

Government of Jammu and Kashmir
Jal Shakti Department
Civil Secretariat, Jammu/Kashmir
Email: plansectionhyd@gmail.com

Subject: Implementation of Business and Citizen Reform Action Plan (BCRAP) under Mandate of Ease of Doing Business (EoDB) and Ease of Living (EoL).

Reference: Circular No. 07- JK (GAD) of 2022 dated 28.01.2022.

Circular No. 05 – JK (JSD) of 2022

Dated: 10 -08-2022

In order to ensure successful compliance of Business and Citizens Reform Action Points (BCRAP) circulated by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India, the Jal Shakti Department, GoJK is also implementing action plan through Minimising 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, Jal Shakti Department is mandating to provide the following services in “Online Mode” only and no offline submission/processing of application shall be entertained:-

S. No.	Name of Service	Governing Acts/Rules
1	Obtaining Water Connection (Domestic).	Jammu and Kashmir Water Resources (Regulation and Management) Act, 2010 & Rules 2011.
2	Obtaining Water Connection (Commercial).	Jammu and Kashmir Water Resources (Regulation and Management) Act, 2010 & Rules 2011.
3	NoC for Water Extraction from CGWA/Relevant Authority.	Jammu and Kashmir Water Resources (Regulation and Management) Act, 2010 & Rules 2011.

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 UT of Jammu & Kashmir:

- (i) The application, document submission and registration fee for the above-mentioned services has been made online through departmental website <https://www.jkphedwaterbilling.com/> as well as J&K Single Window system i.e., <https://singlewindow.jk.gov.in/>.
- (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 shall be made available on Public Domain under Information Wizard of J&K Single Window System.

- (iii) Concerned official will verify documents and raise objections/queries, if any within 07 days from the date of application.
- (iv) Industrial/Investor query received on the <https://singlewindow.jk.gov.in> shall be addressed/ resolved within 07 working days by concerned authority. In case of any observation, initial response must be initiated within 07 days. If pertaining 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 and J&K Public Service Guarantee Rules, 2011.
- (v) 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.
- (vi) The delivery of service has been provisioned in such a way that the applicant receives stage wise notification through SMS or E-mail or both.
- (vii) Applicant would receive stage wise notification and would finally download the licenses/certificates from respective login on <https://www.jkphedwaterbilling.com/> or <https://singlewindow.jk.gov.in>.
- (viii) 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.
- (ix) 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. 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.
- (x) MIS status and Grievance Review meeting shall be held fortnightly basis under the Chairmanship of Administrative Secretary, Jal Shakti Department or Additional Secretary, Jal Shakti Department.
- (xi) All the Inspections would have defined checklist and procedure and would be conducted with a prior intimation to the concerned establishment. Besides, all the surprise inspections and inspections based on complaints shall be conducted with prior permission of the Chief Engineers. All the records about the same would be maintained digitally on the portal.

- (xii) Inspection report shall be uploaded on the Single Window/Department portal by the concerned authority within 48 hrs of date of inspection.
- (xiii) The consumers shall be notified about the change in tariff plan ahead of the billing cycle and the Water bills can also be paid online through the Android based departmental mobile application developed for such purpose (<https://play.google.com/store/apps/details?id=consumerapp.bsmart.bcits.jk>).
- (xiv) Department has mandated to solicit feedback through online mode developed within the Departmental website <https://www.jkphedwaterbilling.com/> & 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.
- (xv) 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 same, prior to enactment. Accordingly, the suggestions/feedback received shall be published online in order to address the issues by the Government in the final regulation along with reasons for denial or inclusion.
- (xvi) 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.
- (xvii) The legal basis, necessity, and business-friendly aspect of each draft business regulation shall be published online for public consultation and feedback.
- (xviii) Third party verification has been enabled to ensure the authenticity of the approval or registration certificate.
- (xix) Help line number **Jammu-18001807045** and **Kashmir-18001807027** is notified by the department for facilitation and redressal of any query.

Sd/-

(Shaleen Kabra), IAS
Principal Secretary to Government
Jal Shakti Department

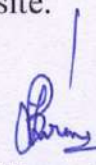
No: JSD-PS0MR/1/2021-PLG-PHE, I&FC

Dated: 10 .08.2022

Copy to the:-

1. Financial Commissioner (ACS), Industries and Commerce Department, J&K.
2. Joint Secretary, DPIIT, Ministry of Commerce and Industries, GoI.
3. Commissioner/Secretary to Govt., IT Department.
4. Director, Industries and Commerce, Jammu (Nodal Officer, EoDB).
5. Director Finance, Jal Shakti Department.
6. Chief Engineer, Jal Shakti (PHE) Department, Jammu/Kashmir for information and n/a.

7. Additional Secretary, Jal Shakti Department.
8. PS to the Chief Secretary, J&K for favour of kind information of Chief Secretary.
9. PS to Principal Secretary to Govt., Jal Shakti Department for kind information of the Principal Secretary.
10. PS to Principal Secretary to Govt., General Administration Department for kind information of the Principal Secretary.
11. Incharge Website for uploading the Circular on Departmental Website.
12. Office record file.


10/08/22
(Tarsaim Kumar)
Joint Director (E&S)
Jal Shakti Department 