

e-Governance

Governing Tools



Gujarat Pollution Control Board

Paryavaran Bhavan, Sector - 10 A, Gandhinagar

DEDICATED TEAM

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Message

As per the various Environmental Acts and Rules enacted in India, it is mandatory for industrial units, health care units, waste management operators etc. to obtain Consent to Establish, Consent to Operate and various Authorisations from Gujarat Pollution Control Board (GPCB).

To have a transparent and hassle free approach for obtaining all such permissions as well as all other day to day transactions within GPCB and by the other stakeholders with GPCB, an online system has been adopted at GPCB which not only makes such transactions easy but also provides a faster and efficient way to do so. This system - eXtended Green Node has gained popularity as XGN within the stakeholders and has won several accolades and awards nationally.

To make application processing and other transactions within XGN faster and efficient it was decided to introduce checks and locks within the system so that the same can be achieved in a time-bound and transparent manner. This was also useful in achieving cent percent compliance in the Ease of Doing Business assessment.

I am happy to inform that we have come out with this book which attempts to showcase the various checks and locks provided within the XGN system to make it more robust and free from red-tapism. I hope it will be useful for the stakeholders and also make them aware about the time bound actions required for speedy transactions.

Arvind Agarwal, IAS
Chairman, GPCB

Forword

GPCB has developed portal to facilitate applicants including Industries, Health Care units, Common Facility Operators etc. This portal receives Application, Reports, and Analysis Reports which are to be dealt in time bound and transparent manner. To avoid the possibility of hassle to the applicant, the database entry corresponding to the applications and its processing must be locked against access from other transactions. Aiming for Ease of Doing Business to achieve this, it was necessary to provide locks in the system which was applied over a time based on day to day experience.

The database system automatically sets database locks when it receives change statements from a program mainly based on time period, revenue default and legal defaulters. There are four levels of locks in the XGN System:

- Industry Login
- Regional Office (RO & Monitoring Staff)
- Laboratory (Lab Head and Lab Staff)
- Head Office (UH & Staff)

When these locks were set, we have kept in mind that if it remains set for a long time, the availability of the time to other applications is reduced. At the end of processing of application or any other activity locks get automatically released.

By publishing this Guideline on Various Locks in XGN System an attempt is made to make applicants aware about the requirement of speedy clearance of their application. Also it helps officials of GPCB in improving their performance by speedy and time bound clearances of applications.

Hardik Shah, IAS
Member Secretary, GPCB

Introduction

3. Introduction

GPCB was established in 1974 as a regulator to prevent and control pollution in the State. In order to overcome the constraint of manpower as well as to bring about speedy and transparent working, Board decided to switch over to e-Governance which is unique in its nature for a regulatory authority and step forward to eliminate redtapism. This project adopted under e-Governance initiative is a web based application jointly developed by NIC (National Informatics Center - Gujarat) and the Gujarat Pollution Board named as XGN to provide an IT-solution aiding the GPCB in effective and qualitative implementation of Environmental Laws.

Since the inception of XGN in 2008, which was initially deigned to track status of applications only, the efforts have been made to enhance and refine the services provided by GPCB. Subsequently as an outcome of the vigorous reviews, by the top level management, of the working on XGN; various strategic locks are devised in the system which ensures enhanced level of accountability of the officials and also working on 'first come first served' principle.

The locks are applied at various levels of logins as under :

- 1. Locks at Industry Login**
- 2. Locks at Regional Office Level (RO & Monitoring Staff)**
- 3. Locks at Laboratory Level (Lab Head & Lab Staff)**
- 4. Locks at Head Office Level (UH & Staff)**

The details on various locks are described in the Subsequent sections.

Locks at Industry Login

4. Locks at Industry Login

4.1 Lock for Industries on Access to certain XGN facilities

1.	Purpose of applying the lock	In order to ensure that industry while using facilities available on XGN; also complies with their mandatory requirements of filing various monthly & yearly return / statement, a lock is devised so as industries are prompted to file such monthly & yearly return / statement in time. Industries are required to file Environmental Statement, Hazardous Waste Annual Return, Water Cess Return, compliance to recommendations of environmental auditor – if applicable on yearly basis and patrak regarding resource consumption & production taken etc. as well as hazardous waste patrak on monthly basis. These returns and data submission not only helps industry in meeting with statutory requirements but also builds up regular data base for them. Therefore, a lock has been devised in such a way that industry failing to submit any of monthly patrak or annual return will not be able to access various facilities like viewing analysis report, inspection report, various orders etc.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This lock ensures that industries are reminded for their statutory obligations for filing various returns / statement and also monthly data. Further, such regular updation and maintenance of data help

		industries to review their environmental performance and can take corrective / preventive actions, if required. Overall compliance by the industries ultimately results into preservation of environmental quality of the State as a whole. In turn, regular submission of returns also increases the revenue of the Board.
3.	Lessons Learnt	Even SSI / tiny industries are now well versed with their mandatory applicable obligations of filing various returns / statement and remittance of various dues.
4.	Any other relevant information	In absence of lock, it was left to the industry to remember various time limits for submission of various such periodical returns leading to default on large scale. Industries were not in a position to review their resource consumption, wastewater generation, hazardous waste generation on regular basis on other hand it was very difficult for GPCB to keep track of defaulting industries.

4.2 First screen of industry module Total pending task of industry

1.	Purpose of applying the lock	Reminder to industry regarding pending work.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This screen provided single screen reminder regarding the pending like lab charge, total water cess pending, reply of non compliance of instructions given during visit, status of periodic returns

3.	Lessons Learnt	Compliance by industry
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4.3 Update Profile in industry menu

1	Purpose of applying the lock	Lock is applied on profile update.
2	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Database updation w.r.t to GEB consumer number, SSI number, sitting criteria distance details. Important details of industry in single screen.
3	Lessons Learnt	Legitimate database.

4.4 Online application – commissioning date and production date

1.	Purpose of applying the lock	commissioning date and production date
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This is important for water cess and consent fees calculation.
3.	Lessons Learnt	Recovery of water cess

4.5 Online application – Update Stacks/ETP/HAZD/Products-Raw Material

1.	Purpose of applying the lock	Updation of details like Stacks / ETP / HAZD / Products-Raw Material
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Database updation and these details are very useful for query generation.
3.	Lessons Learnt	Legitimate database.

**4.6 Online application – Entry of Sample Parameters PERMISSIBLE Values
(AS per LAST CONSENT)**

1.	Purpose of applying the lock	Updation for permissible limits of various parameters of water , air and hazardous waste
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Database updation and these details are very useful comparison of analysis report with permissible limits.
3.	Lessons Learnt	Better comparison with permissible limits.

4.7 Online application – Upload Report + Statement , Return Month Patrak/Return

1.	Purpose of applying the lock	Compliance by industry
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Better compliance by industry by filing time bound returns.
3.	Lessons Learnt	Better compliance by industry

4.8 Outstanding LAB Bill and Water Cess

1.	Purpose of applying the lock	Recovery of outstanding
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ol style="list-style-type: none"> 1. If water cess or analysis charges are pending then they cannot proceed with on XGN. 2. Analysis Reports cannot be viewed if charges are not paid. 3. Recovered the backlogged water cess and analysis charges pending since longtime.

		<p>4. Industry is compelled to file W.C. returns and make payment of outstanding W.C. bills</p> <p>5. Lab analysis bills are paid in time by the industries, no follow-up required</p> <p>6. Uniformity and accuracy in making and accepting the application</p>
3.	Lessons Learnt	Such locks are very important to recover dues from defaulters and helpful in avoiding financial audit queries

4.9 No CTE –expansion application without valid CTO

1.	Purpose of applying the lock	Industry desiring to carry out expansion can apply for CTE-Expansion only if it possesses valid CTO. This would maintain legal sequence of every CTE followed by corresponding CTO
2.	Benefits (subjective / tangible / intangible / objective)	<p>1) Industry cannot miss/escape any mandatory permission under the laws</p> <p>2) Reduction in legal non-compliances</p> <p>3) Easy on the part of GPCB to maintain pertinent records of the concerned industry</p>
3.	Lesson learnt	Such locks help in maintaining legal compliance status of individual industries and number of units operating without CTE-CTO can be reduced.

4.10 Mandatory documents and profile updating at the time of application

1.	Purpose of applying the lock	1) To receive application complete in all respect
2.	Benefits (subjective / tangible / intangible / objective)	1) Industry cannot miss/escape any mandatory document needed for making the application 2) Reduction application scrutiny time 3) Uniformity and accuracy in making and accepting the application
3.	Lesson learnt	It is always advisable to keep such locks to receive applications complete in all respect and also to create rich data base.

3.11 Once the application is accepted, the fees cannot be changed by the industry.

1.	Purpose of applying the lock	To avoid fraud by industry
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Proper fees as accepted by DEE/AEE gets paid every time.
3.	Lessons learnt	This lock is important.

Locks at
Regional Office Level
(RO & Monitoring Staff)

5. Locks at Regional Office Staff Login

5.1 Issue of ID/password

1.	Purpose of applying the lock	All applications are accepted online hence, industries willing to apply for permissions from the Board should get ID/password without any delay.
2.	Benefits (subjective/tangible/intangible/objective)	<ol style="list-style-type: none">1) Since the RO cannot enter in working menu without first issuing the ID-PW, applicants get the ID-passwords immediately with minimum information to be entered online.2) Applicant does not have to submit request letter to RO.3) Visit of office in person not required, saving time of applicant, office and saving upon transport expenditures-natural resources.4) Saving in time of Board staff by avoiding the processing of the letter for ID-PW (inwarding, put-up, marking, filing etc.).5) Saving on stationary (natural resource).6) It enhances impression of the organization for providing better services.
3.	Lesson learnt	It is always advisable to make system auto-responsive to the stakeholders as far as possible, by minimizing minimize human interference.
4.	Any other relevant information	-

5.2 Creation of new User ID / Password

1.	Purpose of applying the lock	All the industries / HCUs are required to transact with GPCB through XGN only. The first step to get connected with XGN is to obtain User ID and Password. Earlier, industry/HCU was required to submit the written request in prescribed format to accord the same. Getting connected with the online system through paper request did not go in hand to hand with the basic principle of e-governance. Further, it could take longer period for issuance of user ID and may remain at the discretionary power of the person issuing the same. Additionally, for the submission of the written request, project proponent was required to come personally for submission of request to the office and therefore new system introduced whereby one can apply online for the user ID and this lock prompts Regional Officer to first issue this User ID prior to using any other facilities of XGN.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This lock has facilitated project proponent to apply for User ID from remote location online without actually visiting the concerned regional office. Further, as XGN usage for the Regional Officer is restricted through this lock, it ensures almost same day issuance of user ID and password by Regional Officer. Thereby, it additionally also ensures that no request remain pending beyond certain period and reduces the discretionary part of the officials.

3.	Lessons Learnt	Stakeholder as started enjoying freedom of e-governance and do not require to visit office physically.
4.	Any other relevant information	In absence of the above mentioned lock, creation of User ID and Password was left to the discretion of concerned officials which might further cause delay in making application by the project proponent.

5.3 Clearance of Mis-Information ID Application

1	Purpose of applying the lock	To release ID of industries online after verification only without necessity of coming to the office from the beginning itself for the applicant.
2	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Industries are getting benefits of writ from very first stage of getting ID. There is a possibility of duplication of ID unintentionally is being take care by this lock.
3	Lessons learnt	There is no option of not giving an ID to the needy industry or person.
4	Any other relevant information	The RO cannot go ahead with any work unless the pending ID passwords of industries who have applied online is released.

5.4 Scrutiny of Online Application Menu

1.	Purpose of applying the lock	A system lock has been introduced in XGN at the very first step i.e. Allocation of the online applications. The system would not allow Regional Officer any further work on XGN until all the applications received after last log in are allocated for scrutiny to the respective officials. Thus, any new online
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		<p>application would appear in scrutiny list of the concerned official to whom application is allotted.</p> <p>A further system lock is introduced which ensures that scrutinizing official cannot scrutiny any new application until those application pending for more than five days, if any are scrutinized first.</p>
2.	<p>Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available</p>	<p>The system lock introduced right at the allocation stage makes it mandatory for Regional Officer to immediately allocate all the online applications received after last login. Thus, any online application floated by the applicant industry is assigned to the concerned official for scrutiny, practically within a single working day. This lock prevents delay which may otherwise occur because of the application simply remaining pending for allocation. Further the lock on taking new application for scrutiny ensures that the concerned official cannot keep online applications pending beyond five days and carry out scrutiny of any new application which might have appeared later on. Thus, discretionary part of the officials is substantially reduced. The applications need to be scrutinized in a virtual queue manner. These locks have become instrumental in ensuring quick submission of applications. These features bring discipline and systematic approach in dealing with online</p>

		applications and enhance accountability of the officials resulting in avoiding any undue or uncalled for delays.
3.	Lessons Learnt	It has streamlined as well as speed up the process and helped in demonstrating professional impartial approach to the applicants.
4.	Any other relevant information	Initially in the absence of above locks, the scrutiny of applications was not getting done in time bound manner. Additionally, there were chances of officials using their discretions to clear certain applications early while keeping older applications pending. This was vigorously reviewed by the top management and locks were strategized to overcome these lacunae. However, re-allotment history shall be maintained.

5.5 Allotment and Scrutiny of Application

1.	Purpose of applying the lock	1) Timely allotment of application for scrutiny 2) First come, first scrutiny policy for application.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	1) Allotment as per work load to the scrutiny staff. 2) Prevents undue delay in scrutiny. 3) First come, first scrutiny principle, hence transparent policy.
3.	Lessons Learnt	Transparency and authenticity of application receiving mechanism is increased.
4.	Any other relevant information	Allotment of application for scrutiny, Time limit of online scrutiny of application.

5.6 Scrutiny of Application- 2

1.	Purpose of applying the lock	<p>1) Application scrutinizing officer can avoid any online application for reasons, not justifiable, for long</p> <p>2) Scrutiny of application on first come first basis can be achieved and thereby maintaining law of natural justice to all applicants</p>
2.	Benefits (subjective/tangible/ intangible/objective)	<p>1) Applicant is assured of its application scrutinized and accepted in time</p> <p>2) Applicant does not have to chase for its application getting accepted</p> <p>3) For the officer scrutinizing the application, it is easy to keep track of priority at the same time, plan and act accordingly</p> <p>4) It enhances impression of the organization for providing better services</p>
3.	Lesson learnt	CTE-CTO orders are the main products of the organization, according to the ISO-9001 and such locks help in maintaining the ISO standards
4.	Any other relevant information	<p>Processing CTE/CTO applications on first come first basis after specified days:</p> <p>New online applications cannot scrutinized or accepted unless acceptance of the applications older than 05 days.</p>

		The CCA application not touched for seven days goes to the red sector and has to be checked first before the latter ones can be.
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5.7 Inspection & Reporting - 1

1.	Purpose of applying the lock	The system locks are introduced in inspection module of XGN. The first lock makes it mandatory for inspecting officials to enter the basic inspection information and generate inspection ID and sample ID within the prescribed time limit of 3 days. The further lock ensures that inspecting official(s) is required to put up the inspection report (IR) within the prescribed number of days of 10 days and no new IR can be put up until all pending IRs are put up. It will prompt the user highlighting pending IRs. A similar system lock is introduced with regard to forwarding of IRs by Regional Officer. The Regional Officer is required to forward the IR put up by inspecting officials within 3 days. The lock ensures that no new IR can be forwarded without clearing all pending (beyond 3 days) reports first.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	These system locks in the inspection module ensure that the inspection IDs are generated promptly, reports are prepared & put up in time and forwarded by ROs in time as well. It ensures that no inspection reports remain pending beyond certain days and also reduces the discretionary part

		of the officials. Further, all online applications are required to be forwarded with inspection reports. Thus, these strategic locks also ensure timely forwarding of applications to HO.
3.	Lessons Learnt	Submission of reports within a given limited time period after inspection; indirectly helps in preparation of better quality inspection report.
4.	Any other relevant information	In absence of the above mentioned locks, the putting up of inspection reports and forwarding the same was left to the discretion of concerned officials which might further cause delay in taking actions or deciding the application.

5.8 Inspection & Reporting - 1

1.	Purpose of applying the lock	Inspecting official is required to verify and report all the details pertaining to air, water, hazardous waste, products being manufactured, raw materials being used as well as the compliance to the inspection remarks issued during earlier inspections. To ensure that none of the aspect remains unreported, this lock is made operative.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Prior to put up the inspection report to Regional Officer through XGN by reporting officer, this lock acts as an additional check whereby it is ensured that all the relevant information required are included in the inspection report. This indirectly prompts inspecting official to gather & verify all these details during inspection and

		thereby making inspection more effective and complete.
3.	Lessons Learnt	Inspecting officials have become more vigilant and started gathering & verifying all these details keeping none of the area ambiguous in reporting.
4.	Any other relevant information	-

5.9 Inspection and Reporting - 2

1.	Purpose of applying the lock	Avoid delays in entering basic inspection details and generating inspection id
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ul style="list-style-type: none"> Any inspection carried out is registered in the system without any undue delays. Every official in upper hierarchy is in knowledge of any inspection carried out, which can facilitate early decision making as & when required.
3.	Lessons Learnt	Speed of processing is increased which has resulted in.
4.	Any other relevant information	Inspecting officials have to generate inspection id within 3 days without fail.

5.10 Inspection & Reporting - 3

1.	Purpose of applying the lock	To avoid tampering of samples
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Every sample once entered gets inwarded.
3.	Lessons learnt	Once an inspection is entered, the team, no of samples or date cannot be

		changed.
4.	Any other relevant information	In case of a wrong entry of team member or no of samples or date is made, we can carry out e talk and get it rectified if approved by HO.

5.11 Inspection and Reporting - 4

1.	Purpose of applying the lock	To avoid delays in submission of inspection reports to RO for further necessary action.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ul style="list-style-type: none"> • This lock ensure timely submission of inspection reports thereby undue delays are avoided in taking subsequent actions like processing / finalizing application, taking actions against the defaulting industry like issuance of notice/closure directions etc. • Brings systematic approach to the work, reducing pendency.
3.	Lessons Learnt	As the system does not allow keeping pending submission of inspection reports pending beyond certain days, discretionary part of inspecting official's job is reduced substantially.
4.	Any other relevant information	Inspecting officials have to put up inspection reports pending for more than 10 days first.

5.12 Inspection and Reporting - 5

1.	Purpose of applying the lock	<ol style="list-style-type: none"> 1) Timely reporting of inspection report. 2) Updation of database.
2.	Benefits - Subjective benefits / intangible and objective benefits with	<ol style="list-style-type: none"> 1) Timely reporting of the inspection report. Inspection reports are put up and timely sent to HO for further

	facts and figures if available	processing. 2) Updation of database and also provided facility to update and correct the database as industries are creating mistakes while creating database. This lock is very useful for correct and effective queries generation.
3.	Lessons Learnt	Updated database of industry
4.	Any other relevant information	IND- Inspection (Air/Water/Haz) + IR put up to ROH 1) Lock is applied on inspection report preparation within defined time limit. 2) Lock is also available for entry of details regarding the water, air, hazardous waste, product and raw material entry.

5.13 Inspection and Reporting - 6

1.	Purpose of applying the lock	Every IR that is forwarded to HO is complete in all respects.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	-Complete IRs get forwarded to HO
3.	Lessons learnt	If a new unit is discovered and all information is not available the right data does not get entered in the technical master.
4.	Any other relevant information	IR cannot be put up unless the technical master is filled in, the compliance to IR XGN is done and the instructions are entered.

5.14 Lock on pendency

1.	Purpose of applying the lock	<ol style="list-style-type: none"> 1. To implement the working pattern on “First Come First Serve” basis 2. To avoid delay 3. To avoid backlog 4. To introduce sense of responsibility & accountability 5. To avoid mistakes / missing on significant details/aspects req’d for decision making 6. To facilitate timely action & decision making 7. To ensure compliance/verification of compliance 8. To curb the chances of manipulations
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ol style="list-style-type: none"> 1. It facilitated fast & efficient working, decision making & timely action 2. Delays, backlogs, mistakes, missing on significant aspects are reduced 3. Eliminated need for separate work plans & targets 4. Enhanced sense of responsibility & accountability among the Board officials 5. Improved positive image/impression of the Board
3.	Lessons Learnt	Overall working became disciplined
4.	Any other relevant information	<p>ROH:</p> <ol style="list-style-type: none"> 1. On opening the xgn, first it shows request, if any of ID & password received from industry 2. On opening for IR freezing screen, first it shows: <ol style="list-style-type: none"> a) New applications to be allotted for scrutiny b) Application of Orange & Green units

		<p>to be allotted for processing</p> <p>c) Certificate of work/power allotted to the staff, & any change, if req'd on XGN</p> <p>d) Alert reg. online outward pending of consents</p> <p>3. Freezing of IR (5 days)</p> <p>4. Verification of Cat./Scale & Recommendation for Auth. under H/w Rules before freezing IR with application</p> <p>5. Grant/Reject of CtE/CCA (5 days)</p> <p>6. Verification of W.C. status & alert for cat./scale & validity date before approving consent</p> <p>RO Staff:</p> <p>1. Scrutiny of online consent application (7 days)</p> <p>2. Verification of cat./scale, fees & PDF docs & approval of profile before acceptance of online</p> <p>3. Inspection Date & Sample entry, along with # samples, A/W/H details, Emp. No. (3 days)</p> <p>4. EC applicability before updating the crux of IR</p> <p>5. Check list & compliance status of previous instructions before IR put up to ROH</p> <p>6. IR put up to ROH (10 days)</p> <p>7. Processing of allotted consent application (5 days)</p> <p>8. Sending Application at HO in 7 days after put up by staff or else it is showing in red sector which require first clearance.</p>
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5.15 eFile movement, Allotment and Disposal(RO level)

1.	Purpose of applying the lock	Disposal of CCA and CTE of Green and orange category within time limit
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Disposal of CCA and CTE of Green and orange category well within time limit.
3.	Lessons Learnt	Transparent disposal of CCA within time limit.
4.	Any other relevant information	<p>CCA- RO eFILE movements+ Allotments Lock is applied on disposal of application within time limit. RO/NRO has to clear old application first.</p> <ul style="list-style-type: none"> • Application scrutiny in seven days. • Inspection entry in 3 Days. • Inspection team cannot be changed. • Inspection Report to be put up to ROH –in 10 days. • CCA application(green/orange) to be processed in 5 days. • Sending Application at HO in 7 days after put up by staff or else it is showing in red sector which require first clearance.

5.16 Processing of Application

1	Purpose of applying the lock	<p>1) Neither the inspecting team nor the Regional Officer can hold back any application for reasons, not justifiable, for long</p> <p>2) The application should be processed(Green and Orange CTO) or forwarded(Orange-CTE & Red) to HO according to the chronology</p>
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		and thereby maintaining law of natural justice to all applicants
2.	Benefits (subjective/tangible/ intangible/objective)	<ol style="list-style-type: none"> 1) Enables in quick decision making on the application at all levels 2) Quick decision on application enables the applicant in ease of doing business 3) None of the applications remains unattended 4) Backlog of the applications never develops
3.	Lesson learnt	<p>Compelling the decision maker (RO) to clear the cases by putting locks is most effective lock.</p> <p>Auto-responsive system (online) is an important aspect to offer transparency and quick response to the stakeholders, which also makes trustworthy organization.</p>
4.	Any other relevant information	<p>Processing CTE/CTO applications on first come first basis after specified days:</p> <p><u>At the Level of RO</u> - New Applications cannot be forwarded to HO unless first forwarding applications older than 05 days</p> <p><u>At the Level of processing team</u> - New Applications cannot be put up to RO unless first putting up applications older than 10 days</p> <ul style="list-style-type: none"> • Application scrutiny in seven days. • Inspection entry in 3 Days. • Inspection team cannot be changed. • Inspection Report to be put up to ROH –in 10 days.

		<ul style="list-style-type: none"> • CCA application(green/orange) to be processed in 5 days. • Sending Application at HO in 7 days after put up by staff or else it is showing in red sector which require first clearance.
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5.17 Attesting rights of staff by RO

1.	Purpose of applying the lock	Rights of staff in accounts or NRO or DEE can be changed by the RO.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	A new RO can choose a new NRO or even change the NRO if required.
3.	Lessons learnt	Regular update of staff and its allotment by RO.
4.	Any other relevant information	This page comes at frequent intervals and the RO has to certify that the rights of access of staff on xgn are right or if we need any change, before we can proceed with any work.

Locks at
Laboratory Level
(Lab Head & Lab Staff)

6. Locks at Laboratory Staff Login

6.1 Lock on parameter result entry by laboratory staff

1.	Purpose of applying the lock	To ensure that sample first given for analysis to the staff is analyzed first, lock on this menu was introduced. It was envisaged that parameter could easily be analyzed by the concerned staff within 10 days and hence it was finalized to have a lock on this menu which operates on each of the sample after 10 days i.e. data entry of results of sample(s) will not be allowed unless data entry of results for the sample(s) pending beyond 10 days are made.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This lock not only ensures timely analysis of the samples but also ensures sequential entry of the results obtained after the analysis and thereby first in first out principle is observed in true letter and spirit. Liberty of analysis and result entry is not left to the person who is analyzing the sample and thus it is ensured that system works and not the person.
3.	Lessons Learnt	It has streamlined as well as speed up the process and helped in demonstrating professional impartial approach to the stakeholders.
4.	Any other relevant information	In absence of lock, it was found that sample analysis and result entry was not streamlined and was bit haphazard. Person could analyze any sample irrespective of the date of sample collection and even after analysis person could enter result of recently collected

		sample while previously collected sample result entry is still pending.
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6.2 Lock on analysis report freezing by laboratory head

1.	Purpose of applying the lock	To ensure that analysis report of the sample analyzed first is approved first, lock on this menu was introduced. It was envisaged that analysis report could easily be gone through by the laboratory head within 3 days and hence it was finalized to have a lock on this menu which operates on each of the analysis report of sample after 3 days i.e. approval / freezing of analysis report is not allowed unless analysis report of sample(s) pending beyond 3 days are approved / frozen.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This locknot only ensures timely approval of analysis results of sample(s) but also ensures sequential approval / freezing of analysis results of the sample(s) as per date of sample collection i.e. earlier is the date of sample collection, earlier to be approved. Thus, first in first out principle is observed in true letter and spirit. Liberty of freezing of analysis results of sample is not left to the laboratory head and thus it is ensured that system works and not the person.
3.	Lessons Learnt	It has streamlined as well as speed up the process and helped in demonstrating professional impartial approach to the stakeholders.
4.	Any other relevant information	In absence of lock, it was found that approval sequence of analysis results

		was not streamlined and was bit haphazard. There were incident when approval of analysis results of sample collected earlier is pending and analysis results of recently collected sample(s) are approved.
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6.3 Lock on Edit Parameter

1.	Purpose of applying the lock	To ensure that sample collected during the field visit is analyzed only for appropriate relevant parameters, this facility is provided which can be used only by the laboratory head. However, lock is provided when laboratory head can exercise this power. Lock ensures that laboratory head has to use this facility after inward of a given sample in laboratory but before generation of dummy number i.e. sample released for testing. In other words, parameters for which sample is to be analyzed is to be finalized after receipt of the sample from concerned regional office but before proceeding it for handing over to concerned laboratory staff for actual analysis.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This ensures that sample is analyzed for appropriate and relevant parameters only. Error made by sample collecting officer while allocating parameters for which it is to be analyzed can also be rectified. In other word, it also helps in prevention of generation of irrelevant data base for any particular source e.g. %Na for well water.

3.	Lessons Learnt	It has helped in building up of a consistent database for the relevant parameters. Additionally, it has also reduced burden of analysis on laboratory by not analyzing all those irrelevant parameter(s) prescribed by sample collecting officer.
4.	Any other relevant information	In absence of lock, it was found that samples were analyzed for all those parameters which were allotted by the sample collecting officers and in few cases it has resulted into generation of false data and subsequent hitch in decision taken.

6.4 Reporting of Result

1.	Purpose of applying the lock	Results of the samples collected should be made available for decision making authority at the earliest and also in chronology – first come first basis.
2.	Benefits (subjective/tangible/intangible/objective)	<ol style="list-style-type: none"> 1) None of the sample remains un-analyzed and better planning for analysis can be done 2) Backlog of samples pending for analysis is avoided 3) Enables quick decision making for the higher authority 4) Industry is always keen to get results of the samples collected from its premises,

		<p>this lock makes it possible</p> <p>5) Fast recovery of analysis charges, as results are conveyed quickly.</p>
3.	Lesson learnt	<p>Quality of analysis and transparency could be achieved by making the process fast</p>
4.	Any other relevant information	<p><u>At the Level of sample analyzing team -</u></p> <p>1) Sample analysis by staff to be completed within 10 days, new sample/result entries cannot be done without first making the entry of results pending for more than 10 days</p> <p><u>At the Level of Lab. Head -</u></p> <p>2) Results of the samples to be freezed by Lab. Head within 10 days, new analysis report cannot be prepared without first freezing the results of samples older than 10 days.</p>

Locks at Head Office Level (UH & Staff)

7. Locks at Head Office Level (UH & Staff)

7.1 Allocation of Application for Scrutiny

1.	Purpose of applying the lock	Avoid any delays in assigning scrutiny of online applications
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ul style="list-style-type: none"> • any online application floated by the applicant industry is assigned to concerned officer for scrutiny, practically within a single working day • Responsibility of the concerned official starts from day one of the online application floated by applicant industry
3.	Lessons Learnt	ROH has to act compulsorily on any application as soon as it is received online
4.	Any other relevant information	Whenever RO log in XGN , system requires RO to compulsory allocate online applications, floated by applicant industry, (received after last log in) to any of the officials for scrutiny

7.2 Scrutiny of Application

1.	Purpose of applying the lock	Avoid delays in scrutiny of online applications
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	<ul style="list-style-type: none"> • It works on FIFO (First In First Out) approach. • instrumental in ensuring quick final submission of applications • substantially reducing the discretionary part of scrutinizing officials and helps in avoiding undue delays in scrutiny • brings discipline and systemic approach to the work

		<ul style="list-style-type: none"> • regularize the service response time to applicant
3.	Lessons Learnt	Scrutinizing official has to clear the pending applications first and can not act in discretionary manner
4.	Any other relevant information	Official scrutinizing the online applications has to attend those applications first which are pending for more than 5 days. Only after scrutinizing such pending applications, he can attend other applications

7.3 Application acceptance by scrutiny official

1.	Purpose of applying the lock	A system lock has been introduced in XGN which prompts for approval of the industry profile as well as to certify that category, scale etc. is correct prior to acceptance of the application made by the industry. This ensures correctness of the database being generated which is very much important and vital for its future retrieval for various usages. Certification ensures that all the relevant information supplied by the industries under various pdfs are verified by the official on the basis of which application is granted to the industry and processing fees paid is in conformance with the scale of the industry etc.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	This lock has resulted into generation of the precise database generation relevant to the industry which is very much important and vital for its future retrieval for various usages.

3.	Lessons Learnt	Making official more accountable has not only made more vigilant but has helped in generation of correct database.
4.	Any other relevant information	Industry also ensures timely compliance of quarry raised during scrutiny.

7.4 eFile movement, Allotment and Disposal(HO level)

1.	Purpose of applying the lock	Disposal of application within time limit.
2.	Benefits - Subjective benefits / intangible and objective benefits with facts and figures if available	Scrutinized the application before acceptance in time manner and reduce the delay in processing as eliminating the chances of paper related queries.
3.	Lessons Learnt	Quick disposal of application as paper related queries are eliminated.
4.	Any other relevant information	<p>Online CCA/BMW Lock is applied on acceptance of application (old first)</p> <ul style="list-style-type: none"> • Application scrutiny in seven days. • Application and Inspection Report to be put up to ROH in 15 days. • Sending Application at HO in 7 days after put up by staff or else it is showing in red sector which require first clearance. • Also due to pending files of Water Cess HO Staff and UH cannot move any files further. • Thus CCA application to be processed in another 15 days (13 Days Maximum) by UH.