

GOVERNMENT OF NAGALAND
INDUSTRIES AND COMMERCE DEPARTMENT

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NO.IDB/EODB-3/2023/248

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Kohima, Dated the 11th February, 2025

To,

The Secretary,
Department for Promotion of Industry and Internal Trade (DPIIT),
Ministry of Commerce & Industry, Govt. of India,
Vaniya Bhawan-223
New Delhi-110011

Sub: - NA2 Exemption for Reforms related to PSDGA under BRAP 2024 w.r.t. Nagaland.

Sir,

I am to refer to the subject cited above and to state that the State of Nagaland faces certain challenges in implementing reforms related to the Public Service Delivery Guarantee Act (PSDGA) under the broader framework of business and governance reforms.

In view of the constraints detailed below, the State Government requests exemption (temporary relaxation) from the implementation of PSDGA-related reforms under BRAP 2024 & BRAP 2024 Plus and to consider them as Not Applicable (NA2) for Nagaland.

The grounds for seeking this exemption are as follows:

- 1. Lack of Grievance Redressal Mechanisms in Most Departments:** Many departments in the State currently lack grievance redressal mechanisms or dedicated grievance cells for addressing citizen and business-related complaints. This structural gap impedes the effective implementation of PSDGA reforms.
- 2. Transition to Digital Platforms for Service Delivery:** Several departments are undergoing a transition to digital platforms to enhance transparency, efficiency, and accessibility. Temporary relaxation will allow sufficient time for the establishment and operationalization of digital platforms, thereby preventing delays due to workforce realignment, capacity-building efforts, and system stabilization.
- 3. Need to Streamline Processes and Address Bureaucratic Bottlenecks:** Various departments are in the process of reviewing and streamlining internal workflows to reduce bureaucratic hurdles. Rigid timelines under PSDGA, though well-intentioned, may inadvertently put pressure on departments and affect the quality of reforms. Temporary relaxation will ensure thoughtful and sustainable implementation, leading to long-term success.
- 4. PSDGA under Consideration:** The State Government is in the process of enacting the Public Service Delivery Guarantee Act, and the draft legislation is presently under consideration, pending formal approval. In view of this, exemption/temporary relaxation is sought until such time as the Act comes into force.

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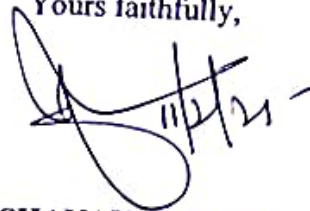
Date 17/2/25

Directorate of Industries & Commerce
Kohima, Nagaland

The requested exemption will facilitate the resolution of foundational challenges while ensuring the effective future implementation of PSDGA-related reforms. The State Government remains committed to aligning governance systems with best practices and the expectations of its citizens.

This is submitted for kind consideration and necessary approval.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Shanavas.C.', with a date '11/2/21' written next to it.

(SHANAVAS.C), IAS.

Commissioner & Secretary to the Govt. of Nagaland