



# Presentation on GO SWIFT

*Nomination for National  
Awards for e-Governance  
2019-20*

January 13, 2020



Government of Odisha

**ODISHA**  
NEW OPPORTUNITIES



- **Individual offline submission** of applications for industry set up along with multiple manual interface
- **Offline processing and payment of fees** for the applications causing procedural delays
- **Long turnaround time** for clearances from various departments
- **Timelines for processes undefined**
- **No MIS in place to track status of applications** by the Industry or the Government Officials

# Journey towards GO SWIFT



2015

- Dedicated Facilitation Cells at State-level and District-level to act as one-stop for all industries investing in Odisha



Manual tracking of applications; no MIS possible

2016

- Launch of e-Biz online single window system with 15 online services



Long turnaround times

2017

- Launch of GO SWIFT: A dedicated, customized single window system covering 33 services across 15 Departments



Time-bound, paperless, transparent approvals with real-time dashboard

# Policy, System and Operational Reengineering



**Objective**

**To develop an effective and user-friendly online single window system**



**Policy Level Reengineering**

- Common Application Form** for all industrial approvals at pre-establishment and pre-operations stages
- Elimination of paper applications** and manual physical interface
- Defined timelines** under Right to Public Services Act



**System Level Reengineering**

- Single sign-on to access** all features of the system
- Online application, document submission, payment, tracking, monitoring and approval** process
- Download of final approval certificate** through the system

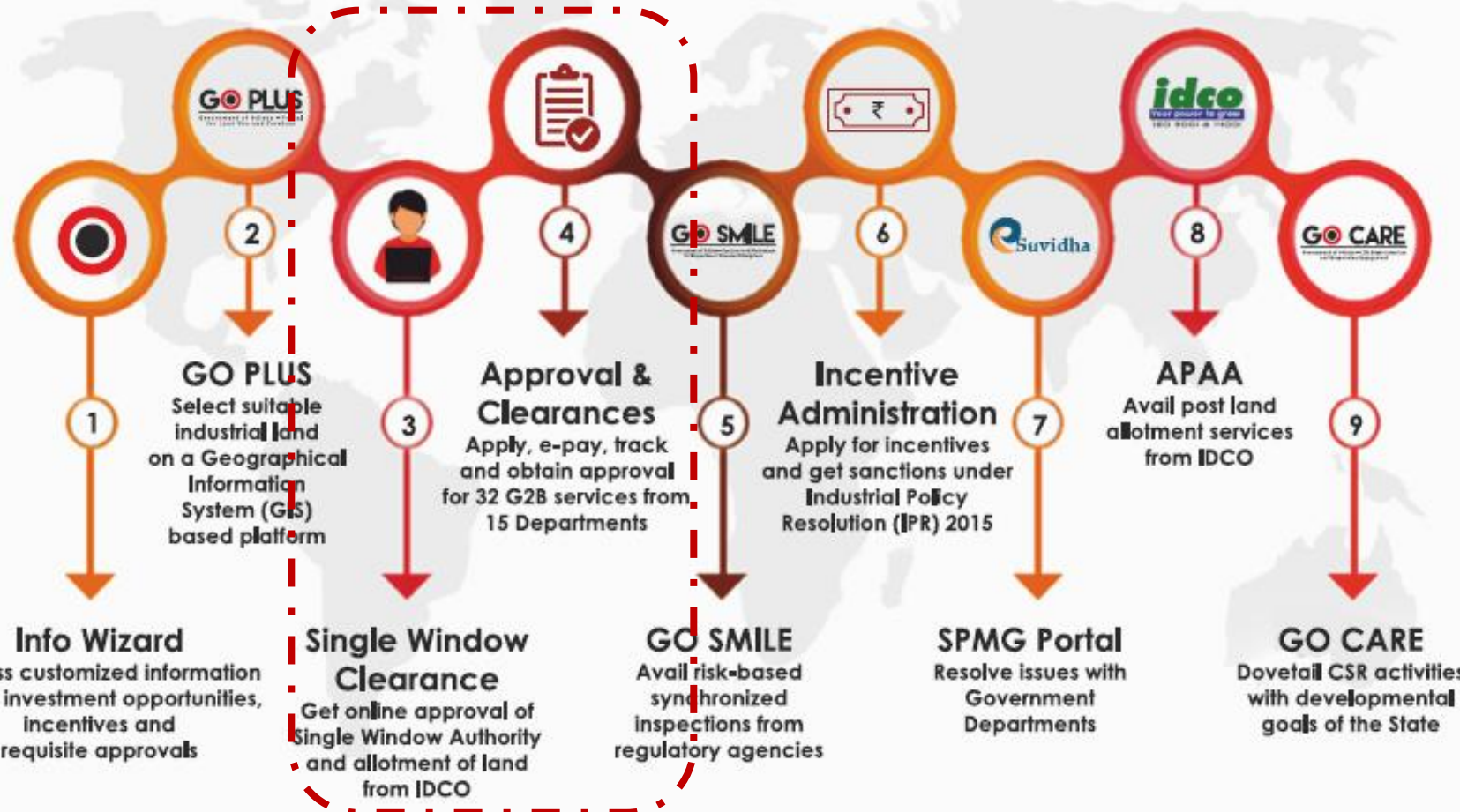


**Operational Level Reengineering**

- Application **processing based on defined procedure and checklist**
- Processing completed within the defined timelines
- A **single portal for all investment related support for industries**



# GO SWIFT: Hassle-free and paperless



**Investment Proposals Received**  
**1,164**

**Approved Investment**  
**₹ 2,43,732 Cr**

**Proposed Employment**  
**1,04,232**

**G2B Services**  
**8,397**

Coverage of Single Window Systems of other States

**GO SWIFT supports the industrial units through the entire lifecycle**



## Government of Odisha – Single Window for Investor Facilitation & Tracking (GO SWIFT)

One-stop solution for all required services by an investor during the investment life cycle of a project

From: Shailendra Singh <[singh.shailen@nic.in](mailto:singh.shailen@nic.in)>

Date: 7 June 2019 at 6:58:19 PM IST

To: [secy\\_inds@ap.gov.in](mailto:secy_inds@ap.gov.in), [kkdwivedi@outlook.com](mailto:kkdwivedi@outlook.com), [prafullakrsaikia@gmail.com](mailto:prafullakrsaikia@gmail.com), [sec-ind-jhr@nic.in](mailto:sec-ind-jhr@nic.in), [ldc\\_bihar@yahoo.co.in](mailto:ldc_bihar@yahoo.co.in), [prsecy.ind-bih@nic.in](mailto:prsecy.ind-bih@nic.in), [shailenkumar69@gmail.com](mailto:shailenkumar69@gmail.com), [indussecy-hp@nic.in](mailto:indussecy-hp@nic.in), [dimsmeutcd@gmail.com](mailto:dimsmeutcd@gmail.com), [secimd@gujarat.gov.in](mailto:secimd@gujarat.gov.in), [managingdirector2278@gmail.com](mailto:managingdirector2278@gmail.com), [rajpalsudhir@hry.nic.in](mailto:rajpalsudhir@hry.nic.in), [indsec@tn.gov.in](mailto:indsec@tn.gov.in), [psec.industry@maharashtra.gov.in](mailto:psec.industry@maharashtra.gov.in), [prlsecy.ind@kerala.gov.in](mailto:prlsecy.ind@kerala.gov.in), [secywcd14@gmail.com](mailto:secywcd14@gmail.com), [directorppm@gmail.com](mailto:directorppm@gmail.com), [krcifs@gmail.com](mailto:krcifs@gmail.com), [ccf-dmn-dd@nic.in](mailto:ccf-dmn-dd@nic.in), [ccf-dnh@nic.in](mailto:ccf-dnh@nic.in), [krcifs@gmail.com](mailto:krcifs@gmail.com), [comind@nic.in](mailto:comind@nic.in), [kamalpreet.singh@ias.nic.in](mailto:kamalpreet.singh@ias.nic.in), [bansalneha.a10@gmail.com](mailto:bansalneha.a10@gmail.com), [dicandaman@gmail.com](mailto:dicandaman@gmail.com), [pgabhilash@gmail.com](mailto:pgabhilash@gmail.com), [acscikar@gmail.com](mailto:acscikar@gmail.com), [pscomnind@mp.gov.in](mailto:pscomnind@mp.gov.in), [mohammed.suleman@gov.in](mailto:mohammed.suleman@gov.in), [mebans@yahoo.com](mailto:mebans@yahoo.com), [Principalsecretary.pv.ias@gmail.com](mailto:Principalsecretary.pv.ias@gmail.com), [indsec.or@nic.in](mailto:indsec.or@nic.in), [psic@punjab.gov.in](mailto:psic@punjab.gov.in), [dir.ind@punjab.gov.in](mailto:dir.ind@punjab.gov.in), [acs.dmic@rajasthan.gov.in](mailto:acs.dmic@rajasthan.gov.in), [ind.pon@nic.in](mailto:ind.pon@nic.in), [secyind.pon@nic.in](mailto:secyind.pon@nic.in), [secy-ci@sikkim.gov.in](mailto:secy-ci@sikkim.gov.in), [sikkimindustries@yahoo.com](mailto:sikkimindustries@yahoo.com), [cholzo\\_soph@yahoo.com](mailto:cholzo_soph@yahoo.com), [dirindus-ngl@nic.in](mailto:dirindus-ngl@nic.in), [prlsecy-inds@telangana.gov.in](mailto:prlsecy-inds@telangana.gov.in), [secy.icdept-tr@gov.in](mailto:secy.icdept-tr@gov.in), [iidcup.84@gmail.com](mailto:iidcup.84@gmail.com), [secyuk.msme@gmail.com](mailto:secyuk.msme@gmail.com), [acs.msme@gmail.com](mailto:acs.msme@gmail.com)

Cc: Sanjeev Chopra <[s.chopra@ias.nic.in](mailto:s.chopra@ias.nic.in)>, Ease DIPP <[eodb-dipp@nic.in](mailto:eodb-dipp@nic.in)>

Subject: Adoption of IT driven system by States/UTs for development of model software

Sir/Ma'am

Department for Promotion of Industry and Internal Trade (DPIIT) has undertaken series of measures to ease the business environment in the country. They are aimed at increasing transparency and efficiency of various regulatory functions and services for doing business in India across all States/UTs and to bring about uniformity in the procedure(s) in according approvals for services offered for starting/setting up businesses.

2. To further encourage adoption of IT driven systems by States and UTs and accelerating ease of doing business process pan-India, we have identified the features of the Single Window system/ online portal (GO SWIFT) of the State of Odisha (which covers entire lifecycle of an industrial project and provides real-time monitoring of status of all approvals) for possible replication by other States/UTs.

3. In reference to the above, you are advised to evaluate the Single Window system/ online portal (GO SWIFT) of the State of Odisha for replication/adoption with suitable modifications, as deemed fit and proper.

Shailendra Singh

Additional Secretary

Recognized as a best practice by Government of India for replication by other States towards EoDB

# GO SWIFT Functionalities: GO PLUS



**DISHA**  
NEW OPPORTUNITIES

Case: Support for a prospective Plastic Industry planning to setup a 2-5 acre unit in Odisha

The screenshot displays the 'Land Bank' web application interface. At the top, there are navigation buttons: '+ Land Bank At a Glance', '- Search By Location', and '+ Search For Plots Around Utilities'. Below these are search filters: 'Districts' (1 item(s) selected), 'Cluster/Placement' (Sector Specific), 'Sector Specific' (PLASTIC PARK), 'Size in' (2 to 5 AC), and 'Search Locations'. The results show 'Result(s): 6 Park Plots' and 'Resulted Locations: 70'. There are also buttons for 'Search Utilities', 'Clear Results', and 'District Wise Summary +'. The map shows a grid of plots with various labels like 'VACANT', 'RANGTA GARH', and 'PLASTIC PARK, PARADEEP'. A 'SEARCH QUERY PANEL' is open, showing details for a selected plot: 'Distance from Road: D.R.1.90 K.M, N.H 1.79 K.M', 'Distance from Railway: RAILWAYLINE 0.129 K.M.', and 'Distance from Water Body: SANTRA NADI 1.50 K.M.'. A scale bar and coordinates (1:4,514 Y: 20°17'07.841" N X: 86°35'38.05" E) are visible at the bottom left.

Identification of required plot for the industry in Plastic Park, Paradeep with all infrastructure & utility details

# GO SWIFT Functionalities: GO SMILE



## Support for a major red category industry operating in Odisha

### Upload Inspection Report

Add **View**

All Results 1 - 4 of 4

Sl#	Industry Name	Department Name	Start Date	End Date	Inspection	Upload Report
1	M/S FACOR POWER LIMITED	Factories and Boilers	05-Feb-2016		Complete	
2	M/S FRERD ALLOYS CORPORATION LTD CHARGE CHROME PLANT	Factories and Boilers	29-Jan-2016	30-Jan-2016	Completed	
3	M/S EMAMI PAPER MILLS LTD	Factories and Boilers	27-Jan-2016		Complete	
4	M/S KARNI THERMOPLAST PVT.LTD	Factories and Boilers	22-Jan-2016		Complete	

**Systemised inspection report available for use or inspection nit to view after login**

**Update Inspection Deatils**

Upload File  No file chosen

File Enclosure  
ReportDetails4670010\_382.pdf

Inspection Remarks  
Factory Inspection Report as per fix schudule  
\* Maximum 455 characters

Late Reason  
Internet connectivity problem  
\* Maximum 171 characters

me : --All--

All Results 1-10 of 395

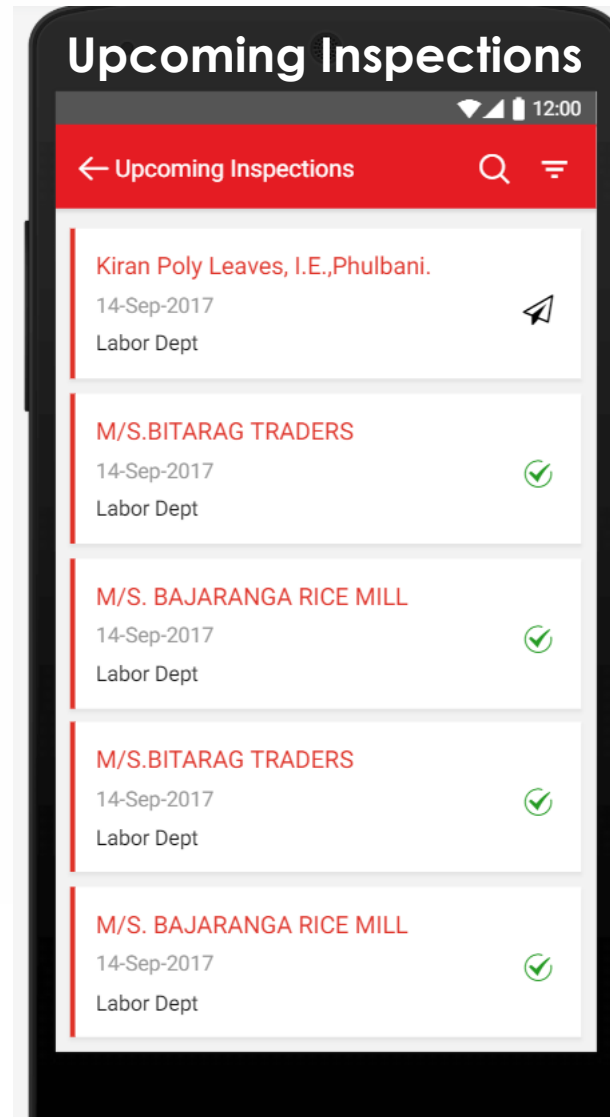
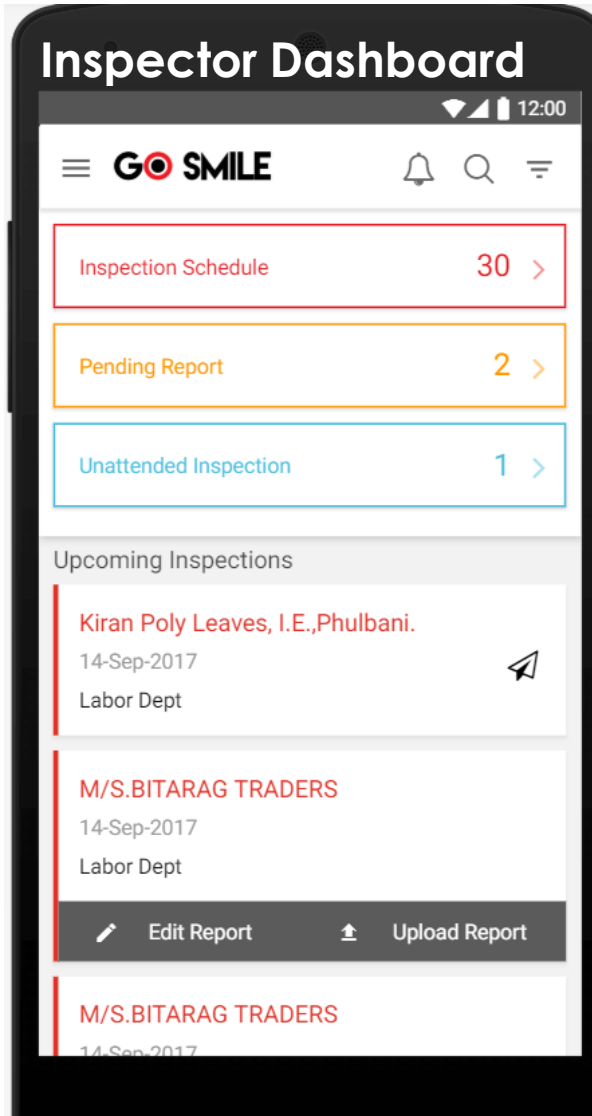
	inspection Dept	Inspector	Risk Category
FORMS	Labor Dept	Banamali Mohapatra	Labour Act(s)
POWER PRIVATE LTD.	OSPCB	Sri Biswakaht Pradhan	Red
	Labor Dept	Suresh Kumar Behera	Labour Act(s)
	Factories and Boilers	Er Pankaj Kumar Biswal	Other
	OSPCB	Ms Anusumala Kusum Minj	Orange



# GO SWIFT Functionalities: GO SMILE



**ODISHA**  
NEW OPPORTUNITIES



**Inspection reports uploaded  
within 24 hours of inspection**

# CM's Dashboard: All information in one-go



## Chief Minister Dashboard

Master Tracker 2019-20

Last updated on 30-12-2019 18:12:58

### Single Window Application Status

Application Received  
**425**

Application Approved  
**291**

Application Pending  
**102**

### Pending approvals

Applications past ORTPSA timelines

**128**

### Investment

Total Proposed Investment

**₹ 208383 Cr.**

### CSR Spend

Total Spending

**₹ 165 Cr.**

### Employment

Total Proposed Employment

**50847**

### Incentive Details

Pending incentives

**12**

### Central Inspection Framework

Pending inspections

**43**

### IDCO Post Allotment Applications

Pending issues

**133**

### State Project Monitoring Group

Issues pending

**34**

For detailed information, select search option **Q** shown in the menu bar for each field

#### SINGLE WINDOW APPLICATION STATUS (2019-20)

Status	State Level	District Level	SPL. Single Window	
			IT	Tourism
Applied	45	348	5	27
Approved	30	253	1	7
Rejected	0	55	9	6
Deferred	11	15	0	9
Query In Progress	2	31	0	5
Under Evaluation	21	76	0	5

#### YEAR WISE INVESTMENT (2019-20)

**₹ 208383 Cr.**  
Total Proposed Investment  
(For the Year 2019-20)

# Industry Dashboard: Enhancing Transparency



Proposals
Services
Production Certificate
Incentive
Manage
Other Applications
Dashboard

### MASTER TRACKER

**PEAL FORM**

Pending **1** | Rejected **0**

**CSR SPENDING**

Amount Invested ₹ 26Cr.

**SERVICE APPROVAL**

Pending **3** | Rejected **1**

**INCENTIVE STATUS**

Pending **0** | Rejected **0**

-Select Unit-

**APAA**

Change Requests Objected 0

**PEAL STATUS**

Sl#	Proposal No	Applied Since No. of days	Status
1	2018081316	375	Approved

**SERVICE APPROVALS**

Applied	<b>49</b>
Approved	<b>45</b>
Pending	<b>3</b>
Rejected	<b>1</b>

**INCENTIVE STATUS**

Sanctioned	<b>0</b>
Pending	<b>0</b>
Rejected	<b>0</b>
Disbursed	<b>0</b>

**SPMG** 🔍

Issues Received	<b>0</b>
Issues Resolved	<b>0</b>
Issues Pending	<b>0</b>
Issues Pending (more than 30 days)	<b>0</b>

**APAA STATUS** 🔍

Change requests applied	<b>0</b>
Change requests disposed	<b>0</b>
Change requests pending	<b>0</b>
Change requests crossed >30 days	<b>0</b>

**CSR SPENDING** 🔍

CSR Spending	<b>26 Cr.</b>
Projects taken up	<b>0</b>

# Monitoring Approval Time Cycle



From Date - 01-Apr-2019

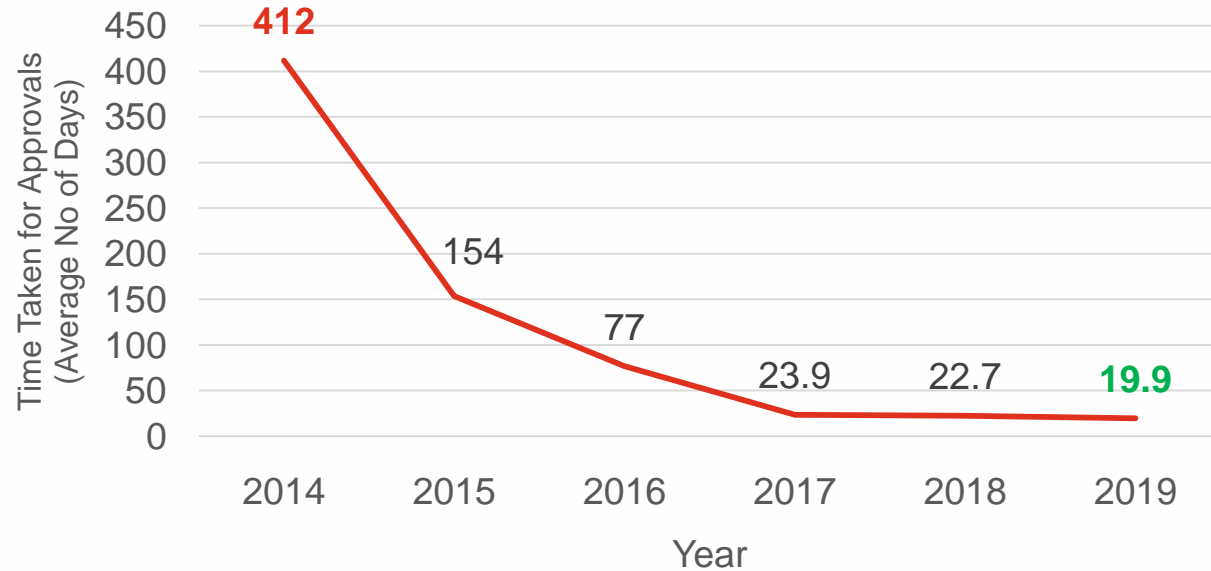
To Date - 30-Dec-2019

SI#	Department	Opening Balance	Total Application received in current period	Approved	Rejected	No. of Application with Query	Total Application pending in current period	Total Application Pending	Application passed ORTPS Timeline	Avg. No. of days for approval
1	Commercial Tax Organization	0	0	0	0	0	0	0	0	0
2	Department of Energy	17	32	28	3	0	2	2	0	56
3	Department of Water Resources	4	30	10	6	15	1	1	0	145
4	Directorate of Factories & Boilers	261	2964	2618	13	60	231	232	17	32
5	Directorate of Labour	63	720	391	134	85	62	63	3	26
6	Food Supplies and Consumer Welfare (FS&CW) Department	0	0	0	0	0	0	0	0	0
7	Health and Family Welfare (H&FW) Department	0	0	0	0	0	0	0	0	0
8	Housing and Urban Development Department (H&UD)	0	0	0	0	0	0	0	0	0
9	IDCO - Water Connection	0	33	24	0	3	6	6	3	12
10	Odisha State Pollution Control Board (OSPCB)	21	24	28	1	0	7	8	2	129
11	Revenue & Disaster Management (R&DM) Department	20	10	13	8	1	3	7	4	251
12	Works Department	0	261	12	70	8	120	120	105	51
	<b>Total</b>	<b>386</b>	<b>4,074</b>	<b>3,124</b>	<b>235</b>	<b>172</b>	<b>432</b>	<b>439</b>	<b>134</b>	<b>33</b>





### GO SWIFT Impact



**Business Standard**

Home > Currentaffairs

**Odisha topples Maharashtra in attracting new investments in H1 FY20**

By Jayajit Dash | Bhubaneswar | Last Updated at November 24 2019 08:47 IST

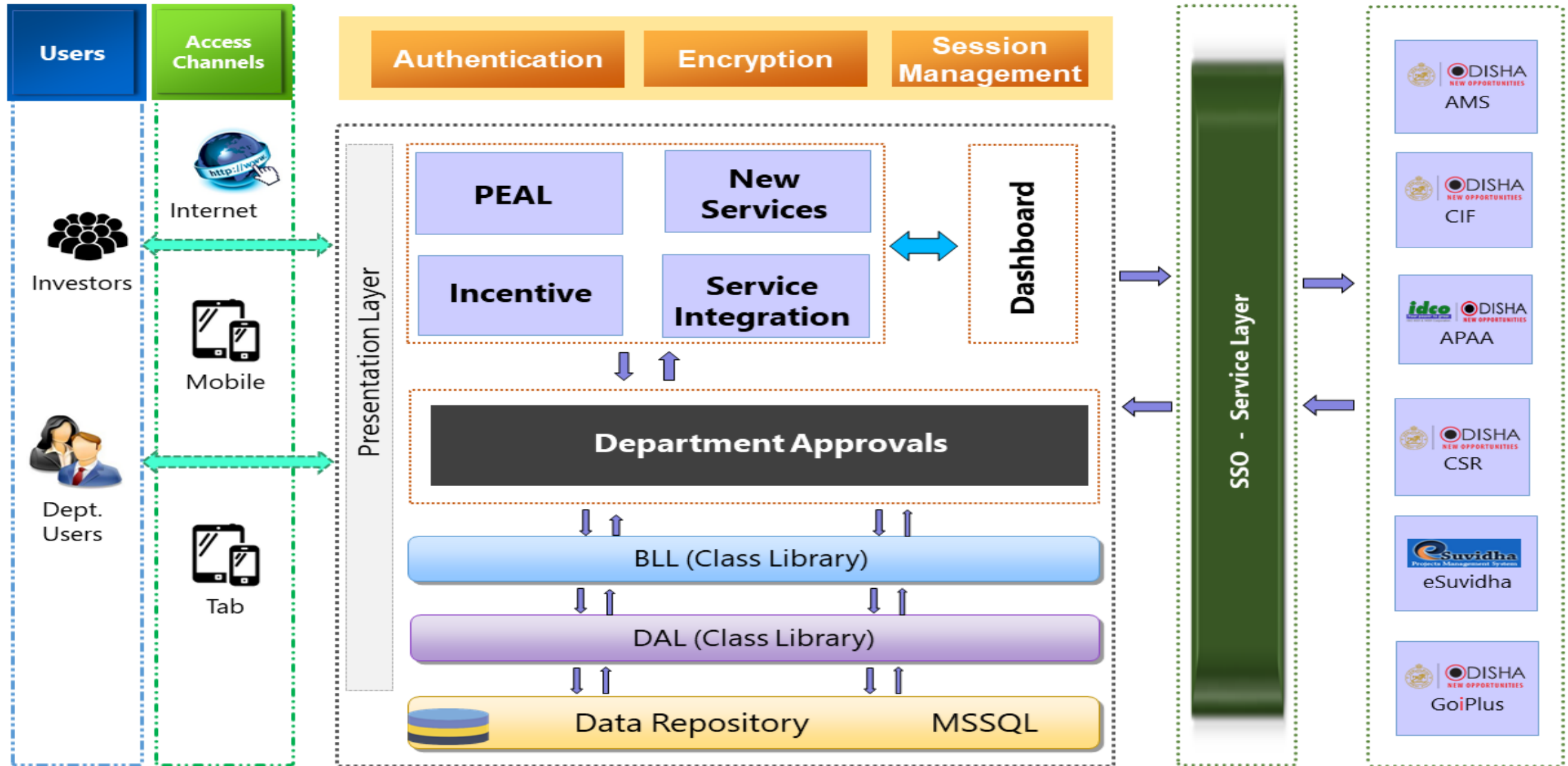
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**THANK YOU**



Government of Odisha

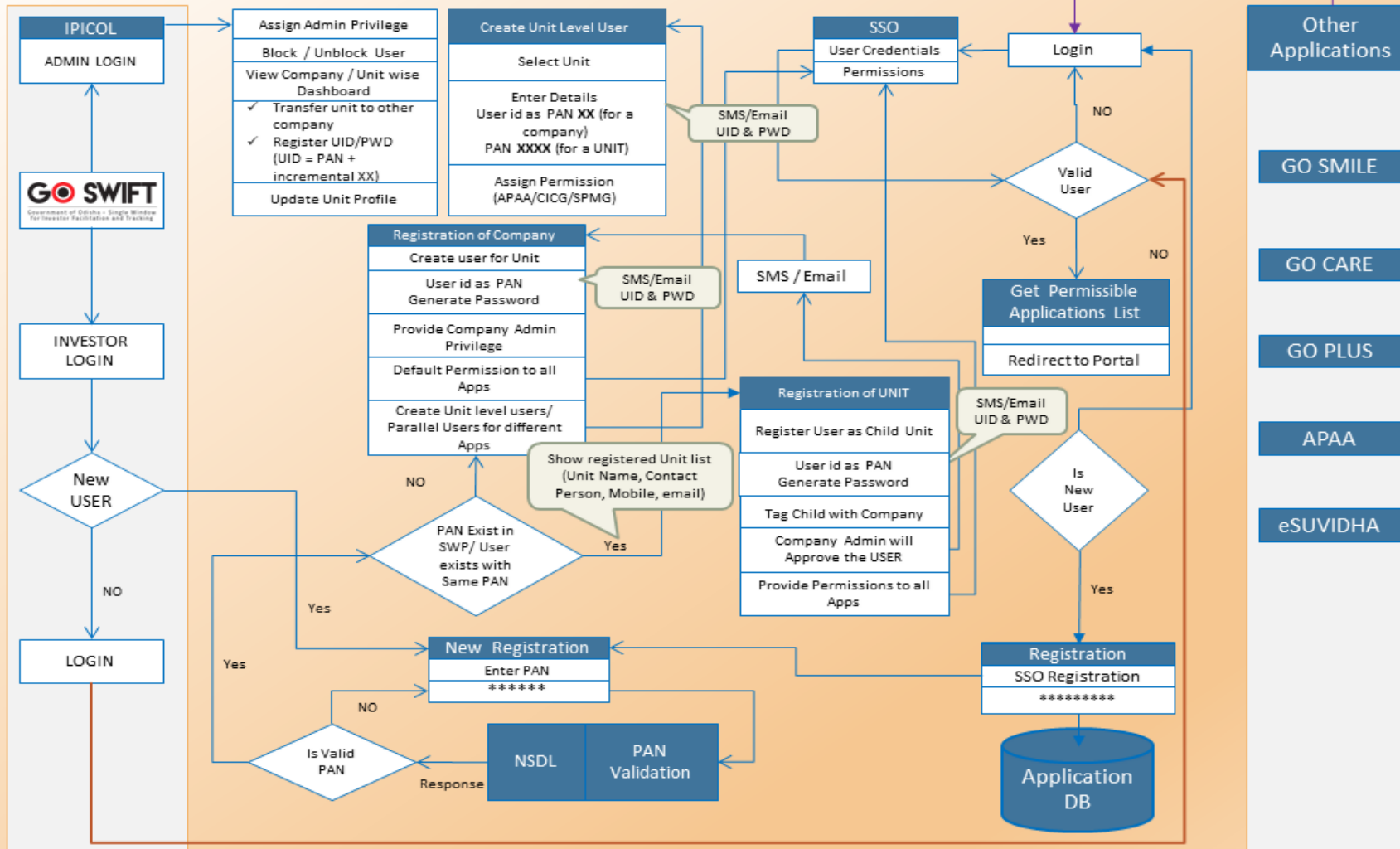




# Single sign-on registration

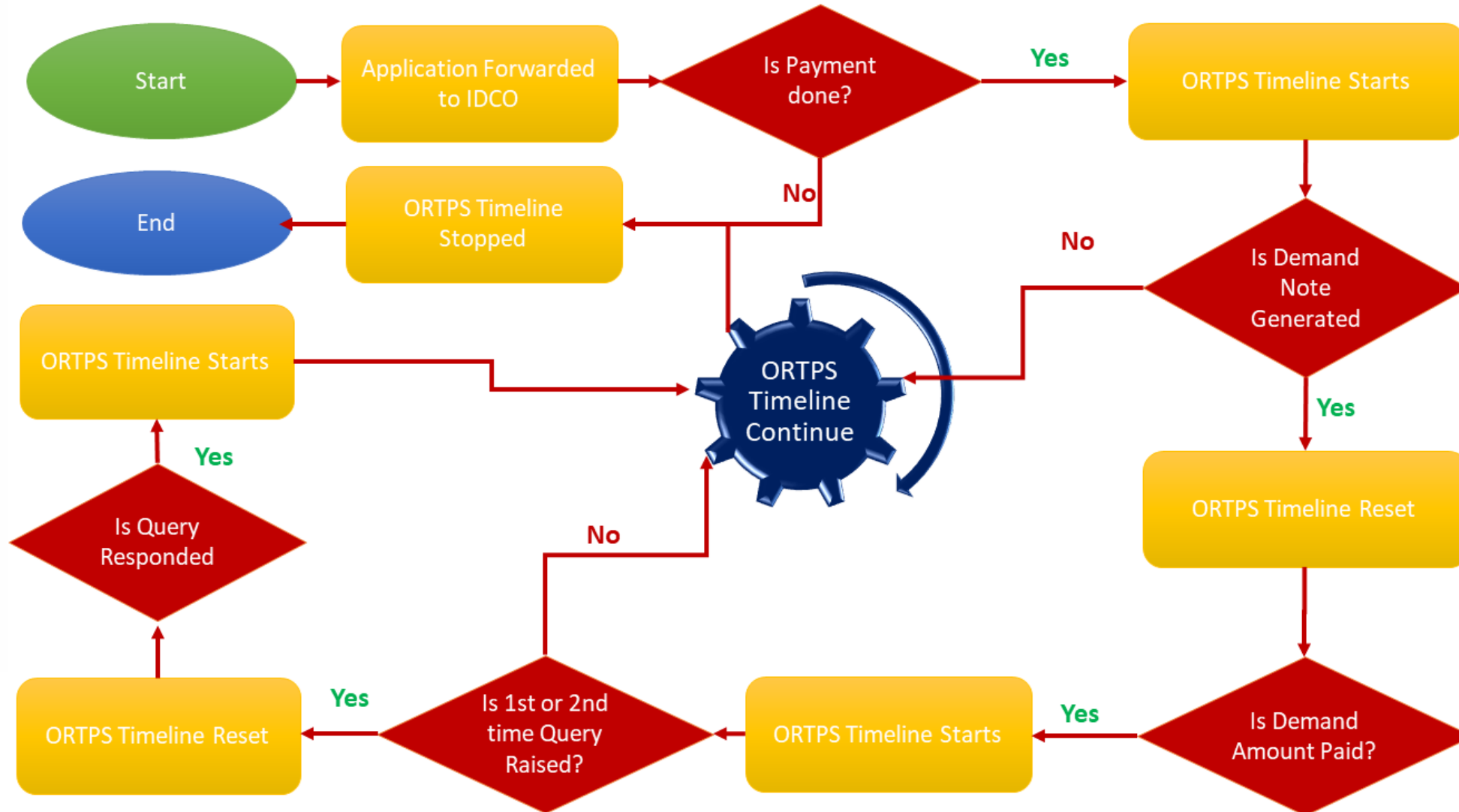


## GOSWIFT User Registration Process Flow

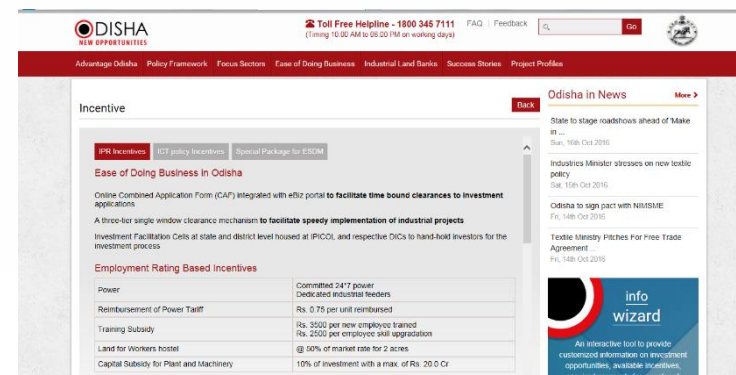
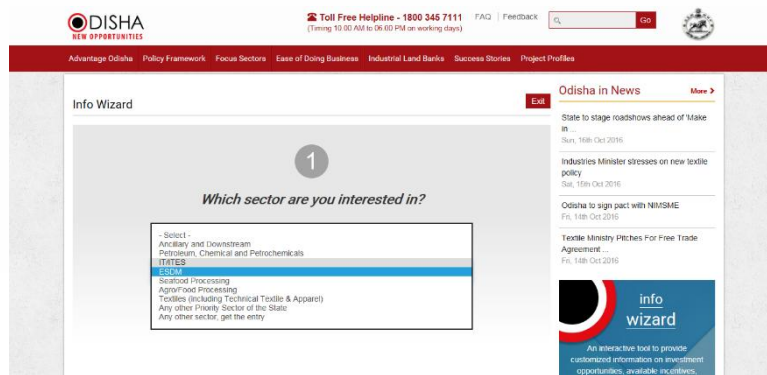




# Query Management System



- Web and Mobile based application to provide **customized information on**
  - **Applicable incentives** displayed based on proposed investment and employment
  - Question based function to determine the **list of approvals** required for setting up and operationalize an industry - updated post **promulgation of new sectoral policies** by various Departments



# GO PLUS: Ready-to-use Industrial Land Information



**ODISHA**  
NEW OPPORTUNITIES

## GO PLUS: GIS BASED LAND BANK AVAILABLE AT THE CLICK OF A BUTTON

### Features:

- All infrastructure and utilities in vicinity of selected land parcel
- Industrial units in the vicinity
- Raw material and finished product sources for forward-backward linkages
- Environmental categorization
- Tree population

**Industrial Land Bank:**

**505** Square Km

**Industrial Estates:**

**116** estates

# List of Services under GO SWIFT



Department	Services
<b>Commissionerate of Commercial Taxes</b>	Registration for Profession Tax
<b>Department of Energy</b>	New Power Connection
	Certification of Electrical Installation by Chief Electrical Inspector
<b>Housing &amp; Urban Development Department</b>	Building Plan Approval
	Trade License
	NOC for Fire Department (prior to commencement of construction activities)
<b>IDCO</b>	Project Evaluation and Allotment of Land (PEAL)
<b>Health &amp; Family Welfare Department</b>	Retail Drug License (Pharmacy) and renewal thereof
	Wholesale drug license
	Granting & renewal of Drug Manufacturing License
<b>Food Supplies and Consumer Welfare Department</b>	Registration and renewal under the Legal Metrology Act, 2009



# List of Services under GO SWIFT



Department	Services
<b>Orissa State Pollution Control Board (OSPCB)</b>	Consent to Establish under Water (Prevention and Control of Pollution) Act, 1974
	Consent to Establish under Air (Prevention and Control of Pollution) Act, 1981
	Consent to Operate under Water (Prevention and Control of Pollution) Act, 1974
	Consent to Operate under Air (Prevention and Control of Pollution) Act, 1981
	Authorization under Hazardous Waste (Management and Handling) Rules, 1989
<b>Forest &amp; Environment Department</b>	NOC for tree felling and tree transit (prior to commencement of construction activities)
	Tree Transit permission
<b>IDCO/ Works Department /Rural Development/ Urban Local Bodies/ NHAI</b>	Permission for Road Cutting

# List of Services under GO SWIFT



Department	Services
<b>Directorate of Labour</b>	License for contractors & renewal of license under provision of The Contracts Labour (R&A) Act, 1970
	Registration & renewal under The Shops and Establishment Act
	Registration of principal employer's establishment under provision of The Contracts Labour (R&A) Act, 1970
	Registration under The Building and Other Construction Workers (RE&CS) Act, 1996
<b>Directorate of Factories &amp; Boilers</b>	Registration certificate of Establishment Inter State Migrant Workmen (RE&CS) Act, 1979 (License of Contractor Establishment)
	Registration and grant and renewal of license under The Factories Act, 1948
	Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948
	Registration & Renewal of Boilers under The Boilers Act, 1923
	Approval for Boiler manufacturer/erector/repairer and renewal thereof

# List of Services under GO SWIFT



Department	Services
<b>Revenue &amp; Disaster Management Department</b>	Registration of Partnership firms
	Registration of Societies (District & State Level)
	Change of Land Use
<b>IDCO</b>	Permission to draw Water for Industries-Ground & Surface Water

# GO SMILE: Synchronized and Simplified Inspections



**DISHA**  
NEW OPPORTUNITIES

- **Central Inspection Framework for Industries** to ensure transparent and hassle-free inspections
- Online system **replaces manual scheduling of inspections with computerized synchronized inspections** for various agencies including
  - **Labour Directorate,**
  - **Directorate of Factories & Boilers**
  - **Odisha State Pollution Control Board**
  - **Department of Legal Metrology**
- Access through GO SWIFT Portal using single-sign framework

# Automated Post Allotment Application



- To provide hassle-free post allotment services for industrial units
- Online Registration by Industries and Application for Post allotment services
- Paperless workflow and approval mechanism; issuance of Office Order in system
- SMS & Email Notification on progress
- Centralized Helpdesk
- Available on Web as well as Mobile App

## **Activities covered:**

Mortgage Permission, Change of Activity, Change of Name & Style, Change of Constitution, Reconstitution of Director, Revocation of Cancellation, Transfer Cases and other post allotment matters

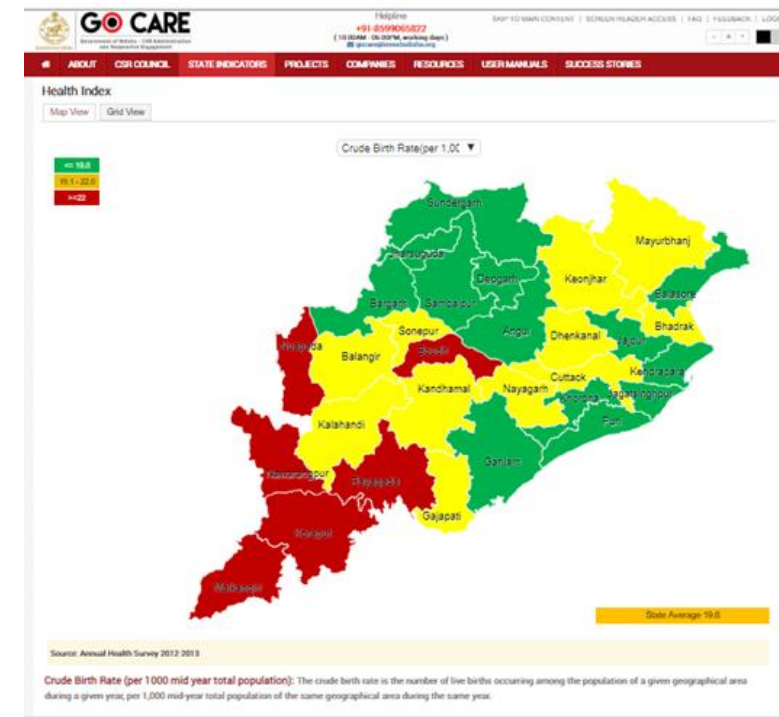


# GO CARE: One-stop repository of CSR activities



**DISHA**  
NEW OPPORTUNITIES

- State level **CSR Council** to prioritize and recommend projects identified by districts and departments
- Through interactive maps, the portal apprises corporates on the **HDIs and priority gap areas** for various welfare sectors
- **1000+ welfare projects across all districts** available for the corporates to be undertaken under CSR that can be selected by login onto the portal
- **Technology** enabled real time dashboard of CSR activities in the State
- Facilitates **Team-Work** between Corporates and the State towards streamlining CSR activities in line with developmental priorities of the State



## Walkthrough Videos for Online Systems:

- **GO SWIFT Registration and PEAL Submission:** [https://www.youtube.com/watch?v=jqXi-AhpDg0&t=0s&index=2&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH](https://www.youtube.com/watch?v=jqXi-AhpDg0&t=0s&index=2&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH)
- **GO SWIFT Service Application Submission:**  
[https://www.youtube.com/watch?v=IFmL7jCo344&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=2](https://www.youtube.com/watch?v=IFmL7jCo344&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=2)
- **GO PLUS:** [https://www.youtube.com/watch?v=d1DqtcN5CYg&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=3](https://www.youtube.com/watch?v=d1DqtcN5CYg&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=3)
- **APAA:** [https://www.youtube.com/watch?v=vbY6R6HQuWk&index=4&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH](https://www.youtube.com/watch?v=vbY6R6HQuWk&index=4&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH)
- **GO SMILE:** [https://www.youtube.com/watch?v=VO0gvnwpY5c&index=5&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH](https://www.youtube.com/watch?v=VO0gvnwpY5c&index=5&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH)
- **GO CARE:** [https://www.youtube.com/watch?v=cXBxiq5sU\\_I&list=PLxID\\_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=6](https://www.youtube.com/watch?v=cXBxiq5sU_I&list=PLxID_G5mrgNltIPSMkbNSj-wDKCCR8MiH&index=6)

# Technology Platform



Sl.	Category	Software Title
1	<b>Operating System</b>	Windows Server 2012 or above
2	<b>Platform/Language</b>	.Net 4 ,C# , JSON, JQUERY, AJAX
3	<b>Database</b>	SQL Server 2012 or above
4	<b>Web Server</b>	IIS 7.0 or above
5	<b>UI Wireframe and Design tool</b>	MS Visio 2013