

Introduction

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

Citizens charter aims to improve public service by:

- Making administration accountable and citizen friendly.
- Ensuring transparency and the right to information.
- Taking measures to cleanse and motivate civil service.
- Adopting a stakeholder approach.
- Saving time of both executant and the clientele.
- Easily under stability and quantified works.

Two services, namely NOC for Building permission and Sanction of drinking water connection offered by Public Health Engineering Department are of extreme public importance. The offices of all Executive Engineers of Public Health Department bear hoardings that guide the applicants in getting the benefits of these two services. The proforma of such hoardings is shown on the next page.

**Hoarding to be installed at public office under the Jammu and Kashmir
Public Service Guarantee Act 2011 and Citizens Charter.**

Name and Designation of Designated Officer				Concerned Executive Engineer		
S. No.	Type of service	Documents to be submitted with the application	Stipulated time limit	Designation and address of the 1st applet officer	Time limit for the disposal of 1st appeal	Designation and address of the 2nd applet officer
1	NOC for Building permission	Site plan showing location of proposed building	15 days	Concerned Superintending Engineer	30 days	Deputy Commissioner of the concerned district
2	Sanction of drinking water connection	(a) Building permission in which site falls within municipal limits (b) Authenticated revenue documents of the building if out side municipal limits	30 days	Concerned Superintending Engineer	30 days	Deputy Commissioner of the concerned district
Name of the person authorized to receive application in the office of designated officer				Concerned Executive Engineer		
Time limit for 1 st appeal				Within 30 days from the decision of designated officer		
Time limit for 2 nd appeal				Within 60 days from the decision of 1 st appeal officer		