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Vijayawada

New reforms to guarantee compensation to applicants in case of delays

Public Service to be completely revolutionized through new reforms proposed by EODB committee

Ease of Doing Business Committee has ensured the implementation of 245 out of 373 reforms

AP CM advises departments to revive the relationship with the industries

The Chief Minister approved the launch of important reforms for the government to become more industry-friendly and guarantee efficient public service. The Ease of Doing Business (EODB) Committee presented the Business Reform Action Plan (BRAP) 2017 and analysed the preparedness of all the departments.

Public Service Delivery Guarantee Act (PSDGA)

The BRAP 2017 proposed 40 new services that require a new Public Service Delivery Guarantee Act (PSDGA) or an equivalent legislation.

This Act will define the competent authorities, timelines for delivery of service (clearances, approvals, licenses, renewals) and compensation to applicants in case of delay and mechanisms to appeal.



Compensation to applicants will be a penal provision, when officers or departments miss their deadlines. “Such a provision is unheard of, and I want the people to have nothing less than a 100% efficient government”, said the Chief Minister.

Industry-friendly government

The EODB committee proposed that the Single Window Act (2002) will be amended and named Industries Services Delivery Right and Guarantee Act.

“Our government has a long list of industries associated with us, and it will henceforth be our responsibility to maintain good relations with them. All stakeholders must be sensitized to the new reforms, using comprehensive brochures”, said the Chief Minister.

He requested all the departments to share flowers, sweets or savouries over a pleasant conversation with the companies, and renew their relationship with the government.

EODB report

The EODB reported the status of implementation of the reforms. Out of 373 reforms, 245 have been implemented, and 128 are under implementation. There are 33 reforms that are yet to be expedited.

Automated Service Restoration in Industrial areas to ease the process of obtaining electricity connection, Paper-less Courts including e-summons, e-filing, e-cause lists and e-payment of court fees and process fees and Commercial Dispute Resolution Enablers are among the many reforms that were discussed.



The Chief Minister said that all departments must work towards implementing the reforms as soon as possible. “All officers of all departments must be made aware of our new and strict deadlines. By 25th August, all reforms must be implemented, and the EODB committee must meet once in fifteen days to discuss the extent and quality of implementation”, said the Chief Minister.