



GOVERNMENT OF JAMMU AND KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
(Administration Section)
Civil Secretariat, Jammu/Srinagar

Subject:- Implementation of the Jammu and Kashmir Public Services Guarantee Act, 2011.

Circular No. 25- GAD of 2011
Dated: 23.08.2011

The Jammu and Kashmir Public Services Guarantee Act, 2011 has come into effect from 10th of August, 2011. The Act provides for the delivery of public services by the designated officers to the eligible persons of the State within the specified time limit. To carry out implementation of the Act, the State Government has notified the rules for the purpose vide SRO 223 of 2011. Further vide SRO 224 of 2011 the State Government notified the services to be delivered to the eligible persons under the Act, time limit for providing the notified services, particulars of the designated officers, first appellate authorities and second appellate authorities.

Under section 5 (2) of the Act any eligible person can file application with the designated officer for providing of notified service within the stipulated time. The designated officer shall within the specified time limit as provided in SRO 224 of 2011, either provide the service or reject the application with reasons to be recorded for the same.

Under section 6 (1) of the Act any person, whose application has been rejected by the designated officer or who does not receive the public service within the specified time limit or where the service received is deficient in any manner can file an appeal to the first appellate authority, as notified in SRO 224 of 2011, within 30 days from the date of such rejection or expiry of the time limit or receipt of deficient service. The first appellate authority shall dispose of the appeal within 45 days and may direct the designated officer to

provide the public service within such time as it may specify or to remove the deficiency in the service provided or reject the appeal, as he may deem fit.

Under Section 7 (1) of the Act any person aggrieved by the order passed by the first appellate authority may file an appeal to the second appellate authority, as notified in SRO 224 of 2011, within sixty days from the date of the order passed by the first appellate authority. The second appellate authority shall within 45 days dispose of the appeal directing the designated officer to provide the public service within such time as he may specify or to remove the deficiency in the service provided or reject the appeal, as he may deem fit. Where the second appellate authority is of the opinion that the designated officer has failed to provide service to the eligible person or has caused delay in providing the service or has provided a service which is deficient in any manner, he shall impose a fine of ₹ 250/- for each day of such delay or ₹ 5000/- whichever is less, in case of non providing of service or delay in providing service and ₹ 2000/- in case of deficiency in service.

Under Section 10 of the Act, if the designated officer does not comply with the orders or directions passed by the first appellate authority or the second appellate authority the aggrieved person may file an application before the second appellate authority. The second appellate authority may impose a fine on designated officer which shall not be less than ₹ 500/- but may extend upto ₹ 5000/- if the second appellate authority is of the opinion that the designated officer has not complied with the orders or directions without reasonable cause.

Under Section 11 of the Act, if the second appellate authority is of the opinion that the first appellate authority has failed to decide the appeal within the time specified without any reasonable cause, he may impose a fine which shall not be less than ₹ 500/- and not more than ₹ 5000/- on the first appellate authority. Further, under Section 13 of the Act, the second appellate authority may also direct that such portion of the fine imposed on designated officer or the first appellate authority shall be awarded to the applicant/appellant, as compensation as he may deem fit.

Under Rule 4 of the Jammu and Kashmir Public Services Guarantee Rules, 2011 (SRO 223 of 2011) the designated officers shall acknowledge receipt of every application on form 1 annexed with SRO 223 of 2011.

Under Rule 6 of the Jammu and Kashmir Public Services Guarantee Rules, 2011 (SRO 223 of 2011) the designated officers shall display all relevant information related to the notified services to be provide by him under the Act on the notice board installed at a conspicuous place of the office for public knowledge. In the event of non display of such information appropriate action shall be initiated against the designated officer. The information shall be displayed on form 2 annexed with SRO 223 of 2011.

Under Rule 16 of the Jammu and Kashmir Public Services Guarantee Rules, 2011 (SRO 223 of 2011) the designated officers, first appellate authorities and second appellate authorities shall maintain the records on form 3, 4 and 5 annexed with SRO 223 of 2011 respectively.

The Jammu and Kashmir Public Services Guarantee Act, 2011 alongwith the Rules and notified services is available on the website of General Administration Department (www.jkgad.nic.in). However, copies of the same are enclosed for ready reference. All the concerned Administrative Secretaries are requested kindly to personally supervise implementation of the Act in letter and spirit. They shall make suitable arrangements for monitoring the implementation of the various provisions of the Act and for adherence to the time schedule for delivery of notified services. A massive programme shall be undertaken by the individual departments for capacity building and for providing stationary for maintenance of records consistent with the relevant provisions of the Act and Rules. A status report shall be furnished by each concerned Administrative Secretary to the General Administration Department within a period of one month detailing out the infrastructure and other logistic arrangements for facilitating the proper monitoring of the implementation of the Act and Rules.

The General Administration Department shall monitor implementation of the provisions of the Act, superintendence of the

cases filed under the Act and shall also conduct inspection of offices of the designated officers, first appellate authorities and second appellate authorities in due course.

The above instructions are brought to the notice of all the concerned for strict compliance.

Sd/-

(Mohammad Sayeed Khan) IAS
Commissioner/Secretary to Government,
General Administration Department

Encl: As above.

No: GAD(Adm)66/2011-V

Dated: 23.08.2011

Copy to the:-

1. All the Administrative Secretaries to Government.
2. Principal Secretary to Hon'ble Chief Minister/HEG.
3. Divisional Commissioner, Kashmir/Jammu.
4. All Heads of Departments.
5. All Deputy Commissioners.
6. General Manager, Government Press, Jammu/Kashmir.
7. Special Assistants/Private Secretaries to all Hon'ble Ministers/Ministers of State.
8. PPS to Chief Secretary
9. PS to Advisor to Hon'ble Chief Minister
10. OSD to Political Advisor to Hon'ble Chief Minister
11. PS to Commissioner/Secretary to Government, GAD
12. In charge Website GAD
13. Circular file/stock file.

Sd/-

(Mohammad Shahid Saleem)
Deputy Secretary to Government
General Administration Department



GOVERNMENT OF JAMMU AND KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
(Administration Section)
Civil Secretariat, Jammu/Srinagar

Subject:- Implementation of the Jammu and Kashmir Public Services Guarantee Act, 2011.

Circular No. 29 - GAD of 2011

Dated: 13.09.2011

The Jammu and Kashmir Public Services Guarantee Act, 2011 has come into effect from 10th of August, 2011. The Act provides for the delivery of public services by the designated officers to the eligible persons of the State within the specified time limit. To carry out implementation of the Act, the State Government has notified the rules for the purpose vide SRO 223 of 2011. Further vide SRO 224 of 2011 the State Government notified the services to be delivered to the eligible persons under the Act, time limit for providing the notified services, particulars of the designated officers, first appellate authorities and second appellate authorities.

The Act inter-alia provides for imposition of fine on the designated officers for their failure to provide service to the eligible person or delay in providing the service or service provided is deficient in any manner or on the first appellate authorities if the second appellate authority is of the opinion that the first appellate authority has failed to decide the appeal within the time specified without any reasonable cause.

Following account head is therefore notified for crediting the fines imposed in terms of the J&K Public Service Guarantee Act, 2011 for information of all the concerned :-

Major Head: 0070-Other Administrative Services
Sub Major Head: 60-Other Services
Minor Head: 800-Other Receipts (Fines imposed in terms of Public Service Guarantee Act, 2011)

Sd/-

(Mohammad Sayeed Khan) IAS
Commissioner/Secretary to Government,
General Administration Department

Dated: 13.09.2011

No: GAD(Adm)66/2011-V

Copy to the:-

1. All the Administrative Secretaries to Government.

2. Principal Secretary to Hon'ble Chief Minister/HEG.
3. Divisional Commissioner, Kashmir/Jammu.
4. All Heads of Departments.
5. All Deputy Commissioners.
6. General Manager, Government Press, Jammu/Kashmir.
7. Special Assistants/Private Secretaries to all Hon'ble Ministers/Ministers of State.
8. PPS to Chief Secretary
9. PS to Advisor to Hon'ble Chief Minister
10. OSD to Political Advisor to Hon'ble Chief Minister
11. PS to Commissioner/Secretary to Government, GAD
12. In charge Website GAD
13. Circular file/stock file.

Sd/-

(Mohammad Shahid Saleem)

Deputy Secretary to Government
General Administration Department



**Government of Jammu and Kashmir
General Administration Department**

Civil Secretariat, Jammu

Subject: Business Reform Action Plan (BRAP), 2018 under Ease of Doing Business (EoDB) and inclusion of services thereof (Online only).

Circular No. 52-GAD of 2018

Dated: 14-12-2018

In order to provide transparent, efficient and hassle free services to the citizens of the State and to regulate business environment in the Government Departments, various services have been notified as public services from time to time under the Jammu and Kashmir Public Services Guarantee Act, 2011. Such notified public services have to be provided to the eligible citizens of the state within the specified time period.

Further, in line with the stated policy of Government to facilitate business environment in the State, the Government has taken various measures which include framing of regulations as would make services accessible to the citizens.

To provide a conducive business environment under the Business Reforms Action Plan 2018 (BRAP), the Government has decided to provide services having direct bearing on the business environment in '**Online Mode**', to the extent possible, so that the stake holders can avail such services in a hassle free manner. The concerned Departments have already notified through Government Order the details of the service(s) which shall be provided in '**Online Mode**' indicating therein also the documents/formalities required to be fulfilled to avail the service.

Now, therefore, it is notified for information of all concerned that the services forming Annexure to this Circular shall be provided solely '**Online Mode only**' by the Departments as indicated against each service.

Sd/-

(Hilal Ahmad)IAS

Commissioner/Secretary to Government

No:- GAD/PSGA/01/2018

Dated: 14-12-2018

Copy to the:-

1. All Financial Commissioners.

2. Vice Chairman & Director General, J&K IMPARD.
3. Director General of Police, J&K.
4. All Principal Secretaries to the Government.
5. Principal Secretary to the Hon'ble Governor.
6. Principal Secretary to Government, Election Department, J&K, Jammu.
7. All Commissioner/Secretaries to Government.
8. Divisional Commissioner, Jammu/Kashmir.
9. Director Anti Corruption Bureau, J&K, Jammu.
10. Chairman, J&K Special Tribunal.
11. All Heads of Departments/Managing Directors.
12. Director, Information, J&K for wide publicity in the leading news papers as well as electronic media.
13. All Deputy Commissioners.
14. Director, Estates Department.
15. Director, Archives, Archaeology and Museums.
16. Managing Directors of all Public Sector Undertakings.
17. Private Secretary to Advisor (K/G/S) to the Hon'ble Governor.
18. Private Secretary to the Chief Secretary.
19. Private Secretary to Commissioner/Secretary to Government, GAD.
20. Circular file/Website.


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(Jaffar Hussain Sheikh)

Under Secretary to the Government.







Annexure to Circular No.52-GAD of 2018

S.No	Name of the Service	Name of departments
1.	Registration of Hotels, Guest Houses etc	Tourism Department
2.	Registration of dealers	-do-
3.	Registration of Travel Agents etc.	-do-
4.	Issuance/Renewal License for selling & storage of seed (Retail/Wholesale).	Agriculture Production Department
5.	Issuance/renewal of License for Fertilizers (Retail/Wholesale)	-do-
6.	Certificate of Registration for manufacturing of Physical/Granulated Mixture of Macro & Micro-Nutrient Fertilizers, Organic Fertilizers and Bio-Fertilizers.	-do-
7.	Issuance/Renewal of License to manufacture/Sell/Storage of Pesticides/Insecticides/Fertilizers.	-do-
8.	Issuance/Renewal of License to Manufacturer of Weights and Measures	Department of Food Civil Supplies and Consumer Affairs
9.	Issuance/Renewal of License to dealer of weights and measures	-do-
10.	Issuance/Renewal of License to repair of weights and measures	-do-
11.	Registration as Manufacturer/Packer/Importers Under Package Commodity Rules	-do-
12.	Registration certificates/licenses/cards, financial assistances, notices, challans, fines, penalties, inspection/verification reports etc as also the returns filed by the occupiers/unit holders/employers, applications/payments/fees made by the applicants.	Labour and Employment Department
13.	Grant of permission to transport timber/firewood obtained from trees felled during the course of establishment of an industrial unit w.e.f 30-09-2018	Forest Ecology and Environment Department
14.	Change in land use (CLU) for conversion to industrial use for land outside of Industrial Parks/Estates/Industrial Development Corporations (IDC)	Housing and Urban Development Department
15.	Accreditation Programs for professional including Architects and Structural Engineers	-do-
16.	Construction Permits/Permissions	-do-
17.	Inspection by Building Proposal Office/relevant agency as part of Building Plan Approval Process	-do-
18.	Inspection by Building Proposal Office/relevant agency as part of obtaining certificate, if any, for Plinth Level Inspection	-do-
19.	Completion and Occupancy Certificate and Inspection by Building Proposal Office/relevant agency as part of obtaining Occupancy/Completion Certificate	-do-


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20.	Provisional NOC (No Demand Certificate)		Fire & Emergency (Home Department)
21.	Renewal NOC (No Demand Certificate)		-do-
22.	Final NOC (No Demand Certificate)		-do-
23.	For obtaining License/Renewal of Retail sale & wholesale establishments under the provisions of the Drugs & Cosmetics Act, 1940 & Rules 1945		Health and Medical Education Department
24.	Authorization under Plastic Waste (Management) Rules, 2018 and e-Waste (Management) Rules, 2016		Pollution Control Board
25.	Obtaining electricity connection		Power Development Department
26.	Name of Licence	Description	Finance Department
27.	JKEL-1	Wholesale Trade license	-do-
28.	JKEL-1A	Wholesale Trade license Manufacturer outside State	-do-
29.	JKEL-1B	License to manufacturers/suppliers located outside the State/attorney holders who in the State or a citizen of the State seeking independent license who has authorized letter from either foreign liquor brands owning company or from the authorized importer in India for the purpose of registration of any foreign liquor brand/possession and wholesale of BIO/Imported Foreign Liquor	-do-
30.	JKEL-1W	License to manufacturers/suppliers located outside the State for possession & wholesale of Wine/Indian/BIO Bottled in Origin	-do-
31.	JKEL-2	Wine Shop	-do-
32.	JKEL-3	Bar with Hotel license	-do-
33.	JKEL-3A	Bar with Hotel and Banquet Hall License	-do-
34.	JKEL-4	Bar with Restaurant License	-do-
35.	JKEL-4A	Bar with Restaurant/Hotel License in Kargil/Leh	-do-
36.	JKEL-4B	Seasonal Bar License is granted to Hotels, Restaurants and Tour Operators at camping sites in the Districts of Leh/Kargil only	-do-
37.	JKEL-4C	Bar with Banquet Hall	-do-
38.	JKEL-5	Wholesale or retail of foreign liquor in a military canteen including unit run military canteen or those run by parliamentary forces	-do-

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39.	JKEL-5A	Master Canteen	-do-
40.	JKEL-6	Bottling Plant	-do-
41.	JKEL-7	Club	-do-
42.	JKEL-7A	Retail vend of Beer in a Bar	-do-
43.	JKEL-7B	Officers Mess	-do-
44.	JKEL-7C	Beer Bar License at Leh-Ladakh	-do-
45.	JKEL-12	License for possession and wholesale/retail sale of Denatured Spirit/Special Denatured Spirit/Methylated Spirit/Rectified Spirit/Plain Spirit	-do-
46.	JKEL-13	License for possession and use of Absolute Alcohol/Denatured Spirit/Rectified Spirit/Plain Spirit for industrial use.	-do-
47.	JKEL-14	License for possession and use of Absolute Alcohol/Denatured Spirit/Rectified Spirit/Plain Spirit/Methylated Spirit by Government Institutions. Educational, Scientific and Research Organization.	-do-
48.	JKEL-15	Molasses License	-do-
49.	D-2	Distillery License	-do-
50.	B-1	Brewery License	-do-
51.	W-2	Bonded Warehouse	-do-
52.	NP-5	Narcotic Drugs License	-do-
53.	Miscellaneous	Permit to serve liquor on social occasions at Private places, Banquet halls, Party halls and Restaurants etc.	-do-
54.	Registration of new Industrial units (provisional/EM part-I)	Industries and Commerce Department	
55.	Registration of new Industrial units (Formal/EM part-II)	-do-	
56.	Registration of firms under J&K Partnership Act, 1996 SVT. (1939.A.D)	-do-	
57.	Registration of Societies under J&K Registration of Societies Act, 1998 Svt. (1941 A.D)	-do-	
58.	Issuance of Land Availability Certificate by SIDCO/SICOP	-do-	
59.	Issuance of Land Allotment Order by SIDCO/SICOP	-do-	
60.	Approval of Building Plan	-do-	
61.	Conducting Plinth Inspection of industrial buildings/structures for issuance of Pre-Construction Certificate by SIDCO/SICOP in Industrial Estates	-do-	
62.	Issuance of Pre-construction Certificate by SIDCO/SICOP in Industrial Estates	-do-	
63.	Conducting inspection for issuance of Building Completion/Occupancy Certificate in Industrial	-do-	

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	Estates	
64.	Issuance of Building Completion/Occupancy Certificate in Industrial Estates	-do-
65.	Land Allotment (approval/rejection) on the application by Apex Project Clearance Committee with pecuniary jurisdiction specified in Industrial Policy	-do-
66.	Land Allotment (approval/rejection) on the application by Single Window Clearance Committee at District Level pecuniary jurisdiction specified in Industrial Policy	-do-
67.	Land Allotment (approval/rejection) on the application by Single Window Clearance Committee at Division Level pecuniary jurisdiction specified in Industrial Policy	-do-
68.	Decision (approval/rejection) on incentives under Single Window	-do-
69.	Decision (Accept/rejection) on registration of Partnership Firm on application.	-do-
70.	Decision (Accept/Reject) on registration of Societies on application	-do-
71.	Obtaining Water Connections (industrial) [where water connection is to be provided by SIDCO or SICOP]	-do-
72.	Decision (acceptance/rejection) on the application for Mining Lease (ML/Composite Lease/Non-exclusive Reconnaissance Permit	Geology and Mining Department
73.	Decision (acceptance/rejection) on the renewal application for Mining Lease (ML) /Composite Lease/Non-exclusive Reconnaissance Permit	-do-
74.	Issuing Letter of Intent to preferred bidder	-do-
75.	Grant of Mineral Concession after issuing Letter of Intent	-do-



(Jaffar Hussain Sheikh)

Under Secretary to the Government.



