

## **CITIZENS CHARTER**

1. The Housing and Urban Development Department in the Union Territory of Jammu and Kashmir has been in existence since 1970. The Department is entrusted with the job of formulation of policies, plans, programmes and schemes for urban areas and to provide required guidance to the subordinate departments/ organizations for free, fair, seamless and transparent execution of various policies, plans, programmes and schemes.

2. In terms of the Jammu and Kashmir Government Business Rules as were applicable to the erstwhile State of Jammu and Kashmir, the subjects assigned to the Housing and Urban Development Department were: (1) Housing (2) JDA (3) J&K Housing Board (4) Local Bodies (5) SDA (6) Town Planning, (7) Urban Development and (8) J&K UEED.

3. Upon reorganization of the erstwhile State of Jammu & Kashmir into two union territories, The Transaction of Business of the Government of Union Territory of Jammu and Kashmir Rules, 2019 have been notified vide G.S.R.534(E) of 2020 dated 27.08.2020 by the Government of India, Ministry of Home Affairs. Under these rules, the subjects assigned to the Housing and Urban Development Department in the Union Territory of Jammu and Kashmir are listed below:

1. Urban Housing including Jammu and Kashmir Housing Board.
2. Urban Development including Urban Transportation, Jammu and Srinagar Mass Rapid Transit Corporation.
3. Town Planning Organizations.
4. Jammu and Kashmir Architects Organization.
5. Urban Environmental Engineering Department (UEED).
6. Urban Local Bodies, Municipal Bodies and Municipal Corporations.
7. Development Authorities, Agencies.
8. Building Centres, Jammu, Srinagar.
9. Jammu, Srinagar Smart City Limited.
10. Jammu and Kashmir Real Estate Regulatory Authority.
11. Jammu, Srinagar Metropolitan Region Development Authority.

4. During the last Century, the urban population has increased enormously. The upward trend of urbanization is likely to continue in future which may throw up new challenges in terms of framing up of new policies, plans and schemes to meet the new challenges effectively.

### **Vision:**

5. The Housing and Urban Development Department, the Administrative Department of around a dozen organizations, endeavors to measure and

of its sub-ordinate organizations, identify the performance gaps and introduce improvements through devising of sector specific policies, and best practices, resulting in better services to people.

**Mission:**

6. The Housing and Urban Development Department at the secretariat level is a pioneer to:

- i. Frame policies, prepare plans and schemes for planned growth of urban areas to facilitate provision of error free services to the people in a fair and transparent manner.
- ii. Strengthen the institutions of Urban Local Governance to enable them to discharge functions as entrusted to them under different legislations, regulations and institutional framework with the ultimate motto of providing quality services to the population in their jurisdiction.
- iii. Frame and implementation of housing policy for creation of adequate housing stocks so as to cater to the needs of urban population effectively.
- iv. Administer policies relating to housing and urban sector across UT of J&K.
- v. Set up a robust grievance redressal mechanism to address the grievances for efficient and effective service delivery.

**Organization at the Secretariat Level:**

7. The Housing and Urban Development Department at the secretariat level is headed by an Administrative Secretary of the level of Principal Secretary to Government who reports to Hon'ble Lieutenant Governor through Chief Secretary. The Administrative Secretary is assisted by one Special Secretary, one Director Planning, one Director Finance, three Additional Secretaries, four Under Secretaries, two Section Officers and other Non-Gazetted staff.

8. For smooth transaction of government business, the department has been divided into following sections/ divisions:

- i. **Administration:** The section is looked after by a Special Secretary level Officer and assisted by one Under Secretary, One Section Officer and other non-gazetted staff. The section deals with all administrative matters of Secretariat employees posted in Housing & Urban Development Department and those of the subordinate departments/organizations, administrative matters of urgent nature and issues of general nature not dealt by any other section. It also acts as a coordinating section between different sections of the department and with other subordinate departments. The Administrative Section also deals with the grievances received from Hon'ble Lieutenant Governor's Grievance Cell and other quarters. The Special Secretary has also been

from the Information Department. The officers of the department are also available daily during the working hours for listening to the grievances of the general public. Any person can approach the officers for redressal of their genuine grievance or seek the status of their grievance/pending cases from the department. Administrative Secretary, Housing and Urban Development Department has also earmarked one hour between 2.30 pm to 3.30 pm for hearing public grievances. The section also coordinates the review and disposal of Regular Departmental Action Matters.

- ii. **Accounts:** The section is headed by Director, Finance and assisted by four Assistant Accounts Officers and two Accounts Assistants. The section deals with preparation of Budget Estimates/Revised Estimates and Reconciliation with Accountant General's office. The section also deals with sanction of GPF/Medical reimbursement claims/TA claims/Leave Salary cases of the employees, issuance of NDCs on account of House Building Advance (HBA) in favour of retiring government employees, timely submission of response to Audit paras/draft paras of Accountant General/Audit & Inspection Department and release of funds to subordinate departments/organizations. It is the primary responsibility of Accounts section to maintain and enforce financial discipline in the department and monitor implementation of financial reforms.
- iii. **Planning & Statistics Section:** The section is headed by Director (Planning & Statistics) and assisted by Deputy Director (Planning & Statistics), one Statistical Officer and one Junior Statistical Assistant. The section is entrusted with the job of formulation of plans/policies, monitoring and evaluation of developmental projects, preparation of statistical data of the department, preparation of economic survey, implementation of both centrally sponsored schemes and of UT administration and furnishing of information/status of major/key projects to Planning Development & Monitoring Department, Finance Department, Ministry of Housing & Urban Affairs, NITI Ayoag, etc.
- iv. **Legal Section:** Legal Section is headed by Special Secretary (Legal) and assisted by Senior Law Officer to deal with litigation matters pertaining to the Housing & Urban Development Department and also tenders advice to the subordinate departments/organizations in the matters referred to it. The section also deals with the cases where the Administrative Department has been arrayed as a respondent.

- ii. **Municipal and Urban Local Bodies Section:** The section is headed by an Additional Secretary and assisted by one Under Secretary, one Section Officer and other Non-Gazetted Staff. The section deals with

matters related to Jammu and Srinagar Municipal Corporations and Urban Local Bodies, Kashmir/ Jammu.

vi. **Development Authorities Section:** The section is headed by an Additional Secretary and assisted by one Under Secretary, one Section Officer and other Non Gazetted Staff. The section deals with the matters related to Jammu Development Authority (JDA), Srinagar Development Authority (SDA), Lakes & Waterways Development Authority (LAWDA) and Katra Development Authority (KDA). The section also handles matters related to Statutory Bodies like J&K Housing Board and Autonomous Bodies like, State Urban Development Agency (SUDA), Urban Development Agency Kashmir (UDAK), Jammu Development Agency (JUDA), Building Centers Jammu/Srinagar besides ten District Urban Development Agencies (DUDA), one each located in the districts of Kathua, Udhampur, Doda, Rajouri, Poonch, Anantnag, Baramulla, Budgam, Kupwara and Pulwama,.

vii. **Urban Planning: Architect - Town Planning - Urban Environmental Engineering section:** The section is headed by a Special Secretary and assisted by one Under Secretary, one Section Officer and other Non-Gazetted Staff. The section deals with matters related to urban planning of the departments of Architects, Town Planning and Urban Environmental Engineering as well as their personnel and administrative matters.

9. In terms of The Transaction of Business of the Government of Union Territory of Jammu and Kashmir Rules, 2019, the subjects assigned to the Housing and Urban Development Department in the Union Territory of Jammu and Kashmir are listed below:

1. **Urban Housing including Jammu and Kashmir Housing Board:** J&K Housing Board has been established in the year 1976 under the Jammu and Kashmir Housing Board Act, 1976. As per the Act, Board is entrusted with development of Housing Colonies (Residential) and Office Complexes in the Government Sector. Over the years, J&K Housing Board has established many Housing Colonies in the UT and executed some deposit projects in the Government Sector.
2. **Urban Development including Urban Transportation, Jammu and Srinagar Mass Rapid Transit Corporation:** Jammu/Srinagar Mass Repaid Transit Corporation for both the Capital cities was incorporated in February, 2019. These Corporations are extended arms of Jammu / Srinagar Metropolitan Regional Development Authorities to supplement efforts of these Authorities in achieving orderly and

schemes specially related to integration of multi-modal transport system and Mass Repaid Transit System. These corporations have initiated significant steps to address the issues of Urban mobility in the capital regions of the UT in a holistic manner by providing safe affordable quick comfortable, reliable and sustainable access for the growing number of city residents to jobs, education recreation and such other needs within our cities by establishment of quality focused multi-modal Public Transport System with special focus on developing Light Rail Transit System and eco-friendly bus services for the two cities Srinagar / Jammu in the first phase. Board of Directors has authorised MD/CEO (Jammu/Srinagar Mass Repaid Transit Corporation Private Limited) to take necessary steps for commencement of activities of the corporations including staffing for these Corporations.

3. **Town Planning Organizations:** Following enactment of the Jammu and Kashmir Town Planning Act in 1963, a Town Planning Division was created in the Design Directorate. In year 1964, a full-fledged Town Planning Organization was established to plan the cities and towns of the erstwhile State. Town Planning Organization was re-organized in 1989 with the creation of three Divisions one each for two erstwhile Districts: Srinagar/Budgam, Anantnag/ Pulwama, and Baramulla/Kupwara in the Kashmir Division. The Department of Town Planning Organization spearheads the planning of cities, towns, urban areas, preparation of Master Plans, Town Planning Schemes, colony layouts, infrastructure planning, road widening, rehabilitation and other development schemes. The department is striving hard to make urban planning a dynamic process and move towards regional planning for sustained economic development. There are two Directorates of Town Planning Organization: Jammu and Kashmir, each headed by a Chief Town Planner. The Chief Town Planner Kashmir is assisted by one Senior Town Planner, three Town Planners, one Executive Engineer, three Assistant Executive Engineers, and five Assistant Town Planners besides other non gazetted staff. Similarly, Chief Town Planner Jammu is assisted by one Senior Town Planner, three Town Planners, one Executive Engineer, three Assistant Executive Engineers, and six Assistant Town Planners besides other non gazetted staff.

4. **Jammu and Kashmir Architects Organization:** Jammu and Kashmir Architects Organization was created vide Government Order No. 1214-C dated 16.05.1963 and reorganized vide Government Order no. DP-625-WIP of 1971 dated 06.07.1971. The Architects Organization was the other Organization besides Town Planning to be culled out from the

under the aegis of Housing and Urban Development Department. The objective of the Architects Organization is to provide architectural consultancy to the Government Departments, Public Sector Undertakings, Development Authorities as also to other Bodies, Agencies etc. The Organization has also representation in Council of Architecture, New Delhi under Architects Act, 1972 for up-lifting and safe guarding Architect Profession in terms of education and professional practices. The organization is headed by a Chief Architect and assisted by 3 Senior Architects, 6 Divisional Architects and 18 Assistant Architects at gazetted level and other non gazetted staff.

**5. Urban Environmental Engineering Department (UEED):** J&K Urban Environmental Engineering Department (UEED) was established in the year 1979. The department is mandated to plan, design and construct infrastructural works related to Sewerage & Drainage including Dal Development in urban areas of the UT of J&K. The department is also charged with the responsibility of safeguarding human population against environmental and health hazards and protect the degradation of the environment on account of human interference. It also addresses the issues of energy preservation and waste generation from human and animal activities. After 2005, UEED has been primarily dealing with Sewerage (excluding portion looked after by LAWDA). The department is headed by a Chief Engineer and assisted by two Superintending Engineers, two Executive Engineers, one Deputy Director (P&S), one Accounts Officer, 24 Assistant Engineers besides one Technical Officer and non gazetted staff.

**6. Urban Local Bodies, Municipal Bodies and Municipal Corporations:** The Jammu and Kashmir Municipal Act, 2000 relates to municipalities across Jammu and Kashmir. Section 3 of the Act, provides for classification of urban areas into municipal committees, municipal council and corporation. Section 35 of the Act, provides for appointment of a Director for purposes of exercising all or any of the powers conferred on the government by this Act. There are two separate Directorates of Urban Local Bodies Jammu and Kashmir, established in the year 1982 to provide basic amenities to municipal committees/councils. There are two municipal corporations (created under the Jammu and Kashmir Municipal Corporation Act, 2000), 19 municipal councils and 57 municipal committees. Out of which 9 councils and 27 municipal committees are located in Jammu province. Similarly, 10 municipal councils and 29 municipal committees are located in Kashmir province.

- 7. Development Authorities, Agencies:** Various Authorities / Agencies have been set-up under the aegis of Housing & Urban Development Department to implement the schemes/ programmes for up-liftment of poorest of the poor and empowerment/ up-liftment of women and implementing other poverty alleviation programmes in urban areas. Srinagar Development Authority / Jammu Development Authority (SDA/JDA) have been set up under Section 3 of the Jammu and Kashmir Development Act, 1970 with the objective to promote and secure development of Local Areas of Srinagar/Jammu. These Authorities are empowered to acquire, hold, manage, dispose of land and other properties and execute other infrastructural development works. These authorities are responsible for preparation and implementation of Master Plan for the respective cities in order to provide for planned development of requisite physical and social infrastructure. The Lakes and Water ways Development Authority created in 1997 has jurisdiction over Dal and Nageen Lake. The authority is mandated to promote and secure the development of local area and conservation of Dal Lake, Anchaar Lake and Nigeen Lake. The Dal-Nageen Lake Conservation and Management Programme has two components viz: (i) Conservation and Management and (ii) Rehabilitation and Resettlement of Dal dwellers.
- 8. Building Centres, Jammu, Srinagar:** In order to provide a decentralized delivery system for the training and upgradation of skills for housing activity under the National Network of Building Centres, Building Centers one each at Jammu and Srinagar were established in early nineties to promote and develop low cost technology for construction of buildings in urban areas. These Building Centres are provided financial support to develop their technology and as incentive towards their working capital. The purpose for the establishment of Building Centre is to evolve a technology which is affordable and at the same time fulfills the basic requirements of the seismic position of the UT.
- 9. Jammu, Srinagar Smart City Limited:** Under this program, the cities of Srinagar and Jammu have been sanctioned to be developed as Smart Cities. Government has constituted two Committees viz. State Level Advisory Committee and Special Purposes Vehicles (SPVs) for implementation of Smart City Development Projects under Smart City Mission. Different Smart City project proposals are at various stages of execution.
- 10. Jammu and Kashmir Real Estate Regulatory Authority:** Jammu and Kashmir Real Estate Regulatory Authority Act has been enacted in the year 2018 for regulation and promotion of the real estate sector and to ensure sale of plot, apartment or building, as the case may be,

and to protect the interest of consumers in the real estate sector and to establish an adjudicating mechanism for speedy dispute redressal and also to establish the Appellate Tribunal to hear appeals from the decisions, directions or orders of the Real Estate Regulatory Authority and the adjudicating officer and for matters connected therewith or incidental thereto. Rules under the Act have also been notified. The Housing & Urban development department is in the process of establishing the Real Estates Authority and Real Tribunal Authority for regulation of the real estate sector across J&K.

**11. Jammu, Srinagar Metropolitan Region Development Authority:**

Vide SRO 154 dated 05.03.2019, two Metropolitan Region Development Authorities, namely, "Srinagar Metropolitan Region Development Authority (SMRDA)" for Division Kashmir and "Jammu Metropolitan Region Development Authority (JMRDA) for Division Jammu have been established in terms of Section 3 of the Jammu and Kashmir Metropolitan Region Development Authorities Act, 2018. The posts have also been created for the two Authorities. The Recruitment Rules for these posts are under finalization. The Authority is headed by a Chief Executive Officer (CEO) and assisted by Additional CEO and other staff.

**Services offered:**

Following is the cumulative list of services being provided by the departments / organizations under the Administrative control of Housing & Urban Development Department:

S. No.	Name of the Service	Stipulated time frame for	Service by
		providing Service	
1.	i. Issuance of Birth & Death Certificates.	20 days	SMC/JMC
	ii. Correction in Birth/Death Certificate (name/date etc.).	10 days	
	iii. Issuance of Duplicate certificate.	05 days	
2.	Building Permission System:	30 days 60 days	SMC/JMC/ULBJ/ K / JDA / SDA / LAWDA / TPOJ/K
	a. All Buildings. b. Highrise/Tall and Special Buildings.		
3.	Issuance of No Objection Certificate for:	15 days 20 days	SMC/JMC/ULBJ/ K
	a. Residential/Commercial Buildings/Activities. b. Highrise/Tall and Special Buildings.		
4.	Completion Certificate of the Building	10 Days	SMC/JMC/ULBJ/ K

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5.	Occupancy /Use of the Building Certificate for: a. All Buildings. b. Highrise/Tall and Special Buildings.	15 days 30 days [IH1] [IH2]	SMC/JMC/ULBJ/ K
6.	Issuance of Registration/permission of shops/ restaurants/cafeteria/workshop/showrooms/public-semipublic offices/professional offices, financial institutions, educational/ medical-care institutions etc. (after verifying the Building permission).	15 days	SMC/JMC
7.	Issuance of permission for installation of Mobile Towers: a. If installed on ground. b. If installed on a building.	15 days	SMC/JMC
8.	Grant of license for Milk Dairy Booths/ vegetable/ fruit sale shops	15 days	SMC/JMC
9.	Issuance of Street Vending / Rehri License.	10 days	SMC/JMC/ULBJ/ K
10.	Grant of license for Pet Dog / domestic animals/ gaushalas.	05days	SMC/JMC/ULBJ/ K
11.	Grant of license for Pet Clinic / Bird Trade / Pet Trade etc.	15days	SMC/JMC/ULBJ/ K
12.	Registration/permission of shops/ kiosks for sale of meat/chicken	15days	SMC/JMC
13.	Sanction of new Drainage Connection.	15days	SMC/JMC/ULBJ/ K
14.	Grant of Road Cut Permission.	15days	SMC/JMC/ULBJ/ K
15.	Issuance of Water Connection.	15 days	SMC/JMC
16.	Booking for Septic Tank/soakage pit clearance & Drinking Water Tank.	03 days	SMC/JMC
17.	Booking for C&D Waste Collection Vehicle.	03 days	SMC/JMC
18.	Permission for conducting Rally, Mela, Exhibition etc.	05 days	SMC/JMC
19.	Booking of Marriage Hall/Community Centre/ Meeting Hall/Auditorium	05 days	SMC/JMC
20.	Permission for allotment of open space, Khokha, etc.	15 days	SMC/JMC
21.	Issuance of residence proof.	05 days	SMC/JMC

22	Issuance of NOCs/Comments for installation of Mobile Towers.	15 days	ULBJ/K
23	Sanction of new Sewerage/Drainage Connection.	30 days	UEED

**IMPLEMENTATION OF RIGHT TO INFORMATION ACT, 2005 :**  
Pursuant to the provisions of the Right to Information Act, 2005, the PIOs have been designated by the H&UDD and Subordinate offices alongwith First Appellate Authorities.

The contact details of the Public Information Officers (PIOs) and the First Appellate Authorities (FAAs) of the Housing & Urban Development Department and Subordinate Organizations as under:-

S. No.	Name of the Department / Organization	Name of the PIO with contact details	Name of the FAA with contact details
1.	HUDD	Mr. Thannaji Bhat Under Secy to Government 9419903927(M)	
2	Directorate of Urban Local Bodies, Jammu	Ms. Sana Khan, JKAS Dy. Director (Adm) 9419110541 (M)	Mr. Asgar Hussain, JKAS Director, Urban Local Bodies, Jammu 9469214088 (M)
3	Director of Urban Local Bodies, Kashmir	Mr. Shakir Hussain Accounts Officer 8803028034 (M)	Mrs. Mathoora Masoom, JKAS Director, Urban Local Bodies, Kashmir 9419025199 (M)
4	Jammu Municipal Corporation	1.Mr. Dheeraj Jandial CAO ( Account Section ) 8803121106 (M)  2. Mr. Sudhir Bali ,KAS Assistant Commissioner (Rev) (Revenue Section) 9419291539 (M)  3.Mr. Sanjay Sharma Dy. Director (Plg) (Planning Section) 700641715 (M)  4.Dr. Sushil Sharma MVO (Veterinary Section) 9419291539 (M)	Mr. Pankaj Gupta, JKAS Joint Commissioner, (Adm) 9419118409 (M)

		<p>5.Mr. Lakshman Jamwal, Executive Engineer (Electric Section) 9419187300(M)</p> <p>6. Mr. Rajesh Gupta Chief Enforcement Officer (Enforcement Section) 9419124951(M)</p> <p>7.Mr. Surinder Kumar Assistnat Secretary (Establishment Section) 7298309767 (M)</p> <p>8.Mr. Ankush Kapoor IO (IT Section) 9419284745(M)</p> <p>9.Kosar Naz Naib Tehsildar (Election Cell) 9419138785 (M)</p>	
5	Srinagar Municipal Corporation	<p>1.Mr. Rafiq Ahmad Shah, FA/CAO 9419005059 (M)</p> <p>2. Mr. Ishtiyag Ahmad Shah, Joint Commissioner (Works) 9419074536 (M)</p> <p>3. Mr. Sofi Mohammad Akbar, Secretary 9419003287 (M)</p> <p>4. Mr. Mohammad AhsanUIHaq Superintending Engineer 9419060565(M)</p> <p>5. Mr. Ghulam Hassan Mir Joint Commissioner (Planning) 9596331233 (M)</p>	<p>Mr. Reyaz Ahmad, JKAS Joint Commissioner(Adm)</p>
6	Jammu Development Authority	<p>Ms. Kusum Chib, JKAS Collector, 9469461621 (M)</p>	<p>Mr. Puneet Sharma, JKAS Director, Land Management <b>Transferred.</b></p>
7	Srinagar Development Authority	<p>Mr. Showkat Ahmad Mattoo, 9419007319(M)</p>	<p>Dr. Fayaz Ahamad Banday 9906578093(M)</p>
8	Lakes & Waterways Dev. Authority	<p>Dr. Alyaz Ahmad, JKAS Secretary 9419708180 (M)</p>	<p>Dr. Bashir Ahmad Bhat , IRS Vice Chairman 9419526848 (M)</p>
9	Town Planning Organization, Jammu	<p>Mr. Rajeev Abrol Town Planner, Jammu 9419181841 (M)</p>	<p>Mr. Anil Raina Chief Town Planner, Jammu 9419191462 (M)</p>

	Kashmir	Assistant Town Planner 9419003481 (M)	Chief Town Planner, 9419025185 (M)
11	J&K Housing Board	Mr. Yogesh Sharma Sr. Programmer, 9419196543 (M)	Mr. Shahid Saleem Dar, JKAS Managing Director 9419169070(M)
12	J&K Architect Organization	1.Mr. Kafeel Ahmad Ferozy I/c Divisional Architect (PIO , Kashmir) 9596199904 (M)  2. Mr .Satish Chander Bhagat I/c Divisional Architect (PIO , Jammu )	Mr. Harinder Arora I/C Chief Architect, 9419183363 (M)
13	Katra Development Authority	Mr. Des Raj NaibTehsildar 9419159627(M)	Mrs. Preeti Sharma, KAS CEO 9419273272(M)
14	Jammu Urban Development Agency	Mr. Tirath Ram AAO 7006981721 (M)	Ms. Deepika Rana, KAS CEO, 9419116098(M)
15	Kashmir Urban Development Agency	Mrs. Jahan Ara, Asstt. Project Officer 9541673033 (M)	
16	Building Centre , Jammu	Mr. RankuBhat Project Manager 9419192931(M)	Mr. Harinder Arora Director, 9419183363 (M)
17	Building Centre, Srinagar	Mr. Masroor Ahmad Shah Project Manager 9149584258 (M)	Ar. Kafeel Ahnad Ferozy Director, 9596199904 (M)
18	UEED	Mr. Ravinder Kumar Raina, Accounts Officer 9018880380 (M)	Mr. Basharat Ahmad Kawoosa Chief Engineer 9419428949

### **Strengthening of internal vigilance:**

The H&UDD has nominated Mr. Ashish Gupta, JKAS, Additional Secretary as Chief vigilance Officer. The subordinate Departments/ Organizations have nominated the Departmental Vigilance Officers. Complaint boxes have been installed in the offices of H&UDD where complaints relating to corruption or any malpractice or functioning of any of the offices can be filed for redressal. The H&UDD has also hosted the Central Vigilance Commission (CVC) guidelines and reforms introduced by Finance Department for enhanced transparency. Emphasis is being laid on implementation of CVC guidelines in all government transactions. The

Jammu and Kashmir Municipal Accounting and Budgeting Rules, 2021 have been notified for implementation by urban Local Bodies and Municipal Corporations for enhanced financial discipline. The contact details of Chief Vigilance Officer are as under:-

Mr. Ashish Gupta, JKAS

Additional Secretary to the Government

Housing & Urban Development Department

Mobile No. 9419796600

e-mail address: ashishjk4500@gmail.com

**Feed back about functioning / Services offered:**

The H&UDD and its Subordinate Organization offer a number of services to the citizen. Any citizen who is eager to give suggestions Bringing about improvements in the delivery of any of the services or in the functioning of the Department can furnish their feed back to H&UDD or to the concerned HoDs through any means of communication including e-mail. The contact details are available on the departmental web-site (<http://jkhudd.gov.in>).