

संघ राज्य प्रशासन, लद्दाख

THE ADMINISTRATION OF
UNION TERRITORY OF LADAKH

सामान्य प्रशासन विभाग

GENERAL ADMINISTRATION
DEPARTMENT

F.No: M/1004/2022-GAD SEC

ई-मेल/email:
gad.utladakh@ladakh.gov.in

यूटी सचिवालय/UT Secretariat
लेह/Leh, Dated: - 26.05.2023

Subject: Notification of services in terms of Public Service Guarantee Act 2011 in Union territory of Ladakh

OFFICE MEMORANDUM

To provide transparent, efficient and hassle-free services to the citizens, the Jammu and Kashmir Public Service Guarantee Act 2011 (PSGA) was notified which has remained in force in the Union territory of Ladakh in terms of J&K Reorganization Act, 2019.

To implement the provisions of the PSGA Act & Rules thereof and in terms of Section 4 of the Act, the Administration requires to notify various services to be delivered to the eligible persons within the specified timeline.

Therefore, General Administration Department Ladakh vide OM of Even No. dated 27.03.2023 had sought requisite details such as name of services (being provided in erstwhile State of J&K and new services to be notified), timelines, designated officers, appellate authorities (FAA & SAA) from all the departments.

On the basis of information received, the tentative consolidated list (**Annexure**) of services is hereby circulated to all Administrative Secretaries for their comments and amendments (if any) enabling issuance of notification for streamlining the delivery of public services under the PSGA, 2011 in Union territory of Ladakh.

The confirmation or proposed modification may be conveyed to GAD **by or before 7th of June 2023** failing with it would be construed that the department has agreed to the details in the annexure and accordingly notification would be issued.

(Sonam Chhosdon/सोनम छोसडोन)

Deputy Secretary/ उप सचिव

General Administration Department/ सामान्य प्रशासन विभाग

**All Administrative Secretaries
UT Administration of Ladakh**

Copy to the: -

1. ADGP Ladakh.
2. Deputy Commissioner/CEO, LAHDCs Leh and Kargil.
3. All HoDs UT Ladakh for necessary action through the concerned Secretaries.
4. District Information Officer, NIC, Ladakh for uploading on UT website.
5. Private Secretary to Advisor to Hon'ble Lt. Governor for information of Advisor to hon'ble Lt. Governor.
6. E-office.

Annexure to GAD OM No. A-19/15/2021-GAD SEC dated 26.05.2023

Implementation of Public Service Guarantee Act 2011					
Tourism Department					
S.No	Name of Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Registration of Hotel, Guest House etc	30 days	Assistant Director, Tourism, Leh & Kargil (Prescribed Authority)	Director Tourism, UT Ladakh	Administrative Secretary, Tourism Department, UT Ladakh
2.	Registration of Dealers				
3.	Registration of Travel Agents				
Labour Department					
S. No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Registration & Renewal of Boiler under the J&K Boiler Act Svt, 1991	Within 45 days of completion of inspection	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
2.	Issuance of Registration Certificate under the Factories Act, 1948	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
3.	Renewal of Registration under the Factories Act, 1948	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment

4.	Approval of plan and permission to construct/ extend or take into use any building as factory under the factories Act, 1948	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
5.	Registration of Principal Employer under J&K Contract Labour (R&A) Rules, 1972	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
6.	License to contractor under J&K Contract Labour (R&A) Rules, 1972	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
7.	Registration & renewal of Certificate for Motor Transport undertaking under J&K Motor Transport workers Rules, 1972	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
8.	Renewal Certificate for Motor Transport undertaking under J&K Motor Transport Workers Rules, 1972	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
9.	Registration Certificate to Principal Employer under J&K Inter-State Migrant Workmen (RE&CS) Rules, 1984	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
10.	License to the contractor under J&K inter-state Migrant workmen (RE&CS) Rules, 1984	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment

11.	Shops/ Establishment Registration certificate under J&K Shops & Establishment Rules, 1968	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
12.	Close Day Certificate under J&K Shops and Establishment Rules, 1968	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
13.	Renewal of Shops/ Establishment Registration Certificate under J&K Shops & Establishment Rules, 1968	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
14.	Certificate of Standing Order regarding Industrial Establishment under J&K Industrial Employment (Standing Orders) Rules, 1972	45 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
15.	Registration Certificate to Trade Union under J&K Trade union Regulation 1972	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
16.	Registration of BOC workers	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
17.	Maternity Benefit	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
18.	Funeral Assistance	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment

19.	Death Benefit	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
20.	Medical Assistance to Beneficiaries	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
21.	Lower Education Assistance (up to Rs 20000)	45 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
22.	Education Assistance (Above Rs. 20000)	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
23.	Marriage Assistance	45 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
24.	Chronic Disease	30 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
25.	Registration certificate to Principal Employer under the J&K Building & other Construction Workers(RE&CS) Rules, 2006	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
26.	License to contractor under J&K Building other Construction Workers (RE&CS) Rules, 2006	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
27.	Registration under Shop and establishment Act 1966	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment

28.	Registration under contract Labour Act 1970	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
29.	Registration under ISMWA 1979	30days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
30.	Registration under BOCWA 1996	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
31.	Registration under Motor Transport Act	15 days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment
32.	Registration certificate under Trade Union Under Tread Union Act 1972	30days	Assistant Labour Commissioner concerned	Deputy Labour Commissioner concerned	Administrative Secretary Labour & Employment

EMPLOYMENT DEPARTMENT

S.no	Name of the service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	No Objection Certificate (NOC) for employment	05 days	Assistant Director, Employment	Deputy Director, Employment	Administrative Secretary Employment
2.	Registration of unemployed youth	02 days	Assistant Director, Employment	Deputy Director, Employment	Administrative Secretary Employment

POWER DEVELOPMENT DEPARTMENT

S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Electricity connection domestic with load 10 KW	30 days	Assistant Executive Engineer (Electrical) concerned	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned

2.	Electricity connection domestic with load 20 KW	35 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned
3.	Electricity connection domestic with load 30 KW	40 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned	Development Commissioner Power/ Administrative Secretary
4.	Electricity connection domestic with all load	45 days	Chief Engineer (Electrical) concerned/ Superintending Engineer (Electrical) concerned	Development Commissioner Power/ Chief Engineer (Electrical) concerned	Development Commissioner Power/ Administrative Secretary concerned Power
5.	Electricity connection commercial with load 05 KW	30 days	Assistant Executive Engineer (Electrical) concerned	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned
6.	Electricity connection commercial with load 20 KW	35 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned
7.	Electricity connection commercial with load 30 KW	40 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned	Development Commissioner Power/ Administrative Secretary
8.	Electricity connection commercial with load 100 KW	45 days	Chief Engineer (Electrical) concerned/ Superintending Engineer (Electrical) concerned	Development Commissioner Power/ Chief Engineer (Electrical) concerned	Development Commissioner Power/ Administrative Secretary concerned Power
9.	Electricity connection Industrial with load 10 KVA/HP	30 days	Assistant Executive Engineer (Electrical) concerned	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned
10.	Electricity connection commercial with load 30 KVA/HP	35 days	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned

11.	Electricity connection commercial with load 100 KVA/HP	40 days	Superintending Engineer (Electrical) concerned	Chief Engineer (Electrical) concerned	Development Commissioner Power/Administrative Secretary concerned
12.	Electricity connection commercial with load 200 KVA/HP	45 days	Chief Engineer (Electrical) concerned/ Superintending Engineer (Electrical) concerned	Development Commissioner Power/ Chief Engineer (Electrical) concerned	Development Commissioner Power/ Administrative Secretary concerned Power
13.	DG INSTALLATION APPORVAL	15 days	Assistant Executive Engineer (Electrical) concerned	Executive Engineer (Electrical) concerned	Superintending Engineer (Electrical) concerned

HORTICULTURE DEPARTMENT

S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Grant of License for registration/renewal of fruit nurseries	35 days	Nursery Registration Officer (NRO)/District Horticulture Officer	Dy. Director Horticulture/Chief Horticulture Officer	Director Horticulture
2.	Advisory service on plant nutrition through leaf analysis	20 days	Soil Analyst/District Horticulture Officer	Dy. Director Horticulture/Chief Horticulture Officer	Director Horticulture
3.	Issuance of Horticulture passbook	15 day	Horticulture Development Officer	Chief Horticulture Officer	Director Horticulture
4.	Soil sample analysis and issue of Health Card	35 days	Soil Analyst/District Horticulture Officer	Dy. Director Horticulture/Chief Horticulture Officer	Director Horticulture

YOUTH SERVICES AND SPORTS DEPARTMENT

S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
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1.	District Youth and Sports Officer	30 days	Zonal Physical Education Officer	District Youth Services and Sports Officer	Joint Director Youth Services and Sports
2.	Zonal Physical Education Officer	35 days	District Youth Services and Sports Officer	Joint Director Youth Services and Sports	Administrative Secretary Youth Services and Sports
Revenue Department					
S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Schedule Tribe Certificate	15 days	Tehsildar concerned	Assistant Commissioner Rev./ SDM concerned	Deputy Commissioner
2.	Resident of Backward Areas (RBA) Certificate	15 days			
3.	Property Certificate	15 days			
4.	Income Certificate	15 days			
5.	Land owner and Valuation Certificate	15 days			
6.	Legal Heir Certificate	20 days			
7.	Dependent Certificate	15 days	Assistant Commissioner Rev./ SDM concerned	Additional Deputy Commissioner	Deputy Commissioner
8.	State Subject Certificate (PRC)	30 days	Assistant Commissioner (Rev)/Additional Deputy Commissioner/SDM concerned	Deputy Commissioner concerned	Divisional Commissioner concerned

9.	Reserved Category Certificates	15 days	Tehsildar concerned	Additional Deputy Commissioner concerned	Deputy Commissioner concerned
10.	Dependent Certificate	30 days	Assistant Commissioner (Rev)/ Additional Deputy	Deputy Commissioner concerned	Divisional Commissioner concerned
11.	Extract of Fard Intikhab	10 days	Naib Tehsildar concerned	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
12.	Extract of Girdawari.	10 days	Naib Tehsildar concerned	Tehsildar concerned	Additional Deputy Commissioner concerned
13.	Extract of Aks Masavi/Laths	10 days	Naib Tehsildar concerned	Tehsildar concerned	Additional Deputy Commissioner concerned
14.	Extract of Jamabandi	10 days	Naib Tehsildar concerned	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
15.	Attestation of mutations	30 days	Tehsildar concerned	Additional Deputy Commissioner concerned	Deputy Commissioner concerned
16.	Inheritance Mutation	29 days from the date of intimation / application to the mutation attesting officer	Naib Tehsildar/Tehsildar concerned	Additional Deputy Commissioner concerned	Deputy Commissioner concerned
17.	Copy of mutation	10 days	Tehsildar concerned	Additional Deputy Commissioner concerned	Deputy Commissioner concerned
18.	Demarcation of Land	30 days	Naib Tehsildar concerned	Tehsildar concerned	Additional deputy Commissioner concerned

19.	Extract of Tatima Sharja	30 days	Naib Tehsildar concerned	Assistant Commissioner (Revenue) concerned	Additional Deputy Commissioner concerned
20.	Extract of Challah/Chowkidar	10 days	Naib Tehsildar concerned	Tehsildar concerned	Additional Deputy Commissioner concerned
21.	Income Certificate	30 days	Tehsildar concerned	Additional Deputy Commissioner concerned	Deputy Commissioner Concerned

Housing & Urban Development Department

S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Death/Birth Certificate	30 days	Executive Officer, Municipal Committee	Deputy Commissioner	Deputy Commissioner
2.	Building permission for construction of house/ Commercial establishment/Industrial and other admissible units for Municipal Council/Committee	30 days	Executive Officer, Municipal Committee	Municipal Commissioner	Deputy Commissioner
3.	Plinth Level Inspection of permitted house/Industrial/other admissible units after the date of intimation in Municipal council/committee	7 days	Khilafwarzi Inspector concerned	Executive Officer, Municipal Committee	Deputy Commissioner
4.	Final completion inspection/occupancy certificate or permitted house/ industrial/other admissible units after the date of intimation in Municipal Council	8 days (7 days for inspection and 1 day for issuance of certificate)	Khilafwarzi Inspector concerned	Executive Officer, Municipal Committee	Deputy Commissioner

	/Committee				
5.	Issuance of License/NOC for running Trades /Units within the limit of Municipal committee/ Council as the case may be	30 days (from the date of clearances/ NOC's from department)	Executive Officer, Municipal Committee	Deputy Commissioner	Deputy Commissioner
6.	Issuance of License for Rehri to be operated within the limit of Municipal committee/ Council as the case may be	30 days	Executive Officer, Municipal Committee	Deputy Commissioner	Deputy Commissioner
PUBLIC WORKS (R&B) Department					
S. No.	Name of the Service	Timelines	Designated Order	First appellate Authority	Second Appellate Authority
1.	Right of way/ Road Cutting Permission	24 days	Executive Engineer (R&B) Concerned	Superintending Engineer concerned	Chief Engineer concerned
2.	Issuance of contractor cards "B" "C" & "D" class	35 days	Superintendent Engineer (SE)	Chief Engineer	Joint Development Commissioner (Work)/ <u>Administrative Secretary</u>
3.	Issuance of Contractor Cards "A" Class	45 days	Chief Engineer/ <u>Superintendent Engineer (SE)</u>	Joint Development Commissioner (Work)/ <u>Chief Engineer</u>	Administrative Secretary
PHE/I&FC					
S. No.	Name of the Service	Timelines	Designated Order	First appellate Authority	Second Appellate Authority
1.	Sanction for domestic Water connection	15 days	Executive Engineer PHE Concerned	Superintending Engineer PHE concerned	Deputy commissioner concerned

2.	Actual domestic water connection supply	35 days	Executive Engineer PHE Concerned	Superintending Engineer PHE concerned	Deputy commissioner concerned
Agriculture Department					
1.	Issuance / Renewal of Licence for selling & storage of seeds	15 days	Joint director Agriculture (Extension) concerned	Director Agriculture concerned	Administrative Secretary Agriculture Production Department
		15 days	Chief Agriculture Officer concerned	Director Agriculture concerned	Administrative Secretary Agriculture Production Department
2	Issuance / Renewal of Licence for Fertilizer	15 days	Joint director Agriculture (Extension) concerned	Director Agriculture concerned	Administrative Secretary Agriculture Production Department
		15 days	Chief Agriculture Officer concerned	Director Agriculture concerned	Administrative Secretary Agriculture Production Department
3	Certificate of Registration for manufacturing of Physical/ Granulated Mixture of Macro & Micro-Nutrient Fertilizers. Organic Fertilizers and Bio fertilizers.	15 days	Director Agriculture concerned/ Chief Agriculture Officer concerned	Special Secretary, Agriculture Production Department/ <u>Director Agriculture concerned</u>	Administrative Secretary Agriculture Production Department

4	Renewal of License to Manufacture/sell /Storage of Pesticides/Insecticides Fertilizers	15 days	Plant protection Officer concerned	Director Agriculture concerned	Administrative Secretary Agriculture Production Department
State Tax Department					
S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
2.	Issuance of VAT-65 Forms	02 working days from the receipt of application along with the proof of recent quarterly returns	The Concerned Jurisdictional Authority/C TO/ <u>State Tax Officer</u>	The concerned Additional Commissioner, Commercial Taxes (Adm)/ Assistant Commissioner State Taxes	Commissioner, Commercial Taxes Department/ Administrative Secretary Concerned
3.	Issuance of Statutory Forms i.e C/H/F Forms etc	02 working days from the receipt of application along with the detail of consumption of previous forms	The Concerned Jurisdictional Authority/C TO/ <u>State Tax Officer</u>	The concerned Additional Commissioner, Commercial Taxes (Adm)/ <u>Assistant Commissioner State Taxes</u>	Commissioner, Commercial Taxes Department / <u>Administrative Secretary Concerned</u>
4.	Tax Clearance Certificate for supply contracts in Form VAT-46	10 working days from the receipt of application along with the proof of copy of recent quarterly	The Concerned Jurisdictional Authority/C TO/ <u>State Tax Officer</u>	The concerned Additional Commissioner, Commercial Taxes (Adm)/ <u>Assistant Commissioner State Taxes</u>	Commissioner, Commercial Taxes Department J&K/ <u>Administrative Secretary Concerned</u>

		returns			
5.	Tax clearance certificate for works contract in Form ST-64	15 working days from the receipt of application along with copy of contract/s apply order issued in favour of the applicant for the period for which tax clearance certificate is sought.	The Concerned Jurisdictional Authority/CTO/ <u>State Tax Officer</u>	The concerned Additional Commissioner, Commercial Taxes (Adm)/ <u>Assistant Commissioner State Taxes</u>	Commissioner, Commercial Taxes Department J&K/ <u>Administrative Secretary Concerned</u>

Health & Medical Education Department.

S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1	Disability Certificate	One month from date of application	Chief Medical Officer	Director Health Services	Administrative Secretary, H&ME Department
2	Medical illness certificate	Within one week after completion of treatment / One days after examination	Chief Medical Officer/Medical Superintendent/ Block Medical Officer	Director Health Services	Administrative Secretary, H&ME Department
3	Medical Fitness certificate	One day after examination	Chief Medical Officer/ Medical Superintendent/ Block	Director Health Services	Administrative Secretary, H&ME Department.

			Medical Officer		
Transport Department					
S. No	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Transfer of ownership of vehicle	15 days	ARTO of the concerned District	RTO, Ladakh	Administrative Secretary Transport Department, Ladakh
2.	Addition of Hypothecation	15 days	ARTO of the concerned District	RTO, Ladakh	Administrative Secretary
3.	Cancellation of Hypothecation	15 days	ARTO of the concerned District	RTO, Ladakh	Transport Department, Ladakh
4.	Change of Address in Registration Certificate	15 days	ARTO of the concerned District	RTO, Ladakh	Administrative Secretary
5.	Fresh Learner License	1 day	RTO Ladakh ARTO Kargil	RTO, Ladakh	Transport Department, Ladakh
6.	Issuance of Duplicate Registration Certificate	15 days	ARTO of the concerned District	RTO, Ladakh	Administrative Secretary
7.	Renewal of Route Permits	15 days	ARTO of the concerned District	RTO, Ladakh	Transport Department, Ladakh
8.	Online NOC Certificate	15 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Administrative Secretary
9.	Mobile Number Updation	07 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Transport Department, Ladakh
10.	Issuance of Temporary Permission	03 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Administrative Secretary
11.	Renewal of Fitness Certificate of Commercial	20 days	ARTO of the concerned	Regional Transport Officer,	Transport Department, Ladakh

	Vehicles		District	Ladakh	
12.	Renewal of Registration Non-Commercial	20 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Administrative Secretary
13.	Withdrawal of Application	15 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Transport Department, Ladakh
14.	Change of Address in Learning License	7 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Administrative Secretary
15.	Replacement of Driving License	15 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Transport Department, Ladakh
16.	Change of Biometric in Driving License	15 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Administrative Secretary
17.	Issuance of Driving School License	10 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Transport Department, Ladakh
18.	Renewal of Driving School License	10 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Administrative Secretary
19.	Online International Driving Permit	10 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Transport Department, Ladakh
20.	Online Extract of Driving License	10 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Administrative Secretary
21.	Change of Address in Driving License	15 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Transport Department, Ladakh
22.	Change of Name in Driving License	15 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Administrative Secretary
23.	Surrender of Class of Driving License	10 days	RTO Ladakh ARTO Kargil	Regional Transport Officer, Ladakh	Transport Department, Ladakh
24.	Additional	10 days	RTO	Regional	Administrative

	Endorsement of Driving License		Ladakh ARTO Kargil	Transport Officer, Ladakh	e Secretary
25.	Issuance of Trade Certificate	30 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Transport Department, Ladakh
26.	Renewal of Trade Certificate	15 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Administrative Secretary
27.	Issuance of Pollution Checking Centers Certificates	30 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Transport Department, Ladakh
28.	Alteration of Vehicles	20 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Administrative Secretary
29.	Conversion of Vehicles	20 days	ARTO of the concerned District	Regional Transport Officer, Ladakh	Transport Department, Ladakh
Food Civil Supplies & Consumer Affairs					
S. No	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Issuance of Fresh Ration Card	30 days	Assistant Director	Assistant Director	Director
2.	Issuance of Surrender Certificate	07 days	Concerned Tehsil Supply Officers	Assistant Director	Director
3.	Issuance of Duplicate certificate	07 days	Concerned Tehsil Supply Officers	Assistant Director	Director
4.	Inclusion of new born child in the Ration Card	07 days	Concerned Tehsil Supply Officers	Assistant Director	Director
5.	Transfer/shifting from one FPS to another FPS	15 days, subject to the allocated shall be divert to another DPS	Concerned Tehsil Supply Officers	Assistant Director	Director

Handloom Development Department					
S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Registration of Handloom Weavers/Artisans/ Units	15 days	Assistant Director Handloom of the concerned District	Joint Director concerned	Director Handloom Development Department/ Director I&C
2.	Sponsoring of cases under Weaver MUDRA and Micro Credit Plan schemes of the Handloom Department	15 days	Assistant Director Handloom of the concerned District	Joint Director concerned	Director Handloom Development Department/ Director I&C
3.	Registration of Handloom Cooperative societies under J&K Self Reliant cooperatives Act 1999.	30 days	Assistant Director Handloom of the concerned District	Joint Director concerned	Director Handloom Development Department/ Director I&C
Handicrafts Department					
1.	I Handicrafts Unit Registration. II Handicrafts Artisan registration (for Issuance of Artisan Credit Card)	30 days 15 days	Assistant Director Handicraft of the concerned District	Joint Director concerned	Director Handicrafts/D irector Industries & Commerce
2.	Issuance of Registration-cum-Membership Certificate (RCMC) t Handicrafts Manufactures/Merchants for export of Handicraft items. (Under foreign Trade Policy)	30 days	Director Handicrafts/ Assistant Director Handicraft of the concerned District	Additional Secretary to Administration. I&C Department / Joint Director concerned	Special Secretary to Administration Department/ Director Industries & Commerce
3.	Registration under J&K Tourist Trade	90 days for the	Director Handicrafts/	Additional Secretary to	Special Secretary to

	Act, 1978: i. Registration of traders dealing with Handicrafts (Wholesale/retail) ii. Registration of Hawkers dealing with Handicrafts items in Shikara (Dal/Nageen) Validity 5years)	date of online application and issuance of dated acknowledgment.	Assistant Director Handicraft of the concerned District	Administration. I&C Department / Joint Director concerned	Administration &C Department/ Director Industries & Commerce
4.	Registration under J&K Namda Registration Act 1960 (Validity 1 year)	91 days for the date of online application and issuance of dated acknowledgment.	Director Handicrafts/ Assistant Director Handicraft of the concerned District	Additional Secretary to Administration. I&C Department / Joint Director concerned	Special Secretary to Administration Department/ Director Industries & Commerce
5.	Registration of Handicraft Industrial cooperative societies under J&K Self Reliant cooperatives ACT. 1999.	30 days	Director Handicrafts/ Assistant Director Handicraft of the concerned District	Additional Secretary to Administration. I&C Department / Joint Director concerned	Special Secretary to Administration Department/ Director Industries & Commerce
6.	For Decision on Land Allotment (approval/rejection) on the application by Apex Project Clearance Committee with Pecuniary Jurisdiction specified in Industrial Policy	30 days	General Manager, SIDCO/SICOP	Managing Director, SIDCO/SICOP	Special Secretary to Administration Department/ Administrative Secretary Industries & Commerce
7.	For decision on Land Allotment (approval/rejection) on the application by single window Clearance Committee at District Level pecuniary	30 days	General Manager, DIC	Director Concerned	Special Secretary to Administration Department/ Administrative Secretary

	Jurisdiction specified in Industrial Policy.				I&C
8.	For decision on Land Allotment (approval/rejection) on the application by single window Clearance Committee at Divisional Level pecuniary Jurisdiction specified in Industrial Policy.	30 days	Joint Director concerned	Director Concerned	Special Secretary to Administration Department/ Administrative Secretary I&C
9.	Decision (approval/rejection) on Incentives under Single window	45 days (From the date of receiving online application complete in all respects)	General Manager, DIC	Director Concerned	Special Secretary to Administration Department/ Administrative Secretary I&C
10.	For decision on registration of partnership Firm (approval/rejection) on the application	10 days	Director Concerned/ Assistant Director Handicraft of the concerned District	Additional Secretary to Administration. I&C Department / Joint Director concerned	Special Secretary to Administration Department/ Director Industries & Commerce
11.	For decision on registration of Societies (approval/rejection) on the application	10 days	Director Concerned/ Assistant Director Handicraft of the concerned District	Additional Secretary to Administration. I&C Department / Joint Director concerned	Special Secretary to Administration Department/ Director Industries & Commerce
12.	Obtaining Water connections (Industries)[where water connection is to be provided by SIDCO/SICOP]	15 days after completion of all formalities	General Manager, SIDCO/SICOP	Managing Director, SIDCO/SICOP	Special Secretary to Administration Department/ Administrative Secretary

					I&C
Geology and Mining Department					
S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1	Decision (acceptance/rejection) of the application for Mining Lease (ML)/ Composite Lease/ Non-exclusive Reconnaissance Permit.	30 days from the receipt of application complete in all respects.	District Mineral Officer concerned/ Deputy Director Concerned	Director Geology and Mining /Director Industries & Commerce	Special Secretary, Industries & Commerce Department/ Administrative Secretary concerned.
2	Decision (acceptance/rejection) on the renewal application for Mining Lease (ML) / Composite Lease/ Non-exclusive Reconnaissance Permit.	90 days	District Mineral Officer concerned/ Deputy Director Concerned	Director Geology and Mining /Director Industries & Commerce	Special Secretary, Industries & Commerce Department/ Administrative Secretary concerned.
3	For issuing Letter of Intent from State Government to preferred bidder	30 days	Director Geology and Mining/Deputy Director Concerned	Additional Secretary to Administration I&C Department /Director I & C	Special Secretary to Government I&C Department/ Administrative Secretary Concerned
4	For grant of Mineral Concession submission of requisite formalities for grant of Mineral Concession after issuing Letter of Intent by successful bidder	180 days	Director Geology and Mining/Deputy Director Concerned	Additional Secretary to Administration I&C Department /Director I & C	Special Secretary to Government I&C Department/ Administrative Secretary Concerned

Industries & Commerce Department					
S.No	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Registration of new Industrial units (provisional EM part -I)	01 day from the date of online application and issuance of dated acknowledgement.	General Manager of the concerned DIC	Joint Director concerned	Director concerned
2.	Registration of firms under J&K Partnership Act. 1996 Svt. (1939 A.D)	30 days from the date of online application and issuance of dated acknowledgement.	Director, Industries & Commerce concerned (Designated Registrar under the Act)	Addl. Secretary to Administration I&C Deptt.	Special Secretary to Administration I&C Deptt
3.	Registration of Societies under J&K Registration of Societies Act, 1998 Svt. (1941 A.D)	30 days from the date of online application and issuance of dated acknowledgement.	Director, Industries & Commerce concerned	Addl. Secretary to Administration I&C Deptt.	Special Secretary to Administration
4.	Issuance of Land Availability Certificate by SIDCOISICOP	01 day from the date of online application and issuance of dated acknowledgement.	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration
5.	Issuance of Land Allotment Order by SIDCOISICOP	07 days from the date of project	Managing Director, J&K SIDCO/SIC	Addl. Secretary to Administration	Special Secretary to Administration

		approval by the Government, Single Window Clearance Committee	OP as the case may be		n
6.	Building Plan Approval in industrial Estates of J&K SIDCO/SICOP	15days from the date of online application and issuance of dated acknowledgement.	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration
7.	Conducting Plinth Inspection of industrial buildings/ structures for issuance of Pre-Construction Certificate by SIDCO/SICOP in industrial Estates	07 days from the date of online application for plinth Inspection.	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration
8.	Issuance of Preconstruction Certificate by SIDCO/SICOP in Industrial Estates	01 day from the date of plinth Inspection	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration
9.	Conducting inspection for issuance of Building Completion/ Occupancy Certificate in Industrial Estates	07 day from the date of online application for Inspection of structure	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration
10.	Issuance of Building Completion/ Occupancy Certificate in	01 day from the date of Inspection	General Manager concerned of SIDCO/SICOP	Managing Director, J&K SIDCO/SICOP	Special Secretary to Administration

	Industrial Estates	completion of structure	OP		n
Finance Department					
S. No	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Settlement of Final Refund Cases of GPF at the time of Retirement/death of the employee	30 working days from the date of receipt of the cases.	Concerned Chief Accounts Officer of the District fund Office	Chief Accounts Officer of the District fund Office	Director Accounts & Treasuries
2.	Settlement of SLI Maturity claims at the time of retirement/death of the employee	30 working days from the date of receipt of the cases.	Concerned Chief Accounts Officer of the District fund Office	Chief Accounts Officer of the District fund Office	Director Accounts & Treasuries
3.	Issuance of transfer entry (TE) Advice	30 working days from the date of receipt of the cases.	Concerned Chief Accounts Officer of the District fund Office	Chief Accounts Officer of the District fund Office	Director Accounts & Treasuries
Local Fund Audit and Pension					
1.	Settlement of Pension cases	30 working days from the date of receipt of the cases.	Concerned Chief Accounts Officer local fund audit and pension	Chief Accounts Officer	Director Accounts & Treasuries
Pension					
1.	Settlement of grievances related to pension cases pertaining to PAOs	30 working days of forwarding cases	Pay and accounts officer Leh/ Kargil	Pay and accounts Officer	Director Accounts and treasuries

		of CPAO from the date of receipt of the same.			
Home Department					
S.No.	Name of the Service	Timelines	Designated Officer	First Appellate Authority	Second Appellate Authority
1.	Copy of FIR	one (01) day for the complainant and three (03) days for others from the date of application	SHO concerned	SDPO concerned	SP concerned
2.	Verification report from CID for passport	60 days	Dy.SP (Hqrs) in the office of the ADDL.DGP/CID	SSP CID, Hqrs in the office of the Addl.DGP/IGP,CID	Addl.DGP,CID/IGP,CID
3.	Verification report from CID for newly appointed candidates	60 days	Dy.SP (Hqrs) in the office of the ADDL.DGP/IGP,CID	SSP CID, Hqrs in the office of the Addl.DGP/IGP,CID	ADGP,CID/IGP,CID
4.	Verification by Police Station concerned for certification of identity	07 days	SHO concerned	Dy.SP (Hqrs)/concerned SDPO	District SP
5.	Verification by police for Issuance of character certificate	15 days	SP concerned	Range DIG	Zonal IGP
6.	Copy untraced report in accident /drowning cases	15 days from the date of conclusion of	SHO concerned	Dy.SP (Hqrs)/concerned SDPO	District SP

		Investigation.			
7.	Copies of untraced reports in case of stolen vehicles	16 days from the date of conclusion of Investigation.	SHO concerned	Dy.SP (Hqrs)/ concerned SDPO	District SP
8.	Copy of untraced report in theft cases	15 days from the date of conclusion of Investigation.	SHO concerned	Dy.SP (Hqrs)/ concerned SDPO	District SP
Fire & Emergencies Services					
1.	Provisional NOC	20 days	District officer concerned	Director/ Director General Fire & Emergencies Services	Administrative Secretary, Home Department.
2.	Final NOC	20 days	District officer concerned	Joint Director Concerned	Director/ Director General Fire & Emergencies Services.