

Government of Jammu and Kashmir  
Tourism Department Civil Secretariat  
Srinagar/Jammu  
Tele/fax: 0194-2506001 (F), 2506061, e-mail: tourismhall@gmail.com

Subject:- Implementation of Business and Citizen Reform Action Plan (BCRAP) in Jammu & Kashmir (UT) under Mandates of Ease of Doing Business (EoDB) and Ease of Living (EoL).

Ref:- Circular No. 07-JK(GAD) of 2022 dated 28.01.2022, issued by General Administration Department.

Circular No. 01-JK(TSM) of 2022

Dated:- 24-03-2022

In order to ensure successful compliance of Business and Citizens Reform Action Points (BCRAP) circulated by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India and in line with that Tourism Department, J&K is implementing cumulative action plan through Minimizing Regulatory Compliance Burden (MRCB) for Ease of Doing Business (EoDB) with G2B interface and Ease of Living (EoL) with G2C interface in J&K.

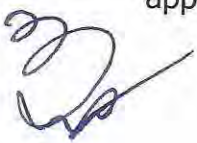
Accordingly, J&K Tourism Department has decided to provide services forming Annexure "A" to this circular in 'Online-only Mode' and no offline submission/processing of application shall be entertained. Following instructions are hereby issued for effective implementation which will aim to streamline existing regulatory structures and to create an Investor/Citizen – friendly environment across Jammu & Kashmir: -

- i. Department has mandated to solicit feedback through online mode developed within the Departmental website <https://www.tourismjk.in/> & Industries Department's Single Window website <https://singlewindow.jk.gov.in.>
- ii. Each draft business regulation shall be put up online (Public Domain) for a period not less than **30 days** to invite public comments/feedback on the same, prior to enactment. The received suggestions/feedback shall also be published online and the manner in which they have been addressed by the Government in the final regulation along with reasons for denial or inclusion.
- iii. It has been mandated that any new additional regulation/service/permission automated through <https://singlewindow.jk.gov.in> shall be updated in "Online Wizard System" within **30 days** as recommended under BRAP.
- iv. The legal basis, necessity and business-friendly aspect of each draft business regulation shall be published online for public consultation and feedback.

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- v. Live online **MIS dashboard** shall be implemented for all e-services under BRAP applied through <https://singlewindow.jk.gov.in> as per recommended format for better transparency and successful compliance.
- vi. Industrial/Investor query received on the <https://singlewindow.jk.gov.in> shall be addressed/resolved within **7 working days** by concerned authority. In case of any observation, initial response must be initiated within **7 days**. If pertaining to any policy matter(s), the same must be redressed within **15 days** from the date of query. For deviation on providing of public service within specified time limit, the punitive measures will be taken against the concerned official as per the provisions laid down under **J&K Public Services Guarantee Act 2011 and J&K Public Service Guarantee Rules, 2011**.
- vii. All the Inspections would have defined checklist and procedure and would be conducted with a prior intimation to the concerned establishment. Besides, all the surprise inspections and inspections based on complaints shall be conducted with a prior permission of the Head of Department of the concerned department. All the records about the same would be maintained digitally on the portal.
- viii. Inspection report shall be uploaded on the Single Window/Department portal by the concerned authority within **two days** of date of inspection.
- ix. Applicant would receive stage wise notification and would finally download the licenses/certificates from respective login on <https://singlewindow.jk.gov.in>.
- x. MIS Health and Grievance Review meeting would be done on weekly basis under the Chairmanship of Administrative Secretary of Department or designated officer in the Department.
- xi. Concerned official will verify documents and raise objections/queries within **7 days** from the date of application.
- xii. Auto Escalation to the next level of approving authority upto the HoD level if deviated from the timelines mandated for the service under PSGA or relevant Act.
- xiii. **Third party verification** is enabled to ensure the authenticity of the approval or registration certificate.



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- xiv. MIS dashboard of service and Grievance/Query Management would be made available in the public domain of Departmental Portal & Single Window System with Mean and Median mode in the SW-Unified format and all concerned departments should ensure improvising MIS and generating positive feedback through ensuring hassle-free service within mandated timelines, system would be modified to capture stage wise status until resolution. The Dashboard will highlight the last updated date and it would be regularly updated (daily/weekly/fortnightly/monthly). The dashboard would have the legacy data from 1st January 2021.
- xv. Help line number (0194-2506127 Srinagar - 0191-2566623 Jammu) for Facilitation/Query Resolution.

Sd/-

Sarmad Hafeez, IAS

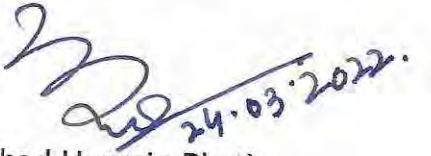
Secretary to the Government.

Dated:- 24 .03. 2022

No:- TSM-Coord/85/2021

Copy to the:-

1. Principal Secretary to the Government, Industries & Commerce Department, J&K.
2. Principal Secretary to the Government, GAD.
3. Joint Secretary, DPIIT Ministry of Commerce & Industries, GOI.
4. Secretary to Government, IT Department.
5. Managing Director, JKTDC.
6. Director Tourism, Jammu.
7. Chief Executive Officer, JaKeGA, J&K.
8. Managing Director, Cable Car Corporation.
9. Executive Director, Mubarak Mandi Jammu Heritage Society.
10. Director Tourism, Kashmir.
11. Director, Sher-e- Kashmir International Convention Centre.
12. Chief Executive Officers of all Tourism Development Authorities.
13. Secretary, RSGC.
14. Secretary, Jammu Tawi Golf Course.
15. Private Secretary to Secretary to the Government, Tourism Department.
16. Private Secretary to Chief Secretary, J&K.
17. Circular/Stock file/Website, Tourism Department.

  
24.03.2022.

(Arshad Hussain Bhat)

Under Secretary to Government.

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**Annexure "A"**

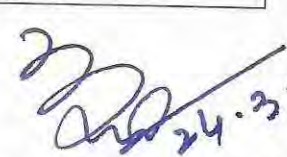
| S.No. | Name of Service                                   | Governing Act  |
|-------|---|--|
| 1.    | Registration of Hotel                             | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 2.    | Registration of Restaurant                        | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 3.    | Registration of Guest House                       | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 4.    | Registration of Houseboat                         | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 5.    | Registration of Dhaba/Tea Stall                   | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 6.    | Registration of Travel Agent/Excursion Agent      | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 7.    | Registration of Adventure and Sport Tour Operator | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 8.    | Registration of Boat Owner                        | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 9.    | Registration of Bathing boat owner                | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 10.   | Registration of Taxi Shikara                      | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 11.   | Registration of Dandi Owner/Motor Launch Owner    | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 12.   | Registration of Pony Wala                         | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 13.   | Registration of Tourist Guide                     | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 14.   | Registration of Camping Agent/Camping Equipment   | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 15.   | Renewal of Hotel                                  | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 16.   | Renewal of Restaurant                             | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 17.   | Renewal of Guest House                            | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |



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| 18. | Renewal of Houseboat                         | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 19. | Renewal of Dhaba/Tea Stall                   | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 20. | Renewal of Travel Agent/Excursion Agent      | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
| 21. | Renewal of Adventure and Sport Tour Operator | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |
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| 28. | Renewal of Camping Agent/Camping Equipment   | The Jammu and Kashmir, Registration of Tourist Trade Act, 1978 |

  
24.3.2022

(Arshad Hussain Bhat)  
Under Secretary to Government.