



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

Nodal Department : Industries and Commerce, Govt. of Rajasthan

#### Introduction

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.

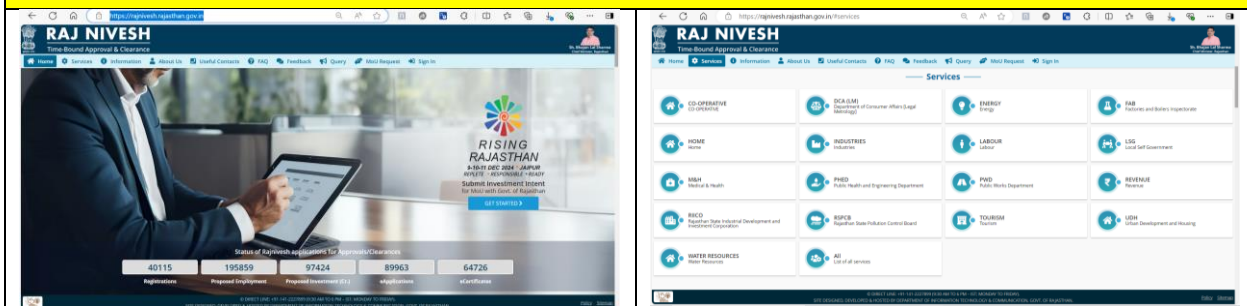
#### Key Features

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

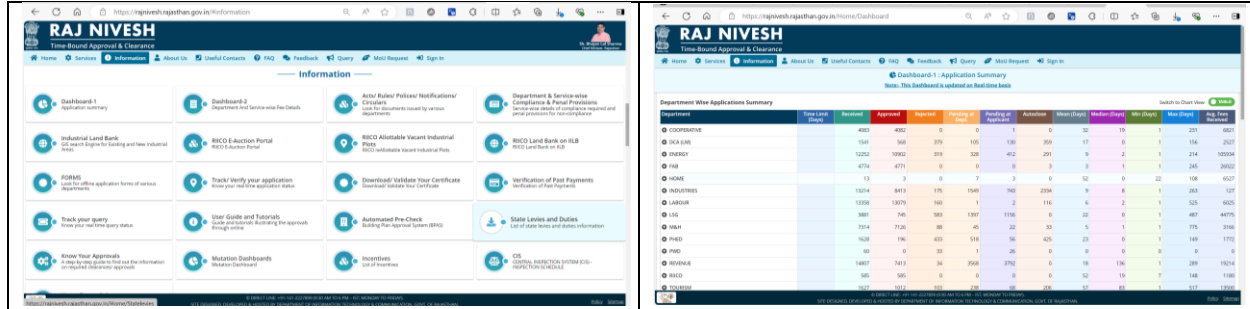
<https://rajnivesh.rajasthan.gov.in/>

#### Screenshots





## Business Reforms Action Plan 2024



Department	Total	Approved	Rejected	Pending	Under Review	Under Process	Under Dispute	Under Appeal	Under Revision	Under Retention	Under Audit	Under Disposal	Under Other	Under Misc	Under Other	Under Other	Under Other	Under Other
COOPERATIVE	4885	4582	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
ICA/ILM	1541	568	379	105	130	359	17	0	1	156	207	0	0	0	0	0	0	0
ENERGY	1232	1092	379	328	412	291	9	2	1	214	1039	0	0	0	0	0	0	0
IAE	4774	4771	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HOME	13	0	0	7	3	0	0	0	0	0	0	0	0	0	0	0	0	0
INDUSTRIES	18214	8413	176	1949	740	2394	9	8	1	263	127	0	0	0	0	0	0	0
LABOUR	13398	13079	140	1	2	116	0	2	1	525	4025	0	0	0	0	0	0	0
IAE	3867	145	380	1387	1198	0	0	0	0	487	4475	0	0	0	0	0	0	0
MSM	7114	7126	88	45	22	33	5	1	1	375	3186	0	0	0	0	0	0	0
PHED	4628	156	483	518	56	435	23	0	1	149	1772	0	0	0	0	0	0	0
PMU	80	0	0	1	26	0	0	0	0	0	0	0	0	0	0	0	0	0
WATER	14857	7413	34	358	2762	0	14	136	1	289	11014	0	0	0	0	0	0	0
WICO	345	345	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WILLAGE	1022	1022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

### 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 Gol'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