Government of Jharkhand  
Department of Industries  
Single Window System

**Standard Operating Procedure (SoP)**  
Investment Promotion Initiatives (IPI) and Evaluation for Expected Outcome

Act for governance: Jharkhand Single Window Clearance Act, 2016

A. Process flow of evaluation of Investment and Granting approval for setting up of business and making them operational: Strategic and Marketing plan and Evaluation mechanism

- **Project Facilitation and Handholding to investors through Know Your Approvals and Know Your Incentives and Project Clearance from SWCC/HPC**

- **Land availability and allotment through Single Window System**

- **Combined Application Form(CAF) for applying for approval from Jharkhand Single Window System**

- **Facilitation from Single Window - Helpline, DEC and EoDB dedicated team at Districts**

- **Monitoring of MIS Health of different services of concerned department for timely approval of services**

- **Registering of Greivances on SW Grievance redressal system for dispute resolution of industries/businesses**

- **Industry Facilitation Meeting at Regional and District level through IFM or G2B by SW, Road Shows, GB, Seminars, Marketing Campaigns and DEC**

- **Industries Feedback after approval of services and taking corrective measures for improvement of services and review-evaluation by SWCC/HPC-Quarterly and by Board-Half Yearly basis**

SWS-SP-EY-EODB/2019/SOP-IPI Evaluation
B. Frequency/Timeline of review of IPI and evaluation: Strategic and Marketing plan and Evaluation mechanism

<table>
<thead>
<tr>
<th>Investment Promotion Initiative Meetings and Evaluation</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Review of HPC and SWCC recommendation and action:</td>
<td>Twice in a year (Half Yearly)</td>
</tr>
<tr>
<td>SWCC Meeting</td>
<td>Quarterly</td>
</tr>
<tr>
<td>HPC Meeting</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Grievance Redressal Meeting</td>
<td>Monthly</td>
</tr>
<tr>
<td>DEC Meeting-District level Nodal Agency</td>
<td>Monthly</td>
</tr>
<tr>
<td>Investor Facilitation Meeting/G2G IPI facilitation and evaluation by HPC</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>

C. Monitoring and Evaluation Methodology of IPI: Strategic and Marketing plan and Evaluation mechanism

- SW-Wishlist-Land Allotment and MoU evaluation through MIS health check of all services
- Grievance Redressal Meeting
- Monitoring of Facilitation and Handholding to industries/businesses to know the approvals timeline and incentives applicable at SW level and District level
- MIS Health Check of Services, granting licenses/approvals for setting up of businesses and making them operational-within timeline or outside timeline
- Feedback and Perception of Industries/Businesses -for improvement of services and to promote the investment
- Quarterly Review Meeting of SWCC/HPC for incentive disbursement of Industries/Business Enterprises

D. Intervention Logic Cycle for IPI and Evaluation: Strategic and Marketing plan and Evaluation mechanism

1. Understand Your IPI Context
2. Evaluation Desired Outcome
3. Analysis of resource required of IPI
4. Activities to be identified to implement IPI
5. Expected Outcome
6. The context defining role

SWS-SP-EY-EODB/2019/SOP-IPI Evaluation
E. Tools and Checklist for IPI and Evaluation: Strategic and Marketing plan and Evaluation mechanism

- IPI-Intent to invest evaluation and put up the case in SWCC for MSME and In HPC for Large/Mega/Ultro Mega industries
- Half Yearly Board Meeting for HPC/SWCC clearance and evaluation
- Feedback Calling and Evaluation of database
- Road Shows/Investment Summits/G2Bs/IFM/DEC/FFC/CM Department Awareness Meeting/CS Review-Monthly
- Feedback awareness through SMS and Bulk Mailing
- Feedback awareness and Evaluation through DEC Meeting
- Investment Promotion and awareness through DEC and District EoDB team-through EoDB Managers and DICs
- Face to Face(FFC) Connect and survey to industries
- Feedback and evaluation meeting with Industry Associations
- Professional Stakeholders Meeting-Architects/Structural Engineer/CAs
- SWCC review meeting
- Monthly Grievance redressal meeting with Nodal & Secondment officer of departments
- Monitoring of MIS of IPI (Investors/application/Sector Specific data base and intent to invest
- Review of applications in the Board of IPI/SWCC/HPC

F. Record Keeping for IPI and Evaluation: Strategic and Marketing plan and Evaluation mechanism

- Process Evaluation to be done quarterly basis by HPC and monthly by respective bodies (DEC/Department of Industries)
- MoM of HPC, SWCC, DEC along with Grievance Redressal Meeting/B2G/FFC to maintained and soft copy to be published online on SW.
- Next meeting dates to be announced in advance and publication on SW in public domain

G. Abbreviation:

- SWCC- Single Window Clearance Committee
- HPC- High Power Committee
- DEC- District Executive Committee
- G2B- Government to Business meeting
- FFC- Face to Face Connect
- MIS- Management Information System
- CAF- Combined Application Form
- IPI- Investment Promotion Initiative
- GB- Ground Breaking
- TBE- To be Evaluated

H. IPI Feedback and Evaluation Forms for Industries: Strategic and Marketing plan and Evaluation mechanism

- Department service in granting approval/licenses: -Annexure-I
- IPI-Single Window Service evaluation and getting feedback: -Annexure-II
- Invest in Jharkhand-IPI SWS questionnaire for Industries: -Annexure-III
- IPI-Feedback-Collation and Evaluation Sheet-Annexure: -IV

Annexure-I

SWS-SP-EY-EODB/2019/SOP-IPI Evaluation
I. Industry Feedback Form for Department Service: Strategic and Marketing plan

Date: ........................................ Place: .................................

Name: ........................................................................... Designation: ..........................................................

Company/Organization: ......................................................................................................................

Mobile No: ........................................... Email: ..............................................................................

How will you rate your experience of taking approvals from following Department/ agencies in terms of time taken, information availability, online systems and facilitation available? Please rate it with options:

<table>
<thead>
<tr>
<th>Application System' in use: Rate</th>
<th>'Dept. Support' in Granting approval: Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Easy to use &amp; Informative</td>
<td>1. Satisfied, approval granted within timeline</td>
</tr>
<tr>
<td>2. Difficult to use but informative</td>
<td>2. Slightly satisfied, approval granted but queried hard copy</td>
</tr>
<tr>
<td>3. Easy to use but need to be simpler</td>
<td>3. Slightly Satisfied, Need improvement in Query Resolution</td>
</tr>
<tr>
<td>4. Difficult to use, lack of information</td>
<td>4. Not satisfied, approval granted after timeline</td>
</tr>
</tbody>
</table>

* Please select options as applicable.*

<table>
<thead>
<tr>
<th>#</th>
<th>Department/ Agency</th>
<th>Application System</th>
<th>Dept. Support</th>
<th>Please suggest, how to make it better</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Jharkhand State Pollution Control Board</td>
<td>1 2 3 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Dept. of Labour, Employment &amp; Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Jharkhand Bijli Vitran Nigam Ltd (JBVNL)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Dept. of Commercial Tax</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Directorate of Industries (Incentive, DoP)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Directorate of Mines &amp; Geology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Jharkhand Industrial Area Dev. Authority</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Dept. of Food, Civil Supplies &amp; Consumer Affairs (Weight &amp; Measures)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Electrical Inspectorate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Dept. of Excise &amp; Prohibition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Dept. of Fire Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Dept. of Forest Env. &amp; Climate change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Drugs Directorate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Dept. of Revenue, Reg. &amp; Land Reforms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Dept. of Road Construction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td>Dept. of Transport</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Dept. of Urban Dev &amp; Housing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>Dept. of Water Resources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Dept. of Information Technology and E-Gov.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21.</td>
<td>Dept. of Law and Justice</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Which of your approvals are due for renewal/ not yet granted and you need support, pls. describe with application/ reference no.?

...........................................................................................................................................................................

www.advantage.jharkhand.gov.in

Single Window, Dept. of Industries, Govt. of Jharkhand, 3rd Floor, Nepal House, Doranda, Ranchi, Jharkhand-834002

Email: singlewindow-jh@gov.in, Helpline Number: 91 86034 56666

SWS-SP-EY-EODB/2019/SOP-IPI Evaluation
Questionnaire for Single Window System Feedback: Strategic and Marketing plan

Jharkhand government has been taking sincere initiatives and numerous efforts to make Jharkhand one of the most favourable destinations in India to do business. Jharkhand’s Single Window (www.advantage.jharkhand.gov.in) seeks your valuable feedback to make these initiatives work better and more user friendly. Your feedback is requested on following points.

1. Information available on Single Window is .......
   a. Difficult to use but informative
   b. Easy to use & Informative
   c. Easy to use but need to be simpler
   d. Difficult to use, lacks information

2. Have you raised a grievance on Single Window?
   a. Satisfied, Grievance got resolved/within 15 Days timeline
   b. Not satisfied with the response received
   c. No response to the Grievance
   d. Did not file any Grievance so far

3. How was your interaction with Single Window through telephone - 860345666?
   a. Easy to connect but not satisfied with reply
   b. Takes time to connect, query was resolved
   c. Easy to connect and satisfied with response
   d. Unable to connect

4. Are you aware of incentive facility on online single window system?
   a. Yes, aware and applied
   b. Yes, aware and not applied
   c. Not aware online and applied offline
   d. Not aware and not applied

5. Are you aware of approval facility on online single window system?
   a. Yes, aware and applied
   b. Yes, aware and not applied
   c. Not aware and applied
   d. Not aware and not applied

6. Are you aware of “Know your Approval” and “Know your Incentive”?
   a. Yes, aware and It is Good
   b. Yes, aware and It is not Good
   c. Yes, aware and not Used
   d. Not aware and not Used

What can we do to improve your experience with us?

Thanks for giving your valuable time. Your feedback will be useful to us.

For details, please visit
www.advantage.jharkhand.gov.in
Single Window, Department of Industries
3rd Floor, Nepal House, Doranda Ranchi, Jharkhand - 834002
Email: singlewindow-jh@gov.in, Helpline: 8603456666
Invest in Jharkhand-IPI SWS questionnaire for Industries: Strategic and Marketing

We would very much appreciate if you would provide us with some basic information about your investment in Jharkhand. The information is for internal ISA purposes only and does not constitute a commitment or obligation of your company. Thank you.

1. Contact details - investing company
   Name of company investing in Jharkhand
   Contact person
   Telephone no.
   Email ID:

2. Contact details - company in Jharkhand
   Name of company/entity in Jharkhand
   Contact person
   Telephone no.
   Email ID:

3. Type of investment (please choose one)
   a) New Investment
   b) Joint Venture
   c) Expansion of Existing Business
   d) Acquisition
   e) Franchise
   f) Other-Pls. specify

4. Jobs at the entity in Jharkhand (please choose one)
   a) If acquisition, please indicate number of existing jobs at the acquired entity
   b) Number of new jobs created at the time of the investment
   c) Expected number of new jobs created one year after the investment (in total)
   d) Expected number of new jobs created two years after the investment (in total)

5. Capital Approximate capital investment (INR) Rs./

6. Type of services provided by Single Window IPI Team: (please choose one)
   Advice and counselling in the decision process.
   Contacts with regional and local authorities, companies and others.
   Practical assistance in the actual establishment process.
   Other

7. Quality of Service: Pls. rate- 1 to 4 (1 = Poor, 4 = Excellent)
   - Overall quality of assistance
   - Quality of publications /SoPs provided

8. IPI-SW Team participation: Pls. rate- 1 to 5 (1 = Not at All, 5 = Substantially)
   - To what extent did IPI SW Team contribute to your investment in Jharkhand?

Pls. Feel free to comment on the questions above and your perception of IPI-SW services:

Signature (if on paper): Date:

Name (in block letters): Title/Position:

Thanks for giving your valuable time. Your feedback will be useful to us.

For details, please visit: https://advantage.jharkhand.gov.in/SingleWindow/
Single Window, Department of Industries, Email: singlewindow-jh@gov.in, Helpline: 8603456666
## Feedback Evaluation, BRAP-2019: Summary-Key Performance Indicators-Review Strategic and Marketing plan

**Annexure-IV**

**FY Year:........., Annual Evaluation No:........ Industry Sector:........................ SWCC/HPC: ........................ Date:........................**

<table>
<thead>
<tr>
<th>Application System in use: IPI Rate</th>
<th>'Dept. Support' in Granting approval: Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Easy to use &amp; Informative</td>
<td>1. Satisfied, approval granted within timeline</td>
</tr>
<tr>
<td>2. Difficult to use but informative</td>
<td>2. Slightly satisfied, approval granted but queried hard copy</td>
</tr>
<tr>
<td>3. Easy to use but need to be simpler</td>
<td>3. Slightly Satisfied. Need improvement in Query Resolution</td>
</tr>
<tr>
<td>4. Difficult to use, lack of information</td>
<td>4. Not satisfied, approval granted after timeline</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total for Investment and Employment

Average Scoring against rating: Sector wise/Department wise/Service wise
(Annexure-I to Annexure-IV)

**Remarks: ..................**

**Note:** Keep the Record of each events under "Strategic and Promotional Activities" along with 'Input Vs. Output' Reports to Evaluate the 'Expected Outcomes'

This is a mandated document under the Jharkhand Single Window Act, 2016 under IPI-Mandate and Organisation and Strategic and Marketing Plan -

To be followed by each section and Department, which is to be reviewed Half Yearly by Board: SWCC/HPC/GR/Nodal and Secondment/DEC