
eBIZ - THE COMPLETE G2B PORTAL

**DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION
GOVERNMENT OF INDIA**

As-Is Process Maps for

Registration under the Andhra Pradesh Shops and Establishments Act, 1988

Commissionerate of Labour, Government of Andhra Pradesh

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Version 1.0

As-Is Map Version 1.0	eBiz
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Table of Contents

1. Executive Summary	3
2. Introduction	4
2.1 Vision	4
2.3 Organization structure	4
3. Description of the Service.....	6
4. Description of the As-Is process.....	6
Process 1.1: Initiate Registration Request	6
Process 1.2: Perform Application Processing.....	8
Process 1.3: Issue Registration Certificate.....	9
5. Description of the IT Infrastructure.....	11
5.1 Overview.....	11
5.2 Hardware Infrastructure	11
5.3 Software Infrastructure	11
Appendix–I: Prescribed Fees.....	12
Appendix–II: List of eBiz Services	13

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

1. Executive Summary

eBiz is a significant initiative sponsored by Department of Industrial Policy and Promotion (DIPP), Government of India that seeks to establish a **one stop shop portal for all the G2B services** offered across the entire business life-cycle. The essence of eBiz is the creation of a **business-friendly environment** through a **service-oriented approach** to the needs of investors, industries and businesses.

The project involves **Integration with the departments** that interface with the business community across the three levels viz., Central, State and Local body. The eBiz portal, while allowing business entities to transact with the government departments over the Internet also serves as a delivery channel for the department to offer their services online in a secure and transparent manner.

A pilot for the proposed project is conceived covering 25 services (*Refer Appendix-II*), which include 14 services at the Central Government level and 11 services in each of the four states viz., Andhra Pradesh, Haryana, Maharashtra, and Uttar Pradesh.

The conceptualization of the eBiz pilot project involves “As-Is” and “eBiz enabled” process mapping for the identified list of 25 services and assessment of Functional Requirements using which, an RFP for the pilot project will be floated by DIPP. Going forward, the scope of eBiz shall be extended to include all the G2B services across the Central and State Government departments.

This document covers the “As-Is” process map for the **Registration under the AP Shops & Establishments Act, 1988** offered by the **Commissionerate of Labour, Government of Andhra Pradesh**.

2. Introduction

2.1 Vision

The vision of labour department is to oversee the functioning of all industrial establishments in protecting the interests of labour work force employed there, through labour welfare measures.

2.2 Objectives

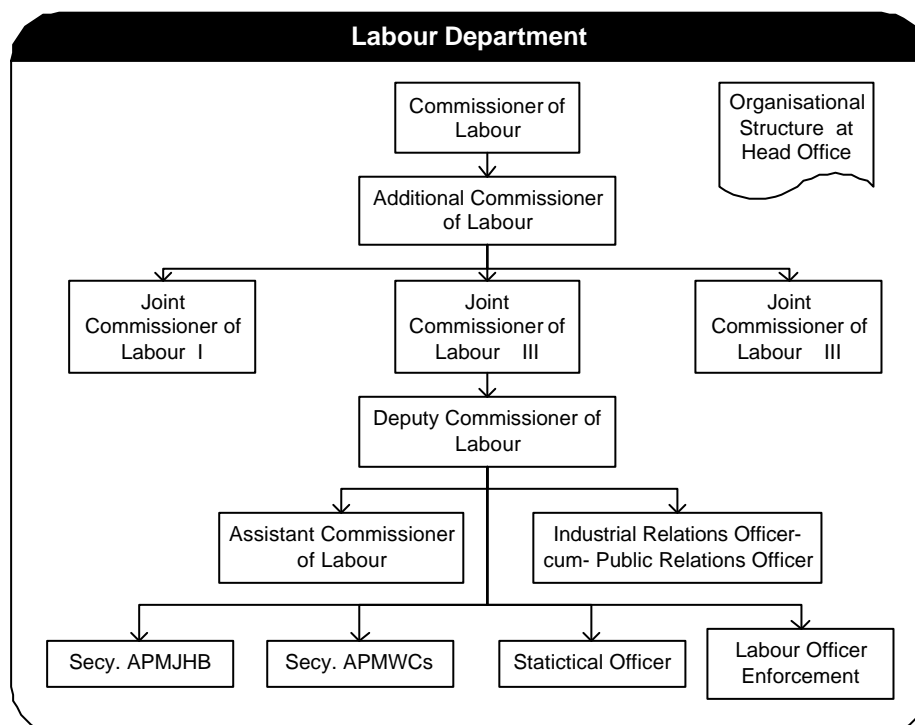
The Commissionerate of Labour (henceforth also referred to as the “Department “), oversees most of the labour related issues in any setup, from small shops to large industrial setups. The roles include:

- Settlement of all Industrial disputes & maintenance of Industrial harmony
- Ensure social justice & welfare of all skilled, semi-skilled labour employed in industries or the unorganized segment
- Safeguard labour interests & ensure special provisions for labour through enforcement & implementation of Acts & Rules
- Generating additional jobs to check rising unemployment in the state

2.3 Organization structure

The organization structure of the labour department is depicted in the diagrams, Diagram 1 and Diagram 2. The Diagram 1 explains the structure of the department at the Head office level.

Diagram 1



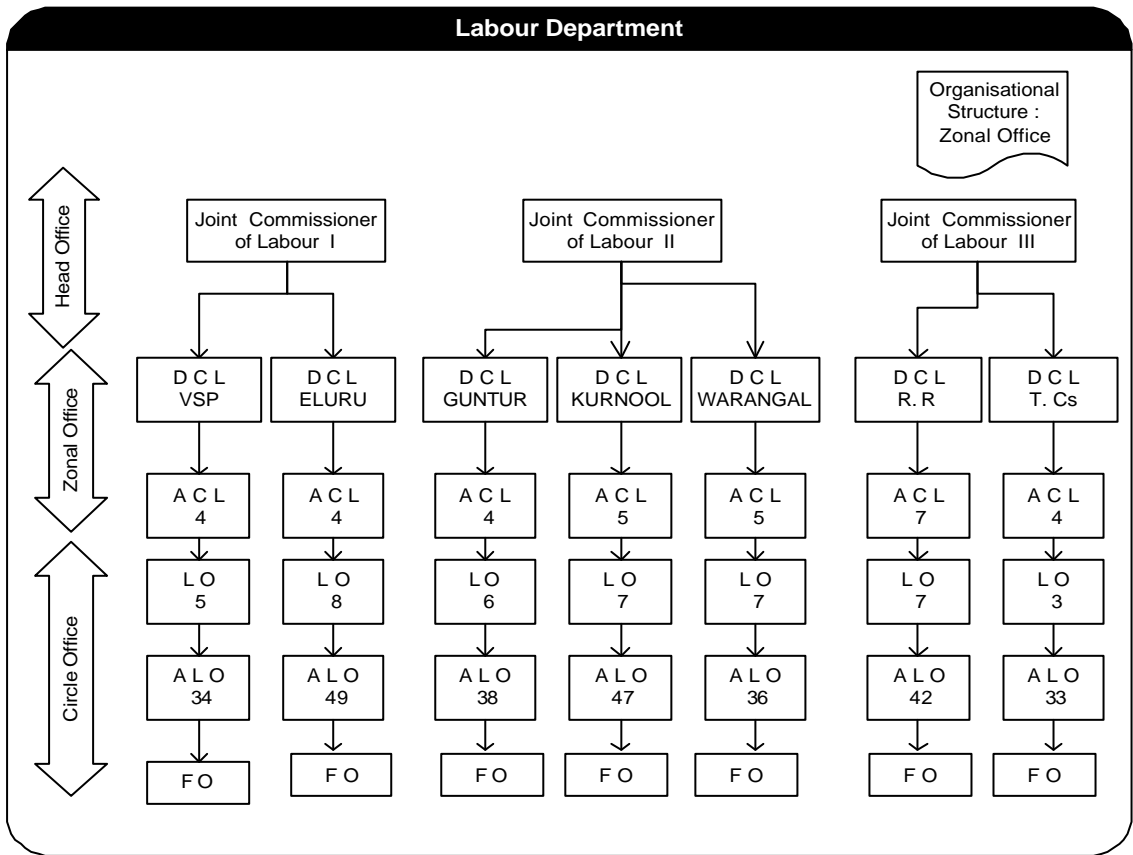
The department is headed by Commissioner of Labour. He is assisted by an Additional Commissioner of Labour with three Joint Commissioners of Labour reporting to him. There is a Deputy Commissioner of Labour who reports to one of the Joint Commissioners of Labour. The Deputy Commissioner of Labour is assisted by an Assistant Commissioner of Labour, Industrial Relations Officer (IRO) cum Public Relations Officer (PRO), Statistical Officer, Labour Officer (Enforcement). This hierarchy is clearly shown in Diagram1.

The Commissionerate of Labour is geographically divided into seven zones viz., Visakhapatnam, Eluru, Guntur, Kurnool, Warangal, Rangareddy and Twin cities (Hyderabad and Secunderabad).

Each zone is headed by a Deputy Commissioner of Labour (DCL). Each zone is in turn divided into districts each of which is headed by an Assistant Commissioner of Labour (ACL) supported by one Labour officer (LO). There are also Assistant Labour officers (field level) (ALO) supporting the Labour officer, each of them typically taking care of 4-5 mandals. Each of the mandals is governed by Labour Welfare Officers assisted by Assistant Labour Officers. At the clerical level are the junior assistants and senior assistants.

The organization structure at the Zonal level and below is clearly shown below (Diagram 2).

Diagram 2



As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

3. Description of the Service

Every employer of an establishment within thirty days from the date of commencement of operations needs to register with the Labour department under the Andhra Pradesh Shops and Establishments Act, 1988 (henceforth referred to as “Act”).

The main objective of the department is to regulate the conditions of work in all shops and establishments. To achieve this, all of the factual details of the shop or establishment are recorded and kept at the disposal of the government.

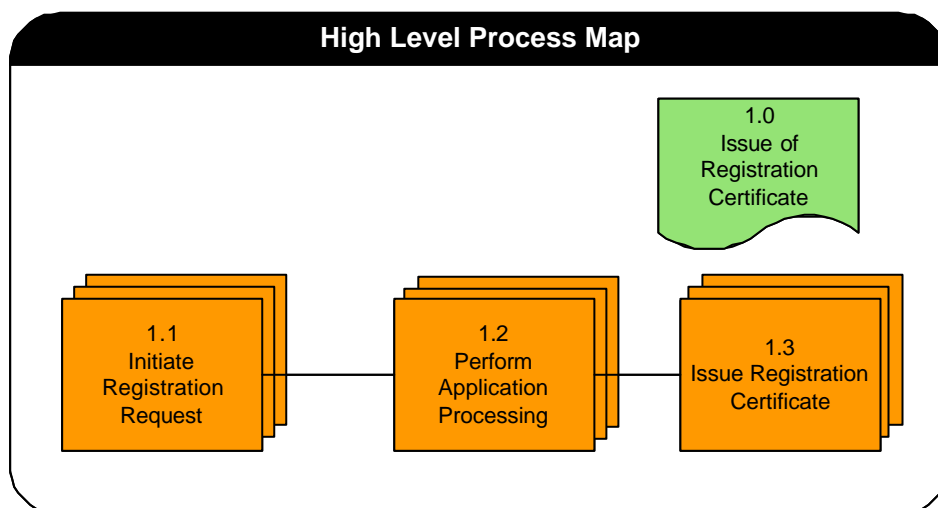
4. Description of the As-Is process

The registration of the establishment under the Act begins with the initiation of request for registration and ends when the employer receives the registration certificate from the department. The registration process can be divided into sub-processes as follows:

- Initiate Registration Request
- Perform Application Processing
- Issue Registration Certificate

The following diagram (Diagram 3) depicts the sub-processes and their sequence as a high level process map.

Diagram 3

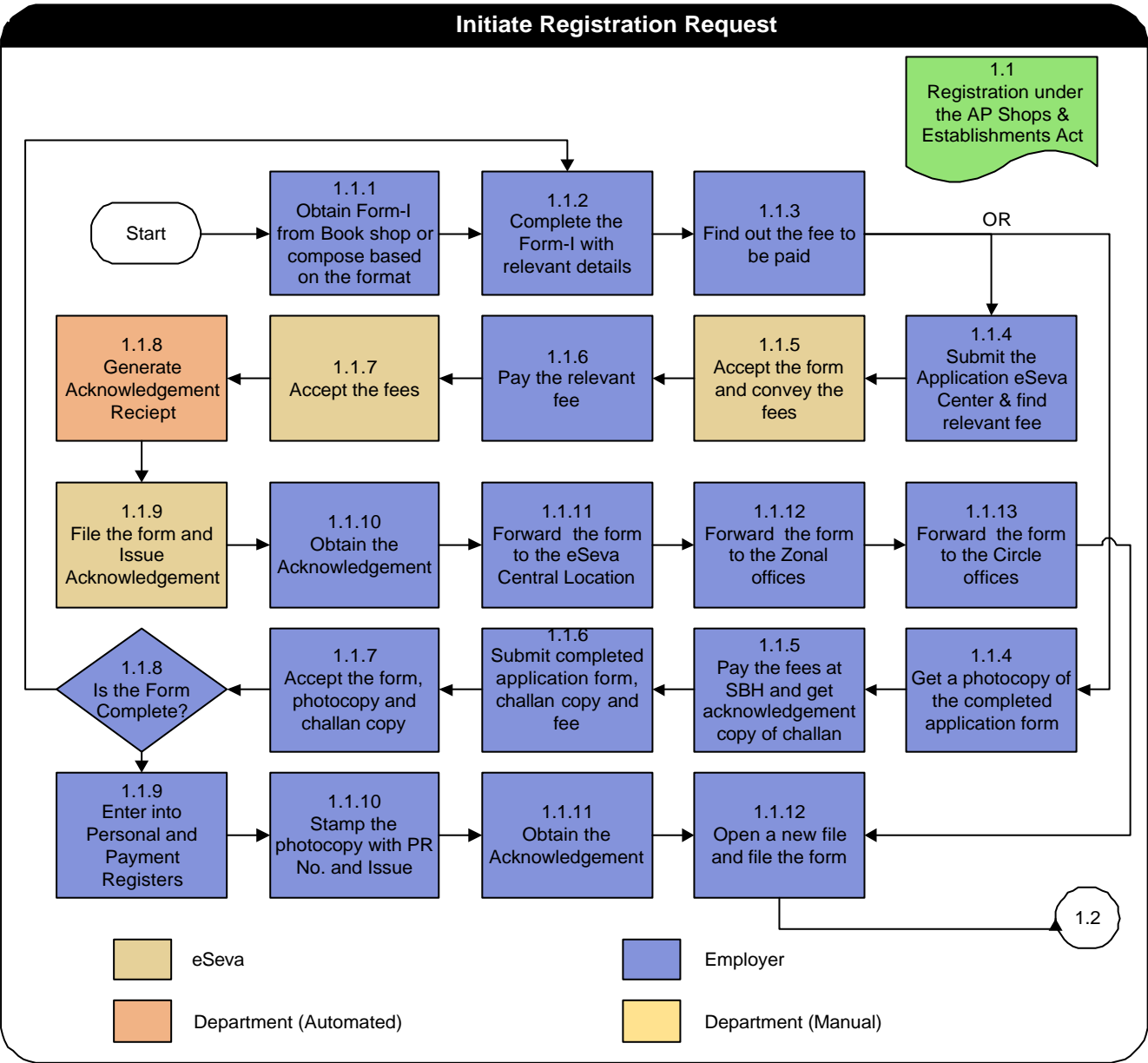


Each of the above sub-processes is described in detail below.

Process 1.1: Initiate Registration Request

The Diagram-4 explains in detail the various activities involved in this sub-process.

Diagram-4



The employer has to obtain the application form, Form-I. The format of the form is prescribed in the Act. The employer either can refer to the Act and compose it on a white paper or buy a copy from a stationary shop located near the department. The form is neither available at the department's offices or at the eSeva center.

The Form-I needs to be completed with all the relevant details of the shop/establishment and signed in ink by the employer. The completed form can be either submitted at any of the eSeva centers or at the department office with appropriate fees. The payment is proportional to the

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

number of workers employed as declared in the application by the employer and is prescribed in the Schedule-1 of the Act. Refer to Annexure-I for details on the fee. There are two channels through which, the employer can submit the application form. They are:

1. eSeva: The employer must submit the completed Form-I along with the fee in cash or by cheque or a demand draft. A payment receipt will be issued which serves as the acknowledgement for the employer. To facilitate the eSeva operator in calculating the fee corresponding to the number of workers mentioned in the application, the Schedule-I mapping is incorporated in the software application of eSeva.

The applications received at various eSeva centers are gathered at a central location and dispatched to the respective Zonal Offices based on the address in the application. The Zonal Office in turn forwards them to the respective Circle Offices.

2. Department: The employer can submit the application at the concerned circle office of the department also. In such a case, he needs to pay the appropriate fee to the Government Treasury through the authorized bank i.e. SBH and submit the acknowledgement copy of the challan form along with the application. The employer has to submit the completed application form, a photocopy of the same and the acknowledgement copy of the challan form that serves as a payment proof.

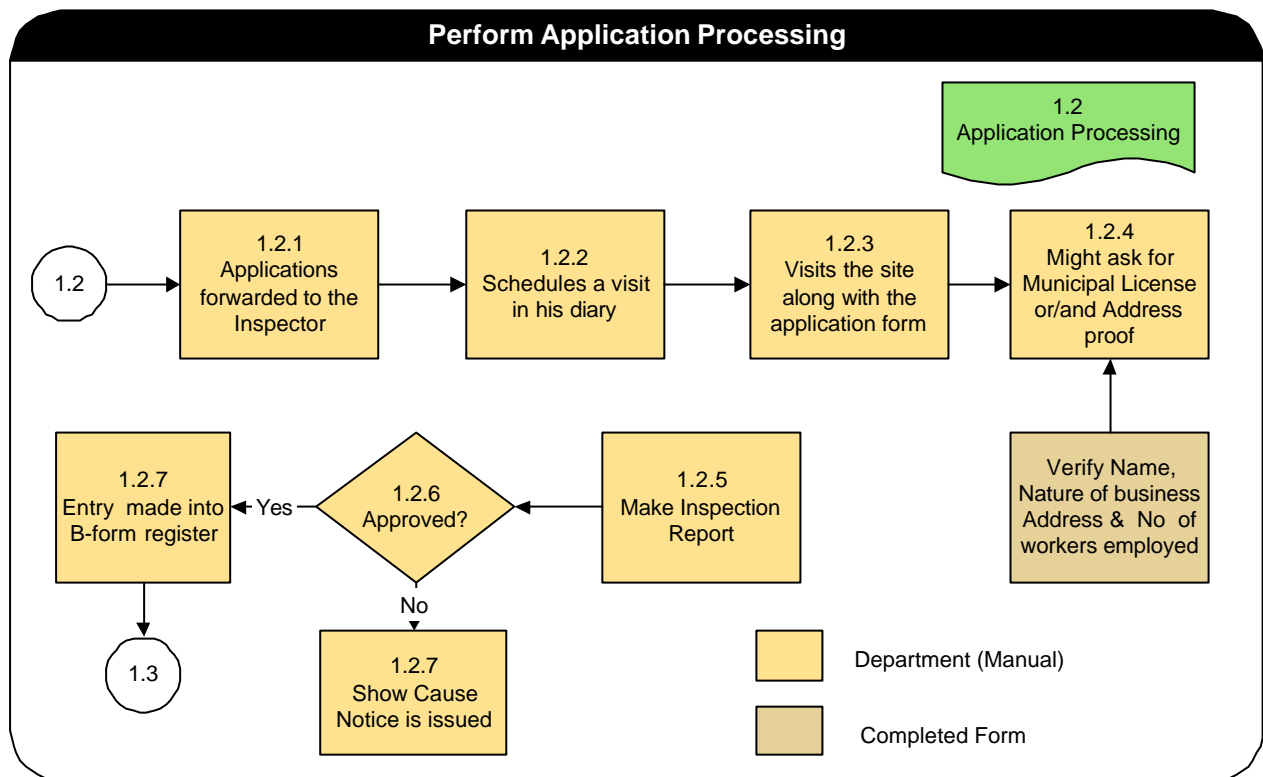
The details of the applications received at the circle office either from eSeva channel or the ones received directly at the office, are recorded in registers. The clerk enters the details of the application form into the personal register (PR) with a running PR number and the payment details into the payment register. The photocopy of the application form will be stamped with PR number and issued as an acknowledgement of the application.

The PR number shall be the reference number of the application till a decision is taken on it. A new file is opened with the name of the Shop or Establishment that shall be indexed by the PR number and stored as a record. For all the applications routed through the eSeva, entries are made in the registers and files opened but there is no acknowledgement as such that is given. As mentioned earlier, the payment receipt given at the eSeva center itself serves as the acknowledgement.

Process 1.2: Perform Application Processing

The Diagram-5 explains in detail the various activities involved in this sub-process

Diagram 5



The Clerk, after making the necessary entries into registers, forwards the application to the Inspector. The Inspector schedules an inspection visit in his personal diary. On the scheduled date, the Inspector carries the application form along and visits the site. During the inspection, he verifies for the following:

- Name of Shop or Establishment
- Nature of Business
- Address
- Number of workers

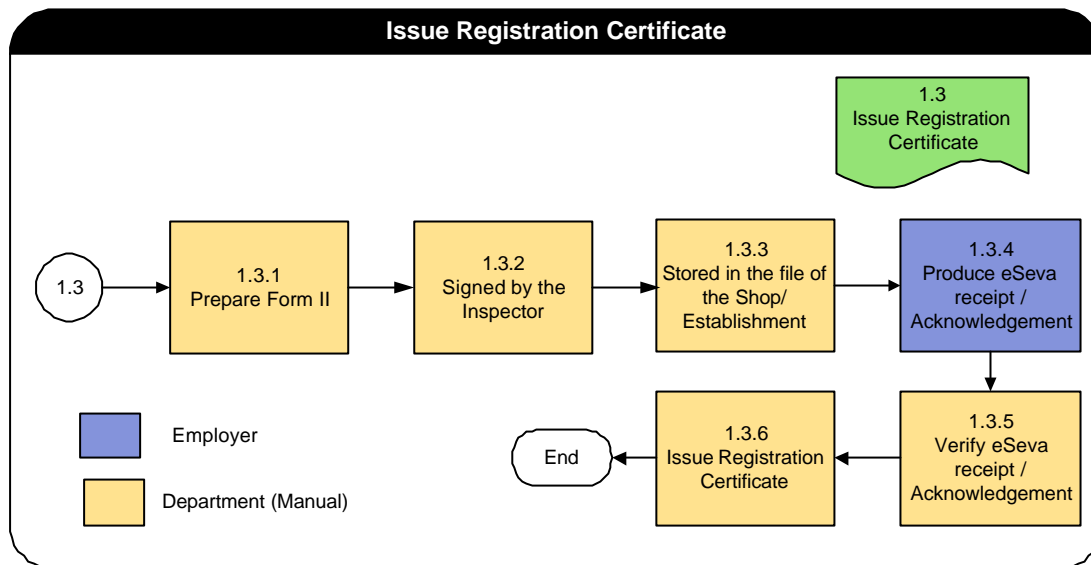
The Inspector might ask for a copy of the Municipal License and Rental deed for validation, if he feels necessary.

The Inspector then marks his remarks on the application form, which serves as inspection report. If he finds a difference in the number of workers, then the employer will be asked to pay the differential fees either at eSeva or through a challan and submit the same at the department for further processing. In case the Inspector finds a discrepancy in address or nature of business, he has the authority to approve or reject the application based on his inspection.

Process 1.3: Issue Registration Certificate

The Diagram-6 explains in detail the various activities involved in this sub-process

Diagram 6



Once the Inspector approves the application, the clerk prepares Form II, which is the registration certificate. An entry is made into the B-form register and a registration number is assigned to that certificate. The format of the number is not uniform across all the offices. It is either of the following formats:

- <Serial No>/<Year>/<ALO No>/<Zone> Example: 274/2003/ALO32/HYD
- <Serial No>/<ALO No>/<Zone> Example: 274/ALO32/HYD

In the first format, the serial no. i.e., the running number starts from 1 at the beginning of every year, whereas in the second format, the serial no is continuous across years.

The department is planning to come up with a new format for the identifier. The proposed one would be at least a 9 digit number. The digits and their interpretation are as follows:

First digit represents the Deputy Commissioner of Labour (DCL). Presently there are 7 DCLs

Next two digits represent the Assistant Commissioner of Labour

Next three digits represent the Labour Officer

Next two digits represent the Asst. Labour officer

This combination is followed by a running number

The registration certificate thus prepared is stored in the file opened for that Shop or Establishment. When the employer approaches the clerk and produces the payment receipt issued by the eSeva center or the acknowledgement issued by the department, the Registration Certificate is given to the employer.

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

5. Description of the IT Infrastructure

5.1 Overview

The department has plans for automating all the offices. The department does not yet have a full fledged software application, which it can roll it out across all the other offices. Center for Good Governance (CGG) has taken up an assignment to develop a software application for the department covering all the backend processes. CGG has done the requirements study of the functions of the department and is yet to start development.

The details of the existing IT infrastructure are as follows:

5.2 Hardware Infrastructure

The hardware infrastructure of the department includes the following:

- At the head office, there are two Intel Xeon dual processor based HP servers with a 3X73GB hard disk and 60 desktops of PIII processors, all connected in LAN. There's also a Cisco router on a 64 kbps leased lines which connects the head office with the APSWAN
- At the seven zonal offices, there are PIII servers and desktops and the procurement for low end servers is in progress
- At the district level, there are PIII desktops and the procurement for Intel Pentium 4 based servers and setting up a DNC (Data Network Center) for each of the district levels is in progress
- Procurement for desktops is in progress for the labour offices
- There is a plan to connect all these systems with APSWAN through the present 64kbps line. Going forward, there is a plan to connect to the eSeva databases for exchange of payments and data.

5.3 Software Infrastructure

The software infrastructure of the department constitutes the following:

- The department has no presence on web and has plans to come up with a website soon
- The servers at the head office run on Red Hat Linux operating system. All the servers at other offices are also being loaded with Linux operating system
- The Department also possesses a data entry application, developed by Celestial, Hyderabad. It is based on Visual basic for the front end and SQL at the back end. The application is yet not stable and not web based. The application is being used as a standalone application at the head office.
- The Digitization of the data is in progress and is a key focus area of the department.

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

Appendix-I: Prescribed Fees

Followed is the fees prescribed for this service prescribed in Schedule-I of the AP Shops & Establishments Act, 1988

S. No	No. of employees	Fees
1	0	10
2	1-5	50
3	6-9	100
4	10-19	200
5	20-49	500
6	50 and above	1000

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

Appendix-II: List of eBiz Services

S. No.	Name of the Service	Department	Document Reference
Government of India			
1	Issue of Name Availability Letter under the Companies Act, 1956	Department for Company Affairs	GoI-I
2	Issue of Certificate of Incorporation under the Companies Act, 1956		GoI-II
3	Issue of Certificate for Commencement of Business under the Companies Act, 1956		GoI-III
4	Issue of Permanent Account Number under the Income Tax Act, 1961	Central Board of Direct Taxes	GoI-IV
5	Filing of Returns by Companies under the Income Tax Act, 1961		GoI-V
6	Excise Tax registration under the Central Excise Act, 1944	Central Board of Excise and Customs	GoI-VI
7	Filing Monthly Returns under the Central Excise Act, 1944		GoI-VII
8	Service Tax Registration under the Central Excise Act, 1944		GoI-VIII
9	Filing Half-yearly Service Tax Returns under the Central Excise Act, 1944		GoI-IX
10	Issue of Industrial Entrepreneur Memoranda under the Industries (Development and Regulation) Act, 1951	Department for Industrial Policy and Promotion	GoI-X
11	Issue of Industrial License under the Industries (Development and Regulation) Act, 1951		GoI-XI
12	Issue of Importer Exporter Code under the Foreign Trade(Development and Regulation) Act, 1992	Directorate General of Foreign Trade	GoI-XII
13	Filing of FC-GPR form under the Foreign Exchange Management Act, 1999	Reserve Bank of India	GoI-XIII
14	Application for Environmental Clearance under the Environment (Protection) Act, 1986	Ministry for Environment and Forests	
Andhra Pradesh			
15	Registration under the Andhra Pradesh General Sales Tax Act, 1957 and Central Sales Tax Act, 1956	Commercial Taxes Department	AP-I
16	Filing of Returns under the Andhra Pradesh General Sales Tax Act, 1957		AP-II
17	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Commissionerate of Industries	AP-III
18	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		AP-IV
19	Registration under the Andhra Pradesh Shops and Establishment Act,1988	Commissionerate of Labour	AP-V
20	Registration and Grant of License under the Factories Act, 1948	Department of Factories	AP-VI

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

S. No.	Name of the Service	Department	Document Reference
21	Filing of Annual Returns under the Factories Act, 1948		AP-VII
22	Payment of Property Tax under the Hyderabad Municipal Corporation Act, 1955	Municipal Corporation of Hyderabad	AP-VIII
23	Consent For Establishment under the Water Act, 1974 and the Air Act, 1981 for SSI units not falling under the highly polluting categories	Andhra Pradesh Pollution Control Board	AP-IX
24	Application and sanction of new electric power connection	Central Power Distribution Company of Andhra Pradesh Limited	AP-X
Haryana			
25	Registration under the Haryana Value Added Tax Act, 2003 and Central Sales Tax Act, 1956	Excise and Taxation Department	HY-I
26	Filing of Returns under the Haryana Value Added Tax Act, 2003		HY-II
27	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Department of Industries	HY-III
28	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		HY-IV
29	Registration under the Punjab Shops and Commercial Establishments Act, 1958	Labour Department	HY-V
30	Registration and Grant of license under the Factories Act, 1948	Office of Chief Inspector of Factories	HY-VI
31	Filing of Annual Returns under the Factories Act, 1948		HY-VII
32	Payment of Property Tax under the Haryana Municipal Act, 1973	Gurgaon Municipal Council	HY-VIII
34	Consent For Establishment under the Water Act, 1974 and Air Act, 1981	Haryana State Pollution Control Board	HY-IX
33	Application and sanction of electric power connection	Dakshin Haryana Bijli Vitran Nigam Limited	HY-X
Maharashtra			
35	Registration under the Bombay Sales Tax Act 1959 and the Central Sales Tax Act, 1956	Sales Tax Department	MH-I
36	Filing of Returns under the Bombay Sales Tax Act 1959		MH-II
37	Provisional Registration of SSI unit under the Industries (Development and Regulation) Act, 1951	Industries Department	MH-III
38	Permanent Registration of SSI unit under the Industries (Development and Regulation) Act, 1951		MH-IV

As-Is Map Version 1.0	eBiz
Department: Commissionerate of Labour, Government of Andhra Pradesh	
Service: Registration under the AP Shops and Establishments Act, 1988	

S. No.	Name of the Service	Department	Document Reference
39	Registration under the Bombay Shops and Establishments Act, 1948	Industry, Energy and Labour Department	MH-V
40	Registration and Grant of license under the Factories Act, 1948	Department of Industrial Safety and Health	MH-VI
41	Filing of Annual Returns under the Factories Act, 1948		MH- VII
42	Payment of Property Tax under the Mumbai Municipal Corporation Act, 1988	Thane Municipal Corporation	MH- VIII
43	Consent For Establishment for units in the Green Category under the Water Act, 1974 and Air Act, 1981	Maharashtra Pollution Control Board	MH- IX
44	Sanction for a New Power Connection	Maharashtra State Electricity Board	MH- X
45	Permission to charge the line	Public Works Department	MH-XI

Note:

1. Due to the similarity in processes, dealer registration under the Central Sales Tax Act and the respective State Sales Tax Act has been considered as one service.
2. SSI refers to Small Scale Industry
3. Permission to charge the line is specific to the state of Maharashtra. This service is obtained during the process of obtaining a new power connection from Maharashtra State Electricity Board.