

No. IP-2/4/2026-TCI-T,C&I
GOVERNMENT OF MANIPUR
SECRETARIAT: TEXTILES, COMMERCE & INDUSTRY DEPARTMENT

OFFICE MEMORANDUM
Imphal, the 22nd October, 2026

Subject: Mandatory online submission and processing of applications for services available on the State Single Window System (SWS) – regarding.

Whereas, the Administrative Department of Textiles, Commerce & Industry, Government of Manipur, vide Office Memorandum dated 04.07.2026, directed all concerned Departments to issue necessary Notifications/Office Orders mandating exclusive online submission and processing of applications for services available on the State Single Window System (SWS), discontinuing the acceptance of physical applications for such services;

2. And whereas, the above measure forms part of the requirements under Priority Area-21 (PA-21) of Phase-II of Compliance Reduction and Deregulation, which requires the State to monitor and analyse the Turn-Around-Time (TAT) of services delivered through the SWS, identify queries and issues faced by applicants, and take appropriate measures to simplify procedures and reduce service delivery timelines;

3. And whereas, although 88 services have been made live on the SWS, very few applications are being received through the online portal, thereby limiting effective monitoring of service delivery, assessment of TAT and identification of bottlenecks. The continued acceptance of physical applications for services available on the SWS also undermines the objective of online service delivery;

4. And whereas, despite several rounds of review meetings convened by the Department of Textiles, Commerce & Industry, the requisite Notifications/Office Orders have not yet been issued by most of the concerned Departments;

5. And whereas, the Task Force for Phase-II of Compliance Reduction and Deregulation has made further recommendations in view of the above scenario, including universal adoption of the Single Window System for all operational services, with offline submission permitted only under exceptional circumstances, and assessment of the Turn-Around-Time (TAT) for all services operational on the Single Window System, including those for which applications are presently received offline;

6. Now, therefore, in view of the above and in order to ensure uniform implementation across the State, all Administrative Departments, Heads of Departments and other concerned service-delivery authorities are hereby directed to ensure that, **with effect from 1st November, 2026**, applications for all services currently available on the SWS shall be submitted and processed exclusively through the online portal, and acceptance of physical applications for such services shall be discontinued from the said date. The same requirement shall apply to all additional services onboarded on the SWS in future, with effect from the date such services become operational on the portal.

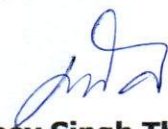
7. All concerned Departments and service-delivery authorities shall ensure effective implementation of this direction, facilitate online submission of applications, regularly monitor the TAT of services delivered through the SWS, examine queries and issues faced

by applicants, identify procedural bottlenecks and take necessary corrective measures to simplify procedures and reduce service delivery timelines.

8. Study of TAT for applications received offline for services available on SWS wef 01.01.2026- 31.08.2026 to be submitted to the Department of Textiles, Commerce & Industry by 31.10.2026.

9. Department of Textiles, Commerce & Industry shall coordinate with all concerned Departments, consolidate the implementation and compliance status, and submit the requisite information on the Compliance Reduction and Deregulation Portal of the Government of India under PA-21 of Phase-II of Compliance Reduction and Deregulation.

10. All concerned Departments and authorities shall accord **top priority** to the above directions and ensure strict compliance. Any implementation-related issues shall be brought to the notice of the Administrative Department of Textiles, Commerce & Industry for necessary coordination.


(Rajeev Singh Thakur)
Chief Secretary
Government of Manipur

Copy to:-

1. Secretary to Hon'ble Governor, Manipur.
2. Secretary to Hon'ble Chief Minister, Manipur.
3. APS to Addl. Chief Secretary (TCI), Govt. of Manipur.
4. All Administrative Secretaries concerned, Govt. of Manipur.
5. All Heads of Department, Manipur.
6. Director(TCI), Manipur.
7. Guard File.