RESPONSE OF RAJASTHAN

Business Reforms Action Plan 2024

Best Practice: One Stop Shop (OSS)- Single Window System (SWS) / RAJ NIVESH

Nodal Department : Industries and Commerce, Govt. of Rajasthan

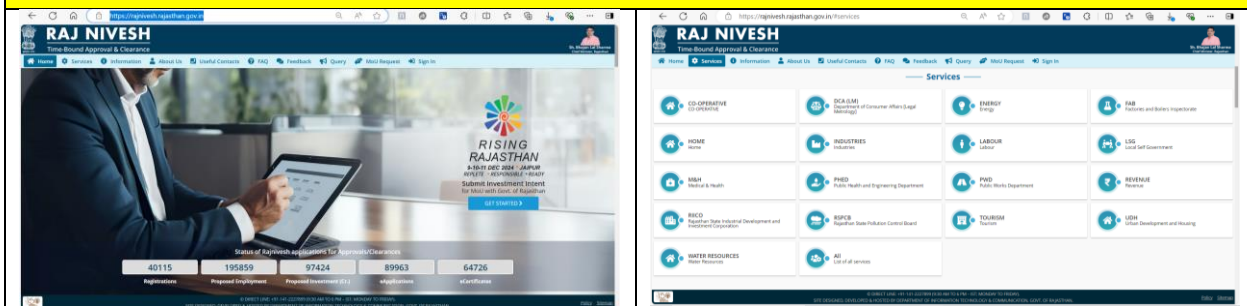| Introduction |
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| The Rajasthan Enterprises Single Window Enabling and Clearance (Amendment) Act, 2020 was enacted on 16.09.2020 for strengthening the existing Single Window Clearance System (SWCS) by establishing "One Stop Shop" (OSS) facility in Bureau of Investment promotion (BIP) to facilitate large investment proposals more effectively and expedite requisite approvals / clearances for the same under one roof. Rules for the One Stop Shop has been notified on 26.11.2020.

 RAJ NIVESH portal provides a single point (online) interface and a time-bound clearance system by acting as a one-stop information/ registration/ approval/ tracking centre for clearances/approvals.

 In addition, the portal provides an electronic-based transparent system for online submission and tracking of applications including e-Payments. It will also provide updated information relating to relevant Rules, Regulations, Orders and Policy initiatives and Schemes for guidance of investors. |

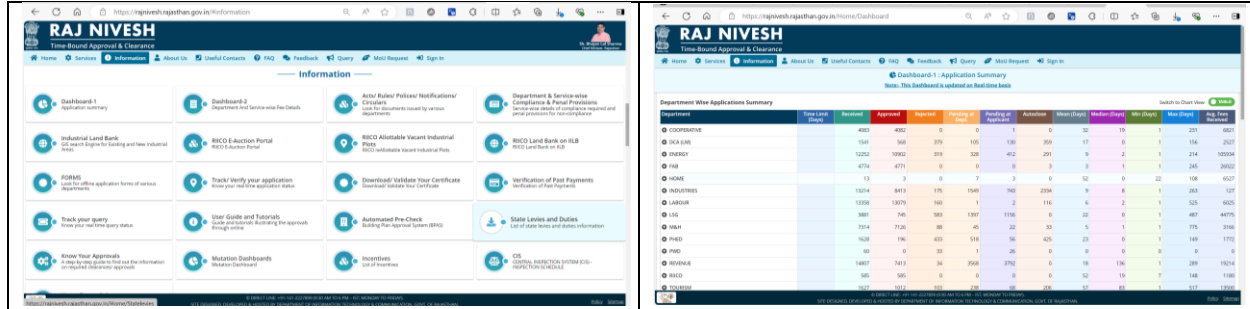| Key Features |
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| 1. One Stop Shop offers clearances from 14 Departments & around 130 Services under one roof
 2. Defined timelines for each service, ensuring time-bound approvals under the Rajasthan Guaranteed Delivery of Public Services Act
 3. Integrated grievance redressal system to address and resolve investor concerns promptly. |

URL
https://rajnivesh.rajasthan.gov.in/

Screenshots

Impact

The Rajasthan Single Window Clearance System has transformed the State's business landscape by streamlining approvals, enhancing transparency, and reducing bureaucratic hurdles. It has expedited investments, supported MSMEs, promoted emerging sectors, and boosted ease of doing business, making Rajasthan a pro-business destination and a hub for innovation and industrial growth.

- 14 departments & around 130 services integrated to RAJ NIVESH (Rajasthan's SWCS)
- One -Stop -Shop in -sync with GoI's SWCS
- Digitized GIS-enabled industrial land database – allowing investors to digitally express interest
- Average Tentative Approval Time (TAT) of 17 days for disposal of applications
- Automated Building plan approval system

Challenges

Challenges of the Rajasthan Single Window System include limited awareness among smaller businesses, partial integration of departments, delays in service delivery and the need for a robust grievance redressal mechanism to address user concerns effectively.

Rewards and Recognition