

**Government of Jammu & Kashmir
Industries & Commerce Department
Civil Secretariat, Srinagar**

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CITIZENS' CHARTER

The Department of Industries has revised its Citizens' Charter incorporating the services being provided by the Department to the public. The Department is the nodal agency to plan, promote and develop industries in the UT of Jammu and Kashmir. With the initiation of the making J&K as an investment destination the Department has taken a series of initiatives including Policy interventions and infrastructure up-gradation.

The following services are assured to the public by the department within the time limit prescribed against each:-

S NO	Name of service	Competent Authority	Time Norm	Issuing Authority
1	NDC from DIC (Employment purpose)	General Manager of the concerned DIC	05 days	General Manager
2	Registration of new Industrial units (Provisional EM part-I)	General Manager of the concerned DIC	01 day from the date of online application and issuance of dated acknowledgement	General Manager of the concerned DIC
3	Registration of New Industrial Units (Formal EM part-II)	General Manager of the concerned DIC	15 days	General Manager of the concerned DIC
4	Registration of firms under Partnership Act.	Director, Industries & Commerce concerned (Designated Registrar by the Government)	30 days	Director, Industries & Commerce concerned
5	Registration of Societies under Registration of Societies Act	Director, Industries & Commerce concerned (Designated	30 days	Director, Industries & Commerce concerned

		Registrar by the Government)		
6	For decision on registration of Partnership Firm (Accept/Reject) on the application	Director I&C concerned	10 Days	Director I&C
7	For decision on registration of Societies (Accept/Reject) on the application	Director I&C concerned	10 Days	Director I&C
8	Appraisal of Projects and Evaluation for allocation of Industrial Land	Divisional Level Appraisal Committee concerned	30 Days	Committee under the Chairmanship of Joint Director I&C concerned
9	Allotment of land for setting up of Industrial Unit	Concerned Land Allotment Committee	45 Days	Concerned Land Allotment Committee
10	Execution of Lease deed for Land Allotment in Industrial Estate.	MD, Industrial Development Corporation concerned	60 Days	Managing Director
11	Handing over of physical possession of plot	Estate Manager Industrial Development Corporation concerned	15 Days	
12	Building Plan Approval in Industrial Estates	GM of Industrial Development Corporation concerned	15 days	General Manager
13	Conducting Plinth Inspection of industrial buildings, structures for issuance of Pre Construction Certificate	GM of Industrial Development Corporation concerned	07 days	General Manager
14	Issuance of Preconstruction Certificate in Industrial Estates	General Manager of concerned Industrial Development Corporation	01 day from the date of plinth inspection	General Manager
15	Conducting inspection for issuance of Building Completion Certificate	General Manager of concerned Industrial Development Corporation	07 days	General Manager

16	Issuances of Building Completion Occupancy Certificate in industrial Estates	General Manager of concerned Industrial Development Corporation	01 day from the date of inspection	General Manager
17	Decision (approval/rejection) on incentives under Industrial Policy 2021	District Level Committee, Divisional Level Committee and UT Level Committee as per pecuniary jurisdiction	45 days	Head of the Committee viz General Manager, DIC Concerned; Director I&C Concerned and Administrative Secretary I&C respectively
18	Obtaining Water Connections (industrial)	General Manager, Industrial Development Corporation concerned	15 days	General Manager
19	Registration of Handloom Weavers/Artisans/ Units	Assistant Director Handloom of the concerned District	15 days	Assistant Director Handloom of the concerned District
20	Sponsoring cases under Pradhan Mantri Weaver MUDRA Scheme	Assistant Director Handloom of the concerned District	15 days	Assistant Director Handloom of the concerned District
21	Registration of Handloom Cooperatives under J&K Self Reliant Cooperatives Act 1999	Director Handicrafts and Handloom concerned	30 days	Director
22	Handicrafts Artisan registration (for issuance of Artisan Registration Card)	Assistant Director concerned	15 days (subject to availability of funds)	Assistant Director
23	Issuance of Registration-cum Membership Certificate (RCMC) to Handicrafts Manufacturers Merchants for export of Handicraft items. (Under Foreign Trade Policy)	Director Handicrafts and Handloom concerned	30 days	Director
24	Registration under the J&K Registration of Tourist Trade Act, 1978: i. Registration of traders dealing with	Director Handicrafts and Handloom concerned	90 days	Director

	Handicrafts (wholesale/retail) ii. Registration of Hawkers dealing with handicrafts items in Shikaras (Dall Nigeen) (Validity 5 years)			
25	Registration under J&K Namda Registration Act 1960	Director Handicrafts and Handloom concerned	07 days	Director
26	Registration of Handicrafts Industrial Cooperatives under J&K Self Reliant Cooperative Act 1999	Director Handicrafts and Handloom concerned	30 days	Director

The above mentioned time limits shall be binding on all the concerned authorities of the Department and the time limit will start only from the date when an application complete in all respects is received from the applicant without any deficiency up to 1:30 P.M on any working day.

Applicants are requested to consult the concerned officer to remove all deficiencies in their applications. In case the application is received after 1:30 P.M the stipulation "Same Day" would mean "next working day." However, applicant will have the right to be informed, along with reasons, about the action taken on his application in case of:

1. Rejection
2. Inordinate delay after the expiry of the time limit prescribed in the Citizen Charter.

The requirement of documents etc. in respect of each of the services mentioned above are available to the members of the public from the concerned officer in the form of cyclostyled material without any charge. In case of priced application forms, members of the public are required to pay at One Window Service.

Under the provisions of Right to Information Act, every citizen has the right to obtain information from the competent authority within a period of maximum 30 days with a prescribed fee. As per Section 5, a person desiring information shall have to make a request in writing to the Competent Authority giving the particulars of the matter relating to which he seeks information.

Under Secretary to the Government, Industries and Commerce Department has been notified as Competent Authority for the Department of Industries & Commerce to provide the information in the capacity of CPIO.

Section 8 of the Act, imposes certain restrictions on this right to information as follows:-

- (a) The information the disclosure or contents of which will prejudicially affect the sovereignty and integrity of India or international relations or which leads to incitement to an offence.
- (b) Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;
- (c) Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;
- (d) Information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;
- (e) Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;
- (f) Information received in confidence from foreign Government;
- (g) Information, the disclosure of which would endanger the life or physical safety of any person or identify' the source of information or assistance given in confidence for law enforcement or security purposes;
- (h) Information which would impede the process of investigation or apprehension or prosecution of offenders;

- (i) Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers:
- (j) Information which relates to personal information the disclosure of which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual unless the Central Public Information Officer or the State Public Information Officer or the appellate authority, as the case may be, is satisfied that the larger public interest justifies the disclosure of such information.

Additional Secretary to the Government, Industries and Commerce Department, is the 1st Appellate Authority of the department under RTI Act.

Besides, Administrative Secretary Industries and Commerce Department regularly interact with the public to address their specific grievances. People/visitors are advised to meet only the Administrative Secretary for any official work and redressal of their grievances between 2:00 P.M. to 4:00 P.M on all working days. Addresses & telephones are given below. The office of the Administrative Secretary Department of Industries and Commerce is situated in the Ground Floor and 1st Floor of Civil Secretariat Jammu and Srinagar respectively.

Principal Secretary to the Government, Industries and Commerce Department	
Phone:	(0191) 2544050 (Jammu Office)
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