 'Action' column corresponding to the NOC desired and click on 'Download Approved Plan drawing' as shown below

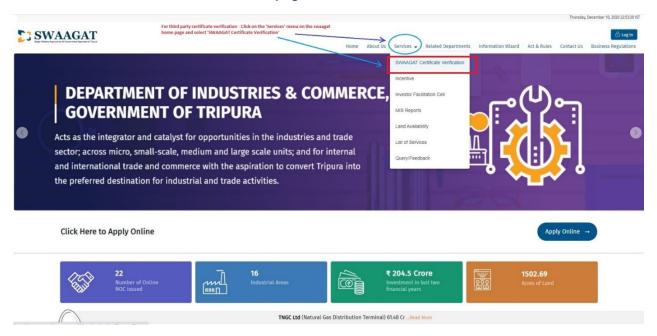


## # A sample of "Approved Plan drawing".

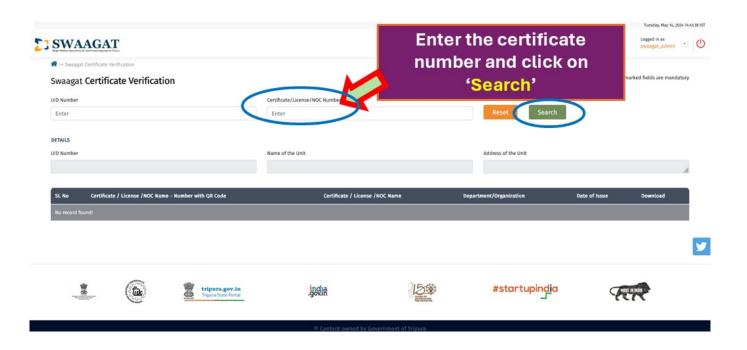


### **Third Party Certificate verification**

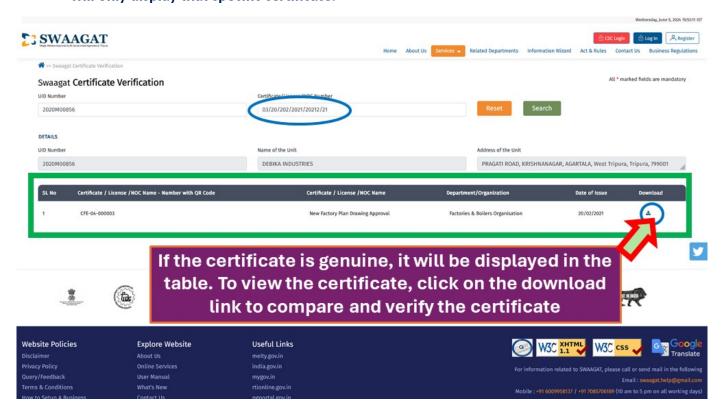
1. Third parties can verify the Certificates by clicking on the 'Services' and selecting the 'SWAAGAT certificate verification' on the home page.



# In this page the certificates can be verified by entering the certificate number (for example - 03/20/202/2021/20212/21) or the UID number and clicking search. If the certificate had been issued it will be shown below and can be downloaded and viewed for verification.



2. Once the user key in the Certificate number and click search, rest of the fields such as UID number, Name of Unit, address of the unit will get automatically populated. The issued certificate will be displayed and can be downloaded for verification. Using this search method will only display that specific certificate.



3. Another way to search for certificate for verification is by using the UID number. Using this method will display all the certificates issued to that vendor/investor. Here the search results show that two NOC/License/certificate has been issued to the vendor/investor if we search using the UID number.

