

Government of Jammu and Kashmir
Revenue Department
Civil Secretariat, J&K Jammu

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

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

Circular No. 02 - Rev. of 2022

Dated: 15.03.2022

Pursuant to 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 and for implementing cumulative 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, the department mandates to provide the following services in online mode only:

S. No.	Name of Service	Governing Acts/Rules	Phase of Implementation
1.	Property Registration	The Registration Act, 1908	Phase-I
2.	Change of Land Use	The Jammu and Kashmir land revenue act,1996; Jammu and Kashmir Agrarian Reforms Act, 1976	Phase-I
3.	Issuance of Character Certificate	Code of Criminal Procedure Svt., 1989	Phase-I
4.	Issuance of Income Certificate	Miscellaneous	Phase-I
5.	Issuance of Income and Assets Certificate for Economically Weaker Section	The Jammu and Kashmir Reservation act, 2004	Phase-I
6.	Issuance of Caste (SC/ST) Certificate	The Jammu and Kashmir Reservation act, 2004	Phase-I
7.	Issuance of Legal Heir Certificate	Miscellaneous	Phase-I
8.	Issuance of Dependent Certificate	Miscellaneous	Phase-I
9.	Encumbrance Certificate	The Jammu and Kashmir land revenue act,1996	Phase-II
10.	Measurement and Demarcation of Land	The Jammu and Kashmir land revenue act,1996	Phase-II

11.	Filing of disputes under Revenue Courts	The Jammu and Kashmir Land Revenue Act, 1996	Phase-II
12.	Issuance of Domicile Certificate	S.O. 166 Jammu and Kashmir grant of Domicile Certificate (Procedure) Rules, 2020	Phase-II

Accordingly, for streamlining the processes and procedures for delivery of services and creating an Investor and Citizen friendly environment, it is hereby instructed as under: -

- i. Each portal providing delivery of online services of the department shall be integrated with single window of the J&K Government i.e. <https://singlewindow.jk.gov.in>.
- ii. The portals providing online delivery of services shall essentially have mode of soliciting feedback of the users on the portal.
- iii. The draft regulations and SOP for delivery of services provided by the department shall be hoisted on the website of the department as well as published on online information wizard of the Jammu and Kashmir Single Window System i.e. <https://singlewindow.jk.gov.in> in consultation with Industries & Commerce Department for obtaining the feedback of the citizens, within **30 days**, prior to its notification.
- iv. With a roll out of **ULPIN (Unique Land Parcel Identification Number)** in the UT, the same shall be integrated in Land Records Information System LRIS and subsequently with the Jammu and Kashmir Single Window System i.e. <https://singlewindow.jk.gov.in>
- v. For the convenience of the citizens, scheduling of **Appointment (date and time)** with Sub Registrar Office (SRO) for Property Registration, **Auto Calculation of Stamp duty and Registration fee** with SMS integration has been provisioned on www.ngdrs.jk.gov.in (Registration Portal)
- vi. For online monitoring of delivery of services, **MIS dashboard with Mean, Median and Mode** shall be implemented across all services under BRAP and applied through Jammu and Kashmir Single Window System i.e. <https://singlewindow.jk.gov.in> . Also the portals shall be updated on regular basis **highlighting the recent date of updation**. The Legacy Data which is essential for reference and delivery of services shall also be updated on MIS Dashboard and got integrated with Jammu and Kashmir Single Window System i.e. <https://singlewindow.jk.gov.in>.
- vii. Any query received on <https://singlewindow.jk.gov.in> pertaining to the department shall be addressed within **07 working days** by the competent authority for the purpose of which the sector expert of the department shall monitor the queries on daily basis.
For the issues pertaining to any policy matter, the department shall seek to redress the same at the earliest preferably within **15 days**.
- viii. For ensuring time bound delivery of services the same shall be notified under **J&K Public Services Guarantee Act, 2011**.

- ix. The services requiring field inspections and home visits by the field functionaries will have a well-defined Standard Operating Procedure (SoP) with check-lists regarding the same updated on the services portal for the convenience of citizens with **SMS integration**. Besides, all the surprise inspections based on complaints or otherwise shall be conducted with information to the Head of Department concerned within **two days** of the receipt of complaint or as required for delivery of service.

All records pertaining to field inspections shall be maintained digitally on the portal.

- x. The delivery of each service has to be provisioned in such a way that the Applicant receives stage wise notification through **SMS or E-mail** and the facility of final download of the certificate on Jammu and Kashmir Single Window System i.e. <https://singlewindow.jk.gov.in>.
- xi. The Sector Experts and Nodal Officer in the Department shall monitor through MIS dashboard the delivery of the services and conduct weekly reviews with appraisal to the Administrative Secretary in the Department. The Administrative Secretary shall review the progress of BCRAP on monthly basis.
- xii. The delivery of services notified under PSGA shall strictly adhere to the timelines and it shall be incumbent upon the Officer/Official responsible for delivery of services to verify the eligibility and claim of the applicant with suitable response to the applicant regarding its disposal, query, or any objection thereto by or before **07 days** of receipt of the application (if the delivery of services is beyond 07 days) with provision of **Auto Escalation** to the next level of hierarchy for delivery of service within timelines.
- xiii. Wherever there is provision of **third party verification** in delivery of services, the same shall be enabled on the portal providing the services.
- xiv. Help line number **0191-2456100** is notified by the department for Facilitation and redressal of any query.

Sd/-

(Vijay Kumar Bidhuri) IAS

Commissioner Secretary to Government

Dated: 15.03.2022

No: REV-Genl/23/2022 (129754)

Copy for information: -

1. Financial Commissioner, Revenue, J&K
2. Principal Secretary to Government, Industries & Commerce Department J&K.
3. Joint Secretary, DPIIT Ministry of Commerce & Industries, GOI.
4. Secretary to Government, IT Department, J&K.
5. Commissioner Survey & Land Records, J&K.
6. Chief Executive Officer JaKeGA, J&K.
7. Inspector General of Registration, J&K.
8. Custodian General, J&K.
9. State Informatics Officer, NIC.
10. Private Secretary to Chief Secretary for Information of Chief Secretary.

Muzammil Hassan Choudhary
(Muzammil Hassan Choudhary), JKAS
Under Secretary to Government