

GOVT. OF JAMMU AND KASHMIR
OFFICE OF THE DEPUTY COMMISSIONER ANANTNAG

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No.: DCA/ANG/23/6687-6704

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NOTICE

Subject:- Launch of Grievance Redressal Web Application/Portal-‘AASAISH’ and ONLINE Building Permission System for Pahalgam Development Authority.

The inaugural ceremony of TWO Services viz 1) Web /APP based District Grievance Redressal System -‘AASAISH’ and 2) **ONLINE** Building Permission System for Pahalgam Development Authority shall be held on **29.05.2023 (2:00 pm) at New Meeting Hall, Dak Bungalow Khanabal-Anantnag**. The function shall be presided over by the worthy Deputy Commissioner, Anantnag. All District/Sectoral Officers are hereby informed to participate in the function as per schedule.

Addl. Deputy Commissioner,
Anantnag

Copy to the:-

1. Divisional Commissioner, Kashmir.
2. Additional District Development Commissioner, Anantnag.
3. State Informatics Officer, NIC J&K for information and with the request to depute one officer from the Project Team (dealing with Building Permission System at NIC J&K) to attend the ceremony and also to direct the concerned to keep the portal ready for inauguration.
4. Addl. Deputy Commissioner(G)-Nodal Officer Grievances, Anantnag for information and necessary action.
5. Chief Executive Officer (CEO), PDA-Pahalgam for information and necessary action.
6. All District/Sectoral Officers for information and compliance.
7. District Informatics Officer, NIC for information and necessary action.
8. Executive Engineer PWD-R&B, Khanabal for information and with the directions to reserve the New Meeting Hall, Dak Bungalow Khanabal on said date.
9. Lead Bank Manager for information and necessary action.
10. District Information Officer, Anantnag for information and necessary action.
11. Tehsildar Anantnag/Pahalgam for information and necessary action.
12. I/c PUKAAR Centre, Anantnag for information and necessary action.
13. Assistant Town Planner for information and necessary action.
14. Executive Officer, MC Pahalgam for information and compliance
15. District Manager, CSC for information and necessary action.
16. PA to Deputy Commissioner for information and necessary action.
17. Office file.

Online Building Permission System(OBPS)

Online Building Permission System for Pahalgam Development Authority

(PDA): The software is designed, developed, tested and deployed by a team of Scientists and Programmers from NIC J&K and NIC Puduchery. The OBPS has been Launched for Pahalgam Development Authority by Worthy Chairman and DC Anantnag on 29 May 2023.

OLD Manual Building Approval System prevalent in PDA Pahalgam :-In the manual Building Permission System Citizens can apply for building permission at the Pahalgam Development Authority Office along with 12 copies of blue prints and other documents. The file is processed and the applicant is given a forwarding letter for all the line NOC departments. Applicant takes this NOC letters and visit personally to all the NOC departments for NOC and submit all the NOCs back in the PDA office. PDA team then inspects the site of construction and the case is then sent to the Building Operation Controlling Authority (BOCA) for approval or rejection of case. If the case is approved, its fee is manually calculated and the applicant deposits this fee in the bank and then gets the building permission order. The complete process of building permission used to take more than 6 months, that too if the case is complete in all respects.

New Online web based Building Permission System(OBPS) launched for PDA Pahalgam on 29 05 2023 was analyzed, developed and put in place by studying the existing manual procedures. Important features of the Online building permission system are:

- a) Movement of the documents submitted by the citizen to the NOC departments as well within the ULB is in the form of e-file.
- b) Allotment of automated unique token no. to each BP case.
- c) Tracking of each BPS case by the citizen through this token no. from anywhere.
- d) SMS alert to the citizen as well as NOC Departments.
- e) Automated fee calculation.
- f) Online Fee payment through payment Gateway.
- g) Automated display of granted building permission in the public domain.
- h) Dashboard monitoring facility.

Benefits of Online Building Approval System.

Minimum contact of citizen with the various departments. PDA has to coordinate with other agencies. Responsibility of PDA is to intimate citizen and to forward the case to different NOC departments. Auto fee calculation and its online payment option is available in the new Online Building Permission System. OBPS will provide service at the earliest to the citizen in less than 28 days as this citizen service is also under Public Service Guarantee Act (PSGA) whereas earlier it takes 4-6 months in the old manual system. OBPS also help in minimizing rent seeking and hassle free service to the citizen within in a stipulated time. Through OBPS Automatic SMS Intimation to the citizen after each stage is completed. All the cases completed are available in public domain which helps raise grievances if required. NOC pendency can be made available in public domain and HOD can monitor timely disposal of the Building Permission Applications. OBPS also Reduces inflationary cost of Building as the cost of material and labour cost increases during the long time taken to grant permission in the manual system of granting building permissions. With OBPS, the losses to applicant due to the delay in the return on that building for which the permission is requested will be lesser. Timely granting of the building permission also gives buoyancy to the local economy and thereby direct and indirect labour component significantly push employment generation.

Further Scope of the OBPS software: This software can be customised and replicated to other Tourism Authorities in JK UT and can also be implemented in the Urban Local Bodies of JK UT and Ladakh UT after request of the user department and required customization respectively.

Our sincere thanks to SIO Puduchery and his team for extending full support and special thanks to DIO, Anantnag for coordinating the event.

Team of NIC J&K:

Sh Saleem Khan, SIO J&K

Sh Suresh Kumar, Sr Director (IT)

Sh Harbaksh Singh, Director (IT)

Team of NIC Puduchery:

Sh S Rajasekaran, DDG and SIO

Sh Shafiullah B, Director (IT).

Few Photographs of the Launch of OBPS for Pahalgam Development Authority by Worthy Chairman and DC Anantnag



DC Anantnag, DIO, NIC Anantnag, Officials of Pahalgam Development Authority and other prominent citizens.

