

**Government of Jammu & Kashmir,
Estates Department.**

Citizen's/ Client's Charter

**Address: Estates Department;
Civil Secretariat Jammu/Srinagar.**

Website: www.jkestates.nic.in

Date of Issue:

Date of Review:

Citizen's / Client's Charter for the Estates Department J & K Government

➤ Who we are?

We are the estates department, Government of Jammu and Kashmir.

The sub-ordinate offices under our administrative control are given as under:-

- ❖ Deputy Director Estates Jammu/Srinagar
- ❖ Executive Engineer Estates Division Jammu/Srinagar

➤ Where can we be found?

Our offices are located as under: -

- i). Estates Department, Civil Secretariat, Jammu/Srinagar.
- ii). Deputy Director, Estates, Jammu, 3-Manda Hills, Jammu
- iii). Deputy Director Estates, Srinagar, Press Enclave, Partap Park, Srinagar.
- iv). Executive Engineer, Estates Division, Jammu, Behind Shakuntla Theatre, Jammu.
- v). Executive Engineer, Estates Division, Srinagar, Polo View, Srinagar.

➤ **Our Vision**

To provide good official and residential accommodation in congenial environment, hygienic living conditions, regulation and maintenance thereof.

➤ **Our Mission**

Providing of quality accommodation in an efficient and transparent manner through rationalization of allotment procedure, maintenance of assets, creation of IT enabled database of assets, augmentation and improved maintenance of residential and official accommodation and prompt redressal of grievances.

➤ **Our Objectives**

1. To review J&K Estates Department (Allotment of Government accommodation) Regulation, 2004 for necessary amendments.
2. Efficient Organizing of Move from Jammu to Srinagar and vice-a-versa.
3. Augmentation of residential as well as office accommodation.
4. Asset mapping and creation of IT enabled database thereof.
5. Minimization of unauthorized occupants and checking subletting.
6. Reduction of court cases against the Department.
7. Efficient personnel Administration and capacity building.
8. Use of latest communication and IT tools for improvement in working.
9. Public grievances redressal .

➤ **Functions we perform**

1. Allotment and vacation of accommodation as per provisions of J&K Estates Department (Allotment of Government accommodation) Regulation, 2004-enforcement thereof.
2. Maintenance and upkeep of records relating to allotment and vacation of specified accommodations in Directorate and Divisional offices.
3. Proper maintenance of ledgers relating to licence fee/recoveries in Divisional offices.
4. Timely issuance of No Demand Certificate at the time of retirement/vacation.
5. Proper maintenance of assets by way of up gradation, repair, renovation and alternation.
6. Assessment of rent by engineering wing.
7. Keeping general watch over unauthorized occupant and subletting.
8. Maintenance and up gradation of waiting list of applicants for accommodation.
9. Pursuing of litigation and settlement of court cases.
10. Implementation of provisions of RTI Act, 2009 in letter and spirit.
11. Redressing of complaints/grievance of allottees on daily basis.
12. Resolution of service related matters.

The Estates Department is committed to meeting the needs of its stakeholders in an efficient and professional manner. As our clients, you should expect the following standards of services when dealing with queries (written correspondence and e-mail):-

1. Respond within 7 working days of receiving correspondence;
2. Reply within 15 working days if the subject matter is more complex and require greater attention. If there is excessive delay, we will contact to you to explain the reason for the delay and where possible indicate tentative time period by which a response will be available;
3. Answer questions directed to the office as accurately and directly as possible.

S.No.	Services we provide	Responsible person (Designation)	E-mail	Contact No. Mobile/Landline	Process	Document required
01.	Providing of residential accommodation	Director Estates	-	9419008749	Waiting list	1.Application 2.Perform signed by DDO
02.	Providing of Office Accommodation	Assistant Director	mazahir.kazmi@nic.in	94191-65425	As per availability and entitlement	Requisitions from the Deptts
03.	Maintenance and upkeep of Assets/qtrs.	XEN Estates J/S	-	94191-42838 94191-06006	As per report and requisition	Report of the Concerned JEE
04.	Issuance of NDC to the retiring/ed employees	Assistant Director	mazahir.kazmi@nic.in	94191-65425	First come first serve basis	Reports of DDE J/K Along with Covering letter of the deptt , Service History and Affidavit.
05.	Visitor Management	Assistant Director		94191-65425	-	-

➤ **Client feedback.**

The Estates Department is constantly looking for ways to improve its services. It values and welcomes all comments and suggestions for improvement. If you have any problem with our services, let us know. Please forward any comments on the standards of services to.

Director Estates

J&K,

Phone: 0194-2520431 (Sgr)

0191-2562729

➤ **Redress and complaints :**

When complaints are lodged in the Estates Department, we will:-

- i. Acknowledge them within two days ;
- ii. Conduct an investigation and provide you with a outcome report;
- iii. and where we determine that there were some operational weaknesses, ensure corrective action to avoid recurrence of similar incidents in future .

Any complaint pertaining to the Estates Department can be lodged to Director Estate at the address given as under :-

Director Estates, Civil Secretariat

Room No: 447, 4th floor Srinagar .

Room No: 3/65, 3rd floor Jammu.

➤ **Client's obligations:-**

Whilst every effort will be made to best assist the customer in accordance with this citizen / client charter, we may expect the following from the citizens/ clients in return :

- a. compliance with relevant Acts, Regulations, Polices and Procedures;
- b. provision and completion of all necessary documentation as requested;
- c. civil and courteous treatment of staff at all times.
- d. Tell others, if they are satisfied with our services.