



BEMINA BY-PASS, SRINAGAR

PHONES: 0194-2493191, 0194-2493199

FAX: 0194-2493180

Email: srinagardevelopmentauthority@gmail.com

Web: <http://sdasrinagar.jk.gov.in>

CITIZEN'S CHARTER

An Attempt to Reach out to Public

COMMITTED

EFFICIENT

TRANSPARENT

TRUSTWORTHY

RESPONSIBLE

LOYAL

TIME BOUND

PREAMBLE

1. Srinagar Development Authority has been constituted under section-3 of J&K Development Act 1970. It is the commitment of SDA to offer:

- Efficient, prompt and courteous service with a dedication to integrity and fairness.
- Time bound and transparent services and all transactions

The SDA expects from all the citizens who avail various services of SDA:

- Not to approach touts or middlemen
- To ensure timely deposit of all dues/installments/ground rent and other payments from time to time.
- To adhere strictly to the terms and conditions of allotment and proper upkeep and maintenance of the property.
- To feel free to approach the office or to write their comments and suggestions for further improvement of charter through email or feedback box installed in the office.

2. Mission of Srinagar Development Authority (SDA)

The mission of the SDA is to implement the Master Plan proposals so that the city is developed in a planned manner. Master Plan is an overall plan prepared for the horizon period of twenty years as per the J&K Development Act 1970, covering all aspects like Housing, Traffic & Transportation, physical infrastructure e.g, electricity, Sewerage, Drainage, Water Supply etc; social infrastructure like education, health security, religious etc, Tourism, Trade & Commerce, Industry, Commercial recreation etc. The new colonies/amusement parks/recreational facilities/ Shopping Malls/parking Lots are developed as per the prescribed planning norms so as to put a check on the haphazard growth. At present SDA implements Master Plan 2035 that was notified by SRO-160 of 07.03.2019.

3. Objectives of Srinagar Development Authority (SDA)

The Objectives of the Authority shall be to promote and secure the development of the local area for which it is constituted, according to plan and for that purpose the Authority shall have the power to acquire, hold, manage and dispose of land and other property, to carry out building, engineering and other operations, to execute works in connection with supply of water and electricity, disposal of sewerage and other services and amenities and generally to do anything necessary or expedient for purposes of such development and for purposes incidental thereto.

4. Various ways and means to provide efficient transparent and time bound services have been adopted like;

A. Grievance Cell

The Deputy Director Land Management is the nodal officer for redressal of grievances and can be contacted/visited on any working day in office hours from 10.00 to 4.30 PM.

Phone: 0194-2490443

Email: srinagardevelopmentauthority@gmail.com

B. Vigilance Officer:

Director Land Management has been designated as Director Vigilance Officer, SDA and any complaints of corruption shall be addressed to him on any working day in office hours from 10.00 to 4.30 PM.

Phone: 0194-2490443

Email: srinagardevelopmentauthority@gmail.com

C. Right to Information:

- Under RTI Act, 2005, Director Land Management, SDA has been designated as First Appellate Authority (FAA).

The Contact Details are as :

Dr Zahoor Ahmad Magray
Director Land Management
0194-2490443(O)

Email : srinagardevelopmentauthority@gmail.com

- The Deputy Director Land Management SDA has been designated as Public Information officer whose contact details are as:

Mr Showkat Ahamd Mattoo
Deputy Director Land Management
0194-2490443, 0194-2493191(O)
9419007319(cell)
Email: mattoo.showkat@yahoo.in,
srinagardevelopmentauthority@gmail.com

- The following is the list of Assistant Public Information Officers (APIOs) of SDA.
 - i. Mr Basharat Rasool
Administrative Officer SDA, Establishment Section, SDA
Email : sheikh_basharat@yahoo.com
 - ii. Mr. Tariq Shamas
Assistant Town Planner, Town Planning Wing.
Email : tariqshamas@gmail.com
 - iii. Mr. Muneer Ahmed
I/C Deputy Director Enforcement SDA
Email: muneermir420@gmail.com
 - iv. Mr Mushtaq Ahmad Wagay
Head Cashier
Email: sdasgrkmr@gmail.com

D. Visiting hours for addressing Public Grievances

General public can meet Vice Chairman on any working day from 2.00 P.M to 4.30PM, for the redressal of any grievances that are not settled by the concerned officers.

E. Time limit for Services covered under Public Service Guarantee Act (PSGA)

| S.No | Notified Service | Stipulated Time Limit for the Services | Designation and Address of the First Appellate officer | Stipulated time limit for the disposal of First appellate |
|------|--|--|--|---|
| (1) | (2) | (4) | (5) | (6) |
| 1 | Building Permission (Local Area- within the jurisdiction of SDA) | 30 Days | Vice Chairman, SDA, Bemina By-pass near JVC Hospital, Sgr. Kashmir | 45 Days |
| 2 | <u>For Bemina Barthana Housing Colony</u> | 30 Days | Vice Chairman, SDA Bemina near JVC Hospita, Sgr Kmr | 45 Days |

5.The list of the services provided by SDA to general public

| Services |
|---|
| <ul style="list-style-type: none"> • Auction /Allotment of commercial properties are being done through e-auction portal viz; https://jkhm.auctiontiger.net/EPROC |
| <ul style="list-style-type: none"> • Tendering of various works like civil , electrical etc, are being provided online through the JK tenders web portal viz; https://www.jktenders.gov.in |
| <ul style="list-style-type: none"> • Services like Building permissions, NOC and Change of Land Use (CLU) from residential to commercial, industrial or vice versa are provided in online mode through web portal www.jkhuddobps.in |
| <ul style="list-style-type: none"> • Srinagar Development Authority provides a one shop for consumers to get all the information about the housing projects in a transparent manner so that the consumers can apply online through https://jkhm.in portal for allotment of the housing units. This portal is an end-to-end solution from making an application to the final possession and financial closure of the housing units. |
| <ul style="list-style-type: none"> • SDA has a constructed three community halls at Boatman/EWS Colony Bemina, Rajuri Kadal and Gonikhan. The halls are presently operational and in use for general public. The main features of the Community halls (G+1) are: <ul style="list-style-type: none"> • Hall in each floor, • Washrooms for ladies and gents in each floor, • Green rooms in each floor and • Waza shed and parking spaces <p>In addition to this, work is in progress for community facilitation centres at Bemina and Bagiyas Chattabal</p> |
| <p>Some G2C services related to Property Management System provided by SDA are as follows:</p> <ol style="list-style-type: none"> 1. Application for transfer of lease hold rights. 2. Application for transfer of lease hold rights to proprietary rights 3. Transfer of ownership rights, addition/ deletion of name in allotment, licence and lease 4. Application for mortgage of property for raising financial assistance for construction/ renovation or residential house. 5. Application for grant of no dues certificate. 6. Application for allotment of strip of land available to adjacent plot. <p>The portal https://services.in has been developed to avail the above said services online by general public.</p> |

6. Community Halls

The SDA feels that apart from commercial and developmental activity, it has social commitment as well. Many of the families of Srinagar city are not in a position to accommodate their ceremonies due to the dearth of space. Lower & middle income groups suffer more on this account. To mitigate this problem, SDA has constructed three community halls at Boatman(EWS Colony) Bemina, Rajouri Kadal and Gonikhan. The halls are presently operational and in use for general public. The main features of the Community halls (G+1) are:

- Hall in each floor.
- Washrooms for ladies and gents in each floor.
- Green rooms in each floor and
- Waza shed and parking spaces.

For booking of community halls, the applicants can call Land Management Section of SDA on Phone No 0194-2493191 and follow up by visiting the office and fulfilling necessary formalities.

7. Procedure for Building Plan Approval

[Building Permission Application Processing Steps](#) [CLICK HERE](#)