

Order No.: DIAC-J/06 of 2022  
Date: 09-09-2022.

**Subject: - Implementation of Ease of Doing Business (G2B) & Ease of Living (G2C) under Business Reforms Action Plan 2022 in the Union Territory of Jammu & Kashmir.**

To ensure successful implementation of all Business (G2B) and Citizen (G2C) centric services and recommended reforms under Business Reform Action Plan 2022 and initiatives taken under J&K Reducing Regulatory Compliance Burden recommended by the Department for Promotion of Industries & Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India with a view to create investor friendly environment in the Union Territory of Jammu & Kashmir, following instructions are hereby notified for immediate compliance by all the concerned Departments/Authorities/Boards (list enclosed under Annexure – I) under Ease of Doing Business & Ease of Living mandate:

- i. Each draft business or citizen regulation of any Department/Organization/Agency of the Union Territory shall be put up in public domain online on for at least 30 days, prior to enactment, for inviting comments/feedback on the Single Window portal i.e. <https://singlewindow.jk.gov.in> and Departmental Portal.
  - a. Legal basis, necessity and business friendliness of the draft regulations shall also be published with it.
  - b. Suggestions/Feedback received from the end-users and the Departmental disposal of the same shall also be published online along with the information as to how the feedback has been addressed in the final regulation.
  - c. Any new modification/change in any regulation or permissions/Licenses automated shall be updated in "Information Wizard" section, within a period of 30 days.
- ii. Service wise information on Forms, Applicable Fees (conditions, if any), comprehensive list of all documents, Inspection Procedure, Standard Operating Procedure (SoP) and User's guide should be made available on Public Domain under Information Wizard of J&K Single Window System.


Real time MIS Dashboard of all the services and approvals including Grievance/Query module under BRAP 2022 is operationalized and made available on public domain at Single Window portal <https://singlewindow.jk.gov.in> and Departmental Portal with Mean and Median mode in the Single Window-Unified format and department shall ensure hassle-free service within mandated timelines.

- a. The Dashboard highlights real time data service wise.
- iv. Online Effective Grievance Redressal System and Query Management System is made functional on J&K Single Window System <https://singlewindow.jk.gov.in>.
- a. Grievance/Query received on the portal shall be redressed within 7 working days by Nodal officer of Single Window and/or by the nodal officer of the concerned authority.
  - b. In case of any observation/objection/clarification on services, the response shall be initiated within 7 days, and in case where the observation pertains to any policy issue, the same shall be disposed within 15 days of timeline from date of receipt.
- v. If any Approval/License/Permission has not been delivered to applicant in stipulated time frame as prescribed under JKPSGA, 2011 or any other equivalent Act, to be redressed with specific provisioned incorporated in Grievance Redressal Mechanism on Single Window System <https://singlewindow.jk.gov.in> .
- a. Nodal officer of departments would act within 7 days from the receipt of grievance and if timelines are not adhered it would auto escalate to Appellate Authority-I after 7 days of timeline, and/or Appellate Authority-II with Grievance redressal committee after 15 days if not redressed.
  - b. Each Nodal officers shall access portal dashboard to monitor, to take proper action for timely redressal.
- vi. All the inspections shall be carried out as per notified procedure and defined inspection checklist, with prior intimation to the concerned establishment.
- a. Inspection report shall be uploaded on the departmental portal by the concerned authority within 48 working hrs (2 Working days) from the date of inspection.
  - b. All surprise or complaint-based inspections shall be conducted with prior written permission of the concerned Head of Department and records shall be maintained on the portal.

- ii. All the Business & Citizen centric services recommended under J&K BRAP initiative including **e-services/incentives/schemes/subsidies** under various policies/schemes of the Government pertaining to concerned departments shall be provided in "Online Mode" with end-to-end implementation for user friendly and hassle-free interface; no offline submission/processing of application shall be entertained.
- viii. J&K Single Window Clearance system has been integrated with National **e-Agbari** portal for offering services like **Brand Registration, Label Registration, Import/Export Permit**. However, Issuance of Excise Verification Certificate (EVC) is not a separate service exercised by State Excise Department, EVC has been issued after the document verification by Excise Officer In-charge Pre-Unload Check and Post-Unload Check for Import of Packaged Liquor/Bulk Spirit.
- ix. Also, SW is integrated with central portals **OCCMS, Jan Sugam, PDD, National Single Window, IILB** to adopt the best practices across the country.
- x. All the Commercial/Industrial/Citizen services under BRAP/RCB provided by concerned departments/authorities shall be made online and integrated with J&K Single Window System <https://singlewindow.jk.gov.in> to ensure there should not be any physical touch points excepts- field verification and inspections.
- xi. Weekly MIS check and Grievance Review meeting shall be scheduled under the chairmanship of the concerned HoD or by designated officer of Industries & Commerce Department.
- xii. Third party verification provision has been enabled in Online Single Window System <https://singlewindow.jk.gov.in> to ensure the authenticity of the approval or registration certificate.
- xiii. Single Window Agency help line number with department wise Nodal officers, Sector Experts are provided online for Facilitation/Query Resolution for investors ease.

MSE-J/Dev/misc/532/2226-40.

Dated:- 09-09-2022.

  
(Anoo Malhotra), JKAS  
Nodal Officer,  
BRAP J&K



**Copy to: -**

1. Financial Commissioner (Additional Chief Secretary), Industries & Commerce Department for information please.
2. Private Secretary to Financial Commissioner (Additional Chief Secretary), Finance Department for information please.
3. Private Secretary to Director General of Police, J&K for information please.
4. Private Secretary to Principal Secretary to Hon'ble Lieutenant Governor for information please.
5. Private Secretary to All Principal Secretaries to the Government for information please.
6. Private Secretary to Director General, IMPARD, J&K for information please
7. Private Secretary to All Commissioner/Secretaries to the Government for information please.
8. Private Secretary to Chief Electoral Officer, J&K for information please.
9. Private Secretary to Divisional Commissioner, Kashmir/Jammu for information please.
10. Private Secretary to Chairperson, J&K Special Tribunal for information please.
11. Private Secretary to Director Information, J&K for information and vide circulation please.
12. Private Secretary to All Heads of Departments/Managing Director/ Secretary/ Advisory Boards for information please.
13. Private Secretary to Registrar General, J&K High Court, Jammu for information please.
14. Private Secretary to Secretary, J&K Public Service Commission/SSB/BoPEE for information please.
15. Private Secretary to Director, Estates, J&K for information please.

## Annexure – I

Applicable to all the administrative departments involved under Business Reform Action Plan and J&K Reducing Regulatory compliance burden for the success implementation and meet the objective of Ease of Doing Business & Ease of Living in UT of Jammu & Kashmir as:

1. Finance Department
2. Excise Department
3. State Taxation Department
4. Industries & Commerce Department
5. Department of Handloom and Handicraft (Industries and Commerce)
6. Department of Geology & Mining
7. Health & Medical Education Department (H&ME)
8. Drugs & Food Control Organization
9. Home Department
10. Department of Law, Justice & Parliamentary Affairs
11. Revenue Department
12. Housing & Urban Development Department (HUDD)
13. Department of Food Civil Supplies & Consumer Affairs (FCS&CA)
14. Forest, Ecology and Environment
15. J&K Pollution Control Board
16. Jal Shakti
17. Tourism Department
18. Labour & Employment Department
19. Power Development Department (PDD)
20. Transport Department
21. Rural Development Department
22. Department of Social Welfare
23. Higher Education Department
24. School Education Department
25. Department of Information Technology
26. State Informatics Officer, NIC (JKIT Dept.)
27. Department of Youth and Sports.
28. Department of Science and Technology
29. Central inspection System (CIS)- JKPCB, Legal Meteorology (Dept of Food, Civil Supplies and Consume Affairs) and Department of Labour and Employment
30. **Applicable to other all departments -relevant/prescribed services recommended under EoDB, BRAP and RCB exercise to onboard on J&S Single Window System/department portal.**