

**Government of Jammu and Kashmir  
Power Development Department  
Civil Secretariat, Jammu**

Citizen Charter

Introduction

The main objective of the Citizen's of an organization is to improve the quality of public services. This is done by letting people know the mandated of concerned Ministry / Department / organization , how one can get in touch with its official, what to expect by way of services and how to seek a remedy if something goes wrong. The citizen's Character does not by itself create new legal rights, but it surely helps enforcing existing rights.

**Citizens Charter aims to improve public service by:-**

Making administration accountable and citizens friendly

Ensuring transparency and the right to information

Taking measures to cleanse and motivate civil services

Adopting a stakeholder approach.

Saving time of both executants and the clientele

Easily under stability and quantified works.

**Hoarding to be installed at public office under the Jammu and Kashmir Public Guarantee Act2011 and Citizens Charter**

<b>Power Development Department</b>					
<b>S.No.</b>	<b>Name of service</b>	<b>Designated Officer</b>	<b>Stipulated time limit</b>	<b>1st appellate</b>	<b>2<sup>nd</sup> appellate</b>
<b>1</b>	<b>Electricity connection domestic with load 10 KW</b>	<b>Assistant Executive Engineer ( Electrical) concerned</b>	<b>30days</b>	<b>Executive Engineer ( Electrical) concerned</b>	<b>Superintending Engineer ( Electrical) concerned</b>
<b>2</b>	<b>Electricity connection domestic with load 20 KW</b>	<b>Executive Engineer ( Electrical) concerned</b>	<b>35days</b>	<b>Superintending Engineer ( Electrical) concerned</b>	<b>Chief Engineer ( Electrical) concerned</b>
<b>3</b>	<b>Electricity connection domestic with load 30 KW</b>	<b>Superintending Engineer ( Electrical) concerned</b>	<b>40days</b>	<b>Chief Engineer ( Electrical) concerned</b>	<b>Development Commissioner Power</b>

		concerned			
4	Electricity connection domestic with all load	Chief Engineer ( Electrical) concerned	45days	Development Commissioner Power	Divisional Commissioner Power
5	Electricity connection commercial with load 5 KW	Assistant Executive Engineer concerned	30days	Executive Engineer ( Electrical) concerned	Superintending Engineer ( Electrical) concerned
6	Electricity connection commercial with load 20 KW	Executive Engineer ( Electrical) concerned	35days	Superintending Engineer ( Electrical) concerned	Chief Engineer ( Electrical) concerned
7	Electricity connection commercial with load 30 KW	Superintending Engineer ( Electrical) concerned	40days	Chief Engineer ( Electrical) concerned	Development Commissioner Power
8	Electricity connection commercial with load 100 KW	Chief Engineer ( Electrical) concerned	45days	Development Commissioner Power	Divisional Commissioner Power
9	Electricity connection Industrial with load 10 KVA/ HP with load 100 KW	Assistant Executive Engineer concerned	30days	Executive Engineer ( Electrical) concerned	Superintending Engineer ( Electrical) concerned
10	Electricity connection Industrial with load 30 KVA/ HP	Executive Engineer ( Electrical) concerned	35days	Superintending Engineer ( Electrical) concerned	Chief Engineer ( Electrical) concerned
11	Electricity connection Industrial with load 100 KVA/ HP	Superintending Engineer ( Electrical) concerned	40days	Chief Engineer ( Electrical) concerned	Development Commissioner Power
12	Electricity connection Industrial with load 200 KVA/ HP	Chief Engineer ( Electrical) concerned	45days	Development Commissioner Power	Divisional Commissioner Power