

**GOVERNMENT OF JAMMU AND KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
CIVIL SECRETARIAT, J&K**

Subject:- Implementation of Ease of Doing Business (EODB) Reforms under the Business Reform Action Plan (BRAP) in the Union territory of Jammu and Kashmir.

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

In order to ensure successful implementation of the business recommendations listed under Business Reform Action Plan (BRAP) - 2021, circulated by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India and with a view to create an investor friendly environment in the Union territory of Jammu and Kashmir, following instructions are hereby notified for immediate compliance by all the concerned Departments:

- i) Each draft business regulation of any Department/Organization/Agency of the Union territory shall be put up in public domain online on for a period of more than 30 days, prior to enactment, for inviting comments/feedback on the portal viz; <https://investjk.in>.
- ii) Legal basis, necessity, and business-friendliness of the draft regulation shall also be published with it.
- iii) Suggestions/ feedback received 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.
- iv) Any new addition/change in any regulation or permission automated shall be updated in "Information Wizard" section, within a period of 30 days.
- v) Real time MIS dashboard of all service approvals and Grievance/ Query module shall be activated with mean and median (Common Standard Template on Single Window System) for better transparency and monitoring compliance.
- vi) Grievance/Query received on the portal shall be resolved within 7 working days by Single Window Nodal Officer or the concerned authority, as the case may be. In case of any observation initial response shall be initiated within 7 days, and in case the observations pertains to any policy issue, the same shall be disposed within 15 days of receipt.





- vii) All the Inspections shall be carried out as per notified procedure and defined checklist, with prior intimation to the concerned establishment. Inspection report shall be uploaded on the portal or the Departmental portals by the concerned authority within two days of date of inspection. Further, facilitation shall be the primary objective of these inspections.
- viii) All surprise or complaint-based inspections shall be conducted with prior written permission of the concerned Head of Department and in light of record maintained on the portal.
- ix) All the services having direct bearing on businesses shall be provided in 'Online Mode' only, in a hassle-free manner.
- x) All the e-services under BRAP, including incentives under various policies/ schemes of the Government, shall be provided only through the <https://investjk.in> portal and no offline submission/ processing of applications shall be entertained.
- xi) All commercial and industrial services of the concerned departments shall either be developed or integrated on <https://investjk.in> portal so as to ensure that applicants need not to visit in person. Applicants shall receive stage wise notifications and will be able to download licenses/ certificates from respective login.
- xii) Within 3 months of development or integration of an approval on <https://investjk.in> portal all alternate online means shall be closed for making new applications.
- xiii) Weekly MIS check and Grievances Review meeting shall be scheduled under the Chairmanship of the concerned Administrative Secretary or by designated officer of Industries & Commerce Department.
- xiv) MIS dashboard of service and grievance/ query management shall be made available in the public domain at <https://investjk.in> portal in the prescribed format showcasing mean and median of applications. All concerned departments shall ensure use of MIS dashboard in generating feedback from users.

Sd/-

**(Manoj Kumar Dwivedi)IAS
Principal Secretary to the Government**

No. GAD-ADM0II/192/2021-09-GAD

Dated:28.01.2022

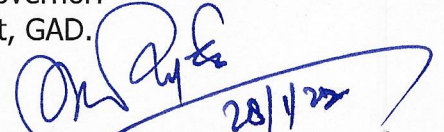
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2. Financial Commissioner (Additional Chief Secretary), Health & Medical Education Department.
3. Director General of Police, J&K.
4. All Principal Secretaries to the Government.
5. Principal Secretary to the Lieutenant Governor.
6. All Commissioner/Secretaries to the Government.


P.S.D.

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7. Chief Electoral Officer, J&K.
8. Director General, IMPARD, J&K.
9. Divisional Commissioner, Kashmir/Jammu.
10. Chairperson, J&K Special Tribunal.
11. Director Information, J&K.
12. All Deputy Commissioners.
13. All Heads of Departments/Managing Directors/Secretary, Advisory Boards.
14. Registrar General, J&K High Court, Jammu.
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(Mohit Raina)

Under Secretary to the Government


28/1/22