



**Ease of Doing Business**  
**Business Reforms Action Plan - 2024**  
**Name of the Department: Energy Department**

Action Plan B- (STATES/ UTs)				
Sl. No.	Action Point	Area	Sub - Area	Reform Details
1	86	Land Administration and Transfer of Land and Property	Property Registration	<p>Integrate all land/property related records of ownership and encumbrances on one single online portal including:</p> <ul style="list-style-type: none"><li>i. Data of land transaction deeds for last 20 years at all sub-registrar offices (Registration number, Registration date, Survey no.),</li><li>ii. Updated Record of Rights at all Revenue department offices (Date of mutation), and</li><li>iii. Data of Property Tax payment dues at all urban and rural areas of the State/UT (Name of the Property Tax payer, Property Tax dues)</li><li>iv. Revenue Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]</li><li>v. Civil Court case data (Court case number, Name of parties involved, Date of filing of court case, Status of case [Ongoing/Resolved]</li><li>vi. Integrate with Central Registry of Securitization Asset Reconstruction and Security Interest (CERSAI)</li><li>vii. Integrate with utilities (electricity &amp; water)</li><li>viii. Integrated with cadastral maps</li></ul> <p>The website should be publicly accessible and should clearly mention that the website is recently updated, and no physical visit is required. The integration should be done for all areas of the State/UT.</p>
2	90	Land Administration and Transfer of Land and Property	Property Registration	<p>Publish fee details on the department website for the following:</p> <ul style="list-style-type: none"><li>i. Registration of deed</li><li>ii. Mutation at Land records office</li><li>iii. Mutation/name change at ULB and Panchayats</li><li>iv. Mutation/name change at electricity and water department</li><li>v. Access to cadastral maps</li></ul> <p>The website should also provide schedule of fees under the Act</p>
3	91	Land Administration and Transfer of Land and Property	Property Registration	<p>Implement a system to trigger the mutation/name change as soon as the property is registered at sub registrar office for the following processes:</p> <ul style="list-style-type: none"><li>i. Mutation at land records office</li><li>ii. Name change at Municipal Corporation and Panchayats for property tax</li><li>iii. Name change in Electricity and Water bills</li></ul>
4	92	Land Administration and Transfer of Land and Property	Property Registration	<p>Mandate to Publish an online dashboard in public domain with following features:</p> <ul style="list-style-type: none"><li>i. Clearly publish the data on number of applications received and granted for mutation (at land records, utilities, ULBs and Panchayats), time taken, and fee incurred to grant approvals/certificate</li><li>ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned</li></ul>

5	168	Obtaining Utility Permits	Obtaining Electricity connection	States to have a system that allows online application submission, payment and tracking of status without the need for a physical touch point for document submission for:  i. Obtaining New electricity connection ii. Obtaining Drawing Approval from Electrical Inspectorate iii. Obtaining Power feasibility certificate or sanction of power supply and mandate that all applications are submitted online.
6	169	Obtaining Utility Permits	Obtaining Electricity connection	Reduce the number of mandatory documents required for obtaining the electricity connection to:  i. proof of identity of the user ii. proof of ownership/occupancy (in case of owned/leased premise) iii. authorization document (in case of firm or company)
7	170	Obtaining Utility Permits	Obtaining Electricity connection	Ensure that the regulator publishes monthly or quarterly the data regarding total duration and frequency of outages online in public domain
8	171	Obtaining Utility Permits	Obtaining Electricity connection	Ensure that information on effective tariffs are available online, and that customers are notified of a change in tariff ahead of the billing cycle
9	172	Obtaining Utility Permits	Obtaining Electricity connection	DISCOMS to notify customers of planned outages (maintenance and load shedding) for next 1 month in advance
10	173	Obtaining Utility Permits	Obtaining Electricity connection	Ensure that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies
11	174	Obtaining Utility Permits	Obtaining Electricity connection	Mandate to Publish an online dashboard in public domain with following features:  i. Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/certificate ii. Highlight that the dashboard is updated preferably on real time or updated regularly (daily/weekly/fortnightly/monthly). Date and time of information updation may be mentioned
12	175	Obtaining Utility Permits	Obtaining Electricity connection	Design an online system for e-payment of bills on the portal of the DISCOMS
13	176	Obtaining Utility Permits	Obtaining Electricity connection	Mandate DISCOMS to design and publish an online dashboard in public domain to provide information on quality of electricity service supply division wise having following parameters and updated on real time basis:  i. Average Hours of Steady supply voltage supplied to consumers per week ii. Number and hours of disruptions/ power cuts per week iii. Reason for power disruptions
14	177	Obtaining Utility Permits	Obtaining Electricity connection	Establish an Online Grievance Mechanism and define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling
15	178	Obtaining Utility Permits	Obtaining Electricity connection	i. Mandate external electricity installation works typically carried out by a licensed professional/ company ii. Mandate the frequency of the following: a. Inspection by contractor/company that performed external installations b. Issuance of certificate of compliance by contractor/company c. Check quality of external installation works by contractor/company iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of external electricity installations
16	179	Obtaining Utility Permits	Obtaining Electricity connection	i. Mandate internal electricity installation works typically carried out by a licensed professional/ company ii. Mandate the frequency of the following: a. Inspection by contractor/company that performed internal installations b. Issuance of certificate of compliance by contractor/company c. Check quality of external installation works by contractor/company iii. Mandate the quality check or final inspection by a third party to ensure the quality and safety of internal electricity installations
17	180	Obtaining Utility Permits	Obtaining Electricity connection	Mandate qualification of third party carrying-out the electrical wiring installation works:  a. Minimum number of years of experience b. Education qualification (for example, university degree/ diploma/ certificate in the relevant field) c. Pass a qualification exam