

File No.HUD-PLAN0CSS/34/2021
Government of Jammu and Kashmir
Housing & Urban Development Department
Civil Secretariat, Srinagar

Subject: Implementation of Ease of Doing Business (EoDB) Reforms under the Business Reform Action Plan (BRAP) in all the Urban areas of UT of J&K.

Reference: Circular No.: 07-JK(GAD) of 2022 Dated: 28-01-2022.

Circular No. 02 -JK (HUD) of 2022
Dated: - 12 - 08-2022

In order to ensure successful compliance of Business and Citizens Reform Action Plan (BRAP) circulated by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India, the Housing & Urban Development Department, GoJK is also implementing action plan through Minimizing Regulatory Compliance Burden (MRCB) for Ease of Doing Business (EoDB) with G2B interface and Ease of Living (EoL) with G2C interface in J&K.

Accordingly, Housing & Urban Development Department has a mandate to provide the following services in "Online Mode" only and no offline submission/processing of application shall be entertained:-

S.No	Name of Online Service	S.No	Name of Online Service
1	Application for Issuance of Birth Certificate and Inclusion of Child Name in the Existing Record	12	Application for Permission of Trade Fair/Mela/Exhibition for Municipal Council/Municipal Committee Only
2	Application for Issuance of Death Certificate	13	Application for Permission of Trade Fair/Mela/Exhibition for Municipal Corporations Only
3	Application for Correction in the Existing Birth Record and Issuance of Certificate	14	Application for Grant of License for Pet Shop/Pet Trade/Bird Trade/Pet Clinic
4	Application for Issuance of Non-Availability Certificate of Birth Record	15	Application for Road Cutting Permission for Municipal Corporation Only
5	Application for Correction in the Existing Death Record and Issuance of Certificate	16	Application for Sewerage Connection for Municipal Corporation Only
6	Application for Issuance of Non-Availability Certificate of Death Record	17	Application for Road Cutting Permission for Municipal Councils/Municipal Committees Only
7	Application for Registration of Pet Dog	18	Application for Sewerage Connection for Municipal Council/Municipal Committee Only

S.No	Name of Online Service	S.No	Name of Online Service
8	Application for No Objection Certificate for Commercial Establishments for Municipal Councils/Municipal Committees Only	19	Online Building Permission
9	Application for Provisional Registration of Dairy Farm/Gaushalla	20	New Trade license
10	Application for Issuance Street Vending / Rehri License	21	Application for No Objection Certificate for Commercial Establishments for Municipal Corporation Only
11	Application for Municipal Limits Certificate		

Consequent upon this, the following instructions are hereby issued for effective implementation of the above said online services which will aim to streamline existing regulatory structures and to create an Investor/Citizen-friendly environment across the urban areas of UT of Jammu & Kashmir:

1. Department has mandated to solicit feedback through online mode developed within the Industries Department's Single Window website <https://singlewindow.jk.gov.in>.
2. Each draft business regulation shall be put up online (Public Domain) for a period not less than 30 days to invite public comments/ feedback on the <https://www.serviceonline.gov.in>, prior to enactment. The received suggestions/feedback shall also be published online and how they have been addressed by the Government that in the final regulation along with reasons for denial or inclusion.
3. The legal basis, necessity, and business-friendly aspect of each draft business regulation along shall also be published online for public consultation and feedback.
4. It has been mandated that any new additional regulation/service/permission automated through <https://singlewindow.jk.gov.in> shall be updated in "Online Wizard System" within 30 days as recommended under BRAP.
5. All necessary service wise information on Forms, Document Checklist (Comprehensive list of all documents), Applicable Fee (conditions, if any), Verification parameters, Inspection Procedure, Standard Operating Procedures (SOP), User's guide and Approval timelines mandated under J&K PSGA made available on the public domain of Deptt. portal and J&K Single Window System under Information Wizard.
6. Concerned Official dealing the case in the concerned ULBs will verify documents of the applicants and raise objections/queries, if any within 07 days from the date of submission of the application.
7. Industrial/Investor query received on the <https://singlewindow.jk.gov.in> shall be addressed/ resolved within 7 working days by concerned authority. In case of any observation initial response must be initiated within 07 days, if pertains to any policy matter(s), the same must be redressed within 15 days from the date of query. For deviation on providing of public service within specified time limit, the punitive measures will be taken against the concerned official as per the provisions laid down under J & K Public Services Guarantee Act 2011 & J & K Public Service Guarantee Rules, 2011.
8. Auto Escalation shall take place to the next level of approving authority up to the HoD level, if deviated from the timelines mandated for the service under PSGA or relevant Act.

9. Applicant should be able to apply (Forms & Documents), submit Online fee, view scheduled inspection with the checklist, track the status of the application online, view/download approval Certificate/NoCs/Licenses, etc online and the system notifies through SMS & Email at each level of action taken by department.
10. Applicant shall receive stage-wise acknowledgments on registered email & mobile number through SMS and shall be able to download final certificate(s)/license(s) through the online portal.
11. Live online MIS dashboard shall be implemented for all e-services under BRAP applied through <https://singlewindow.jk.gov.in> as per recommended format for better transparency and successful compliance.
12. MIS dashboard of service and Grievance/Query Management would be made available in the public domain of Departmental Portal & Single Window System with Mean and Median mode in the SW-Unified format and all concerned departments should ensure improvising MIS Health and generating positive feedback through ensuring hassle-free service within mandated timelines, system would be modified to capture stage wise status until resolution. The Dashboard will highlight the last updated date and it would be regularly updated (daily/weekly/fortnightly/monthly). The dashboard would have the legacy data from 1st January 2021.
13. MIS status and Grievance Review meeting shall be held fortnightly basis under the Chairmanship of Commissioner, Jammu Municipal Corporation (Nodal Agency).
14. The applicant should not be required to get in touch with concerned authorities physically except in cases where inspection/ site visit/ Physical visit of an applicant is mandated by law.
15. All the inspections shall be carried out as per notified procedure and defined inspection checklist, with prior intimation to the concerned establishment. Inspection report shall be uploaded on the Single Window/Departmental portal by the concerned authority within 48 hrs (2 Working days) of date of inspection. Further, facilitation shall be primary objective of these inspections.
16. All surprise or complaint-based inspections shall be conducted with the prior written permission of the concerned Head of Department. All the records about the same shall be maintained digitally on the portal.
17. The customer(s)/consumer(s)/citizen(s) shall be notified about the change in tariff plan ahead of the billing cycle and the bills/payments can also be paid online through the Android based departmental mobile application developed for such purpose.
18. Department has mandated to solicit feedback through online mode at <https://www.serviceonline.gov.in> and J&K Single Window website <https://singlewindow.jk.gov.in> which is also integrated with Rapid Assessment System (RAS) for continuous system improvement and better governance.
19. Citizens/Investors/Applicants need not visit the office premises, they can easily apply through "Online Mode" for the above-mentioned services from anywhere with one click without any hassle.
20. Third Party verification has been enabled to ensure the authenticity of the approval or registration certificate.
21. Help line number is provisioned for SW-Department level Facilitation/Query Resolution/Redressal.

Sd/-
(Dheeraj Gupta) IAS
Principal Secretary to Govt.,
Housing & Urban Dev. Deptt.

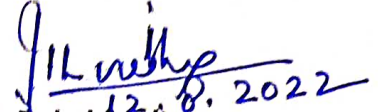
No. . HUD-PLANOCSS/34/2021 (C:31099)

Dated:- 12-08-2022

Copy for information to the:-

1. Financial Commissioner (ACS), Industries and Commerce Deptt. J&K.
2. Joint Secretary, DPIIT, Ministry of Commerce and Industries, Gol.
3. Divisional Commissioner, Kashmir/Addl. CEO, SMRDA.
4. Divisional Commissioner, Jammu/Addl. CEO, JMRDA.

5. Commissioner Secretary to Govt; IT Deptt.
6. Commissioner, Municipal Corporation Jammu.
7. Commissioner, Municipal Corporation Srinagar.
8. Vice Chairman, Lakes & Conservation Management Authority.
9. Vice Chairman, JDA
10. Director Local Bodies Kashmir.
11. Vice Chairman, SDA
12. Director Local Bodies Jammu.
13. Director, Industries and Commerce, Jammu (Nodal Officer-EoDB).
14. Managing Director, JK Housing Board.
15. Chief Town Planner, Kashmir.
16. Chief Town Planner, Jammu.
17. Principle Pvt. Secretary to Chief Secretary for kind information of the Chief Secretary.
18. Pvt. Secy to Prpl. Secy to Govt., H&UDD for information of the Prpl. Secy. H&UDD.
19. Pvt. Secy to Prpl. Secy to Govt., GAD for information of the Prpl. Secy. GAD
20. Official website HUDD.



(M.I. Pakchiwal)

Director Planning

Housing & Urban Dev. Deptt.