



Department of Industrial Policy and Promotion

Ministry of Commerce and Industry

launch eBiz portal

This Mission Mode Project will mark a paradigm shift in the Government's approach to providing Government-to-Business (G2B) services for India's investor and business communities

Agra, India – January 28, 2013:

1. The Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry - Government of India today announced the launch of eBiz – India's Government-to-Business (G2B) portal developed by Infosys in a Public Private Partnership (PPP) Model. **The eBiz portal was launched by the Union Minister of Commerce, Industry and Textiles, Shri Anand Sharma at the CII Partnership Summit in Agra.**
2. Starting a new business in India requires an entrepreneur to register with various regulatory authorities and obtain several licenses, clearances, permits, No Objection Certificates, approvals etc. Information about these registrations, licenses, clearances, permits and approvals contained in multiple Acts, rules and procedures are difficult to locate and are scattered across a number of departmental websites. Entrepreneurs are required to sift through a maze of information to assess their licensing requirements. They then begin a series of interactions with intermediaries and middle men to obtain necessary clearances – often requiring multiple visits to the offices of different departments.
3. In order to enable businesses and investors to save time and costs and in order to improve the business environment in the country, an online single window was conceptualized in the form of the eBiz Mission Mode Project under the National eGovernance Plan. This project aims to create a business and investor friendly ecosystem in India by making all business and investment related regulatory services across Central, State and local governments

available on a single portal, thereby obviating the need for an investor or a business to visit multiple offices or a plethora of websites. It is envisaged that the services offered on eBiz will eventually cover the entire life cycle of a business – right from the its establishment, through its ongoing operations, to even its possible closure.

4. **The core value of this transformational project lies in a shift in the Governments' service delivery approach from being department-centric to customer-centric.** eBiz will create a 24x7 facility for information and services and will also offer joined-up services where a single application submitted by a customer, for a number of permissions, clearances, approvals and registrations, will be routed automatically across multiple governmental agencies in a logical manner. An inbuilt payment gateway will also add value by allowing all payments to be collected at one point and then apportioned, split and routed to the respective heads of account of Central / State / Parastatal agencies along with generation of challans and MIS reports. **This payment gateway is the first of its kind designed in India and can become a universal payment gateway for all eGovernance applications.**

5. Once operational, this project will:

- Provide a secure one stop shop for all investment and business related information and services 24X7 on a single portal
- Eliminate the need to physically interface with various regulatory authorities at the Central, State and local government levels
- Allow a single payment to be made electronically against a composite application form for multiple services and the subsequent apportionment and routing of payments to individual departments and agencies
- Significantly reduce the difficulties faced by investors and businesses in complying with regulatory requirements and improve the ease of doing business
- Create a platform for multiple government agencies to cross validate their information.

6. The Department of Industrial Promotion & Policy, Ministry of Commerce & Industry, Gol, is the Nodal Government Agency responsible for the implementation of the eBiz Project. Infosys Technologies Ltd., has been selected as the Concessionaire/ Project Implementation Partner and is responsible for the design, development, implementation and maintenance of the eBiz Solution. More details about the project can be seen at **<http://dipp.nic.in/English/Ebiz/Integrated MMP-eBiz.pdf>**.

7. The project has been designed on a PPP model, and the concession has been awarded for a period of 10 years. The first 3 years of the term would be the pilot phase, while the remaining 7 years will be the expansion phase. During the pilot phase, a total of 50 (26 central + 24 state) services are being implemented across five pilot states viz., Andhra Pradesh, Delhi, Haryana, Maharashtra and Tamilnadu.. This phase will also include the launch of a single window for the state of Andhra Pradesh. Further, over the course of the second and third years, five additional States, namely Odisha, Punjab, Rajasthan, Uttar Pradesh and West Bengal will be brought under the ambit of this project. It is envisaged that during the next ten years, more than 200 services related to investors and businesses will be rolled-out across the country.
8. The first phase of the project is being launched now. This phase provides an interactive tool that helps investors assess the Licenses and Permits requirements while setting up and operating a business in India. The License & Permit Information wizard will provide authentic information 24X7 to investors and businesses by providing answers to questions in an interview style format. The number of questions asked on every occasion becomes smaller and smaller till there are no questions to ask. The questions asked from the second time onwards will depend on the answers given to the pervious set through dynamic decision making. This wizard has the information on 100+ services of Central Government, pilot states and private agencies. In addition, the investor will be provided with hyperlinks of the concerned departments and forms, wherever possible. It is expected that this functionality alone would contribute greatly towards addressing issues arising from information asymmetry and would free investors and businesses from their reliance on middlemen for information.
9. Speaking on the occasion, **Shri Anand Sharma, Union Minister of Commerce, Industry and Textiles, Government of India**, said, “We are firmly committed to wide-ranging initiatives aimed at fostering the business environment in the country in a holistic manner. Our approach includes leveraging technology to bring transparency, improve efficiency and promote convenience. eBiz is an important step in this direction and we are pleased to work in partnership with Infosys on this project, which we hope will become a benchmark for successful Public Private Partnerships (PPPs) in the country.”

10. Shri **Saurabh Chandra, Secretary, Department of Industrial Policy and Promotion, Ministry of Commerce and Industry** observed “The eBiz Project is the first of its kind ever implemented in the country. It marks the highest level of maturity in web-based eGovernance applications as it strives to achieve horizontal integration across various verticals of Central government, State governments and Para-statal agencies”.
