**Press Release (Photograph attached)**

        Composite Application Form

        11 Departments to provide 47 services under the system

        Investor Grievance Cell under Single Window constituted

**‘NEW SINGLE WINDOW’ FULLY ONLINE NOW**

Jaipur, 1 June: The ‘New Single Window System’ was launched today by the Rajasthan Industries Minister, Mr. Gajendra Singh at the Udyog Bhawan in Jaipur. The System now is fully online ([http://swcs.rajasthan.gov.in](http://swcs.rajasthan.gov.in/)) facilitating applications, payments, status tracking, approvals and issuance of certificates.  The ‘Single Window (Amendment) Rules 2016’ to this effect, were Gazetted on 24 May, 2016. It is to be recalled that post Resurgent Rajasthan, Principal Secretary Industries, Ms. Veenu Gupta had directed that the System has to be revised to be more investor-friendly and made fully online.

As many as 11 Departments/Corporations which have a role to play in the clearance of a project are covered in this system. They are : Labour, Factories & Boilers, RIICO, Energy, Revenue, Tourism, Local Self Government, Urban Development & Housing, PHED, Rajasthan Pollution Control Board (RPCB) and Industries Department.  Earlier, only 8 Departments were under the System. These Departments will provide 47 services for clearance of the Composite Application Form filed by the investor. The investor will not be required to go to any of the above 11 Departments now. The RPCB is also a part of the New Single Window System which will play a pivotal role in rapid clearance of projects. An investor will now have a single ID and a password as well as a personal dashboard for accessing information and status of the online applications.

A special feature of the System is the constitution of the ‘Investor Grievance Cell’ under the chairmanship of Commissioner Industries. This Cell will address issues relating to investor grievances in a time bound manner. These grievances pertaining to the 47 services will also be filed online on the portal. A toll free help line 1800 180 6127 is also available.

The ‘State Empowered Committee’ under the Chairpersonship of Chief Secretary will monitor the issuance of time bound approvals and redressal of investor grievances.

The portal of ‘Single Window Enabling and Clearance System’ has been developed by the Government of Rajasthan’s Department of Information Technology & Communication.

Also present on the occasion were: the Principal Secretary Industries, Ms. Veenu Gupta; Commissioner Industries, Mr. Abhay Kumar; Principal Secretary, MSME, Mr. Rajeeva Swarup and Commissioner, Investment & NRI, Mr.Vaibhav Galriya.

**Quotes:**

“The New Single Window System will give a fillip to industrialization in the State since it will facilitate the ‘Ease of Doing Business’. The Department of Industrial Policy and Promotion (DIPP) had strongly recommended that the States must have a fully online Single Window System for effective implementation of business and industrial reforms. It is a matter of satisfaction that Rajasthan has implemented the new system.”

**–  Shri Gajendra Singh**

Industries Minister

Government of Rajasthan

“The new investor-friendly system has been formulated after incorporating suggestions and inputs from representatives of Confederation of Indian Industry (CII), Federation of Indian Chambers of Commerce and Industry (FICCI), Rajasthan Chamber of Commerce and Industry (RCCI), Federation of Rajasthan Handicraft Exporters (FORHEX) and other associations. It will continue to be a dynamic system and we will be open to more changes for better.”

**– Ms. Veenu Gupta**

The Principal Secretary, Industries

Government of Rajasthan

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Photo Caption:

The ‘New Single Window System’ being launched by click of a mouse by the Rajasthan Industries Minister, Mr. Gajendra Singh today at the Udyog Bhawan in Jaipur. Also seen in the photograph -- the Principal Secretary Industries, Ms. Veenu Gupta; Commissioner Industries, Mr. Abhay Kumar; Principal Secretary, MSME, Mr. Rajeeva Swarup and Commissioner, Investment & NRI, Mr.Vaibhav Galriya.