

Burden

- **Lack of synchronized inspections by all agencies:** Industries were being inspected by multiple agencies which led to duplication of efforts on part of the industry as well as the inspectors. Each inspecting agency had its own schedule and undertook the inspections accordingly. This led to multiple inspections conducted within a short period.
- **Opaque SoP, checklists, and inspection formats:** Another issue was the opaqueness of the inspection procedure. The procedures, SoPs and formats being used in these inspections were known to the agencies only. This led to confusion between industrial unit and the inspector, and in some cases allowed the inspector to undertake unnecessary inspections.
- **Manual selection of industrial units for inspection:** Most of the schedules for inspections were manually prepared at the beginning of the year which led to the same industrial unit being inspected frequently, even though the risk from those units was low.
- **No mechanism to define and ensure timelines adherence:** Since no timelines for these processes were defined. Even in cases where the timelines were defined, there was no mechanism to take action against the defaulters.
- **No feedback/grievance mechanism for inspections/inspectors:** There were many cases in which post the inspections, the company wanted to raise grievances related to the inspection process or provide feedback for improving the process but there was no such provision available.

Ease of Doing Business

- The Govt of Odisha- Synchronized Mechanism for Inspection of Licensed Enterprises (GO SMILE) portal is a first of its kind Central Inspection Framework for industries in the State.
- As part of “Ease of Doing Business” framework, improving the inspection framework has become a critical parameter in ensuring clarity on inspections, frequency of inspections, and reducing duplications.
- This Inspection Framework aims to achieve the objective of simplifying business regulations and bring in transparency and accountability in inspections.
- The central inspection framework is developed to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination.
- The GO SMILE application is integrated with Single sign on (SSO) and industries can login the GO SMILE application from their GO SWIFT login credentials. All periodic inspection reports are available in a single dashboard for the industry

Reform Outcomes

- Synchronized inspections by multiple departments saving time for the auditors as well as the industries
- Randomized inspection schedule with anonymous audits eliminated the scope of adopting any malpractices by the Inspectors and the Companies
- Time-bound inspection and reporting framework helps getting timely clearances and certifications from the concerned departments
- GO SMILE is a real enabler of Ease of Doing Business in the state, which has been thoroughly adopted and widely effective