

L-G VK Saxena launches integrated Ease of Doing Business Portal to transform Citizen Services in Ladakh

Single-window digital platform to provide seamless online services, reduce paperwork and strengthen transparent governance

Leh, May 25: In a transformative step towards strengthening digital governance and promoting a business-friendly ecosystem in Ladakh, Lt. Governor, Shri Vinai Kumar Saxena, today launched an integrated 'Ease of Doing Business Portal' in Ladakh. The portal, <https://eodb.ladakh.gov.in>, launched for the first time in Ladakh, is aimed at ushering in a major reform, by simplifying citizen services, reducing manual procedures, paperwork and inordinate delays in available multiple government services.

The unified portal would provide businesses, entrepreneurs, investors, startups, MSMEs, and other stakeholders with a unified and seamless online mechanism to access various government services and approvals through a single online interface. Aligned with Hon'ble Prime Minister, Shri Narendra Modi's dictum of "Ease of Doing Business" and "Minimum Government, Maximum Governance", this initiative will also enhance transparency, efficiency and accountability, while accelerating economic growth, enterprise development and investment promotion in Ladakh.

As part of the current rollout, 13 departments have been incorporated with the portal, with 23 online services already made live. The Administration aims to progressively expand the platform by onboarding additional departments and services in a phased manner. The portal provides access to online services from departments, including Tourism, Public Health Engineering, Industries and Commerce, along with information regarding schemes, incentives, policies, Acts, Rules, Notifications and procedures of the UT Administration.

Key features of the portal include a Common Application Form (CAF), Single Sign-On access, PAN authentication, SMS and e-mail notifications, live application tracking, integrated payment gateway, grievance redressal mechanism and workflow-based approvals. Applicants can also monitor approval timelines, pendency and grievance status through an interactive dashboard.

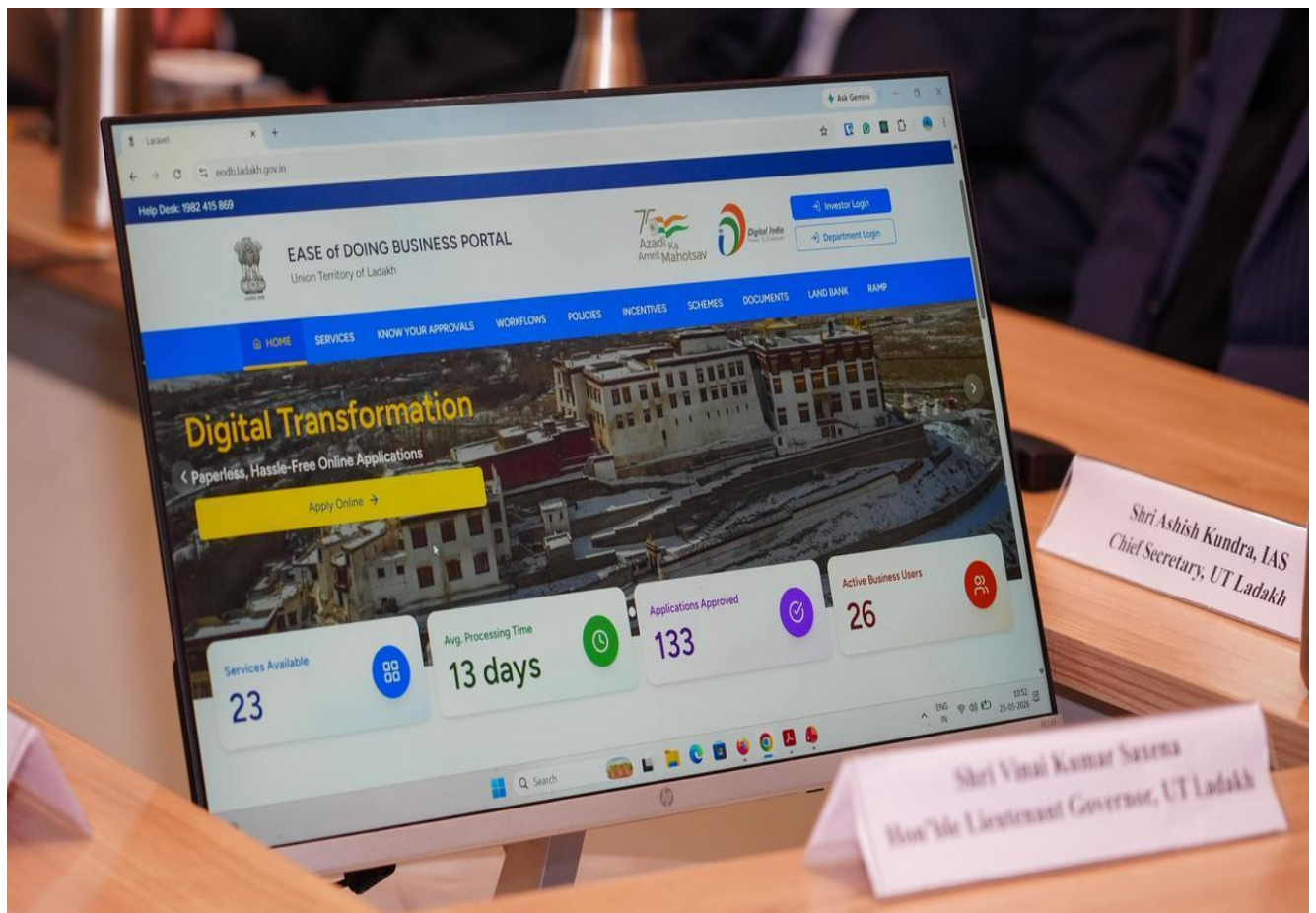
"The Ease of Doing Business Portal marks a major milestone in Ladakh's journey towards digital governance and administrative reforms. By integrating services of multiple departments onto a single transparent and technology-driven platform, we are ensuring faster approvals, reducing procedural delays and creating a more business-friendly environment in Ladakh. This initiative will strengthen investor confidence, promote entrepreneurship and contribute towards economic growth and employment generation in the Union Territory," LG, Shri Saxena said.

The key features of the EoDB Portal include the following:

- Common Application Form (CAF): Applicants can submit core information once, enabling reuse across multiple departmental applications and reducing repetitive documentation.
- SMS & e-Mail Authentication and notifications: A unified service platform with Single Sign-on to access multiple services with SMS and e-Mail notifications at every stage of application processes.
- PAN Authentication: Real-time identity verification integrated with CBDT databases for seamless applicant authentication.
- Unified Digital Services Framework: A centralised digital interface for availing approvals, registrations, clearances, renewals, and certificates from multiple departments through a single platform.
- Integrated Payment Architecture: Provision has been made for seamless online payment integration for departmental services through a unified digital payment mechanism.
- Grievance Redressal Mechanism: An in-built digital grievance module enabling applicants to raise concerns, monitor status, and facilitate timely resolution of issues.
- Interactive Dashboard & Application Tracking: Applicants can monitor application status, approval stages, timelines, pendency, service history, and grievance resolution through a real-time interactive dashboard.
- Timeline-Based Approvals: The platform supports digitally monitored service timelines aimed at improving efficiency, ensuring timely disposal of applications, and reducing procedural delays.

- **Transparent Approval Mechanism:** The system enables transparent processing of applications with clearly defined workflows, digital movement of files, and real-time status visibility for applicants.
- **Auto Appeal System:** The portal incorporates automated escalation and appeal mechanisms to facilitate the timely resolution of pending applications and grievances.
- **Delay Accountability Framework:** The system enables monitoring of delays and pendency at various stages, thereby strengthening institutional accountability and service delivery efficiency.
- **Cross-Departmental Service Delivery:** The portal facilitates integrated access to multiple departmental services through a common governance framework.





THE ADMINISTRATION OF UNION TERRITORY OF LADAKH

Ease of Doing Business Portal, Ladakh

www.eodb.ladakh.gov.in

1

Common Application Form: Aimed at reducing repetitive documentation.

2

SMS & -email Authentication and notifications at every stage of application processes.

3

PAN Authentication: Real-time identity verification integrated with CBDT databases for seamless applicant authentication.

4

Unified Digital Services Framework: A centralized interface for all approvals, registrations, renewals & certificates from multiple departments.

5

Integrated Payment Architecture

6

Grievance Redressal: In-built digital grievance module enabling applicants to raise concerns and monitor status.