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**Citizens Charter**  
**INDUSTRIES AND COMMERCE DEPARTMENT**  
**GOVERNMENT OF JAMMU AND KASHMIR**

## **Vision**

To promote the balanced growth of Industry & Commerce in Jammu & Kashmir through sustainable utilization of natural resources and development of human skills.

## **Mission**

1. To create an enabling and entrepreneurial friendly environment in all regions of the State which will facilitate the sustainable growth and development of Industrial enterprises including Cottage and Village industries.
2. To encourage new investment in industries and facilitate new entrepreneurs.
3. To encourage and create conditions that will enable the promotion of human resource skills, creation of new employment opportunities and development of new designs in the Handloom and Handicrafts Sector .
4. To enable the optimum and sustainable usage of the State Mineral Resources.

## **Objectives**

1. To promote growth of manufacturing industry by facilitating financial, infrastructural and policy support.
2. To facilitate investment and to coordinate faster implementation of investment approvals.
3. To initiate measures towards procedural changes to make functioning of the Department more transparent and responsive.
4. To create a sound information base of macroeconomic indicators of industrial production and prices.

## Functions

Jammu & Kashmir is the jeweled crown of India with extravagant beauty of Himalayas, and have main three geographical regions known as "*The Lesser Himalayas*" or the "*Jhelum Valley*" (Kashmir), "*The Inner Himalayas*" or "*The Indus Valley*" (Ladakh & Frontier areas) also called "*Trans-Himalayas*", and "*The Outer-Himalayas*" or "*The Southern mountain range*" (Jammu). The area of J&K is 2,22,236 square kilometers with its capital at Srinagar in the summer from May to October and Jammu in the winter from November to April.

Kashmir is famous for its natural beauty and has often been referred to as the '*Switzerland of the East*'. The heart of the area is the fertile Vale of Kashmir (known as The Valley), which lies between the Himalayas and the Pir Panjal range of mountains. Here the climate is mild and the soil well watered. Kashmir is well known for its Handicrafts , in particular, its shawls and carpet.

The city of Jammu is named after Jambu Lochan. During 1730 AD, the Dogra rulers built the city of Jammu as their capital and adorned it with numerous temples and shrines now known as the city of Temples. It is dotted with some historical temples like the Raghunath Temple, Ranbireswar Temple, Peer Kho Temple, Panjbakhtar Temple which are over a hundred years old.

Ladakh is bound by the mighty Karokaram mountain range in the north and the Great Himalayas in the South. Landscape of Ladakh has been modified and sculpted into the spectacular shape by the wind and the erosion over the centuries. Its altitude ranges from 9000 to 25000 feet. And is traversed by other mountain chains, the Ladakh range and Zanaskar range. It is rightly called "*the broken moonland*" and "*land of endless discovery*".

Jammu and Kashmir has excellent connectivity. There are daily flights to Srinagar, Jammu and Leh. Indeed, there are 24 flights between Delhi, Srinagar and Jammu everyday. The Indian Airlines, the Jet Airways, the Jet Light, the Deccan, the Goair and Spice Jet operate in this sector. The Govt. of India has upgraded and declared the Srinagar Airport as an International airport. The Jammu Airport has already been upgrade. As far as Railways are concerned, Jammu Railway station handles 32 passengers trains. The railway line has now been extended from Jammu upto Udhampur and the passenger trains have now started between Qazigund to Baramulla in Kashmir. The National

Highway 1-A connects the capital cities of Srinagar and Jammu with rest of the country.

It is well recognised fact that Jammu and Kashmir is one of the most beautiful part of the world and is blessed with the salubrious climate. Natural factors are more conducive for handicrafts ,village and small scale Industries and medium to large and heavy Industries. However, J&K have always a very strong handicrafts sector with our Shawls, Carpets, Paper Machie and wood carving Products being popular all over the world.Jammu & Kashmir had started the process of new Industrialization in 1970 when many Industrial Complexes and Estate were created and a fairly good infrastructure was setup to attracts investors.

The industry sector has been declared as the main vehicle for accelerating economic activity besides providing employment to the educated unemployed youths in the state .Development of industrial infrastructure has been the focus of special attention during the last few years . At present we have 51 industrial estates and many more are in the process of being developed across the State. The efforts made by us over the past few years have started bearing fruits Presently, registered Small Scale Industrial units are operational in the State and have provided employment. Medium and Large Industrial development always remains a thrust area in the Governments Agenda. In the perspective of Industrial growth, Industries and Commerce Department has been established with a system for carrying its activities effectively for concentrating to attract investment in the State. The Industries & Commerce Deptt. of Jammu and Kashmir Govt. came into existence in year 1970 with 4 Directorates, 8 Corporations & 4 training institutes. The Directorates are: Directorate of Industries & Commerce, Directorate of Handicrafts Development Deptt., Directorate of Handloom Dev. Deptt., and Directorate of Geology & Mining. The Directorate of Industries & Commerce was bifurcated in year 2007 into two Directorates i.e One for Jammu Division & Other for Kashmir Division. With one Board viz J&K Khadi & Village Industry Board, the Corporations consist of SIDCO, SICOP, J&K Handicrafts (S&E) Corporation, J&K Handloom Development Corporation, J&K Cement Ltd, J&K Minerals Ltd., J&K Industries; besides J&K TPO and J&K Infrastructure Development Organization which were added at a later stage. Training Institutes consist of: J&K Craft Development Institute, Indian Institute of Carpet technology, J&K Entrepreneurship Development Institute and School of Designs.

## Section-I

### Main Services/ Transactions

S.NO	SERVICE	DEPARTMENT	DESIGNATED OFFICER	STIPULATED TIME FRAME	1 <sup>ST</sup> APPELLATE AUTHORITY	2 <sup>ND</sup> APPELLATE AUTHORITY
i.	NDC from DIC(Employment purpose)	Industries and Commerce Department	GM DIC	05 DAYS	Joint Director I&C	Director I&C Concerned
ii.	Registration of New Industrial Units(provisional / EM part - I)	Industries and Commerce Department	GM DIC	01 Day from Acknowledgment of Receipt	Joint Director I&C	Director I&C Concerned
iii.	Registration of New Industrial Units (Form/EM part-II)	Industries and Commerce Department	GM DIC	05 DAYS	Joint Director I&C	Director I&C Concerned
iv.	Registration of Firms under JBK Partnership Act 1996	Industries and Commerce Department	Director I&C Concerned	30 DAYS	Additional Secretary Industries and Commerce Department	Special Secretary to Government, I&C Department.
v.	Registration of Societies under J&K Registration of Societies Act, 1998 Svt. (1941 A.D)	Industries and Commerce Department	Director I&C Concerned	30 DAYS	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department.
vi.	Issuance of Land Availability Certificate by SIDCO/SICOP	SIDCO/SICOP	GM (Concerned) SIDCO/SICOP	01 Day from Acknowledgment of Receipt	M.D CONCERNED SIDCO/SICOP	Special Secretary to Government, I&C Department.
vii.	Issuance of Land Allotment Order by SIDCO/SICOP	SIDCO/SICOP	Managing Director, SIDCO/SICOP	07 days from the date of project Approval Committee	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.
viii.	Building Plan Approval in Industrial Estates of J&K SIDCO/SICOP	SIDCO/SICOP	General Manager concerned of SIDCO/SICOP	15 days from the date of online application and	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.

				issuance of date acknowledgement		
ix.	Conducting Plinth Inspection of industrial buildings/structures for issuance of pre-Construction Certificate by SIDCO/SICOP in Industrial Estates	SIDCO/SICOP	General Manager concerned of SIDCO/SICOP	07 days from the date of online application for Plinth inspection.	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.
x.	Issuance of Pre-Construction Certificate by SIDCO/SICOP in Industrial Estates	SIDCO/SICOP	General Manager concerned of SIDCO/SICOP	01 days from the date of Plinth Inspection.	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.
xi.	Conducting inspection for issuance of Building Completion/Occupancy Certificate in Industrial Estates.	SIDCO/SICOP	General Manager concerned of SIDCO/SICOP	07 day from the date of online application for inspection of completion of structure.	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department
xii.	Issuance of Building Completion/Occupancy Certificate in Industrial Estates.	SIDCO/SICOP	General Manager concerned of SIDCO/SICOP	01 day from the date of Inspection of completion.	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.
xiii.	Registration of Handloom Weavers/Artisans/Units	Handloom Development Department.	Assistant Director Handloom of the concerned District.	15 days	Joint Director concerned	Director Handloom Development Department.
xiv.	Sponsoring of cases under Weaver MUDRA and Micro Credit Plan schemes of the Handloom Department	Handloom Development Department.	Assistant Director Handloom of the concerned District	15 days	Joint Director concerned	Director Handloom Development Department.
xv.	Registration of Handloom Cooperative Societies under J&K Self Reliant Cooperatives Act 1999.	Handloom Development Department.	Director Handloom Development Department.	30 days	Additional Secretary to Government I&C Department	Special Secretary to Government, I&C Department.

xvi.	Handicrafts unit registration. Handicrafts Artisans registration ( for issuance of Artisan Credit Card)	Handicrafts Department.	Assistant Director Handicrafts of the concerned District	30 day	Joint Director concerned	Director Handicrafts
xvii.	Issuance of Registration-Cum-Membership certificate(RCMC) to Handicrafts Manufacturers/Merchants for export of Handicrafts items.(Under Foreign Trade Policy)	Handicrafts Department.	Director Handicrafts.	30 days	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department
xviii.	Registration under J&K Tourist Trade Act; 1978: Registration of traders dealing with Handicrafts(wholesale/retail) Registration of Hawkers dealing with Handicrafts items in Shikaras( Dal/Nigeen)(Validity 5 years)	Handicrafts Department.	Director Handicrafts	90 days from the date of online application and issuance of dated acknowledgement	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department.
xix.	Registration under J&K Namdha Registration Act, 1960(Validity 1 year)	Handicrafts Department.	Director Handicrafts	07 days from the date of online application and issuance of dated acknowledgement.	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department.
xx.	Registration of Handicrafts Industrial Cooperative Societies under J&K Self Reliant Cooperatives Act, 1999.	Handicrafts Department.	Director, Handicrafts	30 days	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department
xxi.	For decision of land Allotment(approval/rejection) on the application by Apex Project Clearance Committee with pecuniary jurisdiction specified in	SIDCO/SICOP	General Manager, SIDCO/SICOP	30 days	Managing Director, SIDCO/SICOP	Special Secretary, Industries & Commerce Department.

	Industrial Policy.					
xxii.	For decision on Land Allotment( approval/rejection) on the application by Single Window Clearance Committee at District Level pecuniary jurisdiction specified in Industrial Policy.	Industries and Commerce Department	General Manager of the concerned DIC	30 days	Director concerned	Special Secretary, Industries & Commerce Department.
xxiii.	For decision on Land Allotment (approval/rejection) on the application by Single Window Clearance Committee at Division Level pecuniary jurisdiction specified in Industrial Policy.	Industries and Commerce Department	Joint Director concerned	30 days	Director concerned	Special Secretary Industries & Commerce Department.
xxiv.	Decision(approval/rejection) on incentives under Single window	Industries and Commerce Department	General Manager of the concerned DIC	45 days (from the date of receiving online application complete in all respects)	Director concerned	Special Secretary, Industries & Commerce Department
xxv.	For decision on registration of Partnership Firm( Accept/Reject) on the application	Industries and Commerce Department	Director concerned	10 days	Additional Secretary to Government, I&C Department.	Special Secretary to Government, I&C Department.
xxvi.	For decision on registration of Societies ( Accept/Reject) on the application	Industries and Commerce Department	Director concerned	10 days	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C.
xxvii.	Obtaining Water connections(industrial) [Where water connection is to be provided by SIDCO/SICOP]	SIDCO/SICOP	General Manager Estates concerned SIDCO/SICOP	15 days after completion of all formalities.	Managing Director, SIDCO/SICOP	Special Secretary to Government, I&C Department.
xxviii.	Decision(acceptance/rejection) of the application for Mining Lease(ML)/Composite Lease/Non-exclusive Reconnaissance Permit.	Geology and Mining Department.	District Mineral Officer concerned	30 days from the receipt of application complete in all respects	Director Geology and Mining	Special Secretary, Industries & Commerce Department



xxix.	Decision( acceptance/rejection) on the renewal application for Mining Lease(ML) composite Lease/Non-exclusive Reconnaissance Permit	Geology and Mining Department.	District Mineral Officer concerned	90 days	Director Geology and Mining	Special Secretary, Industries & Commerce Department.
xxx.	For issuing Letter of intent from State Government to preferred bidder.	Geology and Mining Department.	Director, Geology and Mining	30 days	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department.
xxxi.	For grant of Mineral Concession submission of requisite formalities for grant of Mineral Concession after issuing Letter of intent by successful bidder	Geology and Mining Department.	Director Geology and Mining	180 days	Additional Secretary to Government, I&C Department	Special Secretary to Government, I&C Department.

## Section-II

### **Expectations from Service Recipients**

- All documents published by Department of Industries and Commerce are placed in the public domain of the Department's website at <http://jkindustriescommerce.nic.in/> & <http://investjk.in>. Citizens / Clients are requested to access the requisite document(s) at the website
- Queries if any can be emailed at e-mail: [www.jkindcom@gmail.com](mailto:www.jkindcom@gmail.com) for any information regarding any issue.
- Citizens are requested to submit their grievance directly to Public Grievance Officer. They can write to Commissioner for industrial Development and Director, Department of Industries and Commerce if no response is received from the officer concerned in three months.

### Section III

#### **Indicative Expectations from Service Recipients**

1	Submission of duly completed application forms in all respects.
2	Proper utilization of financial assistance released to State Governments for specific projects and making efforts for the timely completion of these projects. Timely submission of Utilization Certificates.
3	Extending courtesies to officials of the Department.
4	Keep proper records of letters and communications with the Department.
5	For cancellation of an appointment, a written notice may be given via fax or email ( <a href="mailto:jkindcom@gmail.com">jkindcom@gmail.com</a> ) at least two days in advance.
6	Furnish reports in the prescribed format as per prescribed timelines.
7	To check the website regularly for updates on policies, programmes and procedures/guidelines and give their suggestions/inputs.
8	State representatives should attend the conference with complete information.

## Section-IV

### **List of Stakeholders/Clients**

1	State Government organizations (Ministries/Departments)
2	Industry bodies, Associations and Citizens
3	Universities, Autonomous bodies and Research Bodies, Societies
4	Private Sector Companies
5	Manufacturers
6	Firms/Companies engaged in Inspection, Certification and related activities
7	Banks/ Financial Institutions,
8	Public Undertakings

## Section-V

### Grievance Redress Mechanism

#### ❖ Administrative Department

Name & Contact No.	Contact
Sh. Avtar Singh Chib (KAS) Special Secretary to the Government, Industries and Commerce Department Room No. 256 (Sgr.)/2-6 (Jmu.) Civil Secretariat, Srinagar/Jammu	spclsecyind@gmail.com
Sh. Sanjeev Kumar, Under Secretary , Industries and Commerce Department	jkindcom@gmail.com

#### ❖ Directorate of Industries , Jammu

OFFICE	NAME	TELEPHONE	MOBILE	E-MAIL
Director, Industries & Commerce, Jammu	Anoo Malhotra	2474085 2475092	9419161504	directorindcomjammu@gmail.com anoom.puri@gmail.com
Director, Industries & Commerce, Kashmir	Mehmood Ahmad	2493041/ 2490018	9419024542	dirindustries@yahoo.com

Director, Handicrafts	Inderjeet	2472065/ 2470605	9419119384	dirhandicraft@yahoo.co.in
Director, Geology and Mining	Farooq Ahmad Khan	2493588 2430280	9906603020 9419033578	dgmjak@gmail.com
Director, Handlooms	Rubina Kounsar	2479876 2471853	9419056441	director@jkhandloomdepartment.org
Director, EDI	Tufail Matoo (to look after the work of Director, EDI)	01933- 224367  01933- 224402-F	9469028888	dr_parray@yahoo.com  dir.sectt.edi@gmail.com
Executive Director, EDI	Tufail Matoo		9469028888	
Director, CDI	Mir Zubair (Addl. ch. with Dir IICT)	2411772/241 1430	9906509602	cdi@cdisgr.org
Director, IICT	Mir Zubair	2428636/241 1143-F	9906509602	contact@iictsrinagar.org
MD, Handlooms	Rakesh Sharma	2490068/249 0091-F	9419797664	mdjkhdc@gmail.com
MD, Handicrafts	Jasvinder Singh Dua	2479825/245 2376	9419191677  7006615361	jkhckgae@hotmail.com

MD, SIDCO	Ravinder Kumar, IAS	2493626/249 3612-F	9469112000	mdsidco@rediffmail.com
MD, SICOP	Atul Sharma	2493408/249 3407	9419162276	jkssidc@gmail.com
MD, JK Cements	Ishtiaq Hussain Drabu	2465075/245 2293	9419001150	mdjkcl@gmail.com
MD, JK ML	Vikram Gupta	2442023/244 2009	9419198641	info@jkml.com
MD, JKI	Javed Iqbal	2312299/247 6869	9419003904	javidjki@yahoo.com
Secretary, KVIB	Rashid Ahmad Qadri	2474789/245 2941  2470506	9419011721	secretarykvib@gmail.com

## List of Responsibility in the Administrative Department

The Industries and Commerce department plays a lead role in the formulation and implementation of the different policies for the growth of the Industrial Sector. The cases involving policy decisions and the cases relating to different Subordinate Departments are placed before the competent authority for necessary approval and appropriate orders.

The department is headed by a Minister of Cabinet rank and a Minister of State. At the Administrative Department level, the department is headed by Administrative Secretary who may be of the rank of Financial Commissioner /Principal Secretary/ Commissioner Secretary. The Administrative Secretary is assisted by the following team of officers and officials :

### A. ASSIGNMENTS

- **GAZETTED:**

S. N O	NAME	WORK ASSIGNED
1	Sh. Avtar Singh Chib, KAS  Spl. Secretary	Adm. Section/General Section/ Coordination Section Business Reforms Action Plan (BRAP) Nodal Officer IT Interventions Nodal Officer CoS Meeting Issues Nodal Officer Departmental Enquiries & RDAs 1st Appellate Authority Under RTI Act DIC's Skill Development Training Institutes (IICT/JKEDI/CDI) LoC Trade Handicrafts Department Handlooms Development Department Handicrafts (S&E) Corp.

		Handloom Development Corp.
		Geology and Mining Department
		Various Corporations
		Any Other Work Assigned by Adm. Secy./ Public Grievances
2	Sh. Rajesh Chander Kotwal Director Finance	All Financial Matters
		Nodal Officer Biometric Attendance System
		JKDFC/SLBC Related Issues
		Any Other Work Assigned by Adm. Secy.
3	Sh Syed Shabir Shafi Director (Plg)	All Planning and Development Matters
		Nodal Officer of all Development Schemes of the I&C Department and Other Departments
		Any Other Work Assigned by Adm. Secy.
4	Sh. Sartaj Hussain, Technical Officer	<ol style="list-style-type: none"> <li>1. MSME/DICs</li> <li>2. New Industrial Estates/ Industry</li> <li>3. Industrial/Trade/Export/Logistics Policies</li> <li>4. Ease of Doing Business</li> <li>5. Cadre Management of I&amp;C (G) Service</li> <li>6. Office Administration</li> <li>7. General/Coordination Section</li> <li>8. IT interventions</li> <li>9. Departmental Inquiries/RDAs</li> <li>10. CoS Meeting issues</li> <li>11. Public Services Guarantee Act</li> </ol>
5	Sh. Sanjeev Kumar, Under Secretary	<ol style="list-style-type: none"> <li>1. Handloom Dev. Department</li> <li>2. Handicrafts Department</li> <li>3. Handloom Dev. Corporation</li> <li>4. Handicrafts (S&amp;E) Corporation</li> <li>5. Jammu &amp; Kashmir Industries</li> <li>6. Cadre Management of Handicrafts and Handloom Departments</li> <li>7. BoD Meetings of concerned Corporations.</li> <li>8. Legislative Assembly Business/House Committee Reports</li> </ol>



		<p>9. Grievance Redressal /Replying/dealing with VIP references and communications received from GoI/ PMO/Central Ministries/Raj Bhawan/ CM Sectt. / Chief Secretary.</p> <p>10. Jammu &amp; Kashmir Entrepreneurship Development Institute</p> <p>11. Geology &amp; Mining including Cadre Management of G&amp;M (G) Service</p> <p>12. JKML/JKCL/SIDCO/SICOP/IICT/CDI/KVIB</p> <p>13. BoD Meetings of concerned Corporations.</p>
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• **NON-GAZETTED:**

<b>S.No.</b>	<b>Name of the Official, S/ Shri/Smt.</b>	<b>Designation</b>	<b>Proposed Assignment</b>
01.	Nuzhat Shah	Section Officer	Directorate of Industries and Commerce Jammu / Kashmir, Cross LoC Trade, SLBC, JKDFC, New Industries.
02.	Feroz Ahmad	Section Officer	Handicrafts Department, Handicrafts (S&E) Corporation, Geology & Mining Department, Office Administration, Public Monitoring Grievance System.
03.	SalochnaKoul	Section Officer	JKML, JKCL and KVIB
04.	NighatParveen	Section Officer	IICT/CDI/EDI.
05.	Mohammad Amin	Section Officer	Nazarat Section
06.	Sunil Kumar Pandita	In-charge Section Officer	Handloom Dev. Deptt./, JKI, General Section/SICOP/SIDCO.
07.	Naresh Kumar	Head Assistant	General Section, SIDCO/SICOP and RTIs.
08.	Vikas Sharma	Head Assistant	DIC, Jammu/Kashmir, Cross LoC Trade, SLBC, JKDFC, JKCL, Incharge website and New Industries.
09.	DimpyKoul	Head Assistant	Handicrafts DepartmentJKI/HDC and Handicrafts (S&E) Corporation.
10.	SushmaKumari	Head Assistant	Handloom Development Department/EDI/CDI/IICT and KVIB.
11.	Hassina Bashir	Head Assistant	Geology & Mining/JKML, Public Monitoring Grievance System and Office Administration

12.	Showket Ahmad Reshi	Sr. Assistant	Handicrafts Deptt./Handicrafts(S&E) Corporation/CDI/IICT JKI
13.	BhushanLal	Jr. Assistant	Handloom Dev. Deptt./HDC/CM's Public Monitoring Grievance System and Office Adm.
14.	Showket Hussain	Jr. Assistant	DIC, Jammu/Kashmir, Cross LoC Trade/G & M, JKDFC.
15.	AvtarKrishan	Jr. Assistant	SIDCO/SICOP/NI/KVIB/JKCL/EDI and RTIs.
16.	Dileep Kumar	Jr. Assistant	General Section, JK Minerals Ltd,
17.	Satish Kumar	Jr. Assistant	Legal Section

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