Business Reform Action Plan 2022 – Jammu & Kashmir

Area: Employment Exchange

Sub Area: Employment Registration & Renewal

Interface: Citizen

Office/ Department Concerned	Labour and Employment Department-Directorate of Employment
Service/Policy/Act	The Employment Exchange Act, 1959
Service/ Sub Area	Employment Registration & Renewal
DPIIT Point/ Serial Number	279
Recommendation:	Ensure that the following services are provided through the online single window system - Registration & Renewal of job seekers on employment exchange
Home Page	https://singlewindow.jk.gov.in/
Direct Link for Login	https://singlewindow.jk.gov.in/investor/login
Information Wizard link	1. New Job Notification is posted on Home Page wherein Eligibility and Document Checklist along with other requirements are listed http://jakemp.nic.in/ 2. USER Guide is available on the website: http://jakemp.nic.in/manual/usermanualJ.pdf 3. Single Window System Information Wizard Link: https://singlewindow.jk.gov.in/information_wizard/index
Direct link to Online Only Notification	https://singlewindow.jk.gov.in/uploads/files/act_0065608001648627556.pdf
Direct link to PSGA Notification	**Notification on J&KPSGA, 2011 Timeline_ SRO 229_16.07.2012-** https://singlewindow.jk.gov.in/uploads/files/act_0007156001655724180.pdf
Direct Link to Dashboard	https://singlewindow.jk.gov.in/mis_dashboard/application_list
Compliance Remarks	Job seeker will be able to fill up, upload documents and submit the application form online and fees payment is done

	online. Processing and approval by each approving department/ agency is done online and Online tracking system of application status. SMS gateway and emails integrated, so that the Job Seeker gets notifications at critical stages of application processing – application and query submission, application approval or rejection at various levels, query submission and response, etc. Once approved, the user can obtain the registration certificate online through the Single Window portal.

Online Only Mandate

Circular No 52-GAD of 2018 Dated 14-12-2018

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.

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-

Step by step procedure for Employment Registration & Renewal through JK Single Window Portal

Step-1: - Visit the official website as mentioned below: https://singlewindow.jk.gov.in/

Home Page Screen
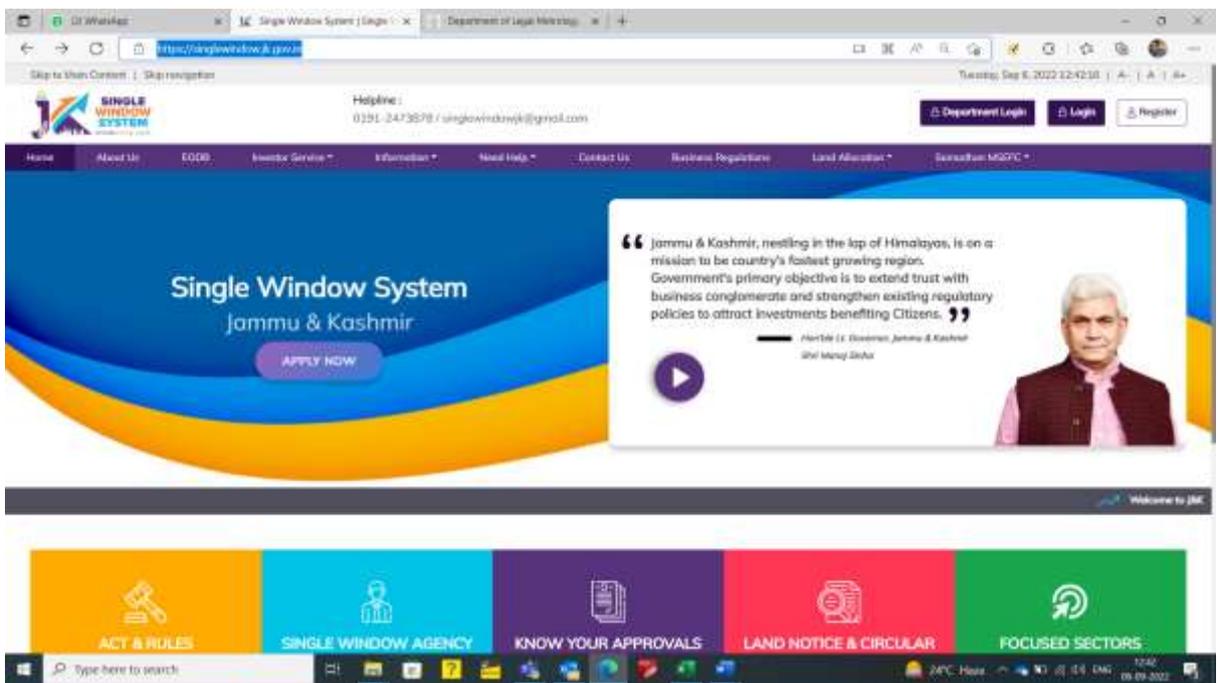
Step-2: - Applicant will click on Information Wizard button under investor services tab:
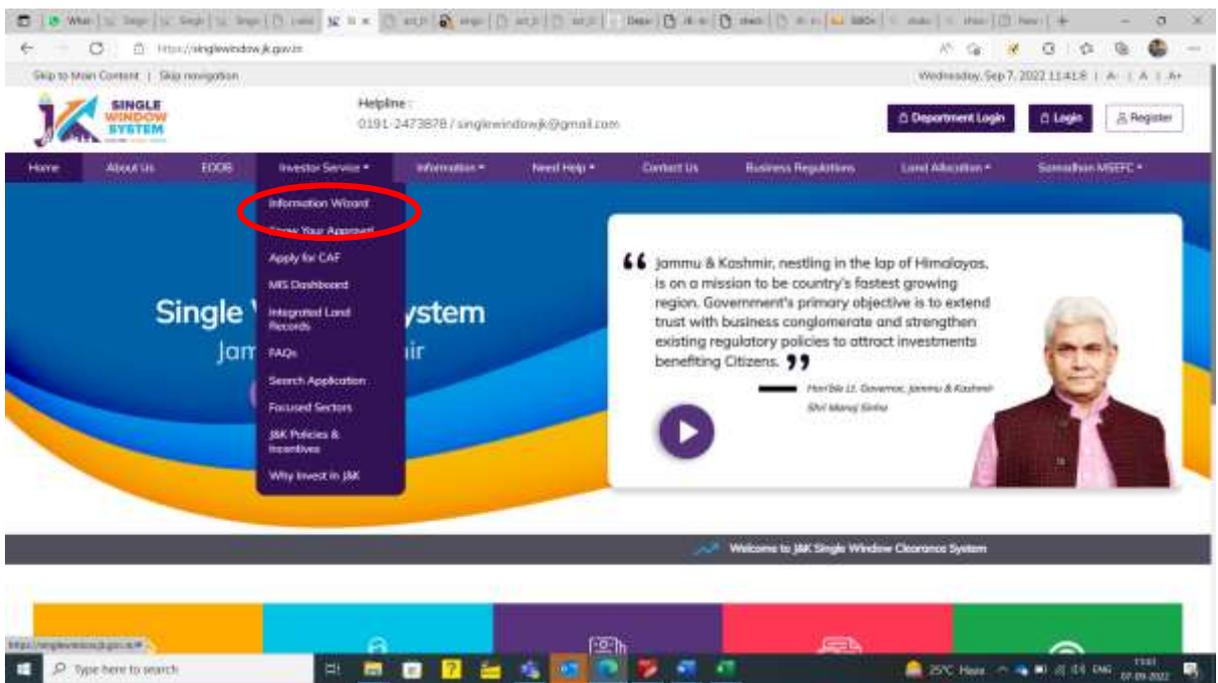
Step 3: Now Applicant will select the department, service and Stages of approval and click on search. Applicant will now be able to download and view Form Field, Document Checklist, fees/Levies/Charges, Inspection Checklist & Procedure, Complete SoP and User Manual for the particular service.

Step-4: - After assessing all the information through Information Wizard, Applicant can register themselves by clicking on the register button. After registration one can access all the investment facility

Step-5: - After Clicking on the register, Registration page will appear as above in which user have to fill all the necessary details. After Filling E-mail address user will get an OTP in his/her e-mail. After entering the OTP and filling all the mandatory fields user can successfully register themselves:
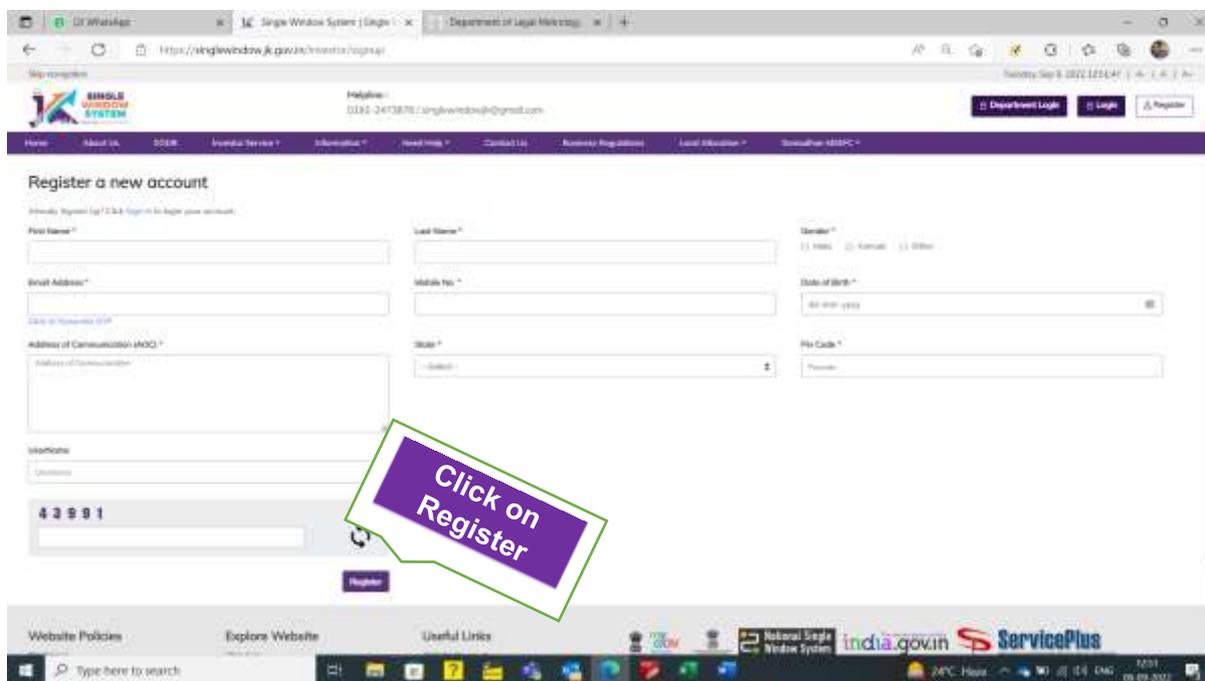
Step-6: - After registration is successful, user can login with their credentials and now user can access the application and can avail the benefits of single window system -J&K. There are two logins one for the investors and other is the department login. User can click any of them accordingly and the following screen will appear. User have to fill their credentials accordingly to proceed.
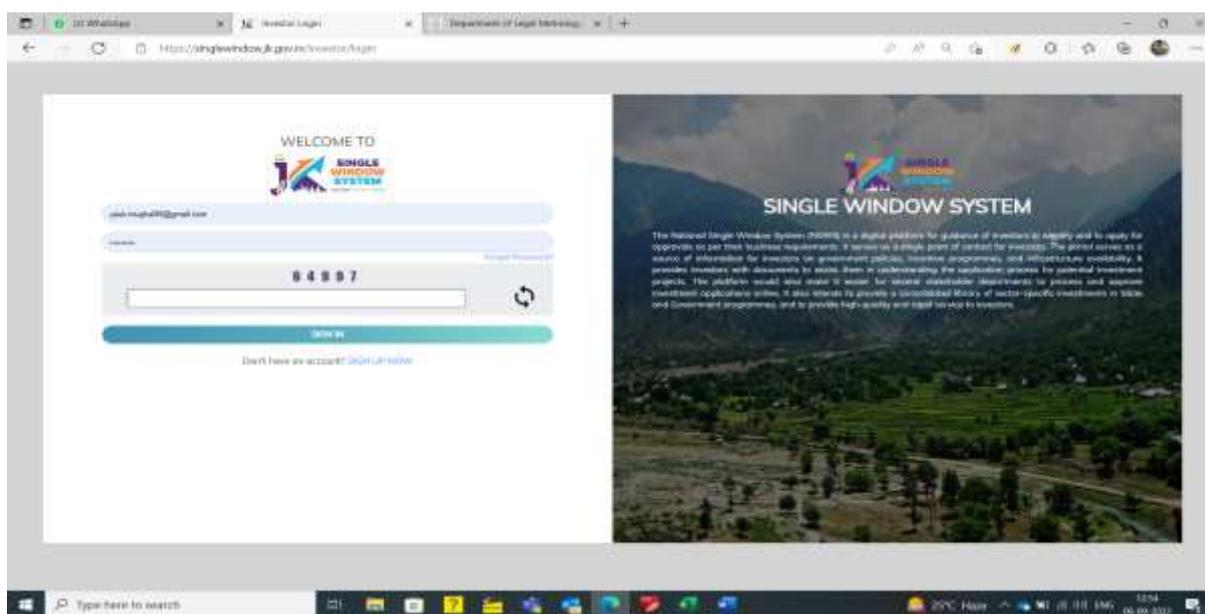
Step- 7: - During login if a user forgets his/her password then he can change the password by clicking on the forgot password link on the login page:

Step-8: After clicking on the forgot password, following screen will appear. Enter your registered e-mail ID or registered mobile number. After entering, click on the 'Click to Generate OTP' and the OTP will be generated. Enter the OTP received on your e-mail/mobile number and then click on the Submit button to continue. Now check on you e-mail for the new password
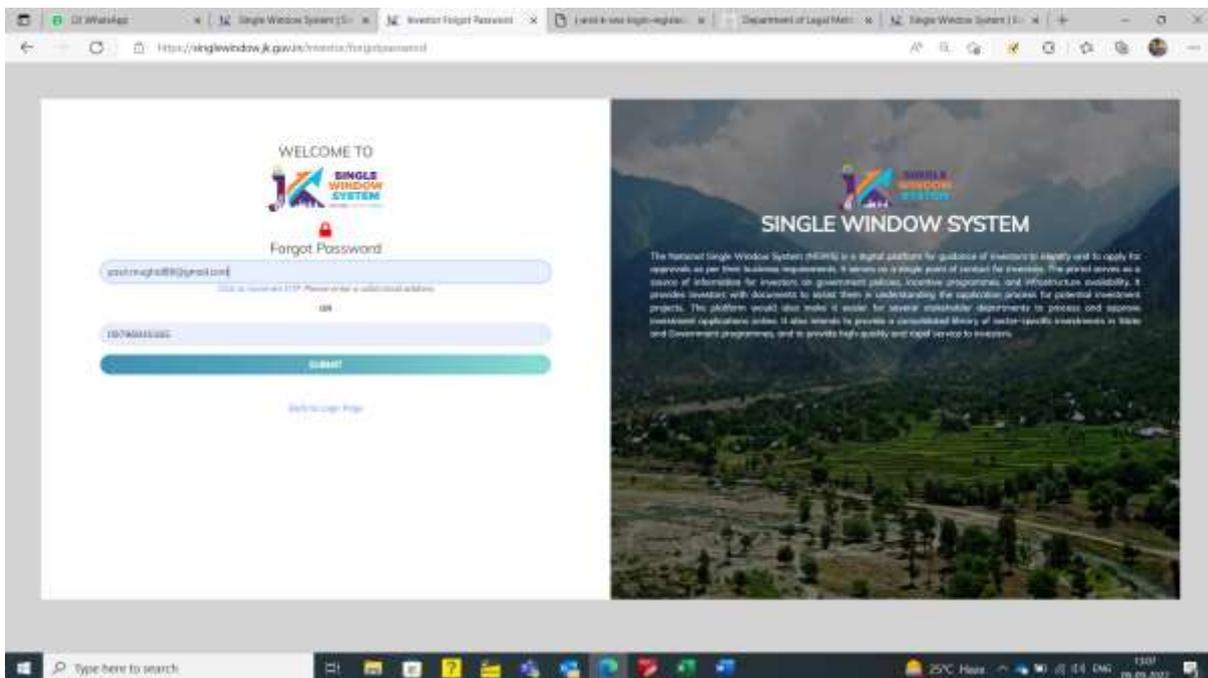
Step 9: After entering the new password provided in the e-mail, login using that password. As you will successfully login with your new password, following screen will appear suggesting changing your password:

Now, enter your old password i.e., the password provided on your e-mail. Enter the new password and after confirming your new password press the Submit button. Now, your password is successfully changed and you can login with your new credentials

Step 10: After login, select My Document Manager from the left side menu. Here you can upload all the necessary documents needed for the project creation:
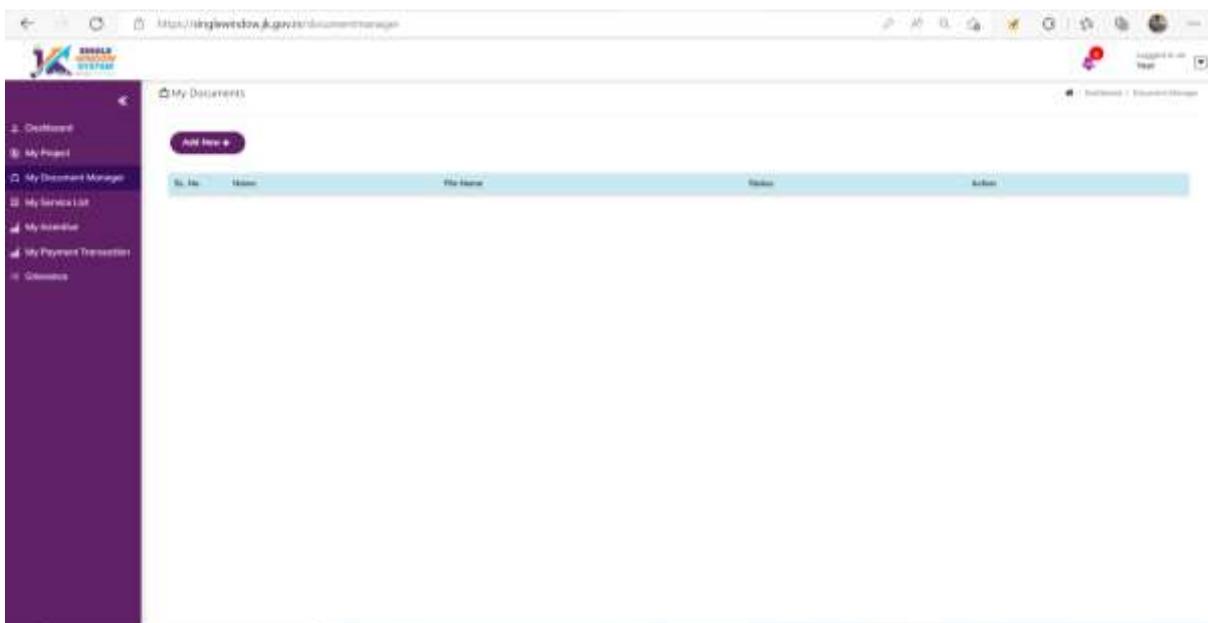
Step 11: Click on the Add New + Button to upload your documents. After you click on the Add New + button following screen / popup will appear –
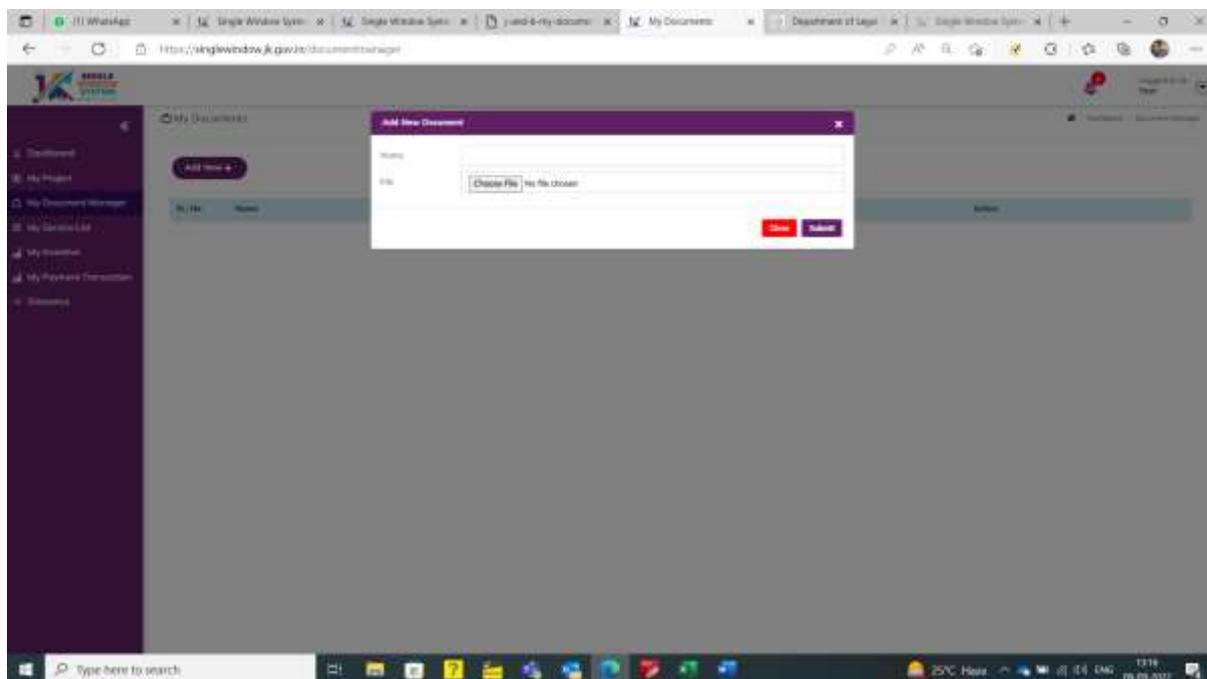
Here you can add new document. The descriptions for each fields are as follows :
Name - Mention the name of the document that you are uploading. For example, if you are uploading your PAN Card, write PAN Card or similar name in name field to keep your documents organised.
File - Click on the button **Choose File** to browse and upload your document. Select your document and click on the **Submit button** to upload the document.

Step 12: After uploading all the documents successfully the message 'Success ! Document Added Successfully' will be displayed and now you can see all the documents uploaded listed under my documents and also you can download it by clicking on the download button next to the file uploaded
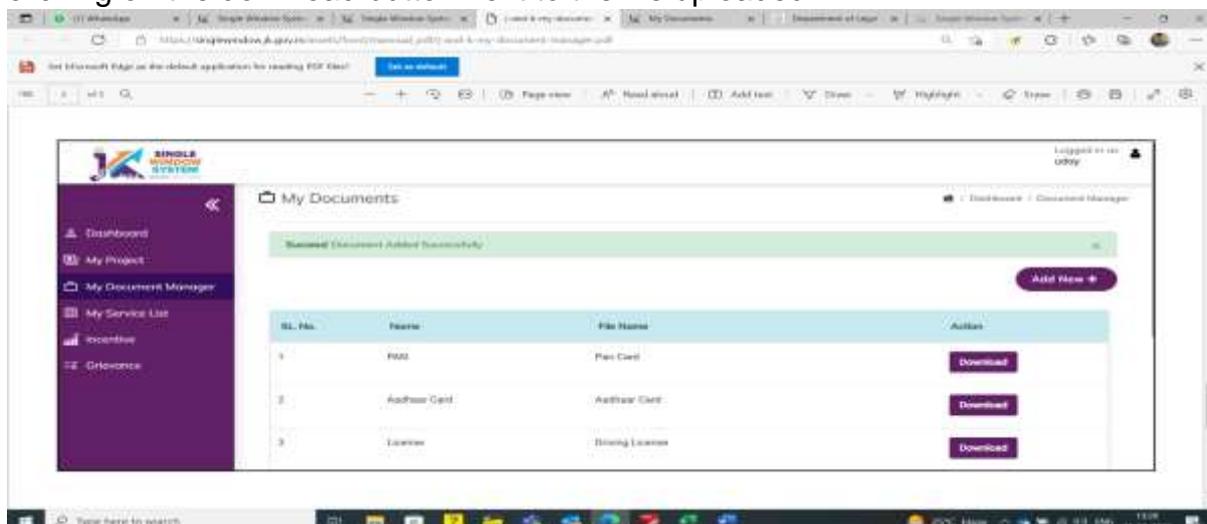
Step 13: After login into the website, select My Project from the side menu. Then following page will appear. Click on the Create New Project to create your project:
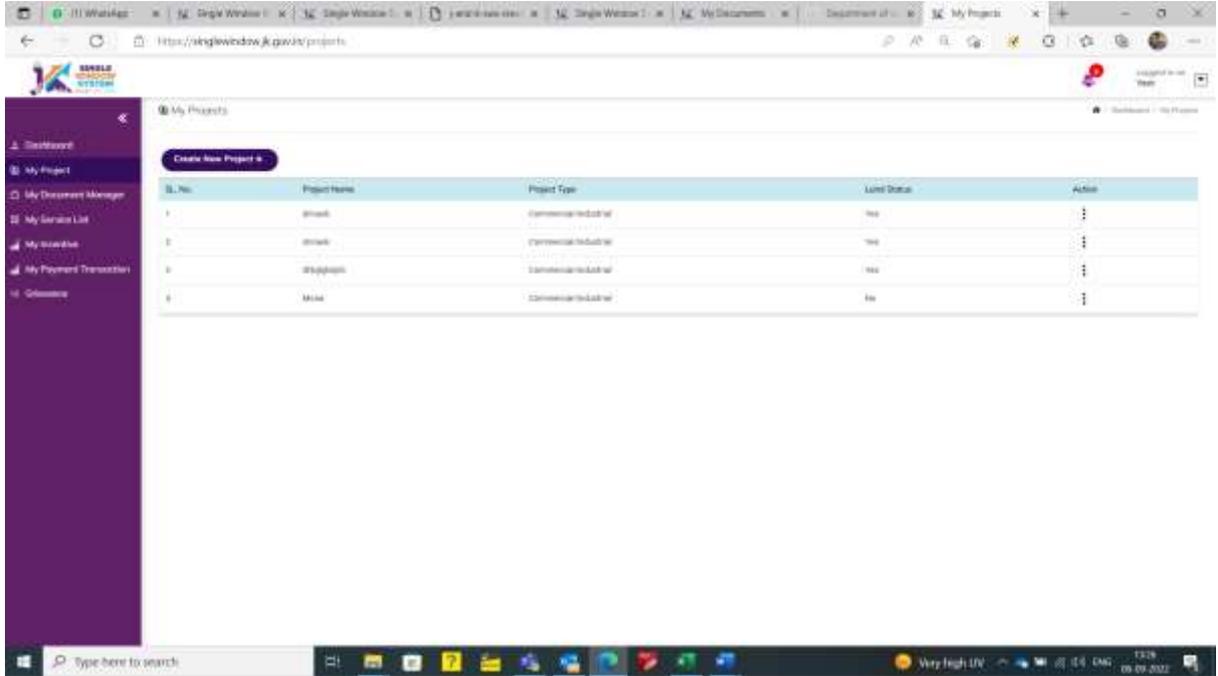
Step 14: When a user click on Create New Project, A pop up window will appear asking the type of project user want to create whether Commercial/Industrial or Citizen Centric. For this service we will select Commercial/Industrial and Project details page will be displayed. By this page we can create our new project in single window system - J&K.
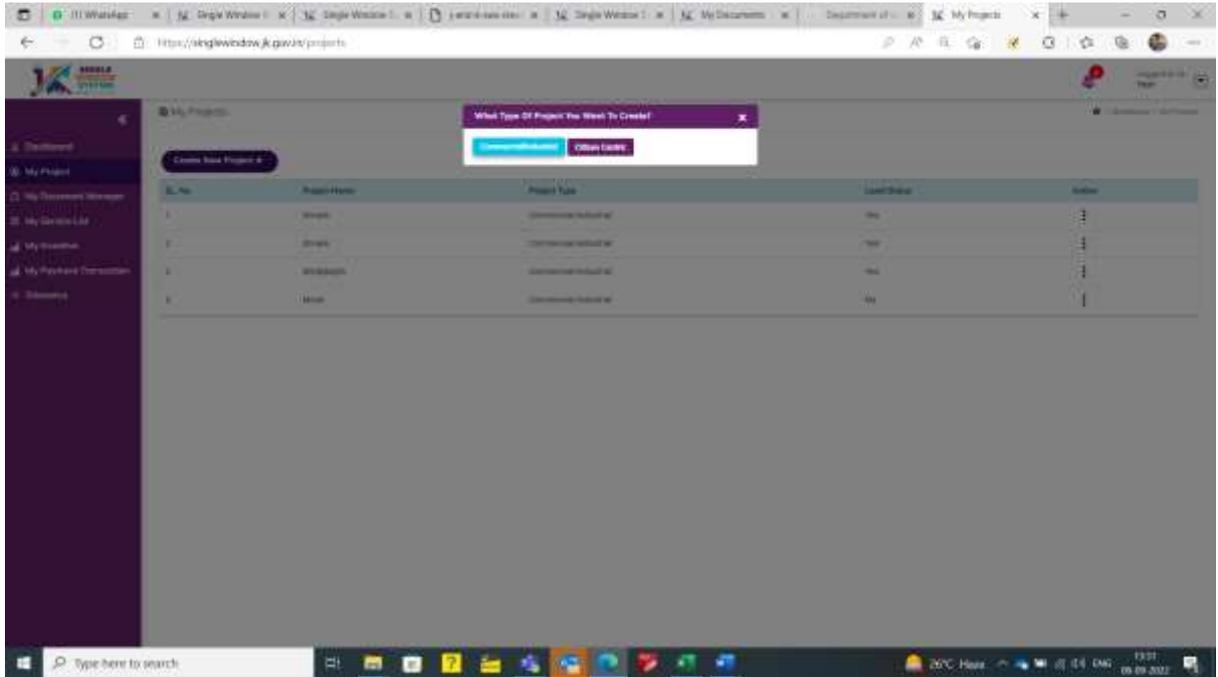
Step 15: After selecting Citizen Centric, Project details screen will appear as below. Here we can enter all the details of the project:
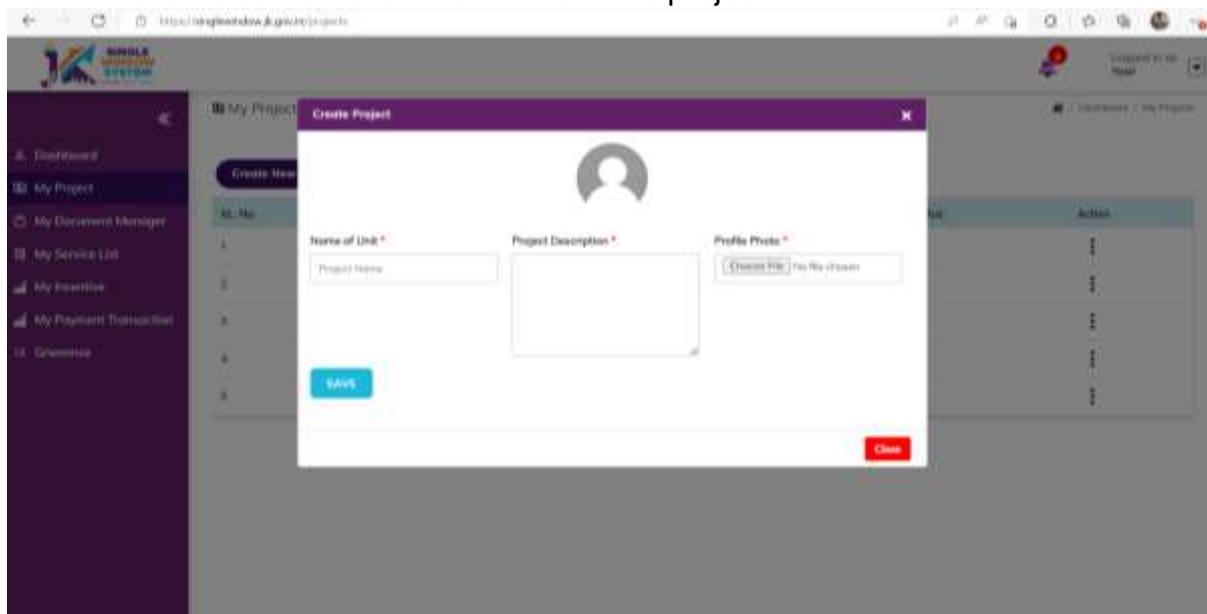
On project details page we have to fill the following details:

Name of Unit: In this text box, user have to fill the name of the Unit that We want to create.

Project Description: Here we will enter the project details/overview like what Is the project all about and all its related details

Profile Photo: Here Applicant must upload his photograph

Step 16: After creating new project, click on Service List under Action:
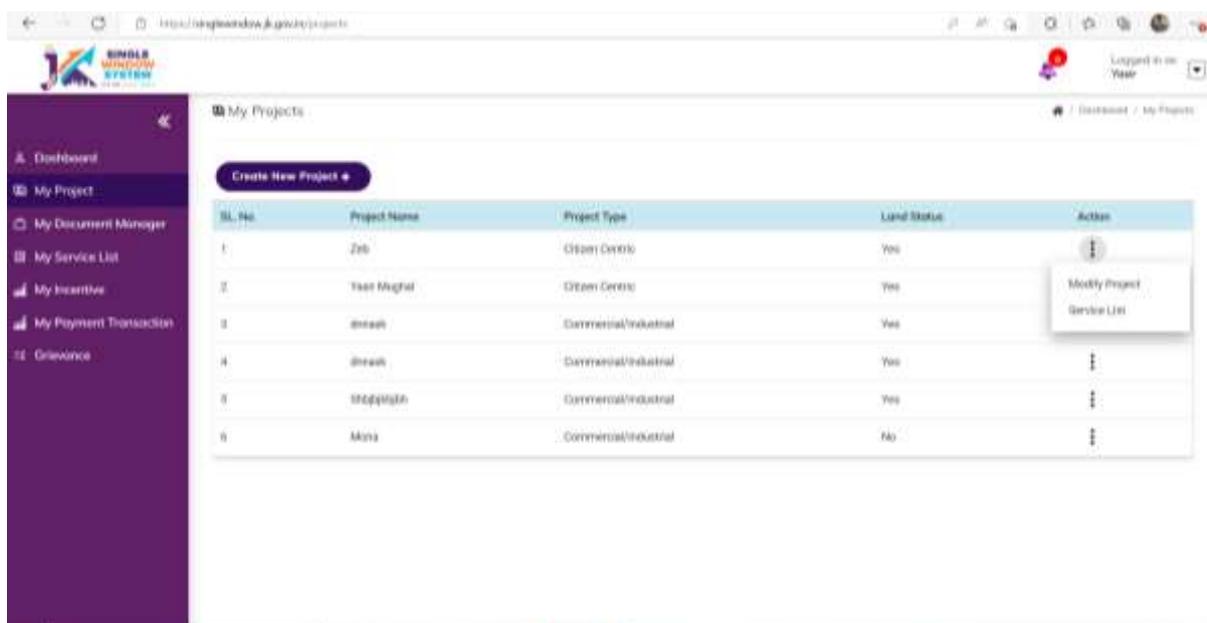
Step 17: Here User will click on Add New Service**:**
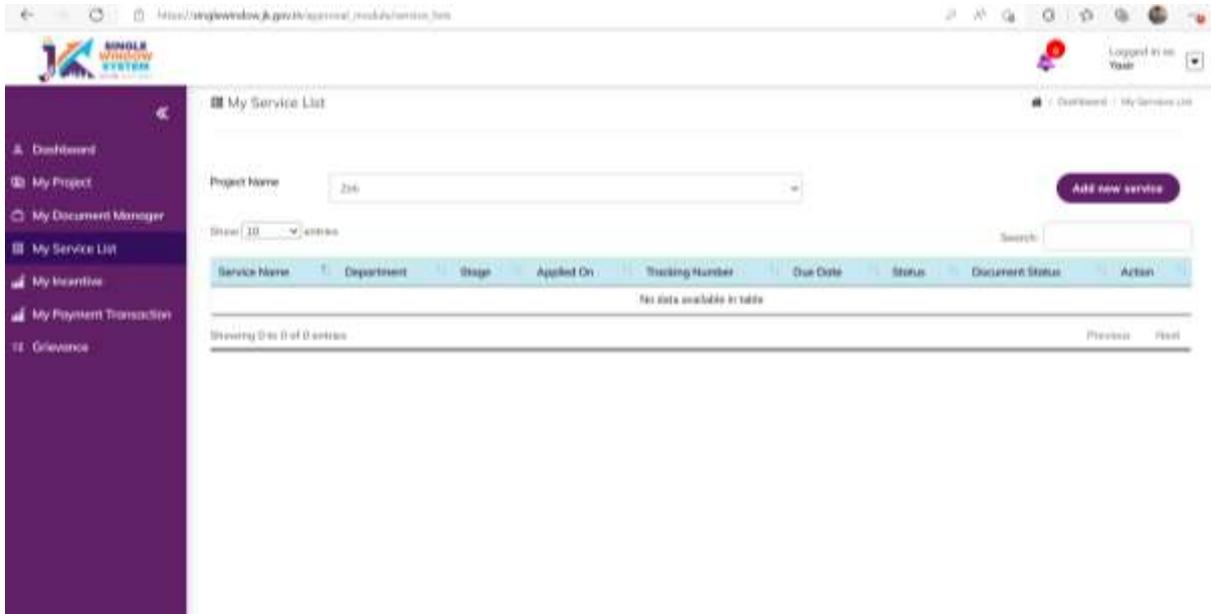
Step 18: User will select the department , select the service Employment Registration and click on Add to My Service List**:**
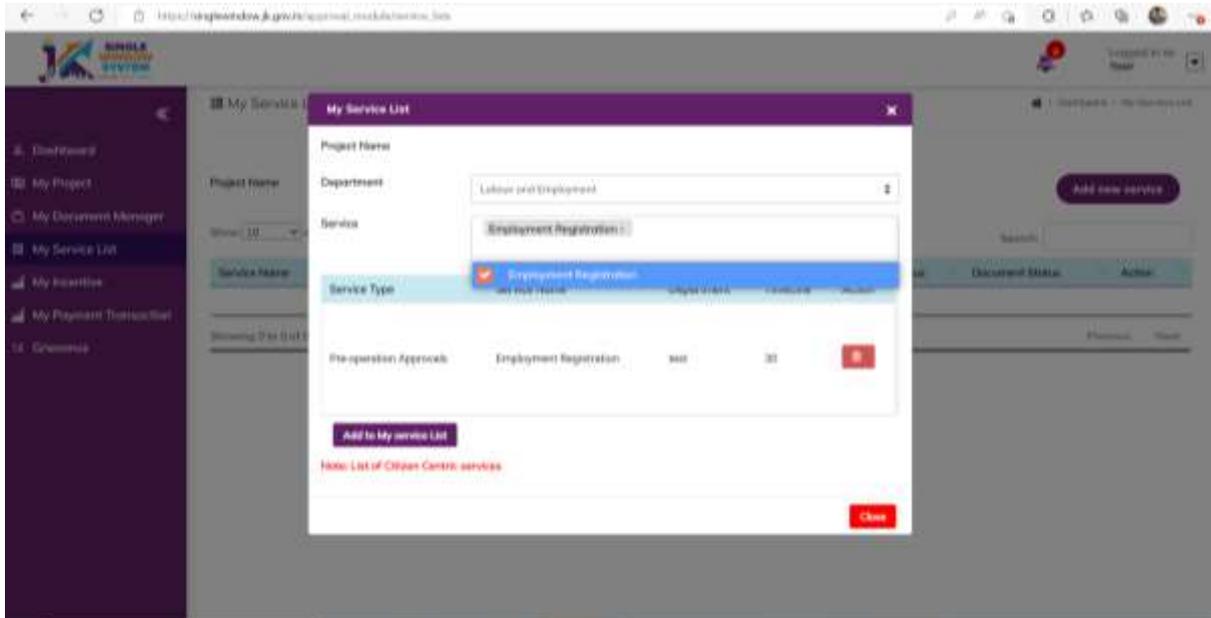
Step 19: Service will be added to the Project and User will click on Apply under Action:
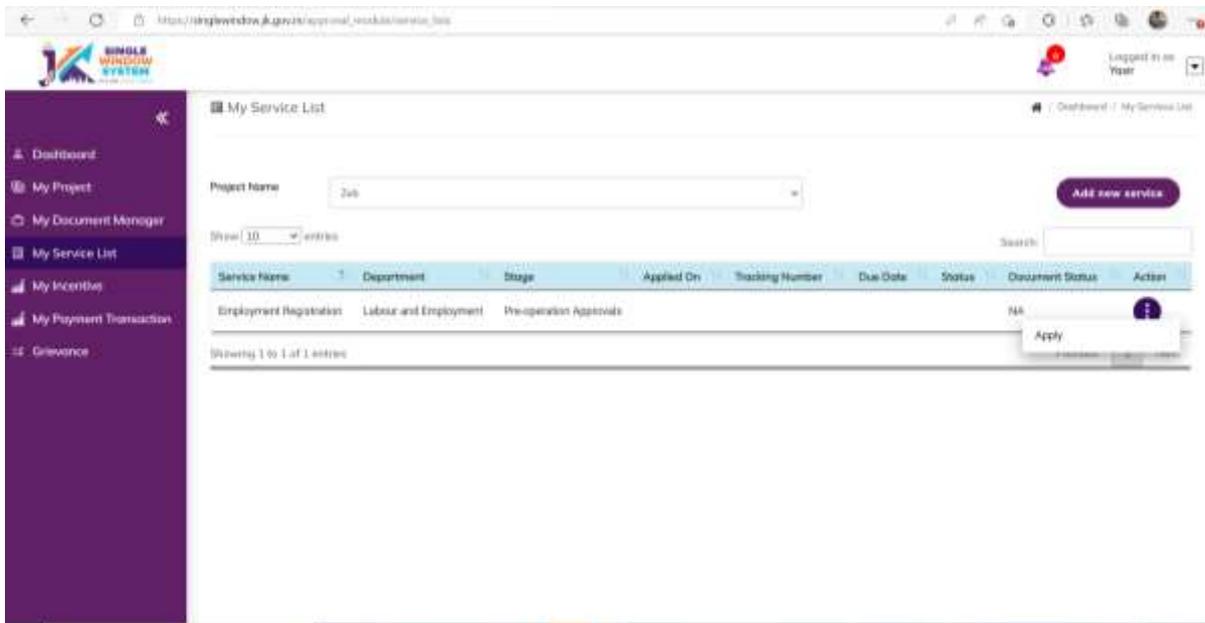
Step- 20: - User will be redirected to Application form on Departmental Portal**.** Enter all the details carefully by selecting details. Ensure that the district selected in the login registration time should be selected from the combo box and accordingly other unit should also be selected:

Step-21: Enter Qualification detail by pressing continue button or selecting the option available in left panel. Similarly fill all the trailing forms one after another and press Continue:

Step 22: After filling all the forms following Dashboard will appear. The user is required to Check the declaration and Press final Submit. After submitting the application will be forwarded to concerned District Centre who will verify the application and then allot NCO code from DECC login:

Step 23: After processing is completed the Employment Card will be available for downloading in the user account. Your will login into their account, following screen will appear in account and he can print the card by selecting Print Card button from the Dashboard:

The jobseeker is required to check his account regularly for accessing job Notifications posted by various employers by selecting Job Notification option from the Menu panel.

After expiry of the Card after 3 years a option for Renewal will be available in the Jobseeker login. He can update the education details and submit the application online for renewal. The renewed Card will be available after the processing by concerned DECC is completed.

Step-24: - Third Party verification is also allowed wherein user can click on Search Application button under Investor Services Tab on the home page:
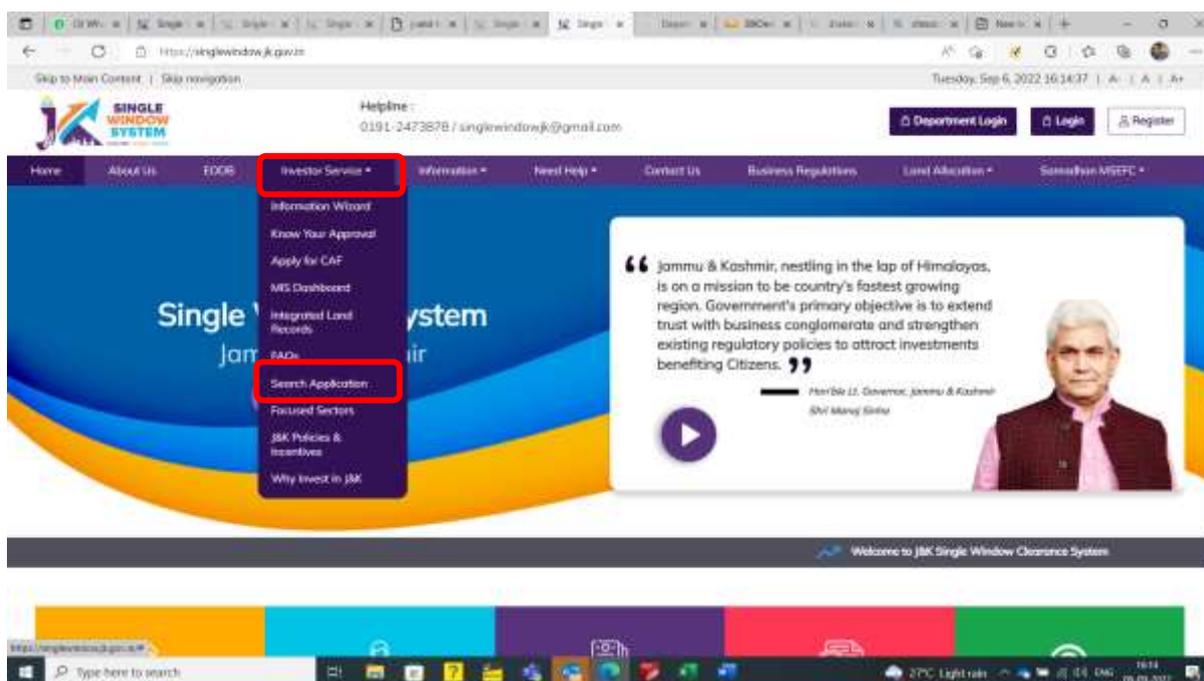
Step-25: - User can search the application by providing CAF ID or Tracking ID or Registration No:

Departmental Flow

Basic Process for Department - Home Page

Home Page

A home page is a very first webpage of a website. This page is always shown in web browser when the application starts. Our website's link is https://www.singlewindow.jk.gov.in/ and when clicked, the following home page will appear:

Basic Process for Department – Login

Department user can login with their credentials and can access the application of single window system - J&K.

There are two logins one for the investors and other is the department login.

Department Users can click on the Department Login from the home page.
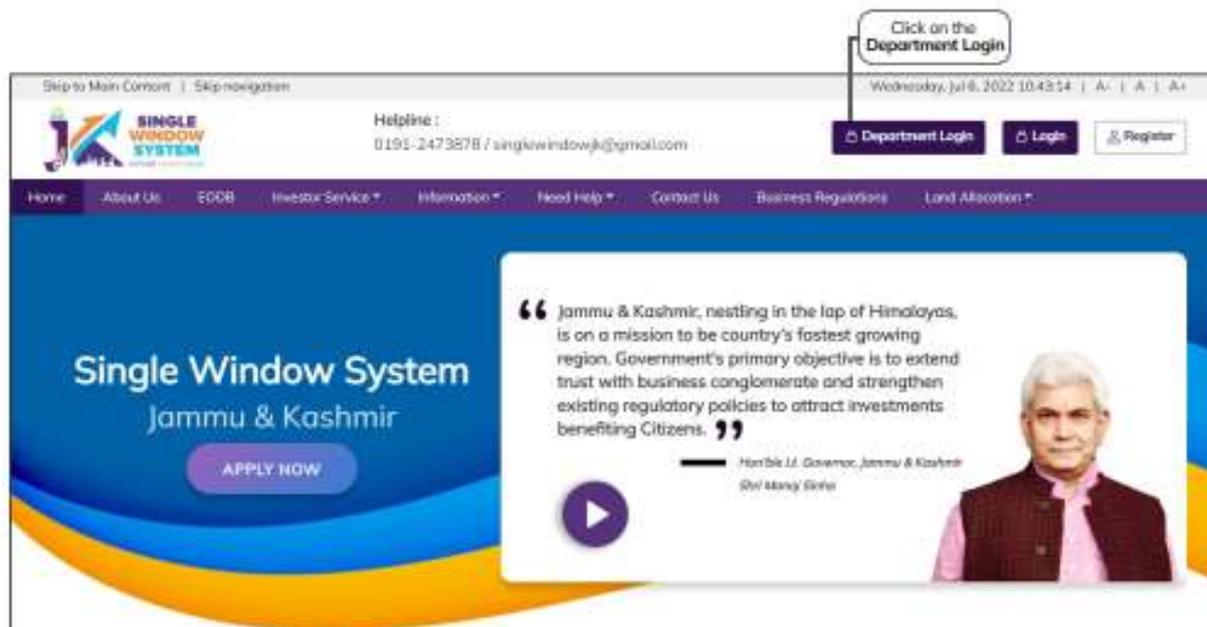
Now, the following screen will appear. Department User must fill there credentials accordingly to proceed.

Forget Password

During login if a user forgets his/her password then he can change the password

by clicking on the forgot password link on the login page.

After clicking on the forgot password, following screen will appear. Enter your registered e-mail ID or registered mobile number. After entering, click on the 'Click to Generate OTP' and the OTP will be generated. Enter the OTP received on your e-mail/mobile number and then click on the Submit button to continue. Now check on you e-mail for the new password.

After entering the new password provided in the e-mail, login using that password. As you will successfully login with your new password, following screen will appear suggesting changing your password.
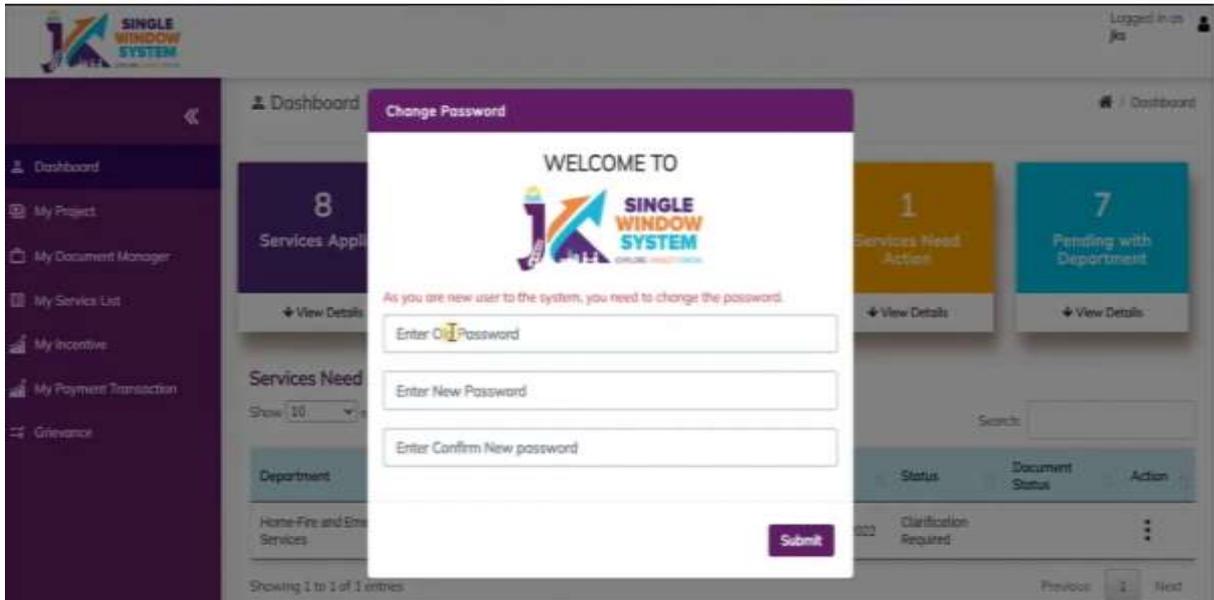
Now, enter your old password i.e., the password provided on your e-mail. Enter the new password and after confirming your new password press the Submit button.

Now, your password is successfully changed and you can login with your new credentials.
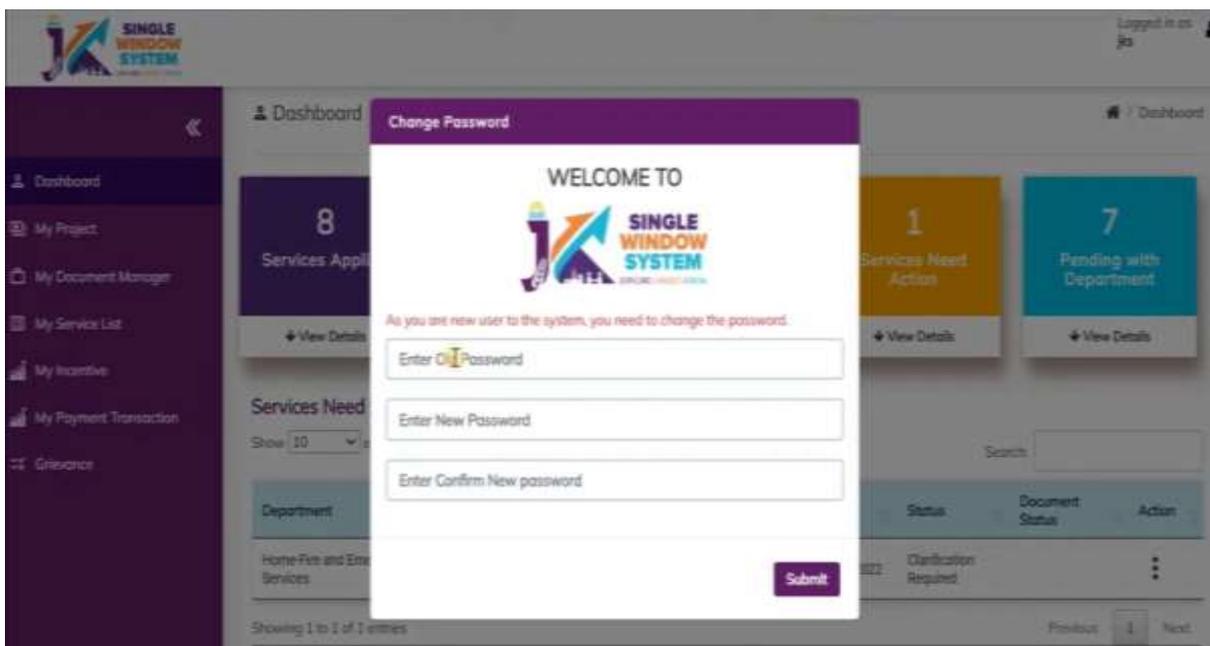
Change Password

After login, user can change password by clicking on the top-right menu and selecting the change password from the drop-down list as shown in the following image:
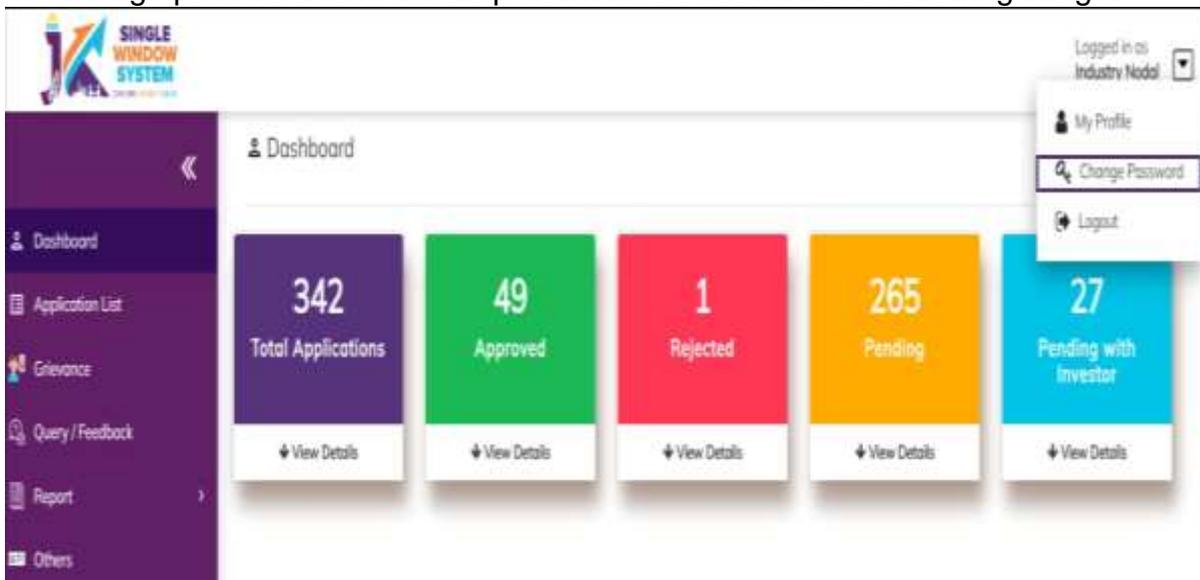
After clicking on the change password, the following screen will appear:

Now, enter your old password i.e., the password you entered while login to the website. Enter the new password and after confirming your new password press the Submit button.

Now, your password is successfully changed and you can login with your new credentials.

Logout

If you have to logout from the website, In the bottom right corner, click the down-arrow next to user username and then click on logout. Following is the image for reference**.**
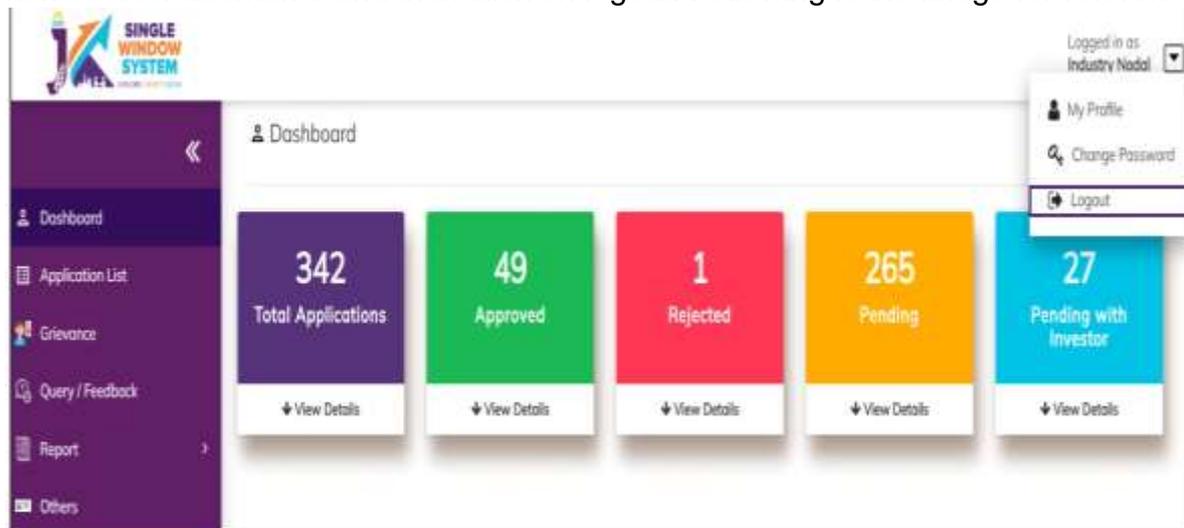
Note: If you're using a public or shared computer, make sure to logout from the website before leaving the computer.

Basic Process for Department – Dashboard

Level – 1

After department login, user will see the following screen appear. This is also called Level - 1 of the dashboard.
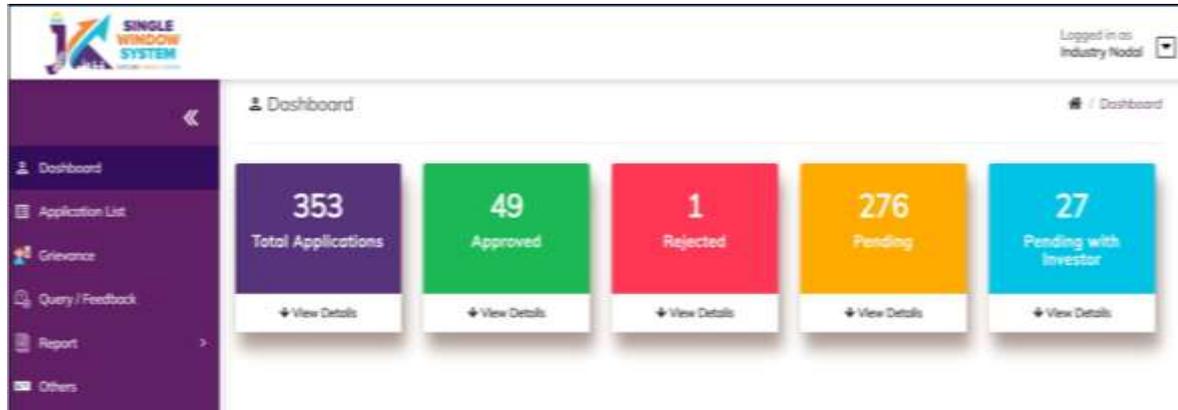
Here, we can see the 5 sections i.e., Total Application, Approved, Rejected, Pending and Pending with Investor. Here, departmental User will be able to view these sections as per their department is concerned.

Total Applications- Here total number of applications received is reflected.

Approved- Here total number of applications approved is reflected.

Rejected- Here total number of applications rejected is reflected.

Pending- Here total number of applications pending with department is reflected.

Pending with Investor- Here total number of applications pending with investor is

reflected.

All the five sections are clickable and when clicked, displays the data accordingly.
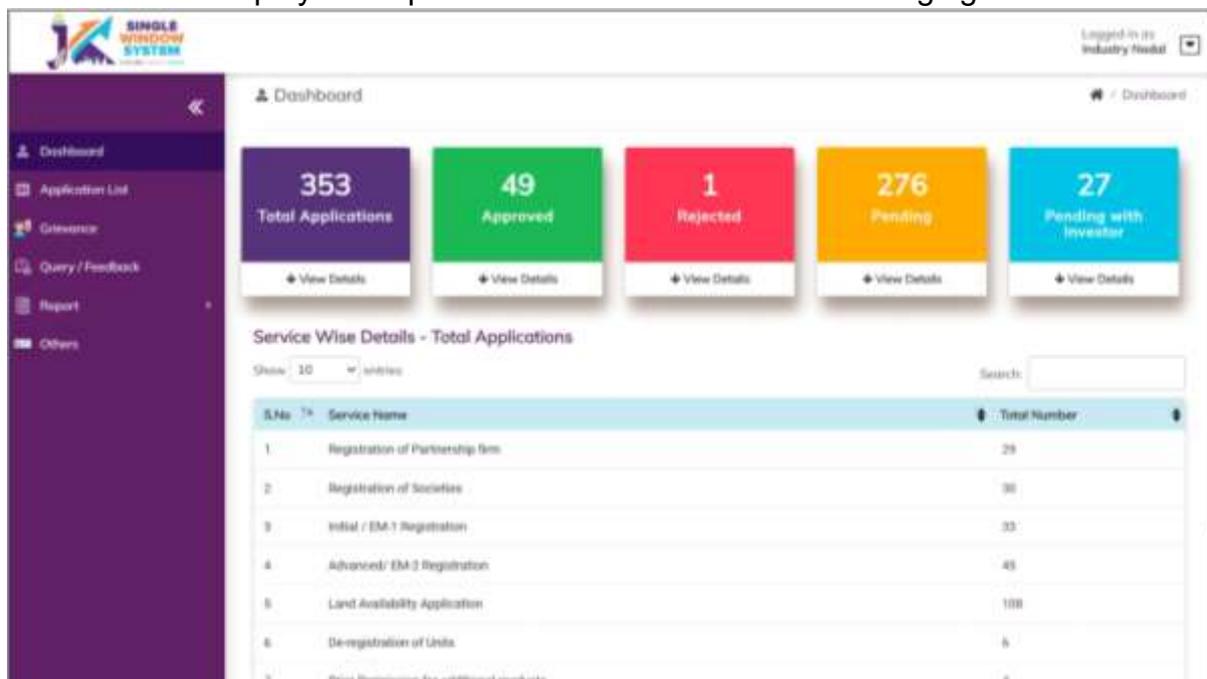
Dashboard

Level - 2

When a departmental user will click on any of the 5 sections i.e., Total Application, Approved, Rejected, Pending or Pending with Investor, the respective Service Wise Details will be displayed in spreadsheet as shown in the following figure:

In the spreadsheet there are two columns named Service Name and Total Number. Here departmental user can see the service name and its corresponding values in total number. The numbers in the total number are clickable and once clicked, user can see it's further details accordingly.

Dashboard

Level - 3

When department user click on count of Level 2, level 3 opens.

When you click on the count for example, here Registration of Partnership firm

count i.e., 30 has been clicked and the following page appears.

Details of Level 3 Count:

Application No- In this column, tracking Id of the applicant will appear.

Application Date- In this column, application date will appear.

Applicant Name- In this column, Name of the applicant will appear.

Unit Name- In this column, name of the unit will appear.

Service Name- In this column, service name will appear.

District- In this column, district will be shown.

Due Date- In this column, due date will be shown.

Status- In this column, status of application will appear as it is submitted, resubmitted or clarification required.

Action- In this column action as per work-flow will appear.

View option in the action menu will view the submitted application in an non-editable mode. Here user will have a option to download or print the application where user can download the filled application in pdf format can print the application.

Transaction History option in the action menu will enable departmental user to view the transaction history of the application chronologically. On clicking on this action, View Transaction pop-up will open as follows:

In the tabular view of view transaction pop-up, following heads will be displayed:

Date & Time- Here you can see the date and time of the transaction.

User-Name- Here the username of investor or department will be displayed.

From Status- Here previous status of transaction will be shown.

To Status- Here current status of the department will be shown.

Comment- Here comments will appear, if any.

Attachment- Here you can see the attachment.

Show CAF option in the action menu will open the CAF details of the selected applicant on new tab. Here user can see complete CAF form of the concerned applicant.

Clarification Required If department user wants some clarifications from applicant he can click the clarification required to do so. It is done by departmental user in case they need any clarification from the applicant regarding their application. When department user will click on the clarification required, the following screen will appear:

Here, Tracking ID, Application Date, Application Name, Unit Name will be auto-populated and department user have to add comments regarding the clarification required. Also, he/she can attach the clarification related document, if any. After that department have to click the submit button to submit the clarification.

Payment Transaction Here departmental user can see the payment transaction details.

Here, Payment Date, Mode of Payment, Transaction ID, Bank Name, Amount and status will be displayed.

Application List

After department login, user can select Application List from the left menu and following screen will appear:

Submission Date From and Submission Date to- Submission Date From and Submission Date To is the field where we have to fill the date range. In above example the date range entered is between 12-06-2022 to 12-07-2022.

Department Name- Here from the dropdown menu select the concerned department name. This is a mandatory field to enter. For example, in above example Industries and Commerce department is selected.

Service- It is a mandatory field in which you have to select the concerned service. For example in the above form Advance/ EM-2 Registration has been selected.

Status- Here user can select the application status like in above example Approved status is selected.

Now, after filling all the details click on search button to proceed else in case to reset all the fields to default click on the reset button.

After clicking on the search button, a tabular data will appear as shown in the above image. There are following table head in the table:

Tracking ID- Here Tracking ID of the applicant will appear.

Application Date- Here application's date will appear.

Applicant Name- Here name of the applicant will appear.

Unit Name- Here name of the unit will appear.

District- Here name of the district of applicant will appear.

Registration No- Here registration number of the applicant will appear.

Due Date- Here due date of action to be taken appears. Department have to take

action within this due date.

Document Status- Status of the document appears here.

Action- According to the status we have actions listed when click on the three vertical dots. For example if the status is approved we can take the following actions:

View Application:

View Application option in the action menu will view the submitted application in an non-editable mode. Here user will have a option to download or print the application where user can download the filled application in pdf format can print the application.

Transaction History:

Transaction History option in the action menu will enable departmental user to view the transaction history of the application chronologically. On clicking on this action, View Transaction pop-up will open as follows:

Show CAF

Clicking this option will open the CAF (Common Application Form) where department user can see the CAF details of the applicant.

Download Certificate

MIS Report

After department login, select Report > MIS Report from the left menu and following screen will appear:

Here, Service Status List Detail is shown where department user can see all the information as show on the above image. We can also export all the information as an excel by clicking on the excel button on top right of the table. Department Name column is clickable. When departmental user clicks on a particular department name, for example Cooperative Societies has been selected and the detailed list of that department appear as follows and department user can see the detailed information of that particular department.