

Jammu and Kashmir Public Services Guarantee Rules, 2011

JAMMU & KASHMIR

India

Jammu and Kashmir Public Services Guarantee Rules, 2011

Act 223 of 2011

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Jammu and Kashmir Public Services Guarantee Rules, 2011Published vide SRO 223 of 2011, dated 21.07.2011, General Administration DepartmentIn exercise of the powers conferred by section 17 of the Jammu and Kashmir Public Services Guarantee Act, 2011 (Act No, IX of 2011), the Government hereby makes the following rules, namely:

1. Short title and commencement

(1)These rules may be called the Jammu and Kashmir Public Services Guarantee Rules, 2011.(2)They rules shall come into force from the date of their publication in the Government Gazette.

2. Definitions

(1)In these rules, unless the context otherwise requires(a)"Act" means the Jammu and Kashmir Public Services Guarantee Act, 2011 (Act No. IX of 2011);(b)"Form" means the Form appended to these rules;(c)"Government" means the Government of Jammu and Kashmir;(d)"Section" means the section of the Act.(2)The words and expressions used in these rules but not defined shall have the same meaning as assigned to them respectively in the Act.

3. Authorization by Designated Officer for receiving the application

- The designated officer may, by order, authorize any of his sub-ordinate officer or employee to receive the application and to issue the acknowledgement thereof.

4. Issuing of acknowledgement to the applicant

- The designated officer or any official authorized under rule 3 shall give acknowledgement to the applicant in Form -1 and in case any necessary documents have not been annexed with the application, the same shall be clearly mentioned on the acknowledgement and in such acknowledgement stipulated time limit shall not be mentioned: Provided that if all necessary documents are annexed with the application and the application is complete in all respects, then the stipulated time limit shall be mentioned in the acknowledgement; Provided further that in the event any service is denied or delayed, the designated officer shall communicate to the person eligible and /or applying for the service: (i) the reason for such denial or delay, (ii) the period within which an appeal against such denial be preferred and; (iii) the particulars, including all available contact information of the competent appellate authority under the provisions of the Act.

5. Public holidays not included in the stipulated time limit

- In computing the stipulated time limit in providing the services, the public holidays shall not be included.

6. Display of information on the notice board

(1) The designated officer shall, for the convenience of general public, cause to display all relevant information related to services on the notice board installed at a conspicuous place of the office for public knowledge and also on the public domain and the necessary documents to be attached with an application for obtaining notified services shall also be displayed. (2) In the event of non-display of such information in the public domain, the competent authority shall initiate appropriate action against the designated officer,

7. Exemption of payment of Fees

- No fees shall be payable along with an application, appeal or revision, as the case may be.

8. Contents of application for Appeal and Revision

- The following information shall be included in an application for appeal or revision, as the case may be, filed to the first appellate authority, second appellate authority or the revisional authority, namely :- (i) name and address of the applicant or person filing first appeal, second appeal or revision; (ii) the name and address of the designated officer, first appellate authority or second appellate authority, as the case may be, against whose decision the appeal or revision is filed; (iii) particulars of the order against which the appeal or revision lies; (iv) if the appeal is against the refusal of acknowledgement of the application by the designated officer, then the date of application, refusal of information, and the name and address of the designated officer, to whom the application was presented; (v) the grounds for appeal or revision; (vi) the relief sought, and (vii) any other relevant information which is necessary for the disposal of appeal or revision.

9. Documents to be annexed with appeal or revision

- The following documents shall be annexed with every application for appeal or revision, namely:(i)self-attested copy of the order against which the appeal or revision is made;(ii)the copies of the documents, if any, mentioned in the application for appeal or revision;(iii)the index of the documents annexed with the application for appeal or revision; and(iv)the proof of depositing penalty, in case of application for revision.

10. Procedure for deciding appeal or revision

- In deciding the application for appeal or revision the appellate or revisional authority:-(i)shall inspect the relevant documents, public documents or copies thereof;(ii)authorize any officer to conduct appropriate inquiry, if required; and(iii)may hear designated officer, first appellate authority or the second appellate authority, as the case may be.

11. Service of notice of hearing

- The notice of hearing of application for appeal or revision shall be served in any one or more of the following manners; namely :-(i)by the party itself;(ii)by hand delivery (dasti) through process server;(iii)by the registered post with due acknowledgement; or(iv)through the department.

12. Hearing of appeal or revision

(1)In every case, the appellant or the person at revision shall be intimated with the date of hearing, at least seven clear days prior to such date of hearing.(2)The appellant or the person at revision, as the case may be, may present in person in the hearing of application for appeal or revision, or may opt not to be present in the hearing.(3)If the appellate authority or revisional authority is satisfied that the circumstances exist due to which the appellant or the person at revision is prevented to be present at the hearing, then before taking the final decision an opportunity of hearing shall be given to the appellant or the person at revision.(4)If any party remains absent after due service of notice of the fixed date of hearing, then appeal or revision, as the case may be, shall be disposed in his absence or dismissed due to non-appearance/ non prosecution.

13. Order in appeal or revision

(1)The order of appeal or revision shall be pronounced in open proceedings and shall be in writing by the first appellate authority, second appellate authority or revisional authority, as the case may be.(2)The copy of order passed in first appeal or second appeal, as the case may be, shall be given to the appellant, designated officer and first appellate authority, free of cost and ordinarily on the date of pronouncement of the order.(3)In case of imposition of penalty, the appellate authority or the revisional authority, as the case may be, shall endorse a copy of order to the competent authority with instructions to deduct the amount from the salary/honorarium/remuneration of the designated officer/appellate authority;-(4)In the case of recommendation for the departmental enquiry against

the designated officer or the appellate authority, as the case may be, the provisional authority shall send the order passed against him/her to the concerned competent authority.(5)Where the revisional authority, after hearing the revision, amends the order of the appellate authority, then he/she shall send a copy of the order to the appellate authority and the competent authority.

14. Recovery of penalty

(1)On receiving the order of imposition of penalty under sub-rule (4) of rule 13, the competent authority shall direct the drawing and disbursing officer to recover the amount of penalty from the next salary of the designated officer or first appellate officer, as the case may be, and deposit it under the concerned head and send a copy of challan to the concerned appellate authority.(2)In case any amendments are made in the order of appellate authority during revision, the concerned authority shall cause to ensure that such orders are implemented.

15. Payment of compensation

- In the case of order of payment of compensation to the applicant under section 13, the second appellate authority shall order to make payment within thirty days:Provided that whenever revision is filed against the order of second appellate Authority, the period of thirty days for payment of compensation shall be reckoned from the date of passing of order by the revisional authority.

16. Maintenance of record of disposed cases under the Act

- The designated officer, first appellate authority, second appellate authority and revisional authority shall maintain the record of the cases in Form 3, 4, 5 and 6 respectively.

17. Monitoring and inspection

(1)The Government may issue the directions from time to time for effective implementation of the provisions of the Act, superintendence of the cases filed under the Act and for the inspection of the offices of the first appellate authority, second appellate authority, revisional authority and drawing and disbursing officers.(2)The State Government may after every six months review services notified under the Act and may include or exclude any service, for purposes of the Act.(3)The Government shall introduce a system for centralized monitoring of the timely delivery of notified services, including service delivery through use of Information and Communication Technologies, and for monitoring various provisions of the Act.

18. Interpretation

- If any question of interpretation of these rules arise, the decision of the Government in General Administration Department, in consultation with Department of Law, Justice & Parliamentary Affairs shall be final.

Form 1(See rule 4)Form of Acknowledgement

Name of the Designated Officer and Office Address.

Name and address of the applicant.

Date of receiving application in the office of designated officer.

Name of the service for which the application is given.

Particulars of the documents which are essential for receiving service, but are not enclosed with the application.

Last date of the stipulated time limit.

Place:Date:Signature of Recipient Name and Designation with seal
Note: In case of not receiving all the documents with the application, the last date of the stipulated time limit shall not be specified
Form 2 (See rule 6) Form of Notice Board

Name,
designation
and Office of
the
designated
officer

S. No.	Notified service	Documents to be annexed with the application	Stipulated time limit for the services	Designation and address of the first appellate officer	Stipulated time limit for the disposal of first appellate	Designation and address of the second appellate authority.
(1)	(2)	(3)	(4)	(5)	(6)	(7)

Name of the person authorized to receive application in the office of designated officer

Time limit for filing first appeal

Within thirty days from the decision of designated officer

Time limit for filing second appeal

Within sixty days from the decision of first appeal officer.

Form 3 (See rule 16) Form of Register to be Maintained in The Office of Designated Officer

Name of the
Office of the
designated
officer

Month

Year

S. No.	Name and address of applicant	Service for which the application is given	Last date of the stipulated time limit	Application allowed/disallowed	Date and details of the order passed
(1)	(2)	(3)	(4)	(5)	(6)

Form 4(See rule 16)Form of Register to be Maintained in The Office of First Appellate Authority

Name of the
Office of the
First appellate
officer

S. No.	Name and address of appellant	Date of filing first appeal	Designation of the Designated Officer (Along with the name of officer) against whose decision the appeal is filed	Last date of the stipulated time limit	Date and detail of order in appeal
(1)	(2)	(3)	(4)	(5)	(6)

Form 5(See rule 16)Form of Register to be Maintained in The Office of Second Appellate Authority

Name of
the Office
of the
Second
Appellate
Authority

S. No.	Name and address of appellant	Date of filing second appeal	Designation of the First Appeal Officer (Along with the name of officer) against whose decision the second appeal is filed	Details of disposal of second appeal (a) dismissal.....(b) penalty of departmental enquiry (d) payment of compensation	Date of recovery of penalty (c)	Date of payment of amount of compensation	Follow up regarding recommendation of Department Enquiry
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(1) (2) (3) (4) (5) (6) (7) (8)

Form 6(See rule 17)Form of Register to be Maintained in The Office of Revisional Authority
Name of the
Office of the
Revisional
authority

S. No.	Name, designation and address of the Person in revision	Details of order against which the revision is made	Details of proof of depositing penalty	Details of order of revision	Remarks
(1)	(2)	(3)	(4)	(5)	(6)

Services and Designated Officers/Appellate Authorities Notified SRO-224, dated 21.07.2011, General Administration Department In exercise of the powers conferred by section 4 of the Jammu and Kashmir Public Services Guarantee Act, 2011 (Act No. IX of 2011), the Government hereby notify the following services and the designated officers/ appellate authorities as under:-

S. No.	Name of the Service	Designated Officer	Stipulate time frame for providing service	First Appellate Authority
1.	Consumer Affairs & Public Distribution Department 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 foodgrains as per current population of the State	Deputy Director ,Food, CAPD concerned
2.			07 days	

	Issue of surrender certificate/duplicate RationCards	Tehsil Supply Officer, CAPD in Rural areas andAssistant Director in Urban areas		Deputy Director,CAPD concerned
3.	Inclusion of a new born child in the ration card	Tehsil Supply officer, CAPD in Rural areas andAssistant Director in Urban areas	07 days after production of birth certificatefrom the competent authority	Deputy Director,CAPD concerned
4.	Transfer/Shifting from one FP Shop to another	Tehsil Supply officer, CAPD in Rural andAssistant Director in Urban areas	15 days subject to condition that the ration formnew FP shop shall be issued only on commencement of the nextmoth.	Deputy Director, CAPD concerned
Power Development Department				
1.	Electricity Connection domestic with load 10KW.	Assistant Executive Engineer (Electrical)concerned	30 days	Executive Engineer (Electrical) concerned
2.	Electricity Connection domestic with load 20 KW.	Executive Engineer (Electrical) concerned	35 Days	Superintending Engineer (Electrical) concerned
3.	Electricity Connection domestic with load 30 KW	Superintending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned
4.	Electricity Connection domestic with all loads	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, power
5.	Electricity Connection commercial with load 5 KW.	Assistant Executive Engineer concerned	30 days	Executive Engineer, (Electrical) concerned
6.	Electricity Connection commercial with load 20KW.	Executive Engineer (Electrical) concerned	35 days	Superintending Engineer (Electrical) concerned

7.	Electricity Connection commercial with load 30KW.	Super- intending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned
8.	Electricity Connection commercial with load 100KW.	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, Power
9.	Electricity Connection industrial with load 10KVA/HP.	Assistant Executive Engineer concerned	30 days	Executive Engineer (Electrical) concerned
10.	Electricity Connection industrial with load 30KVA/HP.	Executive Engineer (Electrical) concerned	35 days	Superintending Engineer (Electrical) concerned
11.	Electricity Connection industrial with load 100KVA/HP.	Super- intending Engineer (Electrical) concerned	40 days	Chief Engineer (Electrical) concerned
12.	Electricity Connection industrial with load 200KVA/HP.	Chief Engineer (Electrical) concerned	45 days	Development Commissioner, Power

Public Health Engineering, Irrigation and Flood Control Department

1.	Sanction for domestic water connection	Executive Engineer, PHE concerned	15 days	Superintendent Engineer, PHE concerned
2.	Actual, domestic water connection supply	Executive Engineer, PHE concerned	30 days	Superintendent Engineer, PHE concerned

Revenue Department

1.	State Subject Certificate (PRC)	Assistant Commissioner (Rev)/Additional Deputy Commissioner/SDM concerned	30 days	Deputy Commissioner concerned
2.	Reserved Category Certificates	Tehsildar concerned	15 days	Additional Deputy Commissioner concerned
3.	Dependent Certificate	Assistant Commissioner (Rev)/	30 days	Deputy Commissioner

		Additional Deputy Commissioner Concerned		concerned
4.	Extract of Fard Intikhab	Naib Tehsildar concerned	10 days	Assistant Commissioner (Revenue) concerned
5.	Extract of Girdawteri.	Naib Tehsildar concerned	10 days	Tehsildar concerned
6.	Extract of Aks Masavi/Laths	Naib Tehsildar concerned	10 days	Tehsildar concerned
7.	Extract of Jamabandi	Naib Tehsildar concerned	10 days	Assistant Commissioner (Revenue) concerned
8.	Attestation of mutations	Tehsildar concerned	30 days	Additional 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
10.	Copy of mutation	Tehsildar concerned	10 days	Additional Deputy Commissioner concerned"
11.	Demarcation of Land	Naib Tehsildar concerned	30 days	Tehsildar concerned
12.	Extract of Tatima Shajra	Naib Tehsildar concerned	30 days	Assistant Commissioner (Revenue) concerned
13.	Extract of Chulah/Chowkidara	Naib Tehsildar concerned	10 days	Tehsildar concerned
14.	Income Certificate	Tehsildar concerned	30 days	

				Additional Deputy Commissioner concerned
Transport Department				
1.	Learners driving license	Regional Transport Officer/Assistant Regional Transport officer concerned	15 days	Deputy Commissioner concerned
2.	Driving License.	Regional Transport Officer/ Assistant Regional Transport Officer concerned	30 days	Deputy Commissioner concerned
3.	Registration of Vehicles	Regional Transport Officer/Assistant Regional Transport Officer concerned	30 days	Deputy Commissioner concerned
Housing & Urban Development Department				
1.	Birth/Death Certificate	Registrar/Health Officer concerned	30 days	Joint Municipal Commissioner (Adm) concerned
2.	NOC for construction of house from Srinagar Development Authority	Secretary, Srinagar Development Authority	30 days	Vice Chairman, SDA
3.	NOC for construction of house from Jammu Development Authority	Secretary, Srinagar Development Authority	30 days	Vice Chairman, JDA
4.	NOC for construction of house from Town Planning Organization.	Chief Town Planner	30 days	Divisional Commissioner concerned
5.	NOC for construction of house from Power Development Department	Executive Engineer concerned	30 days	Superintending Engineer concerned
6.	NOC for construction of house from PHE.	Executive Engineer concerned	30 days	Superintending Engineer

7.	NOC for construction of house from Nazool.	Tehsildar/Nazool concerned	30 days	Concerned Additional Deputy Commissioner concerned
8.	Building permission for construction of house from Municipal Corporation, Srinagar	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Srinagar
9.	Building permission for construction of house from Municipal Corporation, Jammu	Joint Commissioner (Adm)/Planning	30 days	Municipal Commissioner Jammu
10.	Building permission for construction of house from Municipal Council/Committee.	Executive Officer concerned	30 days	Additional Deputy Commissioner Concerned

Notifications, Orders, Circulars, etc. Power Connections Documents required therefor Notification dated 05.01.2012, Power Development Department Subject: - Documents Required for Power Connections. It is hereby notified for the information of General Public that the following documents need to be annexed with the application submitted to the concerned offices for power connections in different categories as well as the authorities to whom appeal may be made in case of delay:-

S. No.	Notified Service	Documents to be annexed with the application	Loads
1	2	3	4
1.	Domestic Connection	1. Application 2. Agreement 3. Affidavit 4. Landpaper 5. Ration Card	All Loads
2.	Commercial Connection	1. Application 2. Agreement 3. Affidavit 4. Land Paper/Sale Deed/Lease Deed/Power of attorney/ownership 5. Load Details 6. Load Proforma 7. Site Plan 8. Feasibility from S&O Wing	All loads
3.	Power Connection for Industry	1. Application 2. Agreement 3. Affidavit 4. Land Paper/Sale Deed/Lease Deed/Power of attorney/ownership 5. F.D. R/C. D. R 6. Identification Proof 7. DIC Clearance 8. Pollution certificate of J&K State Pollution Control Board 9. Load proforma dully filled by Executive Engineer concerned 10. List of Load/Machinery 11. Site Plan 12. Feasibility from S&O Wing	All loads
4.	PAC for Industrial Connection	1. Application 2. Agreement 3. Affidavit 4. Land Paper/Sale Deed/Lease Deed/Power of attorney/ownership 5. Identification Proof 6. DIC Clearance 7. Pollution certificate of J&K State Pollution Control Board/Applied for 8. Load proforma dully filled by Executive Engineer Concerned 9. List of Load/Machinery 10. Site Plan 11. Feasibility from Chief Engineer, S&O Wing	All loads

How to apply for a new connection* The applicant shall apply for new connection in the prescribed format, separately for LT & HT for LT & HT connections, and shall also submit the format for Declaration/Undertaking, at the time of receiving electricity supply Application form must be accompanied with* A photograph of the applicant.* Registration-cum-processing fees of Rs. 1,000/- for HT & EHT connections which shall be adjusted by the Licensee while issuing the demand note.* If the applicant is an individual , any of the following:(a)Electoral Identity Card;(b)Passport;(c)Driving License;(d)Ration Card;(e)Pan Card* If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority (Head of office; Branch Manager, Principal, Executive Engineer, Govt. Department preferably DDOs etc.) along with a relevant resolution /authority letter of the Institution concerned.* Proof of ownership or occupancy of premises(a)Copy of sale deed or lease deed or in the case of agricultural connection, a copy of khasra/khatauni/khata nakal(b)Registered General Power of Attorney;(c)Municipal tax receipt or demand notice or any other related document(d)Letter of allotment:(e)An applicant who is an occupier of the premises shall also furnish El No objection certificate from owner of the premises* Proof of the current address, any of the following:(a)Electoral Identity Card;(b)Passport;(c)Driving License(d)Ration Card;(e)Statement of running bank account;(f)Water/Telephone/Electricity/Gas Connection bill(g)Income tax assessment order;* Partnership deed and an authorization for signing the requisition form & agreement (in case of a partnership firm)* Memorandum and article of Association, Certificate of Incorporation and authorization for signing the requisition form and agreement (in case of Public and /or Private Ltd. Company)* Other Documents:i. Industrial Consumers:(a)Registration under Companies Act(b)Valid Industrial License/Registration, as applicable;(c)NOC for Pollution Control Board;(d)Consent from Ministry of Commerce Gol, if required.(e)NOC from Municipal Corporation/Committee, if requiredii. Agricultural consumers:No objection certificate for competent government authority for tube wells , if required;iii. Non-Domestic Khokhas and Temporary Structure:Non Objection Certificate for Khokha of temporary structure from the SMC/JMC/Town Area/Notified Area /Panchayat/Lan Development Authority/Land Owing Agency.

Time limit for filing first appeal Within thirty days from the decision of designated officer

Time limit for filing second appeal Within thirty days from the decision of designated officer

This issue as per the provisions of the J&K Public Services Guarantee Act, 2011Documents required for issuance of fresh ration cardCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Surrender Certificate or production of old Ration Card along with dealer slip.

2. Declaration Form (Form-D) duly filled.

3. Proof of residence at the address shown in Form-D.

4. Four passport size photographs of the Head of the family.

Documents required for issuance of surrender certificate CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Application to be submitted by head of the family addressed to concerned Assistant Director/TSO.

2. Production of original Ration Card along with dealer slip.

3. Declaration Form (Form-D) duly filled in.

Documents required for issuance of duplicate ration card CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Application to be submitted by head of the family including the details of previous Ration Card.

2. An Affidavit in support of the application duly notarized.

3. Copy of the notice of loss of Ration Card published in Newspaper.

4. Copy of the report from concerned Storekeeper/TSO/Inspector.

5. The Treasury voucher under which fee of Rs. 50/- deposited in Government Treasury under A/C Head-4408.

6. Two passport size photographs

Documents required for inclusion of a new born child in the ration card CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Application to be submitted by head of the family.

2. Birth Certificate^o from Registrar Deaths & Birth/concerned Tehsildar/SHO.

3. Form-D duly filled in.

Documents required for transfer/shifting from one fair price shop to another
FPS.CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

- 1. Application from the Head of the family.**
- 2. Production of original Ration Card.**
- 3. Report from concerned Storekeeper/TSO.**
- 4. One passport size photograph of the Head of the family.**

Documents required for domestic power connection for all loads Notification No. PDD/Gen1/117/2011 dated 05.01.2012, Power Development Department

- 1. Application**
- 2. Agreement**
- 3. Affidavit**
- 4. Land Paper**
- 5. Ration Card**

Documents required for commercial power connection for all loads more than 30 KW upto 100 KW. CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

- 1. Application**
- 2. Agreement.**
- 3. Affidavit.**
- 4. Land Paper/ Sale Deed/ Leese Deed/ Power of attorney/ ownership.**
- 5. Load Details.**
- 6. Load Proforma.**
- 7. Site Plan.**

8. Feasibility from S&O Wing.

Documents required for power connection for industry for all loadsCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Application.

2. Agreement.

3. Affidavit.

4. Land Paper/ Sale Deed/ Leese Deed/ Power of attorney/ownership.

5. F.D.R/C.D.R

6. Identification Proof.

7. DIC Clearance.

8. Pollution certificate of J&K State Pollution Control Board.

9. Load proforma dully filled by Executive Engineer concerned.

10. List of Load/ Machinery.

11. Site Plan.

12. Feasibility from S&O Wing.

Documents required for PAC for industrial connection for all loadsCAPD/Eastt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department

1. Application.

2. Agreement.

3. Affidavit.

- 4. Land Paper/ Sale Deed/ Leese Deed/ Power of attorney/ownership.**
- 5. Identification Proof.**
- 6. DIC Clearance.**
- 7. Pollution certificate of J&K State Pollution Control Board /applied for.**
- 8. Load proforma dully filled by Executive Engineer concerned.**
- 9. List of Load/ Machinery.**
- 10. Site Plan.**
- 11. Feasibility from Chief Engineer, S&O Wing.**

How to Apply for A New Connection The applicant shall apply for new connection in the prescribed format, separately for LT & HT connections, and shall also submit the format for Declaration/Undertaking, at the time of receiving electricity supply. Application form must be accompanied with A photograph of the applicant. Registration-cum-processing fees of Rs. 1,000/- for HT & EHT connections which shall be adjusted by the Licensee while issuing the demand note. If the applicant is an individual, any of the following: (a) Electoral Identity Card; (b) Passport; (c) Driving License; (d) Ration Card; (e) Pan Card If the applicant is a company, trust, educational institution, government department etc, the application form shall be signed by a competent authority (Head of office; Branch Manager, Principal, Executive Engineer, Govt. Department preferably DDOs etc.) along with a relevant resolution /authority letter of the Institution concerned. Proof of ownership or occupancy of premises (a) Copy of sale deed or lease deed or in the case of agricultural connection, a copy of khasra/khatauni/khata nakal (b) Registered General Power of Attorney; (c) Municipal tax receipt or demand notice or any other related document (d) Letter of allotment (e) An applicant who is an occupier of the premises shall also furnish a No objection certificate from owner of the premises Proof of the current address, any of the following: (a) Electoral Identity Card; (b) Passport; (c) Driving License (d) Ration Card; (e) Statement of running bank account; (f) Water/Telephone /Electricity / Gas Connection bill (g) Income tax assessment order; Partnership deed and an authorization for signing the requisition form and agreement (in case of a partnership firm) Memorandum and article of Association, Certificate of Incorporation and authorization for signing the requisition form and agreement (in case of Public and /or Private Ltd. Company) Other Documents: i. Industrial Consumers: (a) Registration under Companies Act (b) Valid Industrial License/Registration, as applicable; (c) NOC for Pollution Control Board; (d) Consent from Ministry of Commerce GoI, if required. (e) NOC from Municipal Corporation/Committee, if required ii. Agricultural consumers: No objection certificate from competent government authority for tube wells, if required; iii. Non-Domestic Khokhas and Temporary Structure: Non Objection Certificate for Khokha or temporary structure from the SMC/JMC/Town Area/Notified Area /Panchayat/Lan Development Authority/Land Owing

Agency. Documents required for sanction of domestic water connection and actual domestic water connection supply Government Order No. 04 PW (Hyd) of 2012, dated 03.01.2012, PHE, Irrigation & Flood Control Department. An application addressed to the Executive Engineer, PHE concerned as per format prescribed in the Jammu and Kashmir Water Resource (R&M) Rules, 2011 Form 01 which contains: a. Complete address of the applicant. b. Proof of ownership/occupancy of the premises. c. Other requirement: - I. A fee of Rs. 200/- for domestic water connection and Rs. 500/- for commercial water connection in cash/DD/Bank draft. II. An affidavit duly attested by 1st class Magistrate to the effect that the applicant shall abide by the provision of the Act & all Rules and Regulations made there under and other terms/conditions subject to which the water connection is granted. III. An agreement as per format prescribed in the J&K Water Resources (R&M) rules 2011-Form II. Permanent Resident Certificate (PRC) Circular No. Rev/Gen/11/2011 dated 07.12.2011 and corrigendum, dated 15.12.2011, Revenue Department. ii. Application on the prescribed format. ii. Affidavit of the applicant/father/guardian /Adult children (if any) declaring that they/he/she are/is permanent resident (s) of the J&K State as defined in the constitution of Jammu and Kashmir and that he/she/they has/have neither obtained a PRC from any other area of the State nor has/have applied earlier for the purpose from elsewhere and that the contents of affidavit are true and nothing has been concealed thereof and if the information provided in the application is proved contrary to what has been stated, the applicant shall be liable to penal action as per law/rules in force. iii. Attested photo copy of Ration card. iv. Birth certificate from School/Municipality/Police station/Medical Officer /Village Chowkidar. v. Certified/attested copy of the current voter list. Copy of the voter list of 1951/1957, if required. vi. Copy of PRC of father/grandfather/husband (In case of non-availability an affidavit shall be attached to this effect). vii. Certified copies of Misal Haqiyat Jamabandi/Shajra Nasab prior to 1944-AD. viii. Form "Alif"/certified copy of the cancellation Register, in case of POK displaced persons, wherever required. ix. Current Revenue record viz. Jamabani Jithasra Girdawari and Shajra Nasab. Provided that in respect of a person who belongs to nomadic family of Gujjar and Bakerwal community and does not possess any immovable property in the State, the application shall be accompanied by the following documents as envisaged under notification SRO 92 dated 20th March, 2001, issued by the Revenue Department, under endorsement No. Rev (LB) 70/97 dated 20-03-2001, namely: - (i) Permanent Resident certificate of father or grandfather; (ii) Copies of voter list from 1957 onwards; (iii) Copies of revenue record by virtue of which he has obtained immovable property under Government Order No. LB-6, S-432 etc. OR Copies of revenue record whereunder immovable property has been acquired under Agrarian Reforms Act-1976; iv. Copy of Choola-Bandi; and v. Copy of Forest Moto of 1944 Provided further that the competent authority after satisfying itself about the genuineness of the claim, made by a person applying for grant of Permanent Resident Certificate and on production of atleast three of the aforementioned documents, may grant the certificate. Reserved Category Certificates CAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution Department (a) ALC/OSC/RBA. i. Application on the prescribed format as provided in the Reservation Rules. ii. Affidavit in support of the application. iii. Extract of Khasra Girdawari /Misal-i-Haqiat /Jamabandi, continuously for not less than last 15 yrs. iv. Extract of Chowkidara /Chullah Bandi, continuously for the last not less than 15 yrs. v. Attested copy of Ration Card. vi. Attested copy of Voter list. vii. Copy of PRC. viii. Income certificate, wherever applicable. (b) SC/ST. i. Application on the prescribed format as provided in the Reservation Rules. ii. Affidavit in support of the application. iii. Attested copy of Ration Card. iv. Certified copy of Voter list. Provided that a person claiming benefit on

the grounds that he/she belongs to Scheduled True Community shall produce an extract of Jamabandi in respect of members of the tribes, who own land and extract of electoral rolls or chullhabandi or Ration Card in respect of landless members of the tribes. The production of identity cards or grazing cards issued by the Forest Department or Revenue agencies in respect of the landless members of Gujjar and Bekerwal communities shall be supplementary evidence for the said purpose. Provide further that the residents of village Turtuk of Leh district who claim to be Scheduled Tribes may substantiate their claim by production of sufficient and satisfactory oral or documentary evidence available with them.

v. Copy of PRCvi. Extract of Misal-i- Haqiyat /Jamabandi / Shajra Nasab. Dependent CertificateCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentI. Application within the prescribed time.II. Affidavit in support of the application.III. Income Certificate, wherever applicable (to be issued by not below the rank of Assistant Commissioner Revenue concerned)IV. Death CertificateV. Certified /attested copy of the Ration CardIncome CertificateCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentI. Application alongwith requisite fee.II. Copy of Ration CardIII. Salary Certificate, wherever applicableIV. Income tax certificate, wherever applicableV. Revenue extracts like Khasra Girdawari/Jamabandi.Extract of Fard IntikhabCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee), indicating Khewat / Khata / Khasra No. of the land in respect of which the Fard Intikhab is required.Extract of GirdawariCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating Khasra No. of the land in respect of which the extract is required.Extract of AKS-Masavi/LathaCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating Khewat / Khata /Khasra No. of the land in respect of which the extract is required.Extract of JamabandiCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating Khasra No. of the land in respect of which the extract is required. Attestation of mutationCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating necessary details of the land and necessary documents required for a attestation of a particular type of mutation, like sale deed/gift deed/will deed etc. Inheritance mutationCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication from legal heirs, alongwith requisite fee. Copy of mutationCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating the Mutation Number. Demarcation of LandCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating Khasra Number of the land, in respect of which the demarcation is required. Extract of Tatima ShajraCAPD/Estt/104/2011, dated 03.12.2011, Consumer Affairs and Public Distribution DepartmentApplication (alongwith requisite fee) indicating Khasra Number of the land, in respect of which the Tatima Shajra is required. Documents required for learners license, Driving license, registration of vehiclesNo. OSD/Tpt./2011/216, dated 01.12.2011, Transport Department

- 1. Form No. 2 (Application Form)**
- 2. Form No. 1 and 1-A (Medical Form)**
- 3. Date of Birth Certificate (photo copy)**
- 4. Address Proof (photo copy)**
- 5. Prescribed fee.**

Documents Required For Driving License.

- 1. Form No. 4**
- 2. Learners License.**
- 3. Prescribed fee.**
- 4. Trail test in addition to above documents (1 to 3)**

Documents Required For Registration of Vehicles.

- 1. Form No. 20 (Application Form)**
- 2. Form No. 21 (Sale Certificate)**
- 3. Form No. 22**
- 4. Temporary Registration Certificate**
- 5. Address Proof (photo copy)**
- 6. Insurance Certificate (photo copy)**
- 7. Pan card or Form-60 in duplicate**
- 8. Invoice**

In Case of Commercial Vehicles, in Addition to Above Documents (1 to 8) Following Documents Are Also Required.

- 1. Un-laden weight Slip.**
- 2. Letter of Authority**
- 3. Meter Seal (In case of Auto Rickshaws only)**
- 4. Form No. 22-A**
- 5. Body building bill**
- 6. Prescribed fee.**

Birth/death certificates by Municipal Corporations, Jammu/Srinagar.No. HUD/Adm/105/2011, dated 25.11.2011, Housing and Urban Development Deptt. Birth Certificate (regular) Within 29 days of birth

- 1. Application**
- 2. Birth form duly signed by the applicant**
- 3. Hospital Record**
- 4. Ward Receipt (Rs.1 /-)**

Birth Certificate After 30 days of birth upto 1 year

- 1. Filling of birth form duly signed by the applicant.**
- 2. Affidavit**
- 3. If belonging to area falling outside municipal limits, has to produce hospital record of birth within municipal limits.**

Birth Certificate by Court Order after 1 year of birth that has occurred within municipal limits.

- 1. Filling of birth forms duly signed by the applicant.**
- 2. Court order for registration of birth.**

No Entry Certificate (NEC) for obtaining court orders for registration of birth/ death in municipal records that has occurred within municipal limits one year before date of application.

1. Application with attested copy of proof of DOB/ Death Certificate from hospital falling within the municipal limits.

2. Affidavit if no proof of birth /death is available.

Death Certificate (natural) within 1 months.

1. Ward receipt (Rs. 01/-)

2. Death Registration form with report of confirmation of the event by the Ward officer concerned.

3. Receipt of Shamshan Bhomi, in case of death of a non Muslim as a proof of cremation.

4. In case of Accidental deaths: Copy of an FIR from the concerned police station.

Death Certificate (1 month - 1 year)Affidavit with report of confirmation of death event by Ward Officer concerned.Death Certificate Court (order) after one year.

1. Filling of form duly signed/attested by the applicant.

2. Court order for registration of death.

Modification (In Regular Certificate) i.e. spelling change of child name, address etc.

1. Application dully signed by the applicant.

2. Publication of modification inviting objections in local dailies.

3. Original Certificate to be deposited back in the office.

Duplicate Certificate (Birth) in case of loss or damage.

1. Proof of registration.

2. Affidavit.

Birth/Death Certificates by Municipal Committees/Councils. Formalities/Documents Required for Obtaining Birth Certificates.Birth Certificate (regular) Within 21 days of birthApplication.Birth

Certificate in case of more than 21 days and upto 1 year

1. Application.

2. An affidavit duly attested by Executive Magistrate 1st Class in support of his claim.

Birth certificates after delay of more than 1 year

1. Applicant has to seek orders from the Court for registration of birth in support of his claim.

Formalities/Documents Required for Obtaining Death Certificates. Death certificate within 18 days of death Application. Death certificate after 18 days upto one year

1. Application.

2. An affidavit duly attested by Executive Magistrate 1st Class in support of his claim.

Death certificate after delay of more than one year Applicant has to seek orders from the court for registration of death in support of his claim. NOC for construction of house, Srinagar Development Authority No. HUD/Adm/105/2011, dated 25.11.2011, Housing and Urban Development Deptt. Documents required for grant building permission falling under local are (within BOCA, SDA) NOCs from:-

1. Nazool (Revenue Department.

2. UEE Department.

3. PWD bye-pass area

4. PHE Department, by-pass area

5. PDD Division, bye pass area.

Documents required for issuance of NOC for any sort of construction within SMC limits

1. Application / letter from SMC

2. Authenticated blue print drawings(02 numbers) which includes site plan/key plan, all floor plan, elevations and sections.

3. Revenue papers/extracts.

Documents required for granting building permissions falling within the jurisdiction of SDA (Bernina Housing Colony).

1. Copy of allotment order.

2. Copy of handover/ takeover.

3. Copy of letter of intent.

4. Affidavit.

5. Application for grant of permission.

Jammu Development Authority Procedure/ documents required for the building permission cases of the Local Area limits of Jammu.

1. Application Form

2. Building Plans- with 10 Copies.

3. Revenue documents- 4 sets (i.e. plot/land documents, consisting of Sale deed copy, mutation copy, fard ownership record. etc.

4. Requisite NOC from the following different line departments:

a. AC, Revenue Jammu. b. AC, Nazool, Jammuc. Director Land Management , JDAd. Xen. PHE, City Div. I/II * Rural Div. e. Xen. PDD Inspection Div. Trikuta Nagar. f. Xen. Sewerage & Drainage/ Town Drainage. g. Any other department depending upon the nature of the case in terms of location/ site conditions. NOC for construction of house from town planning organization No.

HUD/Adm/105/2011, dt. 25.11.2011, Housing and Urban Development Department Documents required to be attached with the application.

1. Application form duly signed by the applicant alongwith his/her contact details.

2. NOC from AC Revenue

3. Three Blue Print Copies of the building plan under the seal and signatures of a registered Architect/Civil Engineer/Draftsman containing a key plan, site plan and detailed building plan showing front elevation and sectional details as per by laws also signed by the applicant.

4. Authenticated copy of original building permission order alongwith authenticated drawings for Building permission cases seeking conversion and restoration etc.

5. Three photographs authenticated by the registered Architect/Draftsman/Civil Engineer seeking permission for restoration or construction after dismantling the existing structure.

Building Permission For Construction of House From Municipal Corporation, Srinagar/Jammu. Documents required to be attached with the application.

1. Twelve (12) copies each of building/ site plans drawn and signed by Registered Architect or by draftsman registered with the competent authority constituted under J&K Building operations control Act, one copy of such plan must be duly endorsed by Assistant Commissioner, Nazool and or AC, Revenue and Custodian in case of evacuee immovable property .

2. Verification of land by Assistant Commissioner, Nazool in case of State land and Assistant Commissioner, Revenue in other cases with following latest revenue documents:

i. Shajra- Khasra. ii. Inthikab-Girdawari. iii. Inthikhab-Jamabandi. iv. Sale deed/ Gift deed.

3. No Objection Certificates from:

i. Power Development Department ii. PHE Department. iii. Sewerage and Drainage Department. iv. Clearance from Fire Services Department in case of multistoried buildings v. No objection certificate from civil aviation Department wherever required. vi. Indemnity bond in case of proposal for the construction of a basement. Building Permission For Construction of House From Municipal Council/Committee. Documents required to be attached with the application.

1. NOC from Municipal Council

(i)NOC from Assistant Commissioner, Revenue.(ii)NOC from Executive Engineer PHE.(iii)NOC from Executive Engineer PDD.(iv)NOC from District/Assistant town Planner of the concerned district.

2. NOC from Municipal Committee

(i)NOC from Tehsildar concerned.(ii)NOC from Executive Engineer, PDD.(iii)NOC from Executive Engineer PHE.(iv)NOC from District/Assistant town planner of the concerned district.

Public Services Guarantee Act, 2011 Implementation Circular No 25-GAD of 2011, dated 23.08.2011, General Administration Department Subject:- Implementation of the Jammu and Kashmir Public Services Guarantee Act, 2011. The Jammu and Kashmir Public Services Guarantee Act, 2011 has come into effect from 10th of August, 2011. The Act provides for the delivery of public services by the designated officers to the eligible persons of the State within the specified time limit. To carry out implementation 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 State Government notified the services to be delivered to the eligible persons under the Act, time limit for providing the notified services, particulars of the designated officers, first appellate authorities and second appellate authorities. Under section 5 (2) of the Act any eligible person can file application with the designated officer for providing of 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. 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. 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 shall 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 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. 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. 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 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 may deem fit. 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. 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 provided by him 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. Under Rule 16 of the Jammu and Kashmir Public Services Guarantee Rules, 2011 (SRO 223 of 2011) the designated officers, first appellate authorities and second appellate authorities shall maintain the records on form 3, 4 and 5 annexed with SRO 223 of 2011 respectively. The Jammu and Kashmir Public Services Guarantee Act, 2011 along with the Rules and notified services is available on the website of General Administration Department (www.ikqad.nic.in). However, copies of the same are enclosed for ready reference. All the concerned Administrative Secretaries are requested kindly to personally supervise implementation of the Act in letter and spirit. They shall make suitable arrangements for monitoring the implementation of the various provisions of the Act and for adherence to the time schedule for delivery of notified services. A massive programme shall be undertaken by the individual departments for capacity building and for providing stationary for maintenance of records consistent with the relevant provisions of the Act and Rules. A status report shall be furnished by each concerned Administrative Secretary to the General Administration Department within a period of one month detailing out the infrastructure and other logistic arrangements for facilitating the proper monitoring of the implementation of the Act and Rules. The General Administration Department shall monitor implementation of the provisions of the Act, superintendence of the cases filed under the Act and shall also conduct inspection of offices of the designated officers, first appellate authorities and second appellate authorities in due course. The above instructions are brought to the notice of all the concerned for strict compliance. District Level Nodal Officers Implementation of the Jammu & Kashmir Public Services Guarantee Act, 2011

S. No.	Name of the District	Nodal Officer(s)
1.	Anantnag	Additional Deputy Commissioner, Anantnag.
2.	Bandipora	Additional Deputy Commissioner. Bandipora.
3.	Baramulla	Additional Deputy Commissioner, Baramulla.
4.	Budgam	Chief Planning Officer, Budgam.
5.	Doda	Additional Deputy Commissioner. Doda,
6.	Ganderbal	Assistant Commissioner (Rev), Ganderbal.
7.	Jammu	Additional District Development Commissioner, Jammu,
8.	Kargil	Additional Deputy Commissioner, Kargil.

9. Kathua Additional Deputy Commissioner, Kathua.
10. Kishtwar Additional Deputy Commissioner, Kishtwar.
11. Kulgam Additional Deputy Commissioner, Kulgam.
12. Kupwara Additional District Development Commissioner, Kupwara.
13. Leh Additional Deputy Commissioner, Leh.
14. Poonch Additional Deputy Commissioner. Poonch.
15. Pulwama Additional District Development Commissioner, Pulwama.
16. Rajouri Additional Deputy Commissioner, Rajouri.
17. Ramban Additional Deputy Commissioner, Ramban.
18. Reasi Assistant Commissioner (Rev), Reusi.
19. Samba Additional District Development Commissioner, Samba.
20. Shopian Additional District Development Commissioner, Shopian.
21. Srinagar Assistant Commissioner (Rev), Srinagar.
22. Udhampur Additional District Development Commissioner, Udhampur.

State Level Nodal Officers Implementation of the Jammu & Kashmir Public Services Guarantee Act, 2011

1. Ishtiaq Ahmed Ashai, KAS, Special Secretary, CA & PD Department,

2. M.S.Shiekh, KAS, Special Secretary, Revenue Department.

3. S. A. Laharwal, OSD in the Transport Department.

4. Mrs. Shabnum Kamili, KAS Deputy Secretary, Power Development Department.

5. Rajinder Singh Tara, KAS, Deputy Secretary, Housing and Urban Development Department.

6. M. R. Matoo, Joint Director Planning, PHE, Irrigation and Flood Control Department.

Establishment of the 'Public Services Management Cell' in the General Administration Department Government Order No. 279-GAD of 2012, dated 06.03.2012, General Administration Department Subject:- Establishment of the 'Public Services Management Cell' in the General Administration Department.

1. With a view to ensuring strict implementation of the Jammu and Kashmir Public Services Guarantee Act, 2011, sanction is hereby accorded to the establishment of the Public Services Management Cell' in the General Administration Department.

2. Composition

- The Cell will be headed by an officer of the rank of Additional/Deputy Secretary to Government supported by four computer operators, one steno, and two orderlies.

3. Functions

- The 'Public Services Management Cell' will:(a)Monitor implementation of the Act and Rules and would also. coordinate with the departments in the matter of inclusion of different services within the purview of the Act.(b)Arrange capacity building programmes for the Designated Officers/ Appellate Authorities independently or through J&K Institute of Management, Public Administration & Rural Development (IMPA).(c)Act as feed back centre regarding results/success stories/failures, if any, and improvement thereof.(d)Coordinate quarterly reviews by the Hon'ble Chief Minister.(e)Evolve mechanisms for third party monitoring of the implementation of the Act, preferably through NGOs.(f)Conduct public awareness camps in the districts through Deputy Commissioners.(g)Give wide publicity to the legislation through print and electronic media.

4. Supervision and Control

- The 'Public Services Management Cell' will function under the overall super-vision of the Administrative Secretary, General Administration Department.

5. The orders of posting of the officer and staff to the Cell shall be issued separately.