

In order to address the problems being experienced by the common people in getting the basic public services from the government functionaries in a time bound manner, the State Legislature, as a land mark initiative, passed the J&K Public Services Guarantee Act, 2011 during the budget session 2011. The Act which is a unique piece of legislation providing for the delivery of public services to the people of the State within the specified time limits, shall go a long way in curbing corruption by empowering people of the State in enforcing their right to secure different public services in a time bound and hassle free manner. Subsequent to the enforcement of the Act w.e.f 10th of August 2011, the designated officers are now under statutory obligation to provide notified services to the public within stipulated period or timelines.

10.2 The right to public services includes:-

- a) access to the public service;
- b) receive public service within specified time limits;
- c) receive public service in a transparent manner;
- d) demand performance of duties and functions by designated officers and appellate authorities in accordance to the Act;
- e) hold the concerned designated officers accountable for not providing the service, delay in providing the service or any deficiency in the service provided; and
- f) seek compensation with respect of non-providing of service or deficiency in service.

10.3 To carry out the implementation of the various provisions of the Act, the State Government has notified the rules for the purpose vide SRO 223 of 2011. Further, vide SRO 224 of 2011, the Government has notified the services to be delivered to the eligible persons under the Act, time limit for providing the notified services, particulars of designated officers, first appellate authorities and second appellate authorities.

10.4 Under section 5 (2) of the Act, any eligible person can file application with the designated officer for providing the notified service within the stipulated time. The designated officer shall within the specified time limit as provided in SRO 224 of 2011, either provide the service or reject the application with reasons to be recorded for the same.

10.5 Under section 6 (1) of the Act, any person whose application has been rejected by the designated officer or who does not receive the public service within the specified time limit or where the service received is deficient in any manner can file an appeal to the first appellate authority as notified in SRO 224 of 2011 within 30 days from the date of such rejection or expiry of the time limit or receipt of deficient service. The first appellate authority shall dispose of the appeal within 45 days and may direct the designated officer to provide the public service within such time as it may specify or to remove the deficiency in the service provided or reject the appeal, as he may deem fit.

10.6 Under Section 7 (1) of the Act any person aggrieved by the order passed by the first appellate authority may file an appeal to the second appellate authority, as notified in SRO 224 of 2011 within sixty days from the date of the order passed by the first appellate authority. The second appellate authority may within 45 days dispose of the appeal directing the designated officer to provide the public service within such time as he may specify or to remove the deficiency in the service provided or reject the appeal, as he may deem fit. Where the second appellate authority is of the opinion that the designated officer has failed to provide service to the eligible person or has caused delay in providing the service or has provided a service which is deficient in any manner, he/she shall impose a fine of ` 250/- for each day of such delay or ` 5000/- whichever is less, in case of non providing of service or delay in providing service and ` 2000/- in case of deficiency in service.

10.7 Under Section 10 of the Act, if the designated officer does not comply with the orders or directions passed by the first appellate authority or the second appellate authority, the aggrieved person may file an application before the second appellate authority. The second appellate authority may impose a fine on designated officer which shall not be less than ` 500/- but may extend upto ` 5000/- if the second appellate authority is of the opinion that the designated officer has not complied with the orders or directions without reasonable cause.

10.8 Under Section 11 of the Act, if the second appellate authority is of the opinion that the first appellate authority has failed to decide the appeal within the time specified without any reasonable cause, he/she may impose a fine which shall not be less than ` 500/- and not more than ` 5000/- on the first appellate authority. Further under Section 13 of the Act, the second appellate authority may also direct that such portion of the fine imposed on designated officer or the first appellate authority shall be awarded to the applicant /appellant as compensation as he/she may deem fit.

10.9 Under Rule 4 of the Jammu and Kashmir Public Services Guarantee Rules,2011(SRO 223 of 2011) the designated officers shall acknowledge receipt of every application on Form 1 annexed with SRO 223 of 2011.

10.10 Under Rule 6 of the Jammu and Kashmir Public Services Guarantee Rules 2011 (SRO 223 of 2011), the designated officers shall display all relevant information related to the notified services to be provide by him/her under the Act on the notice board installed at a conspicuous place of the office for public knowledge. In the event

of non display of such information appropriate action shall be initiated against the designated officer. The information shall be displayed on Form 2 annexed with SRO 223 of 2011.

10.11 Under Rule 16 of the Jammu and Kashmir Public Services Guarantee Rules, 2011 (SRO 223 of 2011) the designated officers, first appellate authorities , second appellate authorities and revisional authority shall maintain the records in Form 3, 4, 5 & 6 annexed with SRO 223 of 2011 respectively.

10.12 The State Government initially notified 45 services of the six departments for delivering to the eligible persons under the Act , the time limit for providing the notified service, particulars of the Designated Officers, First Appellate Authorities and Second Appellate Authorities.

The detail of these 45 services is enclosed at Annexure 'A'.

10.13 Subsequently, eleven (11) more services of various departments were brought within the fold of the Act {7 services vide Notification dated 16 July, 2012(SRO-229) & 04 services vide Notification dated 22 October, 2012(SRO-356)}.

The details of the said 11 services is given at Annexure 'B'.

10.14 Recently, 13 more new services of 3 departments were included within the purview of the Act {Vide Notification dated 27th December, 2012 (SRO-428)}, taking the total number of services notified under the Act to **69** of **12** departments till date.

The detail of these 13 services is provided at Annexure 'C'.

10.15 In order to ensure strict enforcement of the provisions of the Act, the State Government has nominated State and District level Nodal Officers who have been charged with the responsibility of supervising the implementation of the Act within their respective jurisdictions.

10.16 Besides, the General Administration Department is also closely monitoring the implementation of the provisions of the Act at the Central level. For this purpose, a dedicated cell, called the **Public Services Management Cell (PSMC)** has been established in GAD, exclusively for overseeing the enforcement of the Act. With a view to monitor the implementation of the Act and to ascertain the extent of compliance with the requirements under the Act/Rules on ground, PSMC is presently undertaking various activities including field visits in the districts, holding series of capacity building programmes for the designated officers/appellate authorities in the districts and also organizing public awareness camps at the district/sub-district levels through the concerned district nodal officers/designated officers for generating mass awareness among the common people about their rights under the Act.

10.17 The process of adding more and more services is to continue in future to ensure coverage of maximum departments within the ambit of the J&K Public Services Guarantee Act. This shall go a long way in inculcating efficiency in the system of public service delivery in the State, besides enhancing transparency and accountability in administration.

Annexure 'A'

1. Consumer Affairs & Public Distribution Department.					
S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1.	Ration Card	Tehsil Supply Officer, CAPD in Rural areas and Assistant Director in Urban areas.	30 days subject to condition that new ration cards will be issued only after Govt. of India allocates food grains as per current population of the State	Deputy Director , Food, CAPD concerned	Director, CAPD concerned
2.	Issue of surrender certificate/duplicate Ration Cards	Tehsil Supply Officer, CAPD in Rural areas and Assistant Director in Urban areas.	07 days	Deputy Director, CAPD concerned	Director, CAPD concerned
3.	Inclusion of a new born child in the ration card	Tehsil Supply officer, CAPD in Rural areas and Assistant Director in Urban areas	07 days after production of birth certificate from the competent authority	Deputy Director, CAPD concerned	Director, CAPD concerned
4.	Transfer/shifting from one FP Shop to another	Tehsil Supply officer, CAPD in Rural and Assistant Director in Urban areas	15 days subject to condition that the ration form new FP shop shall be issued only on commencement of the next moth.	Deputy Director, CAPD concerned	Director, CAPD concerned

2. Power Development Department.					
S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1	Electricity Connection domestic with	Assistant Executive Engineer (Electrical)	30 days	Executive Engineer (Electrical)	Superintending Engineer (Electrical)

	load 10 KW.	concerned		concerned	concerned
2	Electricity Connection domestic with load 20 KW.	Executive Engineer (Electrical) concerned	35 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned
3	Electricity Connection domestic with load 30 KW	Superintending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned	Development Commissioner, Power
4	Electricity Connection domestic with all loads	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, Power	Divisional Commissioner concerned
5	Electricity Connection commercial with load 5 KW.	Assistant Executive Engineer concerned	30 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned
6	Electricity Connection commercial with load 20 KW.	Executive Engineer (Electrical) concerned	35 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned
7	Electricity Connection commercial with load 30 KW.	Superintending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned	Development Commissioner, Power
8	Electricity Connection commercial with load 100 KW.	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, Power	Divisional Commissioner concerned
9	Electricity Connection industrial with load 10 KVA/HP.	Assistant Executive Engineer concerned	30 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned
10	Electricity Connection industrial with load 30 KVA/HP.	Executive Engineer (Electrical) concerned	35 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned
11	Electricity Connection industrial with load 100 KVA/HP.	Superintending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned	Development Commissioner, Power
12	Electricity Connection industrial with load 200 KVA/HP.	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, Power	Divisional Commissioner concerned

1 3	NOC for construction of house from Power Development Department.	Executive Engineer concerned	30 days	Superintending Engineer Concerned	Deputy Commissioner concerned
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3. Public Health Engineering, Irrigation and Flood Control Department.

S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1.	Sanction for domestic water connection	Executive Engineer, PHE concerned	15 days	Superintending Engineer, PHE concerned	Deputy Commissioner concerned
2.	Actual domestic water connection supply	Executive Engineer, PHE concerned	30 days	Superintending Engineer, PHE concerned	Deputy Commissioner concerned
3.	NOC for construction of house from PHE.	Executive Engineer concerned	30 days	Superintending Engineer Concerned	Deputy Commissioner concerned

4. Revenue Department.

S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1	State Subject Certificate (PRC)	Assistant Commissioner (Rev)/ Additional Deputy Commissioner/SD M concerned	30 days	Deputy Commissioner concerned	Divisional Commissioner concerned
2	Reserved Category Certificates	Tehsildar concerned	15 days	Additional Deputy Commissioner concerned	Deputy Commissioner concerned
3	Dependent Certificate	Assistant Commissioner (Rev)/ Additional Deputy Commissioner concerned	30 days	Deputy Commissioner concerned	Divisional Commissioner concerned
4	Extract of Fard Intikhab	Naib Tehsildar concerned	10 days	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
5	Extract of Girdawari.	Naib Tehsildar concerned	10 days	Tehsildar concerned	Addl. Deputy Commissioner concerned
6	Extract of Aks Masavi/Latha	Naib Tehsildar concerned	10 days	Tehsildar concerned	Additional Deputy

					Commissioner concerned.
7	Extract of Jamabandi	Naib Tehsildar concerned	10 days	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
8	Attestation mutations	Tehsildar concerned	30 days	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned
9	Inheritance Mutation	Naib Tehsildar/Tehsildar concerned	30 days from the date of intimation/application to the mutation attesting officer	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned
10	Copy of mutation	Tehsildar concerned	10 days	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned
11	Demarcation of Land	Naib Tehsildar concerned	30 days	Tehsildar concerned	Additional Deputy Commissioner concerned
12	Extract of Tatima Shajra	Naib Tehsildar concerned	30 days	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
13	Extract of Chulah /Chowkidara	Naib Tehsildar concerned	10 days	Tehsildar concerned	Additional Deputy Commissioner concerned
14	Income Certificate	Tehsildar concerned	30 days	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned
15	NOC for construction of house from Nazool.	Tehsildar/Nazool concerned	30 days	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned

5. Transport Department.

S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1	Learners driving license	Regional Transport Officer/Assistant Regional Transport officer concerned	15 days	Deputy Commissioner concerned	Transport Commissioner, J&K
2	Driving	Regional Transport	30 days	Deputy	Transport

	License.	Officer/Assistant Regional Transport Officer concerned		Commissioner concerned	Commissioner, J&K
3	Registration of Vehicles	Regional Transport Officer/Assistant Regional Transport Officer concerned	30 days	Deputy Commissioner concerned	Transport Commissioner, J&K

6. Housing & Urban Development Department.

S. No.	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1	Birth/Death Certificate	Registrar/Health Officer concerned	30 days	Joint Municipal Commissioner (Adm) concerned	Municipal Commissioner concerned
2	NOC for construction of house from Srinagar Development Authority	Secretary, Srinagar Development Authority	30 days	Vice Chairman, SDA	Divisional Commissioner concerned
3.	NOC for construction of house from Jammu Development Authority	Secretary, Jammu Development Authority	30 days	Vice Chairman, JDA	Divisional Commissioner concerned
4	NOC for construction of house from Town Planning Organization.	Chief Town Planner	30 days	Divisional Commissioner concerned	Administrative Secretary, H&UDD
5.	Building permission for construction of house from Municipal Corporation, Srinagar	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Srinagar	Administrative Secretary, H&UD
6.	Building permission for construction of house from Municipal Corporation, Jammu	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Jammu	Administrative Secretary, H&UD Department

7.	Building permission for construction of house from Municipal Council/Committee.	Executive Officer concerned	30 days	Additional Deputy Commissioner Concerned	Deputy Commissioner Concerned
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Annexure 'B'

Industries and Commerce Department

S.No.	Name of the Service	Designated Officer (the officer who will provide the service)	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1.	NDC from DIC (Employment purpose)	General Manager of the concerned DIC	05 days	Joint Director	Director, Industries and Commerce Department
2.	Registration of New Industrial Units (provisional/EM part – I)	General Manager of the concerned DIC	05 days	Joint Director	Director, Industries and Commerce Department
3.	Registration of New Industrial Units (Formal/EM part-II)	General Manager of the concerned DIC	15 days	Joint Director	Director, Industries and Commerce Department

Labour and Employment Department

S.No.	Name of the Service	Designated Officer (the officer who will provide the service)	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1.	NO Objection Certification (NOC) for Employment	Deputy Director/Assistant Director concerned DE&CC	05 days	Joint Director, Employment concerned province	Director Employment, J&K
2.	Registration of unemployed youth	Deputy Director/Assistant Director concerned DE&CC	Two (02) days	Joint Director, Employment concerned province	Director Employment, J&K

Revenue Department

S. No.	Name of the Service	Designated Officer (the officer who will provide the service)	Stipulated time frame for	First Appellate Authority	Second Appellate Authority
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			providing service		
1.	Copy of Voter List	Tehsildar (AERO) Concerned/Election Naib Tehsildar of the District	05 days	i. Deputy Commissioner (District Election Officer) concerned where Tehsildar is the designated authority ii. Assistant Commr. (Revenue) (ERO) where Election Naib Tehsildar is Designated Officer	<ul style="list-style-type: none"> Chief Electoral Officer where DEO is the 1st Appellate Authority. DC ((DEO) where ACR (ERO) is the 1st Appellate Authority
2.	Marriage Certificate under Hindu Marriage Act	Tehsildar (Registrar) concerned	Within 05 days (including actual registration of marriage with the Tehsildar (Registrar) concerned	Additional Deputy Commissioner concerned	Deputy Commissioner concerned

Transport Department

S No	Name of the Service	Designated Officer (the officer who will provide the service)	Stipulated time for providing service	First Appellate Authority	Second Appellate Authority
1.	Renewal of Driving Licenses issued by the State Licensing Authorities	RTO/ARTO concerned	15 days	Deputy Commissioner concerned	Transport Commissioner
2.	Issuance of Fitness Certificate of vehicles	RTO/ARTO Concerned	30 days	Deputy Commissioner concerned	Transport Commissioner

Public Works (R&B)Department

S. No.	Name of Service	Designated Officer	Stipulated time frame for providing the service	First Appellate Authority	Second Appellate Authority
1.	Issuance of Contractor Cards "B", "C" & "D" Class	Superintendent Engineer(SE)	35 days	Chief Engineer	Joint Development Commissioner (Works)
2.	Issuance of Contractor Cards "A" Class	Chief Engineer	45 days	Joint Development Commissioner (Works)	Administrative Secretary

**Annexure 'C'.
Home Department**

S. No.	Name of the service	Designated Officer (the officer who will provide the service)	Stipulated time frame for providing the service	First Appellate Authority	Second Appellate Authority
1.	Copy of FIR	SHO concerned	One (01) day for the complainant and three (03) days for others from the date of application	SDPO concerned	SP concerned
2.	Verification report from CID for passport	Dy.SP (Hqrs) in the office of the Addl.DGP/IGP,C ID	60 days	SSP CID, Hqrs in the office of the Addl.DGP/IGP,CID	Addl.DGP, CID/IGP, CID
3.	Verification report from CID for newly appointed candidates	Dy.SP (Hqrs) in the office of the Addl.DGP/IGP,C ID	60 days	SSP CID, Hqrs .in the office of the Addl.DGP/IGP,CID	ADGP, CID/IGP, CID
4.	Verification by Police Station concerned for certification of identity	SHO concerned	07 days	Dy.SP (Hqrs)/concerned SDPO	District SP
5.	Verification by police for issuance of Character certificate	SP concerned	15 days	Range DIG	Zonal IGP
6.	Copy of untraced report in accident	SHO concerned	15 days from the date of	Dy.SP (Hqrs)	District SP

	/drowning cases		conclusion of investigation.	/concerned SDPO	
7.	Copies of untraced reports in cases of stolen vehicles	SHO concerned	15 days from the date of conclusion of investigation.	Dy.SP (Hqrs) /concerned SDPO	District SP
8.	Copy of untraced report in theft cases	SHO concerned	15 days from the date of conclusion of investigation.	Dy.SP (Hqrs) /concerned SDPO	District SP

Health & Medical Education Department

S. No.	Name of the service	Designated officer (the officer who will provide the service)	Stipulated time period for providing the service	First Appellate Authority	Second Appellate Authority
1.	Disability Certificate	Chief Medical Officer	One month from the date of application.	Director Health Services	Administrative Secretary to Government, Health & Medical Education Department
2.	Medical illness certificate	Chief Medical Officer /Medical Supdt./Block Medical Officer	Within one week after completion of treatment/One day after examination.	Director Health Services	Administrative Secretary to Government, Health & Medical Education Department
3.	Medical fitness certificate	Chief Medical Officer /Medical Supdt./Block Medical Officer	One day after examination.	Director Health Services	Administrative Secretary to Government, Health & Medical Education Department
4.	Post Mortem report	Chief Medical Officer /Medical Supdt./Block Medical Officer/Doctor/ Board conducting Post Mortem	a)Preliminary report within one week of Post Mortem. b)Final report within one week after receiving specialized investigation report/Viscera report.	Director Health Services	Administrative Secretary to Government, Health & Medical Education Department

Forest Department

S. No	Name of the Service	Designated Officer (the officer who will provide the service)	Stipulated time frame for providing the service	First Appellate Authority	Second Appellate Authority
01	Issuance of NOC (by Pollution Control Board) for installation of Industry/Project	<p>Orange & Red Category: Member Secretary, SPCB</p> <p>Green Category: Regional Director, SPCB</p>	Four months as envisaged in the State Pollution Control Act.	<p>Orange & Red Category: Chairman SPCB</p> <p>Green Category: Member Secretary, SPCB</p>	<p>Orange & Red Category: Administrative Secretary (Forest)</p> <p>Green Category: Chairman SPCB</p>

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