

RIGHT TO SERVICE IS NOW YOUR RIGHT

The Jammu and Kashmir Public Services Guarantee Act, 2011



SHRI OMAR ABDULLAH
HON'BLE CHIEF MINISTER, J&K

Services to be provided by the Designated Officers in a time bound manner. Who fail to deliver services within stipulated time are liable to fine of ₹ 250/- per day subject to a maximum of ₹ 5000/- per application. Nodal Officers at State Level and District Level appointed to oversee the matter. Appellate Authorities notified to impose the amount of penalty on the Designated Officer concerned. Administrative action shall also be taken against defaulters.

List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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

Issued in the public interest by:

General Administration Department,
Government of Jammu and Kashmir

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List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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 load 10 KW.	Assistant Executive Engineer (Electrical) concerned	30 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) 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

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List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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

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List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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/SDM 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	Additional 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 of 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

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List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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 License.	Regional Transport Officer/Assistant Regional Transport Officer concerned	30 days	Deputy Commissioner concerned	Transport Commissioner, J&K
3	Registration of Vehicles	Regional Transport Officer/Assistant Regional Transport Officer concerned	30 days	Deputy Commissioner concerned	Transport Commissioner, J&K

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List of services currently covered under the J&K Public Services Guarantee Act, 2011 with respect to the 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.	NOC for construction of house from Power Development Department.	Executive Engineer concerned	30 days	Superintending Engineer Concerned	Deputy Commissioner concerned
6.	NOC for construction of house from PHE.	Executive Engineer concerned	30 days	Superintending Engineer Concerned	Deputy Commissioner concerned
7.	NOC for construction of house from Nazool.	Tehsildar/Nazool concerned	30 days	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned
8.	Building permission for construction of house from Municipal Corporation, Srinagar	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Srinagar	Administrative Secretary, H&UD
9.	Building permission for construction of house from Municipal Corporation, Jammu	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Jammu	Administrative Secretary H&UD Department
10.	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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